

# Juggling work with caring responsibilities?

## Help is at hand with the Eldercare Support Service



For many of us, caring for someone we love can be a rewarding meaningful experience, however trying to work whilst at the same time caring for children, parents, grandparents or even sometimes all three, can also lead to stress in the form of strained relationships, anxieties, tiredness and illness.

In recognition of these significant pressures, the Eldercare Support Service (ESS), is available to UK employees of Generali's Group Income Protection client companies\*.

Provided in partnership with innovative Employee Assistance Programme (EAP) provider Lifeworks and market leading expert medical opinion service provider Best Doctors™. ESS is designed to help companies provide vital employee support.

## WHAT IS INCLUDED IN THE ELDERCARE SUPPORT SERVICE?

ESS provides the following benefits to you and your dependant parents as appropriate:

- **Access to confidential EAP services provided via Lifeworks:** these include information and assistance on a wide range of topics including long distance caregiving, housing options and mobility aids. Please refer to EAP literature for full details of the services available.



- **Access to specific valuable Best Doctors' services namely:**
  - telephone support line manned by health and care experts
  - help in finding a specialist for a specific medical case or condition;
  - and access to a vast online resource of health and medical information, from a medical encyclopedia and health calculator to a health related video library.

- **Home-based assessment by a registered Occupational Therapist (OT) or nurse experienced in eldercare,** should your parent suffer an unplanned overnight stay in hospital. This service is available whether your parent lives with you or not, as long as they are UK-based. It includes a written report, provided to you and your parent according to permissions given, which aims to answer the following questions:
  - how will your parent cope following an unplanned stay in hospital?
  - what sort of extra assistance might they need?
  - what assistance is available from the local NHS trust or social care services?
  - who are your key contacts for further help and assistance?

\* ESS is a complimentary service available to all UK employees of Generali UK's Group Income Protection policyholders together with their dependant parents, whether they live with the employee or not and wherever in the world they may be. Calls are provided in English. The service includes specific elements of the Best Doctors service as listed and, where appropriate, an Occupational Therapist's home assessment and report in respect of the employee's UK resident parent who has been discharged from hospital following at least an overnight stay for non-elective treatment. The written report is provided, according to permissions given.

## HOW ARE ESS SERVICES ACCESSED?

Access is quick and easy, wherever in the world you and your parents may be:

### EAP

This fully confidential\*\* resource is available 24/7, 365 days a year via a freephone number, **0800 980 6559** or from abroad on **+44 141 846 1686**

A dedicated website also provides advice, resources and professional support. Go to **generali.lifeworks.com** and use username and password: generaliuik

### Best Doctors

To benefit from this independent and confidential service, simply call the 24/7 Member Care Centre on **0800 085 6605** or online at **www.askbestdoctors.com**

### Occupational Therapist Assessment & Report

Access is via the EAP telephonic helpline **0800 980 6559** (or from abroad on **+44 141 846 1686**) or via a referral from your company's HR department.

**“Employers can take simple, but effective action to enable carers to balance their caring and employment responsibilities.”**

Source: Carers Action Plan, 2018 - 2020,  
Department of Health & Social Care



\*\* Personal records may be shared if legally required to do so.