



# Care first

employee assistance solutions  
making your business work better

*We offer specialist people management tools that actually work.  
Enable your people to reach their maximum potential  
and in doing so, empower them to operate successfully  
as your greatest business asset.*

*For more information or an informal discussion  
please contact Care first or visit our website,  
[www.care-first.co.uk](http://www.care-first.co.uk)*

*Care first has an enviable reputation for retaining our customers year on year. We focus on delivering the best professional services and value for money. Every aspect of our services is monitored to ensure we meet and exceed our customers' expectations.*

*Our service management standards and customer service at all levels are exemplary. As a Care first customer you can expect a first class service as individual as your organisation. Our services are designed to meet your unique requirements and our expertise will ensure success from day one.*

**Care first** is an acknowledged leader in Employee Assistance Solutions. We have a proven track record in improving staff wellbeing, performance and attendance through working in active partnership with managers.



**Care first** provides high quality resources for your managers – to help them manage their teams, reduce conflict and solve people problems. Using our professional support services, the impact of employees' personal and work-related problems on your workplace will be significantly reduced.

Partnering with **Care first** will be an investment in your people and your business that will make a clear difference to your bottom line.

## Employee Assistance Programmes (EAPs)

**Care first** provides a range of services to enable your people to cope with difficult work and personal pressures, which may otherwise affect their performance.

- telephone counselling 24 hours a day, 365 days a year
- face-to-face counselling
- specialist helplines
- mediation and conflict management
- critical incident support
- information and advice lines
- training courses
- coaching for performance
- professional support services
- management consultancy and support



As every business has different requirements, elements of our EAP can simply be combined to create a bespoke programme, providing the precise type and level of employee assistance needed. Our permanently employed, professionally qualified counsellors, trainers and information specialists are fully briefed on your organisation and any considerations specific to your staff.

## Management consultancy and support

**Care first's** professional management support service targets the range of highly sensitive issues that can arise within an organisation and its workforce – we cover areas that your managers are likely to encounter within their teams, including:

- bullying & harassment
- grievance
- sickness absence
- disciplinary procedures
- performance issues

## Mediation and managing conflict

As most businesses know, formal grievance procedures can be extremely time-consuming and costly. Preventing and resolving conflict early using professional mediation can be highly effective in stopping workplace problems from escalating. Mediation can save valuable time and money, maintain morale in the wider workforce, and allow people to concentrate on their core roles.

Our highly trained, expert mediators give people the opportunity to communicate privately and constructively with each other, in a safe and secure environment, to reach solutions acceptable to everyone involved.

With over a decade of experience in managing conflict within organisations, **Care first** fully understands the wider, sensitive issues that are key to successful mediation. We will work proactively with your managers and teams to achieve commitment to positive outcomes which serve the interests of the organisation and the individuals concerned.

## Training

The best way to manage the emotional wellbeing of your workforce is to enable them to manage it themselves. **Care first**'s professional training courses help managers and employees to cope with the pressures of work more effectively.

We help staff with particularly stressful types of work as well as giving managers the tools to identify and deal with signs of stress in others, and develop their own management style to help prevent issues arising.

Courses are closely tailored to your own organisation and can include the following areas:

- managing pressure positively – for individuals and managers identifying coping skills in others
- active people management skills
- communication skills
- managing high-pressure environments, such as call centres
- professional approaches to difficult situations at work
- managing boundaries
- managing home visits
- dealing with difficult customers

Every course is developed with clear aims and objectives, delivered in a highly interactive way, and evaluated thoroughly to ensure an appropriate return on investment.



## Critical incident support

Critical and traumatic incidents can have severe, complex and significant effects on people. These incidents can do the same to your organisation. Timely, professional interventions in times of crisis will help to minimise the level of disruption an incident may have on your organisation and its performance.

Critical incidents can involve a great number of people, such as with rail crashes, or smaller groups affected by violence, abuse or a death in the workplace – all with far-reaching impact. Extensive experience in managing critical incidents within both the public and private sectors, means that **Care first** can provide an immediate and informed response to any situation. Our interventions will help your organisation to manage and contain the impact of trauma.

**Care first** is available to respond 24 hours a day, via our Telephone Counselling Centre. We also employ full time, professional counsellors throughout the UK to guarantee an immediate response to a critical incident.

The aim of critical incident support is to minimise the effects of a traumatic incident on your staff in order to:



- enable people to resume effective operation both at work and at home as quickly as possible
- monitor and support individuals who may need additional help to manage post-trauma symptoms
- provide reassurance to all staff and their families that your organisation is concerned about their wellbeing

At **Care first**, we understand that each critical incident is unique and project manage accordingly, in close consultation with the customer organisation. We work with staff in the immediate aftermath of an incident and in providing ongoing support as required.

