



**INCLUSIVE HEALTH
AND SUPPORT
SERVICES
GUIDE**



INTRODUCTION

The term 'healthcare inequality' can have different meanings, but often refers to the differences in the access to appropriate care and support that people receive, for example, the availability of given services.

While nationalised healthcare systems, like the UK's NHS, offer crucial medical and healthcare support, they may not fully cater to the diverse needs of all employees. Some employees may require additional services that these systems don't provide. In regions without such systems, access to healthcare and support services can be even more limited.

To bridge these gaps, employers with global operations should prioritise equitable access to health and support services for all employees worldwide. This involves recognising diverse needs and proactively implementing inclusive solutions.

WHAT IS INCLUSIVE HEALTHCARE?

Some societal groups face significant barriers in accessing and benefiting from healthcare services. This can be due to socio-economic factors, social exclusion, geography, or specific characteristics including those protected by law, such as sex, ethnicity or disability.

Inclusive healthcare practices create environments where the diverse needs of all individuals seeking care are valued and met. This includes the *physical* accessibility of care, but can also include access to culturally sensitive care services, or care service providers with policies that protect different societal groups from discrimination.

By providing access to inclusive healthcare, employers can play a part in ensuring that the diverse health and support needs of all employees are being met outside of work.

THE IMPORTANCE OF INCLUSIVE HEALTH AND SUPPORT SERVICES

- **Enhanced employee well-being and health outcomes** - Access to comprehensive health services and support can improve overall employee health and well-being by ensuring employees' health needs are met and that employees are not stigmatised.
- **Increased productivity** - Healthier employees take fewer sick days, are less distracted by personal challenges, and perform better at work. This also reduces turnover, absenteeism, and healthcare-related costs while boosting innovation and retention.



STEPS TO ENSURE INCLUSIVE HEALTHCARE ACCESS

CONDUCT A NEEDS ASSESSMENT

- **Engage employees:** Use anonymous surveys, focus groups, or employee resource groups to identify gaps in existing support systems.
- **Research local context:** Understand the healthcare and support services available in every territory your organisation operates.

BUILD COMPREHENSIVE BENEFITS PACKAGES

Make a visible commitment to providing access to inclusive healthcare in Employee Handbooks, onboarding materials, and internal communications.

Where applicable, consider offering employees a comprehensive private health insurance package that includes access to sexual healthcare services, mental health services, domestic violence support services, and confidential support.

PARTNER WITH LOCAL SERVICE PROVIDERS

United Nations Sustainable Development Goal 3, [Good Health and Wellbeing](#), aims to ensure healthy lives and promote well-being for all at all ages. By partnering with experts who are already trusted in their respective fields, you can strengthen your organisation's efforts, enhance outreach, and provide comprehensive, culturally competent support to those in need. Examples include:

- Family planning and reproductive health clinics.
- Domestic violence shelters and support hotlines.
- LGBTQIA+ health centers.

PROVIDE TRAINING

Provide training for managers and HR teams on inclusive health and support, for example training on understanding different health needs, creating inclusive policies, and effective communication with employees about health concerns.

Assign wellness advocates to handle sensitive cases with empathy and professionalism, e.g. appointing Mental Health First Aiders (MHFAs).



RAISE AWARENESS

- **Promote services:** Regularly share information about the healthcare and support services available to employees through Employee Handbooks, emails, newsletters, and intranets etc.
- **Confidential support channels:** Develop secure ways for employees to report domestic violence, harassment, or gaps in healthcare support without fear.

MONITOR AND EVALUATE PROGRESS

Monitoring and evaluating progress is crucial to the success of any employee benefits program. A systematic and ongoing approach allows you to make necessary adjustments, address emerging challenges, and continually improve offerings for employees.

Conducting annual audits of health and support services helps ensure that organisations are effectively meeting employee needs. These audits should incorporate employee feedback on the services provided, enabling you to maximise benefits and drive continuous improvement.

NEED MORE HELP?

For more information and support, please feel free to contact us at: info@future-plus.co.uk.

