

Staff Rewards and Benefits

- > Your benefits
- > Your health and wellbeing
- > Rewards and recognition
- > Discount schemes



Welcome

At Cygnet, we work together to help change people's lives through outstanding, compassionate healthcare. And together we reap the rewards of making a real difference to those we care for. Not only will you enjoy a meaningful career here, we give you the benefits and rewards you deserve...

Find out more about your rewards and benefits below. If you have any questions, contact hrbenefits@cygnethealth.co.uk



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Your Benefits

We offer the great employee benefits you'd expect such as pension, enhanced maternity, cycle to work scheme, plus we have exclusive Cygnet perks such as free meals and free on-site parking for employees at work.

Find out more below!

Group Pension

Maternity Pay

On-site Benefits

Cycle To Work Scheme

Free Mortgage Broker & Insurance Cover

Your health and wellbeing

Rewards and recognition

Discount schemes

Group Pension

We'll look after you beyond Cygnet by helping you save for your future with a pension scheme. Cygnet provides a monthly contribution into your pot for every month you actively pay in.

Please email Pensions@cygnethealth.co.uk to find out more.

Maternity Pay

Cygnet's maternity pay policy is 18 weeks half pay (inclusive of Statutory Maternity Pay) followed by 13 weeks Statutory Maternity Pay.

Cygnet's Enhanced Maternity Scheme entitles all staff with more than 2 years' service to receive 8 weeks full pay (inclusive of Statutory Maternity Pay (SMP)). View our Family Friendly Policy (Maternity, Paternity & Adoption) on the HR policy page on Sharepoint.

All staff are also entitled to receive up to £200 cash paid upon the birth or adoption of a child via our Simply Health Cash plan.



On-site Benefits

Cygnet provides free meals and free on-site parking for employees at work.

Cycle To Work Scheme

Cygnet will give you exclusive access to a range of benefits with our Cycle To Work scheme.

As well as all of the health and wellbeing benefits of cycling to work, you'll also have exclusive access to a range of other benefits whilst Cycle to Work payments are deducted from your salary:

- > 20% off cycle parts and accessories
- > 12 months free bike and service plan on all bikes available through the 'Halfords Cycle2Work' scheme
- > 20% family discount voucher on the Halfords Apollo range available at the 6-week safety check

Scan the QR code to find out more



Free Mortgage Broker & Insurance Cover

Buying a home is probably the biggest and most important financial decision for most of us.

Our partner L&C gives you access to fee free, expert mortgage advice, mortgage surgeries, and a wide range of online tools and information to get you on the right path.

See [page 6](#) for poster.

Scan Me



Find out more at <https://cygnethealthcare.rewardgateway.co.uk/SmartHub>



New Enhanced Maternity Scheme



All staff with **more than 2 years'** service will receive:

**8 weeks
full pay**

(inclusive of Statutory Maternity Pay (SMP))

**Followed
by 18 weeks
half pay**

**Remaining
13 weeks
at SMP**



For more information please contact:
hrbenefits@cygnethealth.co.uk

Ref: Family Friendly Policy/HR 13.10/FR/JG



online
mortgage
broker

FINANCIAL WELLBEING

starts at home

Cygnnet Health Care has teamed up with L&C to get you:

- Fee Free mortgage advice 7 days a week
- Access to 1000s of mortgage deals from over 90 lenders including exclusive deals not available on the high street
- Stress free application and dedicated support throughout
- £25 donation to your company charity with every mortgage*
- £25 Amazon voucher for you with every mortgage*



0800 953 4107

www.landc.co.uk/p/partners/cygnnet-health-care

YOUR HOME OR PROPERTY MAY BE REPOSSESSED IF YOU DO NOT KEEP UP PAYMENTS ON YOUR MORTGAGE. London & Country Mortgages Ltd, Beazer House, Lower Bristol Road, Bath, BA2 3BA is a company limited by shares. Our Companies House number is 1988608. We are also authorised and regulated by the Financial Conduct Authority. Our FCA number is 143002. The FCA does not regulate most Buy to Let mortgages.

