

Care first

Supplier Information Pack 2019

INTERNAL



FIRST FOR JUSTICE

Care first

Supporting your business 24 hours everyday



Counselling Providers

- Provide a variety of professional services
- Operate from a purpose built site in Gloucester

Partnerships in Care

- Care first is a trading division of Partnerships in Care Ltd, part of The Priory Group of Companies who are leaders in the field of mental health services

Customer Focused

- Truly accessible, direct and immediate counselling service
- Direct access to BACP accredited counsellors 24/7 who are permanently employed with no triage/call screening

What we currently offer:

Direct Access to a BACP accredited counsellor

- 24/7, 365 days a year access to a BACP accredited counsellor
- No triage or call screening
- Immediate support from first point of contact

Face to Face Counselling*

- *Face to face counselling is not provided as part of the policy however, Care first are able to locate a local counselor for the customer



Six Session Model

- Up to 6 telephone sessions per issue (up to an hour) allowing the client an end to work towards & to measure progress
- More sessions can be arranged if required

Work Issues

Frequently presented issue types include but are not limited to:

- Pressure / Work overload
- Bullying / Work conflict
- Death in Service
- Redundancy

Personal Issues

Frequently presented issue types include but are not limited to:

- Eldercare
- Bereavement
- Stress / anxiety / depression
- Domestic abuse
- Substance abuse
- Relationships (Divorce/ Separation)
- Family Breakdown



What to expect: The gritty details.

Direct Access to a BACP counsellor

Care first aim to offer an in the moment counselling service to their customers however, as with any business, Care First do experience periods of high call volumes and are not always able to answer every call. In order to ensure that no call goes unanswered, an Employee Assistance Service Advisor (EASA) sits within each team of counsellors to answer any over flow of calls. The EASA will then manage the customers expectations in relation to when a counsellor is likely to become available or if the customer is vulnerable, transfer them to the Clinical Management team for immediate support.

Six Session Model

If clinically appropriate following a telephone assessment with a professionally trained counsellor, the customer is eligible for up to 6 sessions of telephone counselling per issue. The initial call to the counselling line does not form part of this model. The counsellor will use this time with the customer, to determine whether telephone based support is appropriate, if the customer is vulnerable and whether 6 sessions will be adequate. Additional structured sessions can be arranged and paid for on an adhoc basis.

Face to Face Counselling

If the counsellor feels that a telephone service is not appropriate, or that the customer would benefit more from continued face to face counselling sessions. They are able to assist with locating a counsellor but will not be responsible for arranging sessions with said counsellor, nor will the cost of these sessions be covered by the policy.

Work and Personal Issues

There are no restrictions around the types of issues that can be discussed.

Governance

Care first are members of the British Association of Counselling and Psychotherapy and abide by their ethical framework for counselling professions.

All Care First telephone counsellors and telephone information specialists are all checked to ensure that they are suitable to provide telephonic helpline support and their qualifications, accreditations, DBS are checked and updated.

All calls are recorded and are routinely listened to by senior clinical staff members for auditing purposes and to ensure that all calls are handled appropriately and effectively.