



How Ted Alert members can access 360 Wellbeing's Personal Support Programme (PSP) and their health and wellbeing services.



TED **360** **SUPPORT**

PERSONAL SUPPORT PROGRAMME (PSP)



ABOUT THE PERSONAL SUPPORT PROGRAMME (PSP)

360 Wellbeing's Personal Support Programme (PSP) sets a new benchmark for affordable health and wellbeing services for Ted Alert members and their families.

All easily accessible on an easy to use app or via our helpline on **0800 206 1758**.



TED **360** **SUPPORT**



DOWNLOAD THE APP TO GET STARTED TODAY!



THE COST OF LIVING IS RISING

With inflation at a record high and interest rates on the increase, there's never been a more important time for Ted Alert to look after members and their families.



TED  **SUPPORT**

SAVE MONEY WITH THE PSP



**Saving £s on
weekly shopping**



**Up to 20% Discounts
on Eating Out**



**High Street
Savings**



HOW TO ACCESS DISCOUNTS AND SAVINGS

- Save your family hundreds of £s per year
- Shop and save with over 250 household brands
- Flexible reward codes, gift cards and vouchers
- Huge savings
- Top brands
- No additional cost



TED **360** **SUPPORT**

REGISTER ONLINE AT 360WELLBEINGBENEFITS.CO.UK
ENTER SCHEME ID **5310** WHEN PROMPTED

QUICK, INSTANT ACCESS TO HEALTH SERVICES



24/7 ACCESS TO GPs

Same Day Appointments
Unlimited Usage



MENTAL HEALTH SUPPORT

BACP Accredited Therapists
Video and Face to Face Consultations



CARER SUPPORT

Help for Looking After Loved Ones
Provided by Grace Consulting

HOW TO USE THE GP SERVICE

(PROVIDED BY HEALTH HERO)

So many of us are now faced with longer waiting times to see a GP. You might be feeling unwell and unsure if you should see a GP, having to wait 4-5 days or more may make you decide not to go.

With Health Hero you can call as many times as you want and we will connect you with a NHS GP usually the same day, most times it's within a few hours.

Having this type of access any time of day means that you can have peace of mind that should you be concerned about something either for yourself or your family that you can access our GP helpline and get answers fast.

This service gives you and your family unlimited access to GP consultations from the comfort of your home. The GP can discuss the issue and if they think its necessary (with your consent) will update your NHS records with your registered Doctor.

If needed the GP can prescribe medicine and it can be collected at a local Pharmacy or delivered to your home address. To access the service, you will need to call the 360 Wellbeing 0800 number and the call handler will ask a few details.

The call operator will ask if you want to have the GP consultation via the phone or via a video call. If you decide to have a telephone consultation, then a call back will be mutually arranged (usually within a few hours) but does depend on the number of calls at the time you phone and when you want to receive a call back.

If it is a video consultation the call handler will take an email address and discuss a mutually agreeable time for the video consultation and send you an email with the link and password to join the video call.

This service should not be used for emergencies or urgent conditions as this may delay necessary treatment.



MENTAL HEALTH SUPPORT

- 24/7, 365 days a year
- Up to 6 sessions (Face to Face and Remote Consultations)
- Fully trained counsellors and specialists
- Highly confidential
- Personal issues
- Work-related



TED  **SUPPORT**

**SPEAK TO A SPECIALIST VIA
OUR HELPLINE ON 0800 206 1758**

HOW TO USE THE MENTAL HEALTH SERVICE

(PROVIDED BY TERC - A CQC REGISTERED SERVICE)

Mental health services within the Personal Support Program are covered in several areas and is one of the core services within the PSP 24/7 mental health support telephone line. It is accessed by calling the 360 Wellbeing **0800 206 1758** telephone number.

Should an issue arise where you or a family member needs assistance and support either with a therapist or psychologist then call the 360 Wellbeing **0800 206 1758** number and discuss with a fully trained therapist the nature of the issue, they will then triage and put them in touch with an experience BACP registered therapist.