*Terms and conditions apply

Your Benefits

Your health and wellbeing

Caring for others is what we do at Cygnet, but looking after our own wellbeing is important too.

We put your health and wellbeing first with a free health cash plan, life assurance, health check, counselling services and access to a wealth of free nutritional and physical health resources.

Find out more below.

Health cash plan with Simplyhealth

Unlimited access to a 24/7 GP service

Employee Assistance Programme (EAP)

Life Assurance Cover

Wellbeing Centre online portal

TRiM (Trauma Risk Management)

Sustaining Resilience at Work (StRaW)

Rewards and recognition

Discount schemes



Health cash plan with Simplyhealth

Your Optimise Health Plan has been designed to get the help you need, from start to finish. From speaking to a GP via a 24/7 helpline to making healthcare treatments more affordable by claiming money back towards their costs.

All staff will be auto-enrolled into the Simplyhealth Cash Plan when they join Cygnet and will receive a letter with further details.

What does the plan cover?

Cygnet employees have Level 1 cover. This will give you the opportunity to receive a variety of treatments on your plan with the ability to claim up to £1,140 back towards them.

Services and treatments included:

- > GP 24/7 helpline
- > Eye tests, prescription glasses and contact lenses
- > Dental check-ups and hygienist fees
- > Chiropractic and physiotherapy sessions
- > Prescription charges

How do I access this?

A full list of the treatments and benefit limits that you can claim towards are available in the policy handbook.

For more information on Simplyhealth benefits, visit Cygnet Reward Gateway.

Scan the QR code to find out more





Unlimited access to a 24/7 GP service

Managing your health doesn't always fit in to the 9-5. That's why when you need a medical appointment, the Smart Health service provides you with unlimited, round the clock access to a GP.

Bookable on the Smarth Health app, you can get a 30 minute slot at a time that suits you – wherever you are in the world. Whether it's over the phone or via video call, the team are on hand for medical advice, prescriptions or further specialist referral.

How do I access this?

Download the Smart Health app from the App Store or Google Play. To access, you will need your scheme code **LG010 800**.

Check out your Smart Health toolkit guide (**see pages 10-11 for posters**) for full details and other wellbeing services.

Employee Assistance Programme (EAP)

All Cygnet employees have access to confidential and free 24/7 telephone counselling and practical information.

Receive up to 6 telephone sessions per issue, per year, including support with:

- > Financial & legal worries
- > Relationship advice
- > Medical information
- > Counselling & support

How do I access this?

Call 0800 975 3356 at any time quoting Cygnet Health. If you are hard of hearing, we can help set up support by email counsellingadvice@healthassured.co.uk

Who else can use this service?

Advice and counselling is available to other adults on your policy. This could include your partner or spouse, and any dependents aged 16-24.

Life Assurance Cover

Cygnet provides life assurance cover for all staff which ensures that your family are provided for in case of the worst. This covers all types of death.

This cover also provides a range of wellbeing services such as free medical second opinion and nutritional programmes as advised on the Smart Health toolkit guide.

The posters on pages 10-11 give details of the additional benefits that all employees will be able to redeem with the insurance provider.

How do I access this?

Please ensure that you have completed an up to date version of your beneficiary form for ease of process.

Please email HRBenefits@cygnethealth.co.uk if you want to check the level of cover.



Wellbeing Centre online portal

The Cygnet Rewards portal has a wealth of FREE health and wellbeing information in the Wellbeing Centre. It includes advice and tools to support your physical and mental health, financial wellbeing and nutrition.

The portal has a library of videos from HIIT and boxing, to yoga. It also includes blogs and tips for getting a good night's sleep, practicing meditation and mindfulness. There's lots of great recipes and foodie inspiration to cater for all tastes too.

How do I access this?

To access the portal, register at cygnethealthcare.rewardgateway.co.uk

Scan the QR code to find out more



TRiM (Trauma Risk Management)

We want everyone to feel supported and as part of our commitment to improving staff welfare we are rolling out two peer support systems – Trauma Risk Management (TRiM) and Sustaining Resilience at Work (StRaW).



