

# Post Hospital Service

Get well, stay well



For  
Employers

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## The Post Hospital Service

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Being medically well enough to leave hospital is not the same as being better. Extra support in the first few days and weeks after returning home is often necessary and rarely offered. Everyone is different, some will need practical support and others will benefit from emotional support.

The Post Hospital Service has been designed to look after your employees when they come out of hospital after a stay of 48 hours or more.

We have teamed up with RedArc Personal Nurse Advisers and Intana to offer seamless medical advice and practical support for employees when they come out of hospital. This encompasses every area from physical to medical to emotional.

## Why we offer this service

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People can feel abandoned when they first come out of hospital. Extra care and support at this time is invaluable. Specialist Organisations who have been trained to look after employees when they are discharged from hospital are the best placed to support them during recovery at this crucial time.

‘This works well either as an extension to an existing healthcare package or as a standalone. It is an excellent service’

**Sarah Jeffery - SLJ Interim Solutions**





## The Post Hospital Service in practice

If any employee has had a 48-hour, or longer, stay in hospital they are eligible for Post Hospital Service. The hospital stay can be for any condition (apart from pregnancy), including mental health, and it can follow a planned or an emergency admission.

- A RedArc Personal Nurse Adviser will be assigned as a case-manager and support your employee throughout the duration of their recovery.
- The nurse will get in touch with your employee by telephone. They are highly skilled, experienced and adept at working out what is needed in each particular circumstance and how to access it.
- If appropriate, the nurse can also organise additional services e.g. a course of therapy or counselling or some equipment. This is provided free of charge to the employee.
- Medical advice comes in many forms. It could be arranging practical support such as the supply of medical equipment; arranging emotional support such as counselling; or arranging physical care to aid recovery.
- They signpost them to other benefits you offer such as physio from a Private Medical Insurance (PMI) scheme and counselling from Employee Assistance Programmes (EAPs).
- They help integrate them back into the NHS following private treatment if needed.
- The nurse develops a 'Get well, stay well' plan - which may include diet, exercise, advice on blood pressure – and helps them stay on track.
- RedArc nurses are on hand for both the employee and the employee's family to offer support and answer any questions.
- Support from RedArc nurses is provided for an unlimited period during your employee's recovery.
- If care is needed at home, then RedArc arrange this directly with Intana. Intana is well resourced to respond quickly.
- Intana offers whatever practical home help is needed, typically over 14 days, this can include:
  - Personal care, such as help with getting up, washing, dressing, going to the bathroom and going to bed.
  - Domestic duties, such as housework, meal preparation, gardening and shopping.
  - Assistance with medical care, such as collecting prescriptions, arranging appointments and travel to appointments.
- Your employee's RedArc Personal Nurse Adviser is on hand throughout the process until their support is no longer required.

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This is a holistic, seamless approach to look after every aspect of your employee's care when they come out of hospital.

## Benefits to you as an employer

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There are many ways to look after the health of your staff, but very few ways also look after their wellbeing. Post Hospital Service looks after both. Key benefits to you as an employer include:

- Helps to extend your health and wellbeing employee benefit.
- When other healthcare benefits cease, this provides an avenue to discuss treatment options.
- Encourages a speedier return to work.
- Mitigates the chance of hospital readmission.
- May enable earlier discharge from hospital.
- May reduce further claims costs.
- Mitigates the chance of employees taking time off work to look after employees.
- Provides a differentiator as it positions you as a caring employer.
- Highly valued by employees: the perceived value far exceeds the actual cost.
- As it is offered on a Medical History Disregarded basis, it is a simple and affordable benefit for all staff.
- Long term support from the dedicated Personal Nurse Adviser, even when your employee has returned to work, helps reduce the chance of further illness (particularly in mental health cases).

## Which companies will benefit?

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Post Hospital Service will benefit every company regardless of size or sector. It works perfectly well as a standalone service. It also works well alongside your other healthcare benefits, including PMI, healthcare trusts, critical illness and income protection.

## Why use Punter Southall Health & Protection?

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This arrangement is offered to the market exclusively via Punter Southall Health & Protection. There is no other arrangement available that offers such a comprehensive service, or on a Medical History Disregarded basis accessible to all staff. Working with us you can be confident of the first-class service and support that you always receive.

## Benefits to your employees

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The employee is at the centre of everything we do. Although companies buy this service to enhance their employee benefits package, the service has been designed with the employee in mind.

