

# Staff Absence Insurance

## Staff Wellbeing



BEST supports the promotion of health and wellbeing amongst school staff. We currently provide two services for use by staff insured under the terms of our Staff Absence Insurance policy:

 **Orthopaedic Rehabilitation Service**

 **Staff Wellbeing Helplines**

### Orthopaedic Rehabilitation Service

The BEST Orthopaedic Rehabilitation Service provides access to specialist treatments where early intervention could enable an absent staff member to make a swifter recovery and return to work.

The cost of treatment programmes will be met by the insurer. The assessment of patients for treatment will be carried out by a team of independent medical specialists from Kuro Healthcare\*.

Following a telephone based triage assessment patients may be referred for Physiotherapy, Osteopathy and Chiropractic treatments. The telephone based triage service is used to assess the patient's needs and if clinically appropriate to arrange an initial assessment with a local therapist. Treatments are arranged promptly at locations close to the patient's home or work, depending on preference. All therapists are members of both the Health Professions Council (HPC) and of their relevant professional bodies e.g. The Chartered Society of Physiotherapists.

The service provided is private and confidential between the patient and medical specialist. No details of treatment are released to the employer.

It is currently accepted through evidence based research that if rehabilitation is started earlier and the patient is focused on playing an active role in their recovery through support techniques, literature and reassurance, the majority of people will recover quicker and with less intervention. BEST offers this support service to ease patient recovery and return to work.

If you have any further questions relating to our Orthopaedic Rehabilitation Service please contact us on **freephone 0800 389 2028**.

**Please see the next page for information about our Staff Wellbeing Helplines** and how the service will offer support to staff.

\*Kuro Healthcare – Established in 2000 and formerly Rapid Trauma Assessment. Kuro Healthcare are a clinically led company with a national network of highly skilled experts who specialise in the treatment of musculoskeletal injuries.

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## Staff Wellbeing



### Staff Wellbeing Helplines

The BEST staff wellbeing helplines are available to all insured school staff and their families. The wellbeing helplines are available 24 hours of the day, 365 days of the year and provide:

-  **Stress Counselling**
-  **Medical Advice**
-  **Legal & Tax Advice**

The stress counselling and medical advice service is provided by a team of registered nurses, trained in counselling, who all have at least 5 years post registration experience.

### The Stress Counselling Helpline

Provides emotional support, guidance and advice on how to deal with stress and its effects. All the nurses are qualified to counsel by virtue of their professional qualifications and experience. The counselling service is available for both professional and personal matters.

#### Counselling is provided for:

- **Home and Work related Stress**
- **Bereavement Counselling** – provides emotional support and advice to the bereaved.
- **Crisis Support** – for those who have suffered assaults or trauma either at work or in their private lives.

### The Medical Advice Helpline

The medical helpline provides a comprehensive range of services including specific medical information (non-diagnostic or prescriptive), triage guidance, general healthcare advice and first aid advice.

All services are provided on a confidential basis – complying with the requirements of client / patient confidentiality, the Nursery and Midwifery Council (NMC) code of professional conduct and the Data Protection Act.

### The Legal and Tax Advice Helpline

The legal and tax advice helpline service is staffed by a team of qualified lawyers, barristers, solicitors and legal executives. Advice can be provided on a broad range of issues including but not limited to:

Civil Litigation	Education Law	Insurance
Commercial Law	Employment Law	Pensions
Consumer	Family	Property
Criminal Law	Housing	Tax Advice
Debt and Welfare Benefits	Immigration Law	

Staff Wellbeing Helplines call **0870 240 2530**