TRiM (Trauma Risk Management) is a peer support system to help our staff who have experienced a traumatic or potentially traumatic event in the workplace.

Our TRiM practitioners are non-medical members of Cygnet staff who have had specific training allowing them to understand the effects that traumatic events can have on people.

In the immediate hours and days following a traumatic event, our TRiM practitioners will provide peer support to all those who may have been involved or affected by an incident.

They will confidentially assess each individual to see if they need help and where necessary signpost additional professional support. They also follow-up four to six weeks later to see if further help is needed.

How do I access this?

TRiM support can be requested through service managers by contacting your local TRiM lead or Regional TRiM Manager.

Managers will work alongside the TRiM practitioner to manage the process and ensure staff receive the help they need.

See [page 12](#) for poster.

Scan the QR code to find out more



Smart Health

Make Smart Health Choices

Unlimited access to a 24/7 GP as well as a range of other health and wellbeing experts.

To access Smart Health, you will need your scheme code - [LG010800]
The Smart Health website is suitable for desktop, tablets and smartphones. Here, you can access:

24/7 GP

A second medical opinion service

Mental health support

A health check

Nutrition consultations

An online fitness programme

The app allows you access to a 24/7 GP on the go. It is available for iOS and Android - via the App Store or Google Play. To get started open the app, create a profile and enter your details (including the scheme code). You're now ready to start using the Smart Health app.

Helping you keep control of your future with Smart Health

1 You will have **unlimited access** to the six Smart Health services.

2 It is available to you **24 hours a day, 365 days** a year at no additional cost.

3 All services are available to you and your **immediate family**, including children up to the age of 21.

Download the app today to get started



To find out more about Smart Health visit www.aiglife-smarthealth.com or call **020 3499 0167**



24/7 virtual GP

Managing your health doesn't always fit in to the 9-5 - we know. That's why when you need a medical appointment, the Smart Health service provides you with unlimited, round the clock access to a GP.

Bookable on the app, you can get a 30 minute slot at a time that suits you - wherever you are in the world. Whether it's over the phone or via video call, the team are on hand for medical advice, prescriptions or further specialist referral.



Second medical opinion service

We're bringing you and your family closer to our network of 50,000+ medical specialists with an expert second medical opinion service.

If you need a second opinion on a complex medical case or if you're struggling to get a diagnosis, world-leading experts will be on hand to assess your case and provide recommendations for treatment on a wide variety of conditions.

Giving your and your family
24/7, 365, unlimited access
to health and wellbeing experts at
no extra cost - **wherever you
are in the world.**



Mental health support

With Smart Health, a GP (available 24/7) will be on hand to arrange the most suitable professional to get in touch. They'll talk to you to get to the bottom of your condition and then recommend the right support.

Whether it's to help you cope with stress, anxiety, trauma, depression or a recent bereavement, the service is there to help you or one of your family members when you need it.



Health check

The Smart Health online questionnaire supports you in taking proactive steps to manage your health and lifestyle. You can also discover more about your cardiovascular profile or any screening programmes that may suit you.

You'll also get a personalised report, containing tips for improving medical conditions and nutrition, as well as forming healthy habits for the future.



Nutrition consultation

Our nutritionist consultation service can help answer your questions either over the phone or online. A team of specialist nutritionists are on hand to give advice on weight loss, fertility and pregnancy, food intolerances and much more.

Their expert advice and knowledge will give you a personalised plan, including meal plans and weekly menus, all to support you in reaching your nutritional goals.



Fitness programme

Smart Health's tailored online programme, designed by sports scientists and nutrition experts, is an ideal solution to support your health and fitness goals through a combination of diet and exercise.

Whether training for an event or just wanting to lose weight, you'll get a weekly menu and a daily exercise routine that is designed just for you.

You'll need to complete a secure, one-time ID check before you can use certain elements of Smart Health for the first time. When you need to interact with GPs or other medical professionals whilst using the service, you'll be sent a simple, quick and easy process to follow - all in line with Care Quality Commission guidelines.

