

# Connected at Home

## SERVICE DESCRIPTION

HCB understand that working from home because of the COVID-19 pandemic is challenging for many people, particularly those more accustomed to working in an office environment. We have created this service to enable Employers to support their staff at home by ensuring that all is well and identifying potential issues (including physical or mental health problems) early.

This 'light-touch' service has been specifically created to support both staff not only with the practical aspects of working from home, but to supplement the Employers duty of care to employees, and identify and help dismantle any barriers which may be emerging.

### Here's how it works

- HR contact staff and inform them that they will be contacted by a clinical case manager from HCB to arrange a convenient time for a short telephone support call.
- Employers provide HCB with a list of email addresses and contact telephone numbers for staff working from home.
- An HCB Case Manager calls each employee to find out how they are and if they have any concerns. A simple one-off telephone call designed to take no longer than 20 minutes.
- The employee would simultaneously receive a copy of our 'Connected at Home Support Guide' which has been specifically designed to help employees adjusting to these new routines and environment.
- The Case Manager will annotate a few notes by way of summarising the telephone conversation, which will be reported back to HR.
- If the HCB Case Manager identifies any more complex concerns outside of our Connected at Home Support Guide, the employee can be referred into Case Management, but never without an explicit request from HR to provide additional support.
- The service is provided at a single, low cost fixed price per employee.





## ADVANTAGES

### EMPLOYER

- ✓ Empathetic support
- ✓ Proactive detection of health issues
- ✓ Optimised staff attendance
- ✓ Improved Staff Retention
- ✓ Observe Duty of Care

### EMPLOYEE

- ✓ Feels supported and valued
- ✓ Confidential 'safe space'
- ✓ Access to independent and unbiased healthcare professional
- ✓ Timely access to MH support if needed
- ✓ Guidance from HCB Connected at Home Leaflet



80% of British people working from home now feel lockdown has had a negative impact on their mental health while a quarter of those (25%) said they were finding it difficult to cope with the emotional challenges of isolation. **Source: Nuffield Health Report, June 2020**

**If you would like to hear more about this service, please email [enquiries@hcbgroup.co.uk](mailto:enquiries@hcbgroup.co.uk) or call +44 1235 519 924**

