

Easing anxiety and promoting positive thoughts

Mental health support case study

Anxiety can be unexpected and overwhelming. While we all feel anxious from time-to-time and some level of passing worry is perfectly normal, it can become unmanageable alone and disrupt an individual's daily functioning. Here's how Help@hand from Unum helped support an employee whose anxiety was triggered by a recent occurrence, but which had roots back to her childhood.

 30+
years old

 Governance
Analyst

 Demanding
role

The role

Rachel is a Governance Analyst in her 30s. Her relatively new and demanding role involves handling important legal and regulatory matters for the business.

The issue

Following a recent redundancy, Rachel had suffered bouts of anxiety that meant she often had trouble sleeping and which impacted her day-to-day life. Determined to get to the bottom of what was causing her anxiety and take back control, Rachel decided to talk to an independent counsellor.

Rachel's employer has access to Help@hand from Unum through their Group Income Protection policy and has promoted this to their employees so they can make the most out of the support available. The app provides key health and wellbeing services, including mental health support, a remote GP, physiotherapy, medical second opinions, and an Employee Assistance Programme.

Using Help@hand's confidential mental health support service, Rachel was offered a video appointment within two days with a mental health specialist via the app and was able to pick a time which suited her – taking advantage of the up to eight mental health consultations available to employees per year*.

During her counselling sessions, her therapist helped her clarify her thoughts, including a trip back in time where, together, they explored her childhood. With the consultant's support, Rachel was able to look at how issues from decades before continued to impact her as an adult. As a result, she was able to come to terms with, and heal trauma that she didn't realise she still carried with her.

Since using Help@hand, Rachel is sleeping better and is confident about what she wants. The sessions also helped her to understand the behaviour of people around her and allowed her to positively reframe her childhood.



I think the real antidote is speaking to someone who is trained to understand...



The Employees View

"I think the real antidote is speaking to someone who is trained to understand, who can help take the narratives out of the subconscious, and help me deal with issues.

Knowing that you are having a confidential chat to someone who is not judgemental and wants you to get better is good. I felt I had, and still have, someone to talk to if I need to discuss something important that is troubling me. This means that I am happier and can spend my energy on more productive things instead of dwelling on negative emotions."

Find out more at: www.unum.co.uk/employer/help-at-hand

*Up to 8 consultations per year can be shared between employee and partner.

Help@hand is a virtual, value-added benefit service which connects the employees of Unum customers to third party specialists who can help manage their health and wellbeing, and that of their family. Access to the service is facilitated by Unum at no cost to the Unum customer. Unum is not the provider of the service, but can withdraw or change the service at any time. The service is entirely separate from any insurance policy provided by Unum and is subject to the terms and conditions of the relevant third party specialists. There is no additional cost or increase in premium as a result of Unum making this benefit available.

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Unum offers access to the Help@hand services provided by third parties. Remote GP, second opinion, mental health support and physiotherapy are provided by Square Health via their Help@hand app. Square Health Limited, registered in England and Wales Number 07054181. Crown House, William Street, Windsor SL4 1AT.



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