

Mental Health challenges in the workplace

Client testimonial

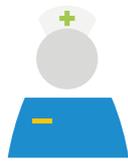
At MetLife we can help put in clear and individualised care pathways to help support individuals when they have a mental health condition that impacts on their ability to work. This real life case study helps to highlight how this works in practice.



Miss Y was working full-time in an administration role for a distribution company. She enjoyed her work but had started experiencing symptoms of depression and anxiety.



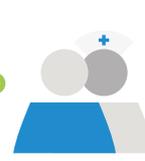
At the time of contact her symptoms had persisted for many months. As part of MetLife's early intervention process, she was referred to Health Claims Bureau who visited the claimant in person.



The HCB nurse found the claimant had been facing challenges managing life and relationships outside of work. The situation had deteriorated to the point at which the claimant had made plans to end her life.



Through training and experience, the HCB nurse was able to gain agreement with the claimant to take steps that ensured immediate and ongoing personal support.



Alongside her GP, steps were made to ensure medical and family support was in place to help the claimant focus on the future.



Once the claimant was back at work, HCB kept in touch with the claimant to ensure the outcome was sustainable for her.



Alongside the counselling sessions, the claimant progressed with the return to work plan, and after 8 weeks was back working full time.



A return to work plan was established, and carefully managed by HCB and the employer. This included identifying and putting in place a strong support network in the workplace.



The HCB nurse spoke with the claimant several times a week to establish a relationship. Alongside the nurse, MetLife found an intensive counselling course to help the claimant back to full health.

We're here

To find out more on how we can help, contact our friendly teams on 0800 917 1333 or visit metlife.co.uk.

Please note: Customer names have been anonymised in this real life MetLife case study. Exclusions apply, please refer to full policy terms and conditions.

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