

A perspective on recent events from Jan Dryden, Nursing Services Director



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Consistent with RED ARC's culture of service excellence we are continuing to invest in key infrastructure. This is both in terms of our teams of Personal Nurse Advisers and also in our office accommodation.

From an operational perspective it always seems to be a busy time for RED ARC. It is not long since our Southern team moved into their new offices in Hove and now we're safely installed in new offices in Chester as well.

The Hove move was actually completed in February 2008 and is now complemented by the new Chester office.



Front row, left to right: Alison Evans; Jan Dryden; Caroline Love.  
Back row: Sue Kinsella; Sue McNelly Sarah Faulkner.

We started to build the Chester team in 2007 and this has gone from strength to strength. So much so that we've had to recruit additional nursing and administrative staff to cope with the increased volume of patient referrals from our clients. New team members include : Moya Hughes; Sue Kinsella, Caroline Love and Sue McNelly who are all Registered General Nurses and Alison Evans, a Registered Mental Health Nurse who completes the nursing team (for now!). In addition our existing administrator - Sarah Faulkner has been joined by new recruit Elaine Chapman.

Our teams in Chester and Hove are now doubly ready to face the challenges of 2009 and beyond. Accessible, Responsive, Care for our patients both old and new when they need it most.

News about  
RED ARC ASSURED



# arc*light*

accessible responsive caring

SPRING 2009

## Welcome to the first edition of RED ARC Assured's newly updated newsletter 'ARCLight'.

As many of you will know, RED ARC is a unique care advisory service working in the insurer, membership services and larger corporate sectors. We delight in providing all of our clients with practical and emotional support for their members or policy holders. In this edition of ARCLight, to give you a real feel for who we are and what we do we've included an update from our Nursing Services Director - Jan Dryden - on the recent recruitment we've undertaken to strengthen our nursing team and their move to new 'state of the art' offices in Chester.

In addition we have a couple of new business stories, one with details from Richard Thomas, RED ARC Managing Director of a major new RED ARC launch for an existing client and secondly a brand new client to RED ARC in the shape of 'Life and Legal' an exciting new Employee Benefits business based in West Yorkshire which has a built in RED ARC service for all its clients.

We hope that this newsletter provides a valuable source of information to our existing scheme sponsors and clients as well as giving potential new contacts a real flavour of how RED ARC operates. Please feel free to give us your feedback by contacting us on : - [pknight@redarc.co.uk](mailto:pknight@redarc.co.uk)

Copies of ARCLight available either in a printed format or as a pdf download from [www.redarc.co.uk](http://www.redarc.co.uk)



## 1st October saw the launch of a RED ARC service for AEGON Scottish Equitable's Group Income Protection portfolio

RED ARC already provides support for claimants under AEGON Scottish Equitable's Group Critical Illness and Group Life schemes. Group Income Protection "completes the set" for one of the UK's most influential players in the employee benefits market. As well as giving RED ARC another chance to innovate in a new product sector.

"This is a really important development for RED ARC", says Managing Director, Richard Thomas. "We will be working alongside major brands like Nuffield Health and Priory, who provide rehabilitation for selected musculoskeletal, and stress and depression cases respectively. AEGON Scottish Equitable understand that customers making a group risk claim, are impacted financially, but also emotionally. That's why they have now added RED ARC to their group income protection product. Where claims not referred to the other service providers may be referred to us. This added value approach is a central theme of the RED ARC ethos and something we're proud to offer to all of our patients and scheme sponsors".

RED ARC will provide a version of our Serious Illness service, giving claimants access to their own personal nurse adviser for as long as needed. The adviser can go on to provide specialist nurse home visits, therapy or counselling on a tailored basis. The service can extend to family members, for example, a family distraught about a cancer diagnosis. Even HR and Line Managers can enquire about an illness or disease they know little about, and its impact on a return to work.

The Group Critical Illness and Group Life services already offer AEGON Scottish Equitable clients an invaluable added benefit and RED ARC were delighted to win the tender for extending these into the Group Income Protection environment.

Richard Thomas says, "we are not a re-hab company. All our services are patient-centric. AEGON are the first Group Risk insurer to recognise that an employee diagnosed with something like cancer is just as in need of practical information and emotional support, irrespective of the type of cover they have – whether it be Critical Illness, Life or Income Protection. Now we can serve them all".

This exciting new development continues RED ARC's approach to working with leading and forward thinking insurers and shows that we can adapt our product proposition to new sectors including but not restricted to friendly societies, life/critical illness and now income protection. With the addition of this new service to AEGON Scottish Equitable, RED ARC are confident moving into 2009 that other new areas of added value can be explored for both existing and new clients.

**Full details of the RED ARC service and how we can help your business are on the RED ARC website at [www.redarc.co.uk](http://www.redarc.co.uk)**

## An exciting new venture for RED ARC Assured in partnership with Life & Legal

RED ARC is delighted to be working with Liz Scott and Clare Chantrey who have recently launched Life & Legal, a major new employee benefit support company.



Liz and Clare will be marketing the legal, financial and lifestyle based Life & Legal employee benefit support proposition to the major corporate market in the United Kingdom. Within this proposition, RED ARC is providing the specialist serious illness service entitled : Life and Legal 'Safe Hands'. This unique support service will be available to all new Life and Legal clients immediately and is accessed via an 0800 number direct to our nursing team run by the RED ARC Nursing Services Director Jan Dryden.



Following the launch, Liz Scott the founding director of Life and Legal said,

"We're really excited about the inclusion of 'Safe Hands' within our product mix as it gives us an invaluable health and lifestyle support benefit that is unique in our market as it is not available within mainstream employee assistance provision". Adding to this, Philip Knight the Development Manager at RED ARC commented,

"At RED ARC we always look to work with ambitious and forward looking scheme sponsors and we are delighted to be associated with this exciting new venture with Life & Legal".

**Full details of the new Life and Legal service can be found at [www.lifeandlegal.com](http://www.lifeandlegal.com) with links from [www.redarc.co.uk](http://www.redarc.co.uk)**