



SUPPORTING YOUR EMPLOYEES' EMOTIONAL WELLBEING

Rapid access to appropriate care

Emotional wellbeing problems are a major issue for the UK workforce. Our 360^o Well-Being Survey shows that stress affects 8 in 10 people in the UK and almost 1 in 5 are unable to cope.¹

The cost of poor mental health in the workplace is estimated to be between £33bn and £42bn.²

The importance of early intervention

Emotional wellbeing problems are much more likely to recur or persist if they're not addressed promptly. That's why ensuring fast and appropriate treatment is essential.

It's also important to recognise that emotional wellbeing problems can stem from the demands of a physical condition. Research³ shows that workers who take time off work as a result of musculoskeletal disorders are also at risk of developing symptoms of depression in the first year after their injury. Treating the whole person is therefore important to ensure a quicker return to full health.

Supporting emotional wellbeing

To make it as easy as possible for members to access emotional wellbeing support, we provide quick access to a wide range of services. Our medical team are trained to carry out a telephone assessment which takes into account the nature of the problem and how it's affecting the member. Based on this assessment, they're able to provide advice, support and, where necessary, fast track members to appropriate treatment.

Psychotherapy

Psychotherapy is a talking therapy that can help people manage their problems by changing the way they think and behave. This type of therapy is one of the most effective ways to treat mental health conditions, including those where anxiety or depression is the primary issue.⁵

There are many different types of psychotherapy. Cognitive Behavioral Therapy (CBT) is one of the more commonly known psychotherapies and can be used to treat many mental health conditions. There are other types of psychotherapy such as Guided Online Therapy and Emotional Wellbeing Therapy that may be more suited to certain conditions.

Guided Online Therapy is a structured and supported online programme targeting the symptoms of stress, depression and anxiety. The programme consists of 8 modules and follows best practice guidelines in treating the symptoms of distress using CBT principles.

Emotional Wellbeing Therapy focuses on both physical and emotional health providing CBT interventions including panic management, problem solving and sleep management.



What we know

- › poor mental health costs the workplace an estimated £33bn to £42bn²
- › stress affects 8 in 10 people in the UK¹
- › unmanageable stress is the largest emotional wellbeing issue in the UK¹
- › Almost one in five are unable to cope with stress¹



Access to psychotherapy on the NHS can be a timely process. One in four GP practices has a two-week wait for an initial appointment.⁶

With our self-referral option members can by-pass their GP and refer themselves. They'll be booked in for a full emotional wellbeing telephone assessment with Nuffield Health within 48 hours before progressing to the most appropriate care within 10 days.

Psychiatric care

Following an emotional wellbeing telephone assessment by Nuffield Health, or a recommendation by the Cigna medical team, it may be that psychiatric care rather than psychotherapy is more appropriate for the member. This might be the case if the member requires medication or inpatient care. Nuffield Health will arrange an appointment with a psychiatrist within 10 days on behalf of the member and our medical team will liaise directly with the psychiatrist on the treatment plan.

Online self-help

We also offer an online self-help tool based on the principles of CBT, called Living Life to the Full. This is suitable for those with mild to moderate stress, anxiety and depression. Our medical team may also recommend this to members to complement other treatment.

The online courses offer exercises and strategies to help members tackle feelings of low mood, stress and anxiety. As it can be accessed quickly and easily, Living Life to the Full can be an effective form of early intervention.

Employee assistance programme

Where a member needs counselling rather than psychotherapy, we can transfer them to their employee assistance programme (EAP). This might work well for someone who needs help with bereavement, relationship problems, financial or legal matters.

Inpatient benefit

Where a member is suffering from a more complex cognitive impairment, our medical team can provide guidance on how to get the best help. This could include GP referral to access care as part of the inpatient benefit on their Cigna healthcare plan, self-referral to a Nuffield Health psychiatrist who can write a referral for inpatient care, or treatment through the NHS. This period in hospital is used only to help stabilise members in crisis situations. Usually medication is started and then our medical team return the member to outpatient therapy as soon as possible.

The right care for emotional wellbeing

Emotional wellbeing concerns can be addressed with the right treatment, support and education. And early intervention can prevent mental health issues getting worse, reduce the cost of treatment and help members return to work quickly. Members can also visit their GP for a referral if they prefer. Being able to self-refer is simply another choice and one that members may find more convenient, especially as waiting times for GP appointments continue to rise.⁶ Healthier people drive a healthier business, so supporting employees with their emotional wellbeing is essential.



Self-referral is an option for members aged 18 and over. Members aged under 18 should visit their GP for a referral.

For more information please visit www.cigna.co.uk/healthymind, contact our Commercial Business Centre on **01475 788 779** or email cbc@cigna.com.

Sources:

- 1 2018 UK 360 Well-Being Survey White Paper - <https://www.cigna.co.uk/assets/docs/news-room/cigna-360-wellbeing-survey-7027.pdf>
- 2 2017 Stevenson Farmer review
- 3 <http://link.springer.com/article/10.1007%2Fs10926-015-9604-3>
- 4 www.ons.gov.uk/employmentandlabourmarket/peopleinwork/labourproductivity/articles/sicknessabsenceinthelabourmarket/2014-02-25
- 5 MIND, 2013 'We still need to talk: A report on access to talking therapies'
- 6 www.pulsetoday.co.uk/your-practice/practice-topics/access/average-gp-appointment-waiting-times-to-hit-two-weeks-by-next-year/20009238.fullarticle

Together, all the way.SM



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