

Millennium Care Homes:

Improving wellbeing in the care sector

Millennium Care Homes provides nursing, respite, and end of life care for residents in their care home, Abbey House, based in Southampton.

The company wanted a benefit that could support staff wellbeing and help retain their valued employees.



Industry:
Healthcare



70 employees
benefit from the
health plan



Main challenges:
Mental, emotional,
physical and
financial wellbeing



Challenges

The care environment is highly pressured. The work can be very mentally challenging and emotionally impactful. This coupled with strenuous physical demands, such as manual handling and being on your feet all day, means it's crucial that employers help to support all aspects of their employees' health and wellbeing.

As well as the clear pressures of working in care, many employers in this sector experience problems with recruiting and retaining staff. In fact, almost half of care workers leave the job within a year¹.

Solution

A valued client for almost ten years, Millennium Care Homes offers access to the Optimise health plan. It provides money back on health treatments like physiotherapy and podiatry, which can help with the physical demands of care work, as well as visits to the optician or dentist.

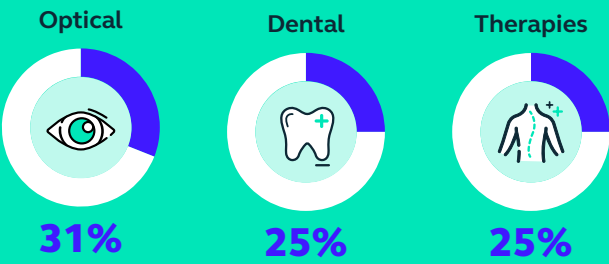
The plan also includes counselling and GP services. This offers a source of valuable advice and support for employees who might be struggling with stress or other mental health concerns related to high-pressure care work. Care workers commonly work shifts which can make it harder to access traditional GP services, so speaking to a GP by video call via our app 24/7 can provide a more convenient option.

Benefits

Alongside supporting employee health and wellbeing, Millennium Care Homes also uses the health plan to help with recruitment. Mansoor says, **"It's a valuable benefit and gives us an edge over our competitors, helping us retain staff."**

Communicating with staff in a care home environment can also be difficult, when they don't always have access to emails or an intranet. Mansoor explains, **"We remind staff to use their health plan and work with our Simplyhealth account manager to think of ways to improve usage. The marketing materials provided have been very good."**

Top three claimed for benefits



Millennium Care Homes' Director,
Mansoor Esmail said,

"[The health plan] allows staff to be seen quicker for health problems, instead of experiencing lengthy waiting times. We are very pleased and I would highly recommend Simplyhealth."

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¹Communities and Local Government Committee, Adult Social Care, March 2017