



Lancashire Police Federation Welfare Support





In these times of unprecedented crisis, we are working with our Senior leaders to ensure officers get the clear guidance and the protections necessary, so they can do their job. Keeping the public safe is the number one priority, remembering that we are humans too and have our own concerns and personal worries about the situation.

The rapid development of the COVID -19 virus means advice is changing frequently to members, it can be confusing. Don't forget the Constabulary has set up an internal email if you are confused about the current advice. We are in regular contact with our service providers who are maintaining business as usual where possible. If you are a member of the Group Insurance scheme, don't forget you can access the services of GP24, which gives you access to a GP anytime you need, wherever you are. RedArc telephone service is also available giving professional, emotional and practical support. The Welfare support gives you access to a 24/7 support line staffed by trained professionals and a full-time welfare support officer who will work alongside Federation representatives to support officers and their immediate families.

This is the most unique and challenging situation we have ever encountered. I want to reassure you that you have a voice through us. We are represented at daily Gold and Silver meetings, and you can feed those concerns directly to your local workplace reps or contact us directly at Lancashire@polfed.org.

If you have any personal worries, we will do what we can to help you, don't hesitate to get in touch.

We have put together the following leaflet, which hopefully will assist as a reference guide to some of the support available.

Rachel Hanley

Lancashire Police Federation Branch Chair

Hear Man Up, Think Man Down

Emergency service workers are twice as likely than the public to identify problems at work as the main cause of their mental health problems, but they are also significantly less likely to seek help. This Federation campaign seeks to increase awareness of this very real problem in policing, to work with forces and other organisations to provide you with the information to help yourself and your colleagues - to reach out when help is needed.

[Read more](#) from our Wellbeing Secretary, Belinda Goodwin about what prompted this campaign.

You can also read Belinda's latest blog [here](#)



Welfare Support Programme (WSP)

The service offers a 24-hour, 365 days a year telephone support line for you and your family where you can speak directly to our trained staff regarding the issues that concern you.

The telephone staff have had training in police discipline and Post Incident Procedures. They are certificated in mental health first aid and are there to listen to your concerns and help you to get the best support available. With your permission, they can evidence your needs and present them to your force or the Federation so that they can promptly obtain the support we recommend for you, such as neuro-linguistic programming (NLP) coaching, counselling or other therapies that may assist you in dealing with your current situation. It is part of the acknowledgement of mental health issues affecting officers.



What does it include?

Access to a 24/7 support line staffed by trained professionals and a full-time welfare support officer who will work alongside Federation representatives to support officers and their immediate families.

The programme was developed over an initial two-year pilot period to include enhanced support with the provision of NLP, coaching and counselling.

Who can access the WSP?

Officers who have been involved in a death or serious injury incident at work that results in a Post Incident Investigation; officers who are suspended from duty; officers who have been served with Gross Misconduct papers; and officers who, following a consultation with their Federation Branch and the WSP, are deemed in need of being placed on the programme.

In addition, the WSP is also available for family members of officers entered onto the programme: immediate family members; partners; any person living in the same household with officer; and any dependants of an officer.

How to get help?

Contact must be made initially through your local Federation Branch, who will be able to determine if the programme is right for you, register you, and suggest other possible support options for you.

Download the leaflet

<https://www.polfed.org/media/15727/wsp-leaflet-01-20-version-15.pdf>



GP24

(Group Insurance members)

The GP24 service provides you with unlimited 24/7 access to a practising UK-based GP from wherever you are in the world. Consultations are available 24/7 by phone or by video consultation. Includes cohabitating family.

Our experienced GPs are able to provide diagnosis, advice, reassurance or a second opinion. Should the GP feel you would benefit from prescription medication they can arrange and electronically authorise private prescription medication, where the medication will be delivered to you at any UK based address the next working day or the prescription emailed to you direct for you to take to a nominated pharmacy. The cost of the drugs are chargeable at wholesale rates which will be told to you before they are issued. Where appropriate the GPs can issue private Open Referral* letters and Private Fit Notes. Each consultation is secure and confidential and there is no limit to the number or length of consultations. Please note that some employers may not accept Private Fit Notes.

To book a GP consultation 24/7 please call:
0345 222 3736

Within your appointment, the GP will recommend the best course of treatment / action. Should they feel you would benefit from a specialist assessment or further treatment they can provide you with an open private referral letter. This referral is for Private Medical Care only and will not be accepted for services in the NHS. Referral letters can be posted or emailed directly to you.

Please note the private referral is not a claims authorisation and you will need to speak to your Private Medical Insurance company prior to receiving any treatment, unless you will be funding this yourself.



Health Assured and Red Arc

(Group Insurance members)

Member, cohabiting partner and any number of dependant children (aged over 16 years) residing in the family home are covered. Health Assured Mental Health and Bereavement helpline: **0800 328 0003**

Your call will be handled by an experienced counsellor, who will offer confidential support and information in a friendly, non-judgemental manner.

