



Caring for an elderly relative

Essential support starts here

Your Generali UK Group Income Protection policy includes access to the Eldercare Support Service (ESS), completely free of charge, to help out working carers and their dependent parents or parents-in-law.

Caring is not only about providing physical support. It can include lots of things: being available on the phone; a lasting power of attorney role; being a taxi service – taking someone to appointments; advocacy roles; shopping; housework; cooking extra meals.

Generali's ESS is an integrated programme of support, which takes into account all of these roles of a working carer and more. It is provided in partnership with leading experts Best Doctors by Teladoc Health, Morgan Ash, and Telus Health (formerly LifeWorks.)

What is included in the Eldercare Support Service?



“On average, 600 people a day leave work to care”

Source: Carers UK, Juggling Work and Care

Support for you – the Employee

- ✓ Confidential 24/7 support service, via phone or online: have an initial conversation to establish needs and then be directed to various experts as part of the service, from lawyers and independent financial advisers to accredited counsellors. Also, signposting to other relevant services from General UK and / or relevant local community services and self-help groups
- ✓ Bereavement counselling
- ✓ Personal debt management
- ✓ Wellbeing, health and care information (including mobility aids) from experts
- ✓ Navigation through the complexity of NHS and Social Services.



“75% of carers in employment worry about continuing to juggle work and care”

Source: Carers UK, State of Caring 2022

Support for the individual you care for

All of the above, plus...

- ✓ Help with arranging a Power of Attorney
- ✓ Home-based assessment after an unplanned overnight stay in hospital. A review and written report from a registered Occupational Therapist or nurse experienced in eldercare. This is designed to help the person you care for to cope once home, detailing any extra assistance needed and from where to access this help
- ✓ NEW: Access to expert mental health support following an unplanned overnight stay in hospital. The person you care for might be psychologically affected by the hospital stay, lacking in confidence, worried about mobility, or activities of daily living, or loss of dignity. This service combines an initial consultation with 50-minutes of therapy that can include recommendations as to the best next steps.
- ✓ Help with researching and sourcing specialist care, if needed and according to individual requirements; from care homes to domiciliary care in the home
- ✓ Access to medical expertise for answers to general health questions or help finding a specialist consultant.

How do I access these services?

General health and specialist information (Best Doctors by Teladoc): **0800 111 4122 9am-5pm, Mon-Fri. Or from abroad on +44 (0) 204 586 5367**

Mental health support for your parent or parent in law, after an unplanned overnight stay in hospital (Best Doctors by Teladoc): **0800 048 9011**

For all of the other independent and confidential* services outlined in the bullet points above, simply call the Telus Health (formerly LifeWorks) telephone helpline in the first instance, on **0800 980 6559. Or from abroad on +44 (0) 141 846 1686.**

A dedicated website also provides advice, resources and professional support. [Click here](#) and sign-in using username and password generaliuk

ESS is a complimentary service available to all UK employees of Generali UK's Group Income Protection policyholders. It is also available to your dependant parents and parents-in-law whether they live in the same household as you or not. The Morgan Ash home-based assessment or care home finding service is only available to UK resident parents or parents-in-law. All calls are provided in English.

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