## Professional Support

Highly trained people in demanding roles are a very valuable asset to any organisation. Professional Support is a positive investment in individuals, assisting them to review and monitor their coping mechanisms. Regular professional support will enable them to remain resilient and effective over a sustained period.

This service is especially relevant to employees regularly dealing with dangerous or disturbing material, images or situations. For example prison staff, police, social workers and mental health workers.

*According to UK Health and Safety Executive Statistics, a total of 13.5 million working days were lost to work-related stress, depression and anxiety in 2007/08.*

*Work-related stress accounts for over a third of all new incidences of ill health. Each case of work-related stress, depression or anxiety related ill health leads to an average of 30.6 working days lost.*

*As well as reducing sickness absence costs to an organisation, tackling stress can have a positive effect on:*

*employee commitment to work*

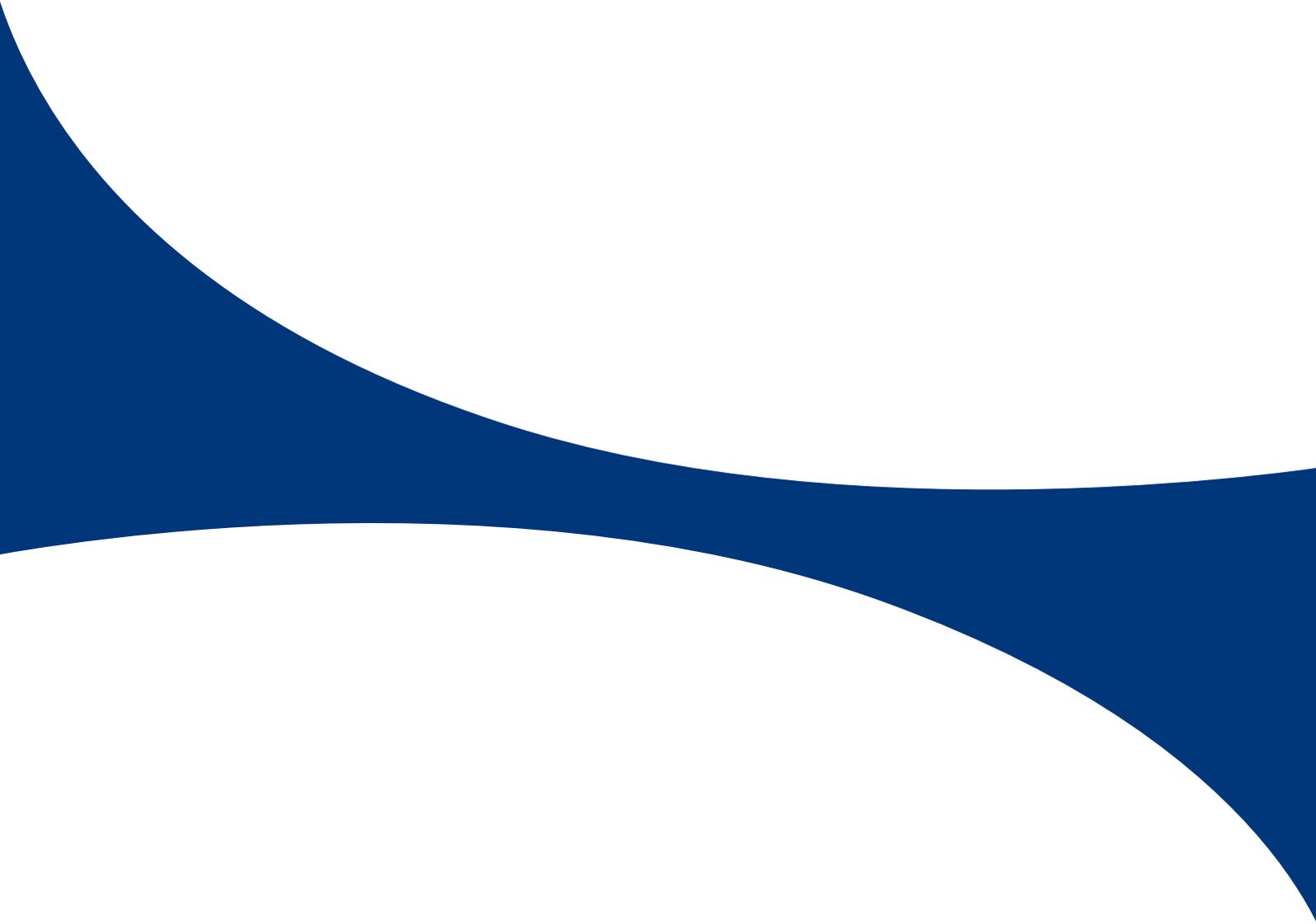
*staff performance and productivity*

*staff turnover or intention to leave*

*staff recruitment and retention*

*customer satisfaction*

*organisational image and reputation*



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