

Helping you with your mental health with Wellbeing Support



Living with poor mental health could have a detrimental impact on you, and the lives of those around you. It can affect how someone thinks, feels, behaves and copes. You may not be able to access support quickly or easily through the usual channels.

That's where Wellbeing Support, provided by RedArc Assured Limited, can help. It gives you and your immediate¹ family unlimited access to an experienced RedArc nurse throughout the life of your policy. Your dedicated mental health nurse is there to listen and support you over the telephone every step of the way.

Though everyone's experience is different, this illustration shows how RedArc nurses could help you through poor mental health.



Feeling that something isn't right

You could be aware your **mood is low**, or find a situation, illness or injury is **taking its toll** on how you feel

Your Wellbeing Support nurse can encourage them to **seek help** from their GP, and offer **support with coping strategies** and management of symptoms



You might **feel isolated** by your thoughts and feelings, and be **unsure what to expect** at your appointment

Your nurse can offer a listening ear, and **help prepare questions** for their consultation



Seeking help

Getting help

You might be **concerned** about how you're going to cope, or feel **overwhelmed** by information

Your nurse could offer **copng strategies**, give you practical advice, and **explore therapy options**



During therapy

You might find therapy **difficult or emotional**, or feel like you're a **burden** on your family

Your nurse can **reassure** you it's normal to feel that way, and offer **continuous support** to family

You may have a **sense of relief** you're getting help, or be **managing** ongoing symptoms

Your nurse can **encourage** your progress, offer reassurance about readjusting to life, and support with **good wellbeing** and **moving forwards**



Recovery

How Wellbeing Support nurses take the burden off you



Tailor emotional support and practical advice



Signpost to charities, support groups and other helpful services



Recommend relevant resources such as books, leaflets and web links



Provide appropriate therapy or counselling, or arrange a second medical opinion, medical equipment or help at home

We're listening. So that you are supported.



¹ Immediate family is defined as the policy holder, your partner, and children living in the same household. Wellbeing Support is provided by third parties that aren't regulated by the Financial Conduct Authority. These services aren't part of our terms and conditions, so can be amended or withdrawn at any time. Legal & General Assurance Society Limited. Registered in England and Wales No. 166055. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registered office: One Coleman Street, London EC2R 5AA. Information correct as of May 2021.