

A photograph of a woman with grey hair and glasses, smiling and looking towards an older man with white hair. The man is partially visible on the left, looking down. They are in a bright room with a window and a potted plant in the background.

Bupa Healthy Minds

A manager's guide

Bupa. Better for business



Welcome to Bupa Healthy Minds

If a team member is struggling to cope with life at work or home, it's not only difficult for them to ask for support, it can be hard for you to know the best way to provide it. That's where Bupa Healthy Minds can help you both.

What exactly is Bupa Healthy Minds?

A 24/7 confidential telephone support line that they can call whenever they need to talk. They'll speak to a counsellor who's trained to listen and provide advice on a range of issues that go beyond work, from relationship worries to money management.

Your employees also have access to links, factsheets and tools on a range of topics at the touch of a button at bupa.co.uk/eaponline

For you

You can call the line if you need help supporting your employees. For example, if you're struggling to start the conversation with an employee, our advisers can give practical guidance on what to say and what not to say.

Further information and support for managers can be found at bupa.co.uk/health-information/workplace-mental-health

Help is only a phone call away –
for you and your employees

Call us for a confidential chat, 24/7

0800 269 616

63%

**found an improvement
in their productivity
in work.¹**

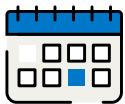
88%

**said the EAP service
helped to improve
their focus and
concentration.¹**

62%

**believe the service
prevented them from
taking time away
from work.¹**

How could it benefit my team and me?



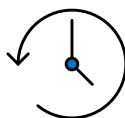
Can help to reduce absence

When a team member is experiencing problems, which prevent them from feeling their best they're more likely to take time off work. Bupa Healthy Minds offers fast access to support and treatment.



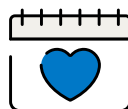
Builds resilience

Bupa Healthy Minds isn't just there to be called upon at the point when your employees need help. They can use it proactively to help them cope with the demands of day-to-day life. The online support tools in particular are there for your employees to visit and revisit when they have a spare few minutes.



Can help boost productivity

Lack of sleep, feeling distracted and not eating well are common during times of worry and can lead to low concentration levels. Faster access to support can help prevent small worries growing into bigger concerns before they get to this stage.



Could reduce risks

Without the right support, your employees are at increased risk of their problem worsening and your company suffering from long-term absence. As a proactive support service, Bupa Healthy Minds helps promote good health and wellbeing so that you're fulfilling your duty of care as a manager.

¹Bupa customer survey 2019

How it works for employees

All your employees need to do is pick up the phone to speak directly to one of our counsellors.

Help is only a phone call away – for you and your employees

0800 269 616

Why an employee might call

- ✓ Difficulties at work
- ✓ Relationship worries
- ✓ Bereavement
- ✓ Anxiety and depression
- ✓ Addiction and substance abuse
- ✓ Money management
- ✓ Landlord disputes
- ✓ Divorce
- ✓ Consumer rights

Here's what happens

- Employee calls the Bupa Healthy Minds telephone line.
- They have a confidential telephone consultation with a qualified counsellor*.
- Depending on what's most appropriate for their situation, your employee might receive immediate counselling on the call, which may include:
 - ✓ Practical support, e.g. how to have a conversation with their manager or family member
 - ✓ Guidance to expert helplines for money management, legal issues, parenting or caring for a dependant
 - ✓ If a mental health issue exists, a range of treatment options depending on needs and eligibility, including structured telephone or face-to-face counselling, and access to online CBT programmes supported by a Bupa counsellor

Online support a click away

If they choose, employees can begin their journey via online self-assessment within our confidential, evidence based SilverCloud platform at

silvercloud.bupa.com/signup
using the **PIN: BupaHM**

to allow us to guide them to appropriate digital support, or to our Bupa services as appropriate.

For more information and webchat function, you can visit

bupa.co.uk/eaponline

When to refer an employee yourself

If a team member doesn't feel confident calling us, you can refer them to us and we'll make the first call. You must ask for their written permission first. Once you have this, phone **Bupa Healthy Minds** and an adviser will arrange to call your employee.

