



health  assured

Health Assured Case Studies

How our EAP services make
a real difference every day

Contents

About us	03
What we do	03
Why Health Assured	04
Awards and Accreditations	05
Case stories	06
Mental health support for parents and children	07
Legal and Financial Stories	08
Eldercare Support	09
Relationships	10

About Us

Health Assured is the largest provider of Employee Assistance Programmes (EAP) in the UK and Ireland. Our award-winning wellbeing services support over 13 million people and 80,000 organisations – helping to create happier and healthier workplaces.

What We Do

Our industry-leading approach delivers mental health and wellbeing solutions with a difference, making us the number one choice for organisations.

We partner with our clients to deliver the most comprehensive and trusted wellbeing EAP on the market, providing access to a range of wellbeing services including our 24/7, 365 helpline, counselling therapy, trauma management, legal & financial advice, workshops, and training sessions.

We are your healthy advantage.



Why Health Assured

274,143
calls received in 2023-24

Top 5 counselling call reasons



Anxiety | 23% (2024) | 11% (2021)



Low Mood | 12% (2024) | 6.5% (2021)



Partner | 8% (2024) | 3.1% (2021)



Depression | 7% (2024) | 3.3% (2021)



Bereavement | 7% (2024) | 3.2% (2021)

1 in 6.7 people experience mental health problems in the workplace

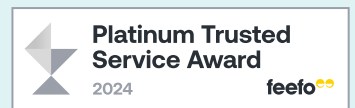
88% of UK employees experienced burnout in 2022

1.2 million people are on NHS waiting lists for community mental health care



Awards and Accreditations

Health Assured truly is an industry-leading EAP provider, and our service is of the highest quality. We're proud that our award-winning EAP services are recognised year on year based on client experience, feedback, and ratings.



Case Stories

We believe that the best way to tell our story is for clients to tell it for us. Customer service is the experience we deliver, it's the promise we keep, and it's how we make them feel after they've used our EAP services.

Thousands of people approach us every day looking for help, either for themselves or a loved one. They are often in a vulnerable or difficult place, and we do everything we can to provide confidential and compassionate care and advice in their moment of need. We have gathered a number of case stories and testimonials that highlight the value of our services and how Health Assured is making a real difference in the lives of our customers.

Disclaimer - Please note that for confidentiality reasons, we are unable to provide the names of any clients that appear in the following case stories and have removed/changed any personal information or details that could compromise their anonymity.

For more information on Health Assured's Privacy Policy, please visit:

www.healthassured.org/privacy-policy/



Mental health support for parents and children

“A Wellbeing Counsellor provided guidance and practical support, referring the individual for structured counselling to help her manage any underlying feelings of guilt, exhaustion, and physical stress.”

The individual called Health Assured last year looking for support as she was struggling with her 10-year-old daughter’s challenging behaviour. She was refusing to go to school and had been previously diagnosed with autism, making it hard for her mother to juggle her work-life balance and deal with the emotional impact.

A Wellbeing Counsellor provided guidance and practical support, referring the individual for structured counselling to help her manage any underlying feelings of guilt, exhaustion, and physical stress.

Availability was carefully reviewed to ensure she could attend in-person sessions, away from distractions at home. On the same day, the individual was assigned a counsellor in her local area and a first appointment was made just 4 days later.

“She was matched with an online counsellor that same day and her first appointment took place two days later.”

The individual contacted Health Assured on behalf of her 12-year-old son. She was concerned about his mental health following her recent split with his father, worried that her son was becoming more withdrawn and anxious in what must have been a traumatic experience for him at such a young age.

We provided her with in-the-moment support and guided her through several child-focused coping mechanisms to share with her son during this difficult time. We also signposted her to specialised services for further wellbeing resources.

A clinical assessment was carried out to explore the long-term impact the situation was having on her mental health to ensure she was supported throughout the process. The individual was matched with an online counsellor that same day and her first appointment took place two days later.

Legal and Financial Stories

“Thankfully, the individual managed to receive an extra month of ESA payments and was able to return to work following a full recovery.”

The individual had been off sick from work for a long time due to his treatment and recovery from an injured leg. As well as the physical and emotional consequences of the injury which made it difficult for him to walk, he was also very worried about the financial implications.

His employer had initially placed him on contractual sick pay for 3 months, then moved to Statutory Sick Pay (SSP) which, when he contacted Health Assured, was due to expire soon. Our legal advisors helped him check his eligibility for Employment and Support Allowance (ESA) which is available if a health condition affects your ability to work and can assist with living costs.

Thankfully, he managed to receive an extra month of ESA payments and was able to return to work following a full recovery.

“When she rang Health Assured, it was apparent that she was struggling emotionally and financially.”

The individual, a single parent from Tyneside, reached out to Health Assured seeking emotional and financial support. When she rang us, it was apparent that she was struggling. Firstly, to pay for childcare costs for her two young children, and to deal with the burden of her ex-partner offering little to no support, all whilst trying to manage work and family responsibilities.

As well as providing emotional support, our trained advisors quickly guided the individual to the Government Child Maintenance Service to obtain an estimate of how much her ex-partner should be paying in childcare costs. The CMS was also made aware of the situation to help from a legal perspective and helped her secure financial support without resorting to court action.

Eldercare Support

“We stayed with him, offering wellbeing support until he managed to secure eldercare for his mother.”

The individual contacted Health Assured regarding concerns for his vulnerable mother who had just come out of hospital following a lengthy illness. The hospital had advised him that his mother would need further care and support at home given the circumstances, however, was ineligible for NHS Continuing Healthcare funding.

He was not sure where to make a start with getting information and support. We offered him a range of resources and options he could utilise and apply for, including a free needs assessment, local council support, and guidance on care home planning for the future. We stayed with him, offering wellbeing support until he managed to secure eldercare for his mother.

“We guided her through the process and advised her on how to seek financial assistance for her father.”

The individual reached out to Health Assured last year with concerns about her father who was struggling with his health and needed to move into a care home permanently. This was a challenging time for the individual who didn't want to move her father out of the family home but knew it was necessary for his own wellbeing.

Additionally, care home expenses are notoriously high, and she wasn't sure whether they would be able to afford them. We guided her through the process and advised her about a Deferred Payment Agreement with the Council where a legal agreement can be put into place with the council to provide financial assistance for her father, alleviating her worries and making sure he was well looked after.

Relationships

“The individual left the call feeling reassured about her divorce situation and the options available to her.”

The individual contacted our helpline during a tumultuous time in her life – she was applying for a divorce after 14 years of marriage. She wanted to understand how the divorce process works, especially with children in the picture.

One of our advisors guided her through the divorce process, the next steps, what happens to the family property and arrangements for the children. We advised her to consider applying for a Mesher Order for the Courts for mortgage support on a new property and she left the call feeling reassured about the situation and the options available to her.

“We gave him several options to protect himself financially and advice on how to discuss financial wellbeing more openly.”

The individual reached out to Health Assured regarding the purchase of a new home that he planned to buy with his partner. However, he felt worried that, as they were not making equal contributions to the mortgage, this could affect their relationship going forward as well as the financial risk in the event of a relationship breakdown.

We gave him several options to protect himself financially for the future and explained the differences between different types of property ownership. The individual was advised about a Deed of Trust – a document to protect one’s financial interests and given advice on how to discuss financial wellbeing more openly.



h a

