

## Booklets

Printed advice booklets are available on request, covering:

- Childcare
- Elderly relatives
- Drinking
- Debt
- Family Breakdown
- Bereavement



## Care first

advice, information and  
counselling service

*here to help, 24 hours every day  
online and by telephone*



The **Care first** service can be accessed online or via telephone or typetalk and minicom for people with hearing difficulties. We also have an interpreter service in 150 languages.

If you have used the **Care first** service we would really like to know whether it was helpful. There is a 2-minute evaluation form on our web site which can be submitted anonymously.

We appreciate your comments and aim to constantly improve our service.

[www. carefirst-lifestyle.co.uk](http://www.carefirst-lifestyle.co.uk)

**Care first** provides confidential, impartial advice and support 24 hours a day, 365 days a year. The service is free for you to access whenever you need. You don't need to ask permission from your manager or organisation before contacting **Care first**.

Through **Care first** you can access a number of services.

## Telephone information and advice

Our Information and Advice specialists are here to help you find practical ways forward when you feel overwhelmed by problems. Sometimes, having the information to make a sensible plan, and some support in doing so, is all it takes to feel better.

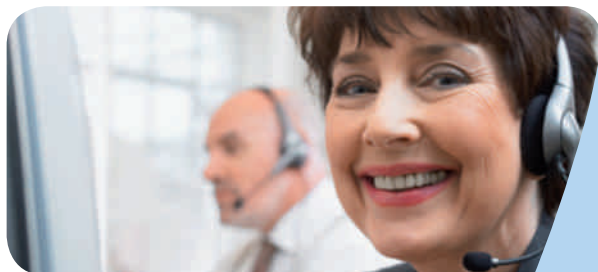
Our advisors are highly trained to quickly find what you need and help you get back in control of your life.

Common subjects include -

**Family and Personal:** Relationships, Divorce, Child Support, Domestic Violence, Childcare, Eldercare, Community Care, Changing a Name

**Debt:** Credit, Debt, Banks, Loans, Consolidation

**Workplace:** Bullying and Harassment, Maternity Rights/Pay, Sick Pay, Health and Safety at Work



## Online services

**Care first Lifestyle** is an online resource containing information, advice and articles for issues occurring in every-day life.



**At Home** Balancing home life with work can be challenging, especially if you are experiencing difficulties in your personal life. Our *At Home* section provides support for issues such as;

Debt, Finances, Relationships, Family, Your Home, Bereavement and Childcare.



**At Work** Many of our friendships, goals, ambitions and experiences stem from the workplace. Coping with work-related pressures will help maintain your wellbeing and the ability to be positive and effective. *At Work* contains articles, information, advice and support to address problems such as Stress, Change, Conflict, Promotion, Pressure, Retirement...



**Health** This section contains balanced, independent information and advice on Physical health, Wellbeing, Stress, Nutrition; a place to check out health worries or to get inspiration and support for healthy habits.

To access your online service visit

[www.carefirst-lifestyle.co.uk](http://www.carefirst-lifestyle.co.uk)

Contact your organisation for a username and password.

## Counselling service

All our counsellors are members of, and Accredited to, the British Association for Counselling and Psychotherapy (BACP), with extensive experience and expertise.

Discuss anything that is troubling you, whether it is personal difficulties – for example relationships, family matters, stress, loss or bereavement; or work-related issues such as feeling pressure, work-load, changes at work, bullying or harassment.

Whatever your situation you can be sure of a supportive and constructive response. You are not alone.



## Confidentiality

Although provided by your employer, **Care first** services are completely independent and your call is treated in confidence in accordance with the BACP Ethical Framework. When you make contact you will be asked to identify your employer and you may also be asked for other information – this is purely for statistical use.

# Care first

information and support 24/7

0800 174319

[www.carefirst-lifestyle.co.uk](http://www.carefirst-lifestyle.co.uk)