TRiM

Trauma Risk Management
Peer support system for our staff

What is TRiM?

TRiM is a trauma-focused peer support system designed to **help people who have experienced a traumatic, or potentially traumatic event in the workplace.**

TRiM Practitioners are non-medical personnel who have undergone specific training allowing them to understand the effects that traumatic events can have upon people.

TRiM practitioners are able to provide peer support, to monitor trauma-exposed individuals and, where necessary, assist them to access professional support.

TRiM practitioners aim to support an organisation to provide a high standard of post-incident support to those who have been exposed to traumatic events.

As a form of peer support, TRiM should help overcome the stigma associated with experiencing psychological distress.

The planning of the TRiM process will be done by the managers of the organisation along with the TRiM practitioner.

If you would like any further details regarding TRiM please **speak to your line manager in the first instance**

Sustaining Resilience at Work (StRaW)



Sustaining Resilience at Work
Peer support system for our staff

Sustaining Resilience at Work (StRaW) is another peer support system that complements TRiM. It is designed to help detect and prevent occupational mental health issues and boost psychological resilience.

StRaW aims to ensure that those who develop psychological disorders as a result of being exposed to occupational pressure and/or stress, are assisted to seek help.

StRaW referrals might be appropriate after:

- > Prolonged exposure to a highly challenging role (proactive)
- > A colleague displays consistently 'out of character' behaviour
- > An unexpected change in work performance for no clear reason
- > Significant adverse life events
- > When a StRaW practitioner is approached by a colleague for a 'chat'
- > When a colleague is experiencing a crisis (to make a plan)

If your referral is accepted, you will have a one-to-one interview with a StRaW practitioner to assess your level of need and support required.

From here, you will work together with your StRaW practitioner to put together an individual management plan to improve resilience.



How do I access this?

StRaW support can be accessed by individuals, and also by service managers by contacting your local/regional lead.

See **page 14** for poster.

Scan Me



Find out more at
<https://cygnethealthcare.rewardgateway.co.uk/SmartHub>



StRaWi

Sustaining Resilience at Work
Peer support system for our staff

Sustaining Resilience at Work (StRaW) peer support for our staff

What is StRaW?

StRaW is a peer support system that helps detect and prevent occupational mental health issues and boost psychological resilience.

The programme focuses specifically on mental health conditions and issues that are likely to affect professionals in high pressure organisations, and how to take action to bolster our resilience.

We have local StRaW Practitioners and Managers across all our services who are available to assist and seek help for anyone who has been exposed to occupational pressure and/or stress.

StRaW support can be accessed by individuals, and also by referrals from service managers. You will be supported through a 1:1 interview to assess the level of support you need and from here, individual management plans to improve resilience can be formulated and put into place.

Volunteers welcome!

We offer training to staff volunteers who would like to become StRaW Practitioners or Managers. If you would like to find out more, **scan the QR code** or contact **Barry Swire, Operations Director Development of PTSD Services** on **07471 995077** or email **BarrySwire@cygnethealth.co.uk**



If you would like any further details regarding StRaW please speak to your **line manager** in the first instance

Your Benefits

Your health and wellbeing

Rewards and recognition

We believe in rewarding great work. We have several award schemes to recognise our Cygnet Heroes who go above and beyond every day.

Characters of Care Staff Recognition Scheme

Employee Referral Scheme

Long Service Awards

Cygnet eCards

Discount schemes

We're made of...



Characters of Care Staff Recognition Scheme

We're proud of everyone at Cygnet – you should be too! The Characters of Care staff recognition scheme is a peer-to-peer initiative that empowers you to celebrate your colleagues for doing an exceptional job.

Each month, up to 50 lucky nominees who best demonstrate one of the characters will be awarded a £30 cash reward.

At the end of the year, rewards between £100 and £1,000 will be awarded to 10 nominees who have best portrayed the characters within that year. The top 10 will also benefit from bespoke career development opportunities provided by our Learning & Development team.

