

How Care first services can support you during the COVID-19 pandemic

As the COVID-19 situation is progressing and the Government guidance continues to change as lockdown restrictions are eased. There will still be lots of anxiety around going out and whether it safe to do so. Emotional and practical support during times like these are paramount, which is why Care first have worked tirelessly to ensure their services remain available for all that may need assistance.

These services include:

Counselling support

Our team of professionally trained, qualified and BACP Accredited Counsellors are available 24/7 to offer support for personal or workplace related issues. Care first provides short term focussed counselling, so the Care first Counsellor will assess your circumstances when you call to establish what the most appropriate form of support will be for you. It might be that you just need a brief conversation with the Counsellor that day, or it could be that you may benefit from a few more sessions. No matter how big or small the problem may be our counsellors are here for you.

Information Specialist Support

We have expert advisors that have been trained by Citizens Advice who can provide you with comprehensive answers and assistance on a wide range of practical issues which can affect daily life. You can speak with one of our information specialists confidentially and completely free of charge. This aspect of the service is available 8am-8pm Monday-Friday.

Management Support

If you are a manager, have leadership responsibilities or look after a team within your organisation; it is as important as ever that your colleagues are made aware of the support available to them from Care first during these difficult times. As a manager Care first can also provide you with additional support within your role such as; challenging conversations (e.g. absence management, redundancies, performance or disciplinary), supporting a team with remote working and supporting employees whilst maintaining managerial boundaries.

Care first Lifestyle

Through the Care first lifestyle site you can access a wide range of additional information on all of the above areas, read helpful articles published by our team and view Webinars covering a variety of wellbeing topics and more. Complete a wellbeing assessment to identify areas of your lifestyle which may need some focus or connect with a Care first counsellor using our online counselling portal. You can log into your account by visiting www.carefirst-lifestyle.co.uk and logging in using your organisation's unique log in details. If you are unsure what these details are then please contact your line manager or HR department.

If you would like to view the Webinar on 'Care first Awareness' this is being delivered live on Tuesday 2nd June 2020 at 10.30am-11am, please use the below link to register for this session -

<https://attendee.gotowebinar.com/register/7110163872015176463>

If you are unable to join the webinar live, a recording of the session can be accessed using the same link above after the webinar has taken place. If you wish to contact the Care first telephone counselling and information line then please don't hesitate to call the Freephone number provided by your organisation and you can speak to a professional in confidence.