

24 Hour Advice and Information Line

Worried about something?
Need some expert advice?



It's good to talk

We've partnered with Westfield Health to give all our tenants and factored owners access to a 24-hour advice and information line to support you and your families' wellbeing and give you confidential guidance on medical, legal or domestic issues from experienced counsellors, lawyers and medical advisors.

This service gives you immediate access to confidential guidance on a whole range of issues, 24 hours a day, 365 days a year. Included in the telephone service is:

- **Unlimited use**
- **Support from a fully trained counsellor** on issue such as stress; anxiety; family problems; bereavement; money management; depression; relationships; problems at work; substance misuse
- **Telephone legal information** from an experienced legal professional on a wide range of issues e.g. consumer disputes; property; motoring; landlord/tenancy; debt; welfare benefits; matrimonial; family; wills and probate
- **Information from medical professionals** on a wide range of health and lifestyle issues including medical symptoms and conditions; medical and surgical treatments; hospital tests and procedures; childhood illness; caring for the elderly; diet and exercise; reducing alcohol consumption; stopping smoking
- **Access to wellbeing resources via the Health e-Hub** app and online health portal, to help overcome life's mental and financial wellbeing challenges. It's the UK's largest library of wellbeing resources, giving you access to videos, guides, webinars, factsheets, self-help programmes, interactive tools and educational resources.

How do I access this service?

Call **0800 092 0987** and quote your scheme number - **HA142909**. Available 24 hours a day, 365 days a year. Please note call charges may apply. This does not in any way identify you as an individual, and no personal information relating to your call will be released to your landlord/factor.

To access the online Health e-Hub

You will need to register to use this service. Please use your scheme number as both your username and password.

Visit: www.healthassuredeap.co.uk

Download: Health e-Hub app available on the Apple App Store and Google Play



This is a confidential service and the content of your consultations will not be divulged unless there is a serious risk to you or someone else. Calls are not recorded. This is not an emergency service and will not provide diagnosis or prescribe treatments. This service cannot give advice on employment disputes. The 24hr Advice and Information Line is provided by Westfield Health in conjunction with Health Assured