Scan the QR code to find out more



Employee Referral Scheme

Do you know other people who would be well suited to working at Cygnet in a Nurse, Doctor, Occupational Therapist, Psychologist or Care & Support Worker role?

Refer a friend to our recruitment team and receive a lump sum payment if they take a role with Cygnet Health Care.

What's in it for me? What payment will I receive?

With the amount depending on the job role, you will receive your reward once the candidate starts their employment.

- > Care & Support Workers: £500
- > Nurses: £1000
- > SLT/OT/Psychologists: £1500
- > Doctors: £3000

Please email TraceyRichardson@cygnethealth.co.uk to find out more.

Long Service Awards

Cygnet Health Care is committed to continuing to deliver excellent levels of support to people in our care, and we are very proud and appreciative of our staff who have decided to stay with us for such a long period of time.

In recognition of long service, staff reaching these milestones this year will be entitled to the following Long Service Awards, and will receive an email notifying them of this:

- > 5 Years Service – £50
- > 10 Years Service – £200
- > 20 Years Service – £500
- > 30 Years Service – £1000

These will be issued on Cygnet Rewards automatically once employees reach one of the these levels. The amount will sit in the employee's account in Cygnet Rewards awaiting them to select which vouchers they want to purchase with them.

See page 16 for poster.

Long Service Awards

Cygnnet Health Care is committed to continuing to deliver excellent levels of support to people in our care. **We are very proud** and appreciative of our people who have decided to stay with us for such a long period of time.



In appreciation of your long service you will be entitled to a Long Service Award of:

- 5 Years Service **£50**
- 10 Years Service **£200**
- 20 Years Service **£500**

Your Long Service Award will be redeemed on the **Cygnnet Rewards Portal**. **Legacy Danshell employees** will continue to receive the award they were entitled to previously alongside the launch of a new 5 year award.

cygnethealthcare.rewardgateway.co.uk





Cygnnet eCards

A simple thank you goes a long way in letting someone know you value them. You can send an eCard for FREE to anyone in the organisation to thank them for something they have done, wish them a happy birthday or celebrate great teamwork or an achievement.

How to send an eCard

- > Login to Cygnnet Rewards
- > From the homepage, scroll down and click on the yellow eCards button
- > Follow the instructions on screen and make someone's day!

There are 10 designs to choose from including Welcome, Thank you, Happy birthday, Congratulations and more!

Scan Me



Your Benefits

Your health and wellbeing

Rewards and recognition

Discount schemes

At Cygnet you have access to a number of exclusive discount schemes, including NHS discounts and Cygnet Reward Gateway.

Find out more below.

Cygnet Reward Gateway

Health Service Discount

Blue Light Card

Free membership to discount superstore Company Shop

Gym Discounts

Cygnet Reward Gateway

Reward Gateway is an online gateway to savings on a whole range of household and leisure spending. There are year round savings on leading brands and regular seasonal offers. You can also save on grocery with the likes of Asda, Tesco, Iceland, Morrisons, Sainsbury's, Waitrose and M&S Food.

Saving options include:

- > Instant Vouchers
- > Reloadable Cards
- > Cashback
- > EasySaver Card

Most of these discounts are accessible through the Reward Gateway App SmartSpending which you can download free through your App store. Search 'SmartSpending'.

The portal also has a wealth of FREE health and wellbeing information in the Wellbeing Centre. It includes advice and tools to support your physical and mental health, financial wellbeing and nutrition. There's lots of great recipes and foodie inspiration to cater for all tastes too.

How do I access this?

To access the portal, register at cygnethealthcare.rewardgateway.co.uk

Health Service Discount



This is a free online portal for anyone who has an NHS/healthcare worker staff card. You can either use the discount codes to shop online or show your staff card to get discounts in store where applicable.

How do I get this offer?

- > Visit <https://healthservicediscounts.com/>
- > Click 'Join Free'
- > Complete the form with name and email address. The email can be your personal or work email address
- > Please select Member Type 'NHS Staff' and then click 'Join Free'.

See [page 19](#) for poster.