- 24/7/365 counselling and information telephone service
- In the moment emotional support
- If clinically appropriate, access to structured telephone, online or face to face counselling
- Access to further wellbeing resources via an online health portal and the Health e-Hub app*
- If appropriate a referral to a Personal Nurse Adviser for long-term support

Reasons to call the service, but not limited to:

- Stress and anxiety
- Family Issues
- Relationship advice
- Alcohol and drug issues

Digital support

- Gambling issues - Bereavement
- Domestic abuse – Retirement

Health Assured believes that you should benefit from their services in the most convenient way to you. That's why, as well as their phone-based counselling and advice they've developed an online portal and smartphone app accessible whenever you like, wherever you might be.

RedArc Personal Nurse Adviser (Group Insurance members)

Access to a dedicated Personal Nurse Adviser, an experienced registered nurse, providing long-term practical advice and emotional support for - Serious Physical Illness - Long-term Disability - After discharge from hospital The support of the Personal Nurse Adviser is tailored to meet the unique needs of each individual, including but not limited to:

- Unanswered questions about your diagnosis and all its implications. Understanding options for treatment or medication.
- Medical terminology.
- Coping with the emotional effects of illness.
- The impact on families and carers.
- What home adaptations or specialist equipment is suitable.
- Entitlement from NHS, social services and how to access.
- Literature and resources relevant to the health condition.
- Identification of charities and local support groups.
- Preparing to return to work.

When clinically appropriate, other help may be arranged such as a course of therapy.

Your Personal Nurse Adviser is available during office hours, Monday–Friday on 01244 625 180 There is no limit to the frequency duration or number of calls.

Oscar Kilo National Police Wellbeing Service

Oscar Kilo is leading on the National Police Wellbeing Programme. Over recent weeks it has been creating the following Coronavirus hub on its website.

I have added a URL below that will take you to the hub, where you will find a large amount of information, such as relevant signposting, advice on self-isolation, home-working and school closures.

I've also provided a URL that will take you direct to Mind, the mental health charity. Mind has been working with Oscar Kilo to provide advice on Corona Virus.

<https://oscarkilo.org.uk/category/covid-19-Coronavirus-hub/>

<https://wwwmind.org.uk/information-support/Coronavirus/Coronavirus-and-your-wellbeing/>



Police Care UK

Police Care UK is a charity for serving and veteran police officers and staff, volunteers, and their families. You can access practical, emotional and financial support that is confidential and impartial by submitting a referral for you or someone you know. A referral can be made by telephone or via the website.

Police Care UK can help in a number of ways such as, counselling, financial assistance grants, access to specialist equipment funding. Access to Police Care UK can be obtained by visiting the URL below.

<https://www.policecare.org.uk>



Finances

More than half of police officers worry about money on an almost daily basis. Only a third have enough money to cover their monthly essentials and one in eight had to seek financial support to cover day to day expenses.

In the current climate, finances may have changed quickly, don't delay in getting advice.

We offer practical advice and support on all areas of finance, from debt to savings.

In Lancashire we run monthly 'money matters' clinics at the Federation Offices, with Farley's, simply email the Federation on Lancashire@polfed.org to arranged to be put in touch with someone who can help.



In addition, we work closely with Pay Plan. At Pay Plan, they have over 20 years' experience helping people resolve their financial difficulties with free debt advice. Every year, they offer guidance on a wide range of debt solutions to more than 80,000 people who are struggling with debts.

Visit www.payplan.com/police Or give them a call on 0800 009 4146 for free confidential advice.

<https://www.polfed.org/our-work/health-and-wellbeing/financial-wellbeing/>

Police Federation



There is also wealth of information on the PFEW site to assist you in your daily duties and I've attached the link for you here:

<https://www.polfed.org/our-work/covid-19/>

Don't know who you're local Lancashire Rep is? find them here:

<https://www.polfed.org/lancashire/about-us/meet-the-team/>

To help support the mental health of officers doing an extraordinary job during this unprecedented time, the Federation has sought expert advice on how they can manage the difficult situations and feelings they face and have released a video featuring Dr Jess Miller, Director of Research at Police Care UK, providing practical advice for frontline officers policing the Covid-19 pandemic.

As more officers are called-out to recover the deceased victims of Covid-19, there are concerns over the impact this repeat exposure will have on their mental health.

There is also a shared anxiety amongst officers who are worried about safety of their families and loved ones as they risk bringing home the virus after each shift. Dr Miller, who is also a Neuropsychologist at Police Care UK and the University of Cambridge has included various techniques which officers can try to combat negative memories, feeling overwhelmed as well as encouraging them to be open and honest with line managers.

Please follow the link below to the video:

<https://youtu.be/JcLo2qKcNxA>

FAQS

Further information and frequently asked questions regarding terms and conditions during the outbreak can be found here:

<https://www.polfed.org/media/15769/covid-19-faqs-terms-and-conditions-001.pdf>

COVID Help desk

Have you got a question about how you can support your staff?

A new HR helpdesk has been set up to help managers across the force to answer Covid-19 related staff queries and provide guidance on individual cases.

The helpdesk is staffed by HR specialists and is open from 8am – 8pm daily and you can contact them by emailing: covid19hradvice@lancashire.police.uk