

Post-Covid Syndrome

Supporting employees

Covid-19 is a new virus and as such we are still learning about the impact of this disease. The covid-19 pandemic has resulted in individuals experiencing symptoms both, acutely and in the recovery phase. The evidence is evolving and recently Post Covid-19 Syndrome, widely known as 'Long Covid', was recognised by the National Institute for Health and Care Excellence (NICE) in guidance published in December 2020.

Numerous symptoms including fatigue, breathlessness, joint pain, chest pain, cognitive difficulties, anxiety and depression have all been recognised as symptoms of Covid-19. These symptoms appear to fluctuate and do not follow a linear process. There remains limited evidence on recovery from this, however, it is recommended people are assessed holistically by their medical practitioners, investigated for underlying causes and supported with self-management.

Rehabilitation support

Our in-house rehabilitation team consists of physiotherapists, general nurses and mental health nurses with extended training and qualifications covering areas such as mediation, MHFA training, vocational qualifications and occupational health qualifications, and all are experienced in providing vocational support.

We offer a holistic, individualised and collaborative assessment to enable us to support and provide guidance for employers and employees as well as signposting them to organisations and services we think could further help. And we work closely with our claims case managers to quickly identify opportunities for rehabilitation intervention.

Our proactive support extends beyond early intervention and return to work support, to include presenteeism interventions providing effective rehabilitation with a view to helping employees either stay in work or return to work as quickly and safely as possible.

We believe that supporting people who have contracted Covid-19, needs expert guidance balanced with up to date research and clinical evidence, and that they should receive the same level of comprehensive rehabilitation support we would provide for any other condition.

We'll provide advice and strategies to manage Covid-19 symptoms in line with NICE guidelines as they are updated.

Our rehabilitation consultants will work closely with an employee's treating specialists (subject to consent) where appropriate, in order to best support them before and during their return to work.

We can support employees even if they are at work after a Covid-19 infection but struggling with ongoing symptoms.



If someone is absent from work and struggling with the virus, they may wish to speak to their dedicated claims manager to see if our rehabilitation team may be able to help.

We can create a bespoke 'return to work' plan tailored to address an employee's symptoms, level of function and role demands. We'll work with all parties to develop a plan that suits everyone and helps to best support an employee at the appropriate time - when they are medically fit and ready to resume work.

Our highly experienced and skilled professionals will support employers and employees throughout the return to work journey. Providing guidance and helping with any challenges faced along the way, helping to re-build their confidence and improve resilience.

It has been recognised that Post-Covid Syndrome sufferers feel they are not believed or listened to due to the diversity and variability of their symptoms. We listen, provide reassurance and help employers better understand their employees' situation and difficulties, to enable them to provide the best support.

As part of our Group Income Protection service, your clients will have access to our Employee Assistance Programme (EAP), provided by Health Assured, as well as access to the NHS approved, Mental Wellbeing focussed Thrive app, both of which provide invaluable support.

We also provide free training customer workshops aimed at line managers and HR personnel, including specific workshops focussed on recovering from Covid-19, as well as many others covering some of the biggest issues facing business today such as mental health concerns.

If you'd like to find out more, please speak to your usual Zurich contact.

