

Care first

Welcome to Care first, an acknowledged leader in the provision of Employee Assistance Solutions. We have a proven track record improving staff wellbeing, performance and attendance through active partnership with managers, Human Resources and Occupational Health.

The Care first brand is synonymous with innovation, transparency, integrity and quality

All calls are answered 24 hours a day, 7 days a week in the UK.

In our counseling centre in the UK, all counselling is provided by BACP accredited counsellors.

24/7 UK Based Counselling Centre	All freephone calls are answered 24 hours of every day by BACP accredited counsellors from within the UK.
24/7 Telephone Counselling Support	Following an initial assessment, professional counselling support is available, in the moment, or as contracted sessions 24 hours of every day.
Information Specialist Access	Care first Information Specialists are experienced former Citizens Advice specialists who can quickly provide accurate information on problems such as: Financial and Legal Advice, Consumer Issues, Eldercare, Childcare, Employment and Benefits
Face to Face Counselling	Available within 5 days of the initial contact and within 20 miles of the employee's home or place of work. Each employee has access to, up to 4 or 6 sessions of face to face counselling per issue. Counselling is available in Welsh if required
Welsh Speaking Counsellors	Telephone counselling is available in Welsh using Care first's language line translation service. Face to face counselling will be offered in Welsh.
Online Counselling	Real time online counselling in a one to one chatroom environment
Online CBT	A seven session, video based and therapist supported, online programme
Care first <i>Zest</i>	Interactive health, wellbeing and fitness management programme. Available online, or as an iOS, Android or Blackberry App
Care first <i>Lifestyle</i>	A comprehensive online health and wellbeing library portal which focuses on supporting all areas of an individual's life, including: Relationships, Family, Bereavement, Change, Stress, Conflict, Promotion, Retirement, Depression, Stress, Smoking and Diet
Critical and Traumatic Incident Support	Immediately available by telephone, onsite response can be arranged as required.
Professional Launch Programme	A successful launch is the first step in establishing a new EAP as a valued, trusted and recognised service. The key goals of the launch are to establish: Awareness, Confidence, Trust, Understanding and Access
Marketing and Awareness Material	A leaflet will be provided for each employee. Care first will also provide, articles, newsletters and e-marketing for intranet and staff magazines, posters/flyers, Care first DVDs and Webinars
Dedicated Service Manager	Your launch, reporting and day to day service management will be provided by one dedicated single point of contact.