A Helping Hand with recovery

If, at any time your client (the plan owner), or their partner and children, suffer a serious physical or mental illness, injury or bereavement, Helping Hand will be there to offer support – even if they don't make a claim.

They can contact RedArc, who'll give them regular support from a dedicated nurse. They'll provide tailored and personal support whenever it's needed, for as long as it's needed. Their dedicated nurse can also give them relevant literature, help to find useful organisations, and can organise additional services such as therapies, counselling or a second medical opinion, if it's needed.

Helping Hand can bridge the gap in support from the NHS

Headlines about NHS staffing levels, long waiting times and cancelled operations are hard to miss. When doctors and nurses are busy, waiting lists are long. So, it's useful to have access to a dedicated nurse from independent nurse advisory service RedArc to guide your clients through the diagnosis as well as recovery from a serious illness.

Every Royal London protection plan sold through an adviser comes with Helping Hand and, while it isn't private medical insurance, it's designed to dovetail and enhance the help available through the NHS. It gives clients a personal level of support to help them on their journey to recovery.

Your client's dedicated nurse will create a personalised support plan which complements primary care services and gives them continuity of care.

The path to recovery is the same for everyone. Isn't it?

No – take cancer for example. No two diagnoses are the same and everyone needs different levels of support. On the next page we show how Helping Hand might support a client diagnosed with cancer, and compare this with the experience of someone without this support.

To find out more about how Helping Hand can bridge the gap in primary care support and to hear from some of our customers, visit **adviser.royallondon.com/helpinghand**

Helping Hand is a package of support services and each service is provided by third parties that aren't regulated by either the Financial Conduct Authority or the Prudential Regulation Authority. These services aren't part of our terms and conditions and don't form part of your client's insurance contract with us, so can be amended or withdrawn at any time. This means that your client or their family's access to these services could be amended or withdrawn by us in the future.

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Royal London
royallondon.com

We're happy to provide your documents in a different format, such as Braille, large print or audio. Just ask us when you get in touch.

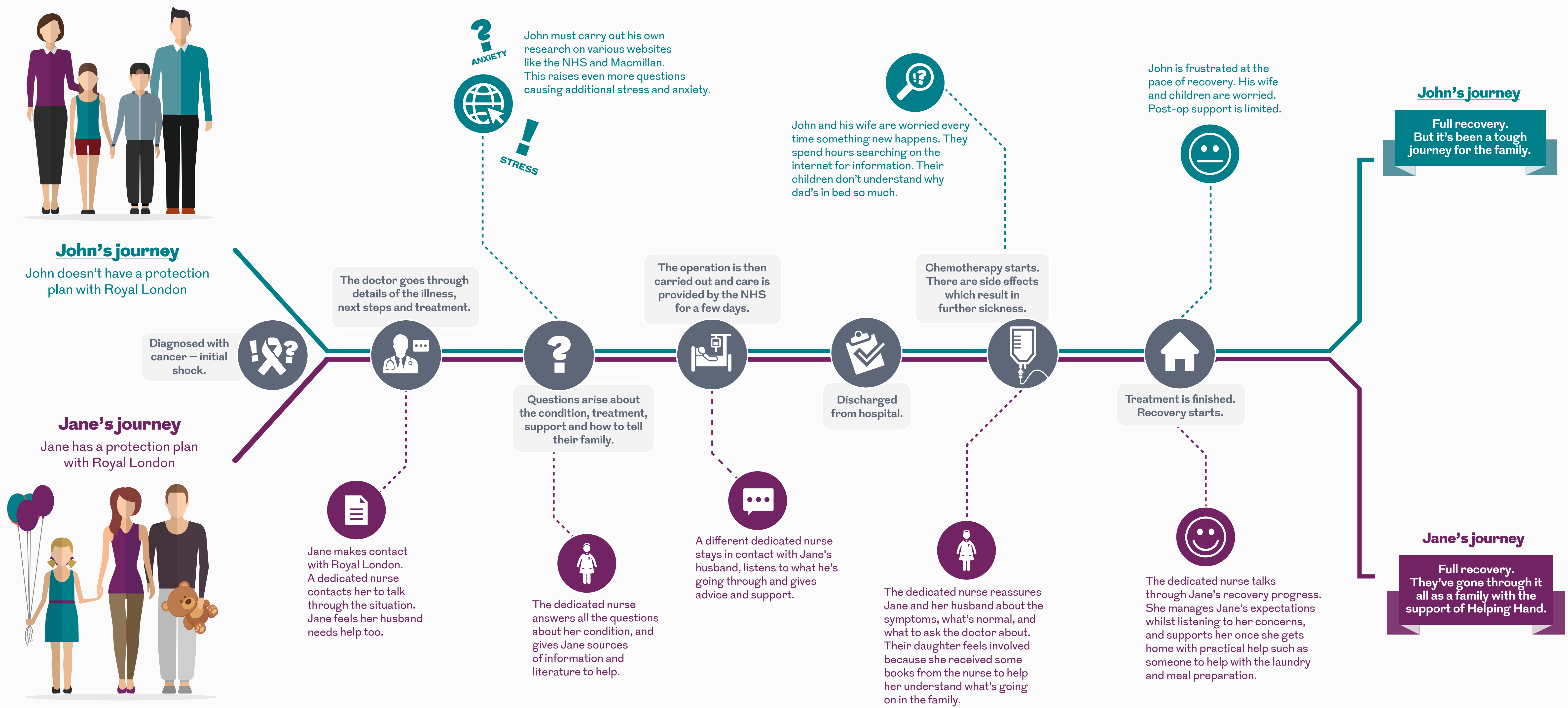
All of our printed products are produced on stock which is from FSC® certified forests.

January 2024

SA P8 P1 0024/7

Helping Hand
a path to recovery

ROYAL LONDON


John's journey
John doesn't have a protection plan with Royal London
Jane's journey
Jane has a protection plan with Royal London
Diagnosed with cancer – initial shock.
The doctor goes through details of the illness, next steps and treatment.
Jane makes contact with Royal London. A dedicated nurse contacts her to talk through the situation. Jane feels her husband needs help too.
ANXIETY
STRESS
John must carry out his own research on various websites like the NHS and Macmillan. This raises even more questions causing additional stress and anxiety.
Questions arise about the condition, treatment, support and how to tell their family.
The dedicated nurse answers all the questions about her condition, and gives Jane sources of information and literature to help.
The operation is then carried out and care is provided by the NHS for a few days.
A different dedicated nurse stays in contact with Jane's husband, listens to what he's going through and gives advice and support.
John and his wife are worried every time something new happens. They spend hours searching on the internet for information. Their children don't understand why dad's in bed so much.
Discharged from hospital.
Chemotherapy starts. There are side effects which result in further sickness.
The dedicated nurse reassures Jane and her husband about the symptoms, what's normal, and what to ask the doctor about. Their daughter feels involved because she received some books from the nurse to help her understand what's going on in the family.
John is frustrated at the pace of recovery. His wife and children are worried. Post-op support is limited.
Treatment is finished. Recovery starts.
The dedicated nurse talks through Jane's recovery progress. She manages Jane's expectations whilst listening to her concerns, and supports her once she gets home with practical help such as someone to help with the laundry and meal preparation.
John's journey
Full recovery. But it's been a tough journey for the family.
Jane's journey
Full recovery. They've gone through it all as a family with the support of Helping Hand.