

# Nationwide Employee Counselling Service

## Support and assistance when and where it is required



### How Can A Counselling Service Help Your Employees?

Counselling is now commonly used in organisations to help lower absenteeism levels. In order for this service to be effective, it must address personal, as well as workplace issues. Organisations who have implemented employee counselling services have reaped the benefits of higher motivation and morale, better stress management and a reduced likelihood of legal claims for negligence.

### Nationwide Employee Counselling Service

The **CSG** network counsellors are members of, or accredited to, the British Association for Counselling and Psychotherapy. Alternatively, they may be registered to practice with the British Psychological Society or have training and experience consistent with the registration or accreditation of these or similar professional bodies and abide by their Code of Ethics, Standards and Practice.

### What are the Courts saying?

In February 2002 a Court of Appeal decision stated inter alia, that “any employer who offers a confidential counselling advice service with access to treatment is unlikely to be found in breach of duty” (of care) by the Courts.



# Carole Spiers Group



## Post-trauma Support and Management



We pride ourselves on the rapid response of our 'Critical Incident' support team. Following any crisis, trauma or disaster, there are trained nationwide debriefing teams available, to offer either one-to-one or group Psychological Debriefings and support for employees who may experience Post Trauma Stress.

### CSG Critical Incident Debriefing Service Offers:

- Professionally trained personnel
- Rapid response within 24-hours
- Both short and long term Post-trauma counselling support, as necessary



We will assess the type of emergency support required both during and post incident and will assist the client's own emergency response team, where appropriate.



**Critical Incident Debriefing (CID) is beneficial for victims, survivors, eyewitnesses and the bereaved in case of:**

- Accidents
- Shootings
- Armed raids
- Suicide in the workplace
- Civil disturbance
- Domestic violence
- Acts of terrorism

### Procedure

CSG works together with, and alongside, an organisation's Occupational Health department and maintains strict confidentiality, at all times. Alternatively, a designated individual from the organisation will be required to act as 'gatekeeper' for the service.

## Carole Spiers Group



---

**Carole Spiers Group**, Gordon House, 83-85 Gordon Avenue, Stanmore, Middlesex. HA7 3QR

T: +44 (0)20 8954 1593

F: +44 (0)20 8 420 7618

E: [info@carolespiersgroup.com](mailto:info@carolespiersgroup.com)

W: [www.carolespiersgroup.com](http://www.carolespiersgroup.com)

## Carole Spiers Group



Originally, established in 1987, the Carole Spiers Group (**CSG**) is a dynamic, leading- edge, niche consultancy specialising in Stress Management and Employee Wellbeing with extensive experience in the field of Stress Management strategy, training and Employee Counselling. Supported by a nationwide network of professionally trained Counsellors, Consultants and Trainers, **CSG** offers tangible solutions to organisations enabling them to demonstrate a Duty of Care to their employees, follow Best Practice guidelines and, most importantly, to ensure compliance with current legislation as it affects employee health and safety.

### Format Of Counselling Services

In the first instance, a 2-hour Assessment is provided followed by 6-8 two-hourly counselling sessions. If it is considered necessary to increase the number of sessions, this will be discussed in advance. However, if both counsellor and client deem that a lesser number of sessions are sufficient, then the counselling will be completed earlier. The duration of Debriefing sessions will be according to specific needs. The service is provided Monday to Friday between 09.00 and 18.00 and, in exceptional circumstances, at the weekends.

### Code Of Practice

Strict confidentiality is maintained between the client and the counsellor, except in exceptional circumstances, where it may be necessary, with the prior knowledge of the client, to inform a third party.

### Professional Indemnity

**CSG** hold insurance cover for £5m.

### Account Management

Client Relationship Management (CRM) is an essential feature of our service and we recommend regular meetings to monitor our feedback and to use this information in reviewing progress and trends within the client's organisation. This ongoing communication serves to pre-empt many problems that might otherwise grow unseen and cause future disruption or dysfunctional working in the workplace.

### Cancellation Of Sessions

Cancellation of 24-hours notice is required, otherwise full fees will be charged to the company. In the event that, following a briefing from the company, the client concerned does not wish to proceed with debriefing/counselling, then an administrative fee will be charged.

# Carole Spiers Group