*Information only services. For legal, financial or debt management support, customers will need to speak with external specialists separately. The counsellor will guide the caller to the relevant third party expert helpline.

*Calls may be recorded and to maintain the quality of our service we may monitor some calls always respecting the confidentiality of the call. Calls to 0800 numbers are free for mobile users.

How it works for you

If you can see someone on your team struggling, you can call your manager support line to find the words you need to help them. We can offer advice on a particular situation, but here are a few tips on starting the conversation.

Having a supportive conversation

Before you have a conversation with any employee you're concerned about, bear in mind that they may be embarrassed about their symptoms. They may be worried their problems could be seen as a sign of weakness, so it's important to be sensitive and calm.

- ✓ Go somewhere private, away from the rest of the team.
- ✓ Keep your body language open and relaxed. Try not to be too formal.
- ✓ Get straight to the point. Tell the person that you've noticed changes in their behaviour, are concerned about them and want to help.
- ✓ Ask them if they want to talk things through with you in confidence.
- ✓ Let them talk. Don't interrupt; actively show you're listening.
- ✓ Use open questions starting with 'How, why, when, what' to allow you to delve deeper into the issue.
- ✓ Agree realistic actions and arrange a follow-up conversation.



Remind your team member they can call us in confidence. The exceptions to this are if we think they or someone else may be at risk or where we are legally obliged. However, we would always endeavour to sensitively discuss this with them first.

What are the signs and symptoms to look out for?

If you're concerned about a team member's absence or if they tick any of the boxes below, it's probably time to sit down together and have a conversation.



Has your team member shown or mentioned any of the following signs and symptoms?

Emotional

- ☐ Irritable, frustrated or angry
- ☐ More anxious
- ☐ Feel numb and distant
- ☐ Hypersensitivity
- ☐ Feel drained and listless or low on energy

Mental

- ☐ More indecisive
- ☐ Low concentration
- ☐ Suffer memory loss
- ☐ Feel inadequate or have low self-esteem

Physical

- ☐ Tired all the time
- ☐ Suffer with indigestion and sickness
- ☐ More regular headaches
- ☐ Have aching muscles or palpitations

Behaviours

- ☐ Trouble sleeping
- ☐ Erratic eating patterns
- ☐ Smoking or drinking more
- ☐ Avoid friends and family

Helping your employees keep stress under control

Stress is a complex issue and can affect people differently. Some thrive on it, others are likely to need a little help.

There's lots of information to help you understand stress and its causes on our website. You can also refer to www.hse.gov.uk/stress/standards/ for help keeping your employees happy and healthy.



Six ways to promote a stress-free workplace

Demands – assess how well employees are able to cope with their workload.

Control – make sure employees have the right level of autonomy.

Support – you and your entire team should create a supportive environment.

Relationships – everyone should know their boundaries and never behave unreasonably.

Role – everyone should understand their role and responsibilities.

Change – make sure organisational change is communicated clearly and in good time.

Now try this

To help you weigh up whether you've done all you can or have more to do, carry out this risk assessment.

- ✓ Follow the six steps on the left to identify any stress risk factors in your workplace.
- ✓ Think about who might be affected and gather data to understand the size of the problem.
- ✓ Evaluate the risks and think about what you can do to reduce them.
- ✓ Record your findings and put them into practice.
- ✓ Monitor and review your actions to assess how effective they are and if there's room for improvement.

Do you or your team want to know more? bupa.co.uk/stress

Bupa Healthy Minds services are provided by
Bupa Occupational Health Limited. Registered in
England and Wales No. 631336. Registered office:
1 Angel Court, London EC2R 7HJ
© Bupa 2026

Bupa Occupational Health Limited provides Online
Mental Wellbeing Programmes by working together with
SilverCloud Health Limited. Registered address: 1 Stephen
Street Upper, Saint Peter's, Dublin, Ireland D08 DR9P. Bupa
Occupational Health Limited will be of your information for
these purposes and any other purposes.