The 360 PSP provides up to 6 sessions of therapy in one year. Most issues are resolved in 2 or 3 sessions. Should you or a family member need more than 6 sessions, the therapist will compile a letter for the employees Doctor to ensure that their care pathway continues within the NHS.

You will see the same therapist for each of the sessions to ensure you have continuity with your treatment. Provided by TERC (a CQC registered service).



CARER SUPPORT

If you're looking after a loved one at home, our qualified team of healthcare professionals are here to help you every step of the way.

- Dedicated care advisors
- Advice on care, finances, property funding and legal support
- Elderly
- Children
- Special needs



TED **360** **SUPPORT**

**SPEAK TO AN ADVISOR VIA
OUR HELPLINE ON 0800 206 1758**

HOW TO ACCESS OUR CARER SUPPORT SERVICE

(PROVIDED BY GRACE CONSULTING)

Making the decision to find care for elderly family members or support for a child or adult who is facing special needs challenges is often emotional and unsettling.

Our care and special needs support service powered by our expert advisors at Grace consulting are there to guide you through the process. Providing information and advice to help you make informed care decisions.

They know that every situation is different, so you will have access to a virtual or face to face consultation with a dedicated care advisor. After your consultation you will receive a tailored summary explaining your care options. You will receive personalised information and research around the most suitable care providers while making sure you're aware of any funding you may be eligible for. Your dedicated advisor will be there to support you throughout your care journey via our 24/7 carer support telephone line.

Services are accessed by calling the 360 Wellbeing **0800 206 1758** telephone number.





LEGAL SUPPORT

(PROVIDED BY IRWIN MITCHELL)

Provided by Irwin Mitchell, one of the UK's biggest law firms, their team of specialists are ready to offer free legal help, advice and support.

- Over 300 specialist partners
- Consumer and Neighbour disputes
- Property enquiries
- Personal Injury issues
- Highly confidential

Irwin Mitchell and is a worldwide award winning legal company.

The service is via a helpline and this is open 24 hours a day 7 days a week, 365 days a year. To speak with an expert lawyer will not cost you anything. To access the service you call the 360 Wellbeing freephone number where you will be passed over to the Legal helpline direct.

On receiving your call, in most cases their legally trained advisors will personally assist you over the phone. Depending on your query you may be connected to one of over 300 specialist partners who can advise on all manner of legal issues including consumer or neighbour disputes, property enquiries, personal injury and employment issues.

Most enquiries are dealt with at no cost, but some solutions may incur a cost, which will be clearly explained. On rare occasions an enquiry may fall outside the services legal remit, but we encourage you to call and ask they will be able to still give you some information that will help.



TED **360** **SUPPORT**

**SPEAK TO A LEGAL ADVISOR VIA
OUR HELPLINE ON 0800 206 1758**

FINANCIAL SUPPORT

(PROVIDED BY AURIGA)

Deciding to talk about money concerns is a great first step. Auriga's expert team can offer a wealth of financial, welfare and debt advice.

- Help with bills
- Budgeting
- Energy tariff switching
- Grant aid
- Tribunal support



TED **360** **SUPPORT**

**SPEAK TO A FINANCIAL ADVISOR VIA
OUR HELPLINE ON 0800 206 1758**

LEGAL SUPPORT

(PROVIDED BY IRWIN MITCHELL)

Established in 2015 in response to increasing numbers of people coming to us in crisis, seeking financial assistance, which we recognised would benefit from advice. Key goals of Auriga's money advice sessions are to:

1. Increase household income
2. Increase people's ability to manage their own household budgets
3. Enhance people's understanding about financial health
4. Improve people's overall financial wellbeing

People experiencing debt problems and poor financial capability can suffer detriment to their wellbeing and may need greater health, employment and housing services. Auriga understands:

- The problems – the significant damaging effects of money worries, and:
- What works – the value of effective advice to enable management of debts and better household budgeting
- Ted Alert members access these services through 360's helpline on **0800 206 1758** and their journey depends on the casework which they require; many receive a number of emails, calls and face-to-face appointments to resolve an issue.



