



MARSTON'S

Marston's Employee Assistance Programme and support guide



We care



Introduction

It's understandable that you may feel worried or uncomfortable during periods of change, but there's a lot of support out there you can tap into.

We're here to help you as much as we can, so we've put together a useful guide on all the support and guidance available to you.

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AXA PPP Employee Assistance Programme

What is the EAP?

The Marston's Employee Assistance Programme is provided by AXA PPP Healthcare. It provides support and guidance on a range of things from dealing with home and work issues, to managing your mental health and getting support with medical concerns.

The 24/7 confidential support service offers practical guidance online and over the phone. Qualified counsellors are on hand to offer **free, confidential** and **impartial** advice. Whatever you need. Whenever you need it.

What can I get help with?

- Home or work issues: practical, impartial information and support on everyday matters like money management, legal advice and family and relationship matters
- Challenging situations: speak to a qualified practitioner for support on matters including stress, resilience and anxiety, bereavement and caring for someone
- Medical concerns: support on things you might be concerned about like dealing with diagnosis, living a healthy lifestyle and managing symptoms
- Management consultancy: if you're a people manager access support and guidance to help you in your day to day role

How do I access support?

Call **0800 072 7 072** for support and guidance 24 hours a day, seven days a week.

Or, visit www.axabesupported.co.uk where there's a huge range of information on a variety of topics and access to e-counselling.

Username: marstons

Password: supported

Can Marston's get hold of the information I share?

It's a completely confidential service. Every so often AXA PPP provide statistics on the number of people that have called about different types of issues, but under no circumstances would any individual team member or family member be identified as part of this process.



Nuffield Health: healthcare assessments

How do I know if I'm eligible for Nuffield Health healthcare assessments?

You will have been informed during your induction with Marston's and you would have received an introductory email from Nuffield Health.

I'm eligible for free Nuffield Health healthcare assessments, what will happen to now?

- Where possible, any planned face-to-face health assessments in March, April, May and June will be deferred to later in the year. If you've scheduled an assessment, you'll receive email confirmation that it has been deferred.
- Deferred health assessment customers will receive a 'Wellbeing at home' pack written by expert health and wellbeing physiologists.
- A new telephone GP consultation service is available now. The new service is available to all who were eligible for a health assessment. GPs will be available for remote consultations to support any immediate health concerns (including provision of prescriptions or onward referrals where needed).
- Call 03452 302040 (Monday-Friday 8am-6pm) for advice and assistance.

How do I opt-in for a self-funded healthcare assessment?

- Call the central bookings line on 03452 302040 (8am-6pm)
- Quote account number **12869** to get access to discounted rates



Paycare: health cash plan provider

What is Paycare?

Paycare is a local not-for-profit insurance provider in Wolverhampton, specialising in health cash plans. It offers paid voluntary health cash plans, with monthly fees coming directly out of your salary. With Paycare you're not just looking after your health and wellbeing, but lots of worthy causes too. The money you pay every month goes to helping local and national charities and causes.

What is a health cash plan?

With a health cash plan, you pay a monthly fee and the cash plan pays you back for most of the everyday healthcare treatments you need, not just emergencies.

Whether you're in need of a routine dental or optical check-up, or one or more of a range of professional therapies such as chiropractic, osteopathy or physiotherapy, exploratory health screenings, or even specialist consultations – you can get your money back. You also get access to GP services 24/7, counselling services, financial support and free health assessments.

How do I find out more?

Call 01902 371000 (8:30-4:30) to find out more about health cash plans. A member of the team can help you fill in an application form. To set up monthly deductions, you'll need to email PAYROLLDEPT@marstons.co.uk.

Existing members can log-in to their online account [here](#).



Chaplaincy support: Paul Watson Chaplain

What is a chaplain?

Chaplains work with businesses, hospitals and schools throughout local communities. They offer a listening ear and support, which can play a significant role in people's wellbeing. A chaplain is there for people of all faiths and none, and conversations are in complete confidence.

Paul Watson is a Chaplain working in Wolverhampton. He regularly visits Marston's House and Banks's Brewery to chat to people and to listen to any worries they might have.

How can I get in touch with a chaplain?

During this time, Paul is offering his support to anyone across the business who might need it. All conversations are completely confidential

Call or text Paul on 07841 375064 (Monday, Wednesday, Friday 12pm-2pm). Alternatively get in touch via email (Paul.transformbusiness@gmail.com) to arrange a call.



Hospitality Action

What is Hospitality Action?

Hospitality Action offers vital assistance to all who work or have worked within hospitality in the UK.

Whatever challenge you face - from physical illness or mental health issues to financial difficulty, family problems to addiction - Hospitality Action will help you get back on your feet again.

How can I access support?

Call the Hospitality Action helpline on 0808 802 0282 (24 hours a day) for free advice and guidance.



The Drinks Trust

What is The Drinks Trust?

The Drinks Trust provide vocational, practical, emotional and financial support to those who are currently working or have worked in the UK drinks industry. This is defined as anybody working in the supply chain including, but not limited to, production, distribution, marketing, import, export, pubs, breweries, bars, distilleries, off-licensed, warehouses or in an office-based role at a company producing, distributing or selling drinks.

You must have been working in the drinks industry for a minimum of two years (or 20% of your life). If you require urgent support, contact the helpline on 0800 915 4610.



Useful resources

Check out our other guides by visiting www.news.marstons.co.uk.

Topics include:

- Mindfulness and wellbeing
- Financial guidance (inc. pension Q&A)
- How to stay active and healthy during isolation
- Top tips for people home schooling
- Useful learning resources



Other resources

- Tips for staying active during isolation:
<https://www.paycare.org/paycare-blog-for-you/tips-for-staying-active-during-social-isolation/>
- 10 simple health checks you can do at home:
<https://www.paycare.org/paycare-blog-for-you/simple-health-checks-you-can-do-at-home/>
- Set up your home office to avoid back problems:
<https://www.paycare.org/paycare-blog-for-your-business/set-up-your-home-office-correctly-to-avoid-back-problems/>
- How to build resilience to stress through exercise:
<https://www.paycare.org/paycare-blog-for-your-business/guest-blog-how-to-build-resilience-to-stress-through-exercise/>
- 5 ways to build resilience:
<https://www.paycare.org/paycare-blog-for-your-business/5-ways-to-enhance-emotional-resilience-to-workplace-stress/>
- [Click here](#) for free tips on how to look after your mental health during a period of stress and isolation.