When employees leave hospital, any further care can be non-existent or fragmented, we ensure it is delivered seamlessly. Key benefits to your employees include:

- Assigned Personal Nurse Adviser throughout the whole care cycle.
- Practical and emotional support when it is most needed.
- Mitigates the risk of feeling abandoned.
- Builds independence, confidence and reduces the need to rely on others.
- Reduces the worry and stress of arranging care themselves, with one point of contact throughout.
- Facilitates long-term management of condition.
- Improves wellbeing.
- Provides the much-needed and much-wanted time that is not available under traditional PMI or other healthcare benefits.

## Julie's Case Study

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Julie, a single mum, had been treated in hospital for an abdominal problem. When she first got home, although pleased to be back, she felt alone and worried.

Having been in hospital for a few days she was keen to resume her independent life but soon discovered that being out of hospital was not the same as being fully well. She was exhausted and needed extra support both emotionally and physically.

Having been reminded about the Post Hospital Service by her HR department, Julie got in touch with RedArc just before she came out of hospital. In consultation with her, a RedArc nurse took the time to work out what she really needed. The nurse developed a plan of action to give her support while she was still recovering. This immediately put Julie's mind at rest, knowing she could rely on a medical professional who understood exactly what she needed and could arrange it all.

The nurse organised all the practical help in the home that Julie required, the help started the very next day and lasted for two weeks. This included shopping, getting the laundry up to date, preparing meals as well as collecting her prescriptions. The nurse gave Julie medical advice on how much exercise she should take and how best to look after her health before her next

hospital appointment. She also encouraged her to continue to see her GP for reassurance and monitoring.

One of the areas Julie most appreciated was the time that her nurse gave her. The nurse was a calm health coach and expert friend at the end of the phone who could answer all her questions. The support was a really important part of her recovery. The practical, medical and emotional help all gave Julie the time she needed to recover. It made her life easier and also put her mind at rest knowing that all these areas were taken care of.

Julie is now fully recovered, back at work and living a completely independent life.

*'It was so reassuring having one nurse who had the time to talk to me about all my worries and concerns. The emotional support was just as important as the practical support. That time when I was first out of hospital would have been so much harder without it, the extra help gave me the chance I needed to fully recover.'*

Julie



## Core service

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A RedArc nurse will be on hand via phone to offer assistance; this is offered for an unlimited time. RedArc will arrange for Intana to supply two hours a day of support during the first 14 days following a hospital stay. The 28 hours can be taken over a shorter period of time if needed. If there is more than one hospital admission, the Help at Home can be taken over a longer period of time: up to nine weeks within one year for up to five hospital admissions.

## Enhanced service

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The Core service can be enhanced for nominal extra investment and include three hours a day over 14 days. The 42 hours can be taken over a shorter period of time if needed. As with the Core Service a RedArc nurse will be on hand via phone to offer assistance; this is offered for an unlimited time. If there is more than one hospital admission, the Help at Home can be taken over a longer period of time: up to nine weeks within one year for up to five hospital admissions.

## Essential service

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The Core service can be reduced to save you costs if it is offered only to those following a 72-hour stay in hospital. As with the Core Service the care offered is two hours a day during the first 14 days following the hospital stay. The 28 hours can be taken over a shorter period of time if needed. A RedArc nurse will be on hand via phone to offer assistance; this is offered for an unlimited time. If there is more than one hospital admission, the Help at Home can be taken over a longer period of time: up to nine weeks within one year for up to five hospital admissions.

## About RedArc

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Through its team of qualified, experienced nurses RedArc provides long-term practical advice and emotional support tailored to meet the individual needs of those affected by a physical or mental health condition, disability, trauma or bereavement. The Personal Nurse Adviser sits at the centre of the service and provides tailored help by telephone to each person according to their own particular circumstances. A Personal Nurse Adviser is allocated at the beginning of the service and the same nurse continues to stay in touch for as long and as often as needed.

[www.redarc.co.uk](http://www.redarc.co.uk)

## About Collinson Group

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Collinson provides, loyalty, lifestyle benefits, insurance and assistance to clients across the globe.

[www.collinsongroup.com](http://www.collinsongroup.com)

The Groups assistance capability includes Intana which has the first and only UK-wide network of high quality domiciliary care providers. All carers are Care Quality Commission (CQC) accredited.

[www.intana-assist.com](http://www.intana-assist.com)

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