FITNESS & WELLBEING WITH TRUCONNECT

Embedded in the PSP app is a comprehensive series of online fitness programs to meet everyone's needs and fitness levels.

- Personalised, guided health and wellbeing experience
- Feel happier, healthier and connected with group exercises
- Cardio sessions
- Classes to help you lose weight
- Yoga sessions
- Improved mental and physical wellbeing



TED  **SUPPORT**

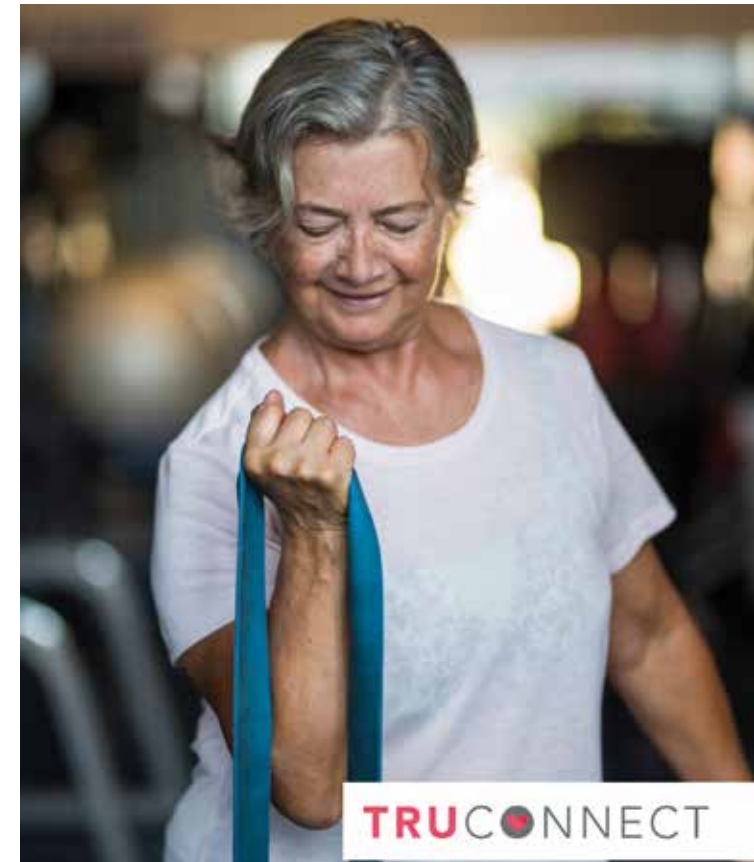
**ACCESS THE PROGRAMS THROUGH THE
TRUCONNECT TILE ON YOUR 360 PSP APP**

FITNESS & WELLBEING WITH TRUCONNECT

TRUCONNECT is the world's number one fitness and well-being community app and the only digital fitness buddy you'll need. Leading with 'fitness for the body, fitness for the mind, Ted Alert members have access to over 1000 mental and physical health programs from world-renowned health & fitness experts, including athletes and celebrities like Olympic gold medallist, Dame Kelly Holmes.

As well as a full catalogue of fitness workouts and NHS approved mental well-being courses, TRUCONNECT brings a unique social aspect to the world of digital fitness. Connect with family and friends, create custom workouts from a database made up of over 2,000 exercises; cook up a storm with over 200 tasty and nutritious recipes; and unwind with calming meditation, breathing exercises and soundscapes. Then simply share, repeat, compete in leaderboards and with Smart Watch compatibility, track your overall progress.

