A Service for Federation Members and Their Families

Known as the 'Serious Illness Service' this benefit and arranged in conjunction with independent care advisors – RED ARC Assured Ltd –the service is free of charge and entirely confidential.

Details are shown below, together with contact information should you wish to use it.

Introduction

The service is designed to provide practical help and support for members and their families in the event of a serious illness, chronic health condition or disability. The most frequently occurring conditions are:

? Cancer ? heart attack ? stroke

but you can get advice and help with any serious health concern, including degenerative conditions like arthritis, and major operations such as a heart bypass graft. The objective of the service is to provide extra help, information and emotional support for members and their families who may be struggling to come to terms with the diagnosis of a serious illness or disability.

Who is eligible to use the Service?

All serving members covered by the Group Life Scheme, their spouse or partner, and children under the age of 18. If any of these is diagnosed with a serious illness or disability, they can use the service.
The service is not restricted to the person suffering from the serious illness or disability. For example, a member may be coping well with a diagnosis of cancer, but their spouse, partner or children may need extra help to get them through a difficult time.

What does the Service consist of?

The extra help offered will be tailored to individual needs but will usually fall within the following framework:

? A personal nurse adviser will be allocated to act as your focal point for all communication. She will provide you with any information you need, and will also commission any extra help that might be agreed between you. That extra help will usually take the form of:

? A free home visit from a relevant health professional –
  ✍ specialist nurse ? community nurse ? therapist, ? or counsellor

? Where appropriate a care plan, report or letter will be drawn up to record the most important action points

? You will have access to RED ARC's network of care service and product providers, including specialist charities and self-help groups

? You will have ongoing access to your personal nurse adviser for as long as necessary, by direct dial telephone, within normal business hours.

How do I go about using the Service?

If you think that you or an immediate family member might want to use the service, just ring RED ARC in normal business hours – 9 am to 5 pm, Monday to Friday, and arrangements will be made to speak to one of their nurses. They will give you the opportunity to explain your health concern, and then agree the most appropriate next steps. Federation Representatives will also have details of the Service and will be able to provide guidance.

Does the Service clash with other care provided by the NHS or through the Force?

No. The service is intended to provide extra help and support on a personal basis. There is no interference with any existing health or care programmes, and any help you receive from the Service will be entirely confidential between you and your personal nurse adviser.

Some examples

Here are just a few examples where Federation members have benefited from the Service:

- A serving officer had a heart attack and wanted some independent, confidential advice about rehabilitation, including exercise and diet. He received a home visit from a specialist rehabilitation nurse.
- A member's wife was diagnosed with breast cancer, and they were worried about decisions they had to make about treatment choices. She received a home visit from a specialist cancer nurse.
- A member's child was diagnosed with leukaemia. Both parents were distraught. They were provided with information about a charity which specialises in childhood cancers, and a course of specialist counselling was put in place.

The Service is FREE and CONFIDENTIAL. We hope you will find it both valuable and of practical help at a difficult time.

To find out more, ring RED ARC Assured Ltd on **01273 716700** in normal business hours, 9 am to 5 pm Monday to Friday.