FREE
to Join

Rewarding **Cygnnet Health Care** staff with discounts you deserve

Save on hundreds of the biggest brands: _____

 **Nando's**
20% Discount

 **Hotels.com**[™]
Extra 10% Discount

MOSS BROS.
20% Discount

And so much more: _____

 **YD!** 活



CAFÉ ROUGE

Clarks.






Package holidays you can trust



Domino's

NEW LOOK





Click Register once you have populated the form. You will now be required to provide your work address or home address depending on where you would like your card to be delivered.

The next prompt is to make the payment of £4.99. Populate the fields with your card details to gain access to the bluelightcard.

You can download the app from the Play Store, App Store by searching for 'Blue Light Card'.

See [page 21](#) for poster.

Free membership to discount superstore Company Shop

Cygnets staff are entitled to free membership to Company Shop, a supermarket offering well-known brands at significantly discounted prices to help stretched budgets go further.

Company Shop saves perfectly good quality surplus stock going to waste by selling them through their member-only superstores.

To register, simply scan the QR code below or online: <https://www.companysshopgroup.co.uk/membership>

Company Shop has stores in: Yorkshire, the North East, North West, Midlands and Scotland. Brands include: Heinz, Cadbury's, Heck, Muller, Walkers and many more.

See [page 22](#) for poster.

Scan the QR code to find out more



Gym Discounts

Through Simplyhealth you can also take advantage of Discounted Gym Membership. Discounts are available across more than 3,000 gyms across the UK. Ranging from the big chains to the small independents and council-run facilities – your nearest gym in the scheme won't be far away!

Scan Me



Blue Light Card



You can also get discounts by registering your details with Blue Light Card. You will be required to provide your Cygnets location of work, email and upload your Cygnets staff card.

This service is available at a cost of £5 for 2 years (£2.50 a year) for a high street card or free for online only use.

If you opt for the high street card once registered you will be delivered a 'bluelightcard' to your home address or place of work. This card works in a similar way to a student card where you present the 'bluelightcard' in store alongside your NHS staff card in order to get instant in store discounts. The website also has a number of online discounts with multiple retailers.

How do I get this offer?

- > Visit www.bluelightcard.co.uk and Click 'Register'
- > Select NHS under the Sign up drop down box
- > Populate Name, Surname and County
- > To populate Division you will need to refer to the CCG Information provided and select a NHS Division based on your place of work. For example based on the list provided if you work at 'Acer Clinic' then you will need to select 'NHS North Derbyshire CCG'. Head office colleagues will need to select the closest site to their office

BLUE
LIGHT
CARD



Rewarding Cygnet Health Care staff with discounts you deserve

Blue Light Card provides those in the NHS, Emergency Services and Armed Forces with discounts both online and in store.

Apply for free online discounts, or pay **£5 for 2 years** of high street discounts.

Save on some of the biggest restaurants: _____



25% off total bill

CAFÉ ROUGE

25% off total bill

Bella Italia
Pizza ♥ Pasta ♥ Grill

25% off total bill



50% off of collection
25% off of delivery

Save on some of the biggest retailers: _____

NEW LOOK

10% off in store



20% off in store



15% off in store



10% off online

And so much more: _____



Say hello to a new kind of Supermarket!

Bradford
Corby
Darlington
Dudley
Edinburgh
Grimsby
Leicester
Long Eaton
Middleton
Renfrew
St Helens
Washington
Wentworth



Find a
Company
Shop store
near you!

Apply
for **FREE**
membership!

Scan:



Shopping
with sprinkles
on top

Company Shop is unlike any other supermarket because when you become a member you can enjoy high quality food and household brands at super low prices. How do we do it? By saving perfectly good quality surplus stock going to waste by selling them through our member-only superstores. Sound good?

As an employee of Cygnet Health Care, you get **EXCLUSIVE** access to **FREE** membership.

Scan the QR Code above or visit the website to apply for **FREE** membership.

companyshop.co.uk



**COMPANY
SHOP**







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Westminster, London
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www.cygnethealth.co.uk

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