Stream to your TV within the comfort of your own living room, use your tablet in the playroom with the kids or 'Tap 'n Go' with your smartphone whilst on your break at work. TRUCONNECT has something for everyone.



ROAD AND HOME COVER

(PROVIDED BY GRACE CONSULTING)

360 Wellbeing has partnered with Assist Protect to give you and your family 12 months free Motor assist and Van Assist as well as 3 months on their other services free of charge - with no obligation to continue after this period:

- Total Motor Assist - FREE for 12 months
- Total Cycle Assist - FREE for 3 months
- Total Property Assist - FREE for 3 months
- Total Van Assist - FREE for 12 months
- Total Motorbike Assist - FREE for 3 months



TED **360** **SUPPORT**

REGISTER AT
360-WELLBEING.ASSISTPROTECT.CO.UK

ROAD AND HOME COVER

(PROVIDED BY GRACE CONSULTING)

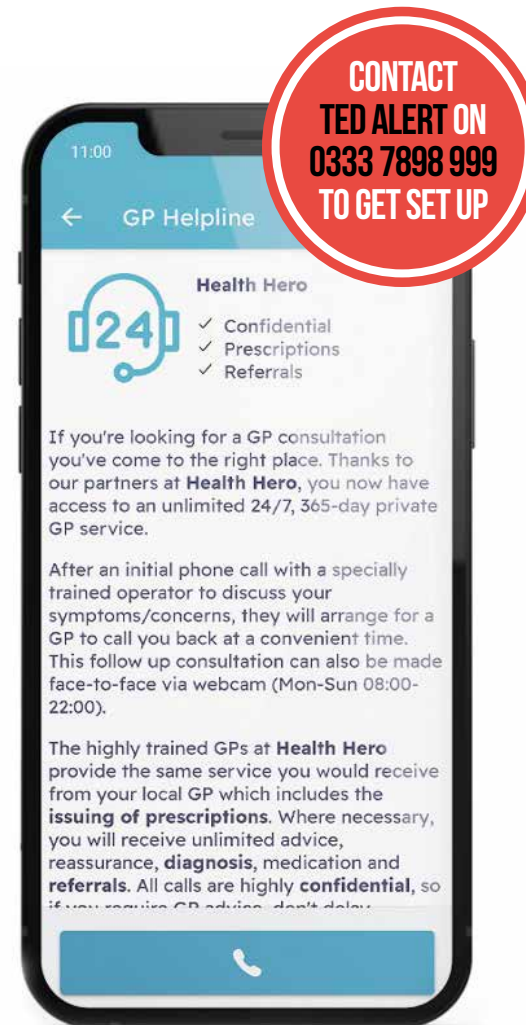
- **Total Motor Assist** - FREE for 12 months - protecting you if you are involved in an accident that isn't your fault! We'll recover and repair your vehicle and provide you with a replacement car, all organised by us and paid for by the at-fault party's insurance.
- **Total Cycle Assist** - FREE for 3 months - you're vulnerable on your bike; protect yourself and your family with Total Cycle Assist. Our multi-bike cover will look after you if you're involved in a cycling accident.
- **Total Property Assist** - FREE for 3 months - if your property is damaged in any way, then Total Property Assist will protect you from the cost and hassle of repairing that damage.
- **Total Van Assist** - FREE for 12 months - any time your van is off the road means a loss of earnings for you. Total Van Assist will make sure you're back on the road in no time if you're involved in an accident that wasn't your fault.
- **Total Motorbike Assist** - FREE for 3 months - with over 21,000 reported motorbike accidents a year, it's vital that you stay protected on the roads. Total Motorbike Assist protects you and your motorbike should you have an accident that isn't your fault.



HEALTH & WELLBEING FOR ALL TED ALERT MEMBERS

All easily accessible on an easy-to-use app and helpline.

Speak to a GP, book an appointment with a therapist and get advice from legal and financial experts at the touch of a button - or at the end of our helpline - **0800 206 1758**.





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