

# Staff Wellbeing

We provide:

- Orthopaedic rehabilitation
- Medical advice
- Stress counselling
- Bereavement counselling
- Tax advice
- Legal advice



When it comes to insuring the wellbeing of school staff we tick all the right boxes

**BEST**

 0800 389 2028  [info@capitabest.co.uk](mailto:info@capitabest.co.uk)  01454 616 810  [capitabest.co.uk](http://capitabest.co.uk)

 BEST, Minton House, Woodlands, Woodlands Lane, Bradley Stoke, Bristol BS32 4JT

# Staff Absence Insurance

## Staff Wellbeing

**BEST**

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 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 a step by step guide** of how the service will offer support to absent 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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Follow this **Step by Step Guide** to ensure staff in your school benefit from the **BEST Orthopaedic\* Rehabilitation Service**.

### Step One **Claim Notification**

School contacts BEST to notify them of a staff absence claim. School must notify BEST at the earliest possible convenience to enable staff to benefit from early intervention and treatments.

Injury or illness details are provided from the GP's medical certificate. Condition is identified as Orthopaedic.

### Step Two **Claim Assessment**

Claim is assessed by BEST's internal claims specialist.

### Step Three **Contact Information**

An assessment notification letter is dispatched to the school's Head Teacher recommending that the absent staff member is invited to receive a specialist assessment. At this stage you may choose to involve your Council's Occupational Health Department. A freephone number and a unique identification treatment code is provided for the school to issue to the absent staff member. Head Teachers should note the treatment of the individual remains private and confidential between patient and medical specialists from this point onwards.

### Step Four **Triage**

The absent staff member uses the freephone number provided to contact the Kuro Healthcare team quoting their unique identification treatment code. One of the in-house nurses in Kuro Healthcare's clinical care team collects background information regarding the injury/illness and any related medical background to identify the medical treatment pathway. The telephone triage service is used to assess the patient's needs and if clinically appropriate to arrange an initial assessment with a local therapist.

### Step Five **Treatment Plan**

Following triage assessment a treatment plan is put in place. 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.

Patients are required to sign a data protection authority at the initial assessment prior to treatment taking place. This is in order for the Kuro Healthcare team to review the treatment reports and work with the therapists to determine treatment plans and carefully co-ordinate each individual case.

### Step Six **Return to Work**

Early intervention plays a key role in returning the patient to their pre accident/illness level of health. Face to face support and intervention play key roles in supporting the return to work and identifying key activities which may exacerbate the problem or encourage a relapse. Exercises, advice and education in the role of posture, work place practices and coping techniques can provide an invaluable insight into the ability of individuals to self manage some of their residual symptoms and increase confidence to successfully return to the work place at the earliest opportunity.

\*Orthopaedic – correction of injured bones or muscles. Example conditions may include: Back Conditions, Sprains and Strains, Whiplash and Neck Injuries.

Please see the next page for information about our **Staff Wellbeing Helplines**.

# Staff Absence Insurance

## Staff Wellbeing

**BEST**

### 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:



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**