



bright grey®

a division of *Royal London*

I used  
Helping Hand  
to recover from  
my stroke

## Howard's story

**“Jan was there every step of the way, not just for me, but for my family too”**

**When Howard Tighe suffered a stroke, he was told it was unlikely he would work again. But thanks to Helping Hand he was back to work after 12 months.**

Howard was just 41 when he suffered a stroke in July 2004. He was married with two young children and ran his own business. Fortunately he was covered with Bright Grey, which meant that he received a £74,869 payout from his plan when he claimed.

But Bright Grey menu plans offer much more than just the financial support. Howard also received assistance from his own nurse adviser, Jan and benefited from a series of physiotherapy sessions that helped him recover and return to work.

According to the Stroke Association recovering from a stroke often depends on how much follow-up treatment patients receive. The NHS can only provide a limited amount, which means some patients have to pay privately if they need more. Fortunately for Howard, the cost of his treatment was included in his Bright Grey plan as part of Helping Hand.

Howard believes that this contributed greatly to his recovery – increasing his mobility and allowing him to move around much more independently. “Without the tailored, practical help and emotional support Helping Hand gave me and my family, I wouldn’t have made the recovery I did,” he says.

Often it’s not only the patients themselves who need support, but their family too. Howard’s personal nurse adviser Jan, who suggested the physiotherapy treatment, also phoned his wife every day to ask how she was doing. Howard says: “It made a big difference. It meant I could lie in my hospital bed and stop worrying about the effect this was having on my wife and children. If there’s some advice you need, the answer is just a phone call away.”

Five years on and Howard is living life to the full and trying new hobbies – including jumping off 60ft cliffs in Cornwall. Unfortunately there are still some physical aspects that he will never fully recover, including full movement in his right hand. He recently met with his consultant at Sky Blue Therapy again to discuss how to increase the movement in the muscles in his feet and toes, and has been given a series of exercises that should help him regain strength.



It's not only Howard who continues to use Helping Hand. He has a new partner, Clare, whose mother was recently diagnosed with non-smoker lung cancer. As Howard's partner, Clare can use Helping Hand and the services of her own nurse adviser for emotional support, even though she doesn't have a Bright Grey plan, and the illness isn't her own.

Howard says Clare's experience has reminded him of the value of the service, particularly having someone to talk to. "I know that doctors and nurses will help, but they're not at the end of the phone when you want them. Jan was there every step of the way, not just for me, but for my family too. And it's amazing that we can continue to use the service now."



“ The money from my claim definitely eased some of my financial worries, but it was the support from Helping Hand that really made the difference. ”

Left: Howard jumping off a 60ft cliff in Cornwall, August 2008.

## Helping Hand – there for your family too

When illness strikes, it's not just the patient who suffers. It's often family members who need support too. After all, they are the ones suddenly left having to cope on their own with the day-to-day aspects of life, as well as the additional concerns and uncertainty brought about by the illness of a loved one.

That's where Bright Grey's Helping Hand service comes in. We work with a company called RED ARC who will give you and your family the support of your own personal nurse adviser for as long as you need it.

Your nurse adviser is on hand not only to help the you get back on your feet – by talking through specific symptoms, or suggesting treatments to help your recovery – but to offer your family support too.

Family members often have questions that they feel they can't ask directly because time with a consultant is so precious. Or there might be queries that occur after the event that they need answering as soon as possible.

It can be comforting to know there's someone at the end of a phone who can help. Especially when there are things that they might not want to trouble friends and family with. Your nurse adviser is there to offer you and your family professional advice, an independent option, or just someone to talk to.

### Your family

When we say your family we mean the spouse or partner of the Bright Grey plan owner and their children.



RED ARC Assured Ltd is an independent care advisory service and is not regulated by the Financial Services Authority.

And remember, with a Bright Grey plan you don't have to wait until you make a claim before you speak to a nurse adviser – they're there to help you whenever you need them. So if you or your family are touched by death or illness or have a health concern – even one that pre-dates your plan – just give us a call.

Unlike other providers, we won't just hand you a cheque and walk away. We'll support you from the day your Bright Grey plan starts.

Howard and his family, below, still use Helping Hand today.



## Helping Hand provides:

Emotional and practical support from a personal nurse adviser

Bereavement counselling

Complementary therapies

Access to medical, career, legal and personal helplines

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