



## **EMPLOYEE ASSISTANCE PROGRAMMES**

### **WHY HAVE AN EAP?**

Millions of working days are lost each year through anxiety and stress-related conditions.

#### **WHO research shows that when affected by work stress, employees may**

- become increasingly distressed and irritable
- become unable to relax or concentrate
- have difficulty thinking logically and making decisions
- enjoy their work less and feel less committed to it
- feel tired, depressed, anxious
- develop serious physical problems
- engage in unhealthy activities, eg smoking, drinking and abusing drugs

#### **Work stress is thought to affect organisations by**

- increasing absenteeism
- increasing staff turnover
- decreasing commitment to work
- impairing performance and productivity
- increasing complaints from clients and customers
- adversely affecting staff recruitment
- damaging the organisation's image both among its workers and externally

**However, recent research indicates that counselling can reduce levels of stress in the workplace by more than 50%**

### **WHY CHOOSE WELLSPRING?**

#### **Wellspring**

- has provided employee counselling since 1996
- selects fully qualified and experienced counsellors from a variety of orientations
- works together with you to provide a service that meets your particular needs
- can brief managers on stress and how to spot the warning signs
- gives feedback and advice to you (while safeguarding counselling confidentiality)

## **MORE ABOUT WELLSPRING**

Wellspring was founded in 1978 and currently occupies a Georgian terraced house in a cul-de-sac off Leith Walk in Edinburgh, which is well served by public transport. We provide Employee Assistance Programmes for organisations such as local authorities, social work departments and housing associations in addition to long-term counselling and psychotherapy.

Wellspring is an organisational member of COSCA (The Confederation of Scottish Counselling Agencies) and of the British Association for Counselling and Psychotherapy (BACP). All counsellors and therapists participating in our Employee Assistance Programmes are experienced practitioners in ongoing supervision, who abide by the BACP *Ethical Framework for Good Practice in Counselling and Psychotherapy* and by COSCA's *Statement of Ethics and Code of Practice*.

Wellspring is preparing to apply for BACP's organisational kite mark through its Service Accreditation Scheme.

## **WELLSPRING'S COUNSELLORS**

### **Qualifications and experience**

- We take particular care to select counsellors of high calibre, who have undergone training to Diploma standard or beyond and who have substantial post-qualifying experience.
- All are either accredited and/or registered with a professional body, or are eligible to apply for accreditation by BACP. They have social work, voluntary sector and NHS backgrounds and there is a wealth of experience in areas of practice and management.
- A criterion for appointment is sustained experience of personal therapy, which Wellspring regards as essential in promoting safe and high quality work.

**Wellspring counsellors have extensive experience of employee counselling and expertise in working with issues affecting work performance, such as:**

- stress and anxiety
- bullying and harassment
- addiction
- difficulty adapting to change and new working systems
- problematic work relationships
- counsellors also have experience of providing support following traumatic incidents and during disciplinary issues.

The majority of non-organisational referrals come from GPs and so our counsellors are familiar with a wide range of issues, from more severe mental health problems to, for example:

- depression
- anxiety
- bereavement
- issues of confidence and self esteem
- financial worries
- emotional and sexual relationship difficulties
- gender and transgender issues
- trauma
- abuse

In the initial session counsellors can assess whether or not brief counselling under the employee scheme is appropriate, or whether referral for more intensive or long-term work is advisable. Brief counselling can sometimes be a preparation for this. Our counsellors are also able to recognise the need for GP or psychiatric referral.

## **WELLSPRING'S EMPLOYEE COUNSELLING SERVICE**

Since 1996 Wellspring has provided brief, solution-focused counselling for employees. We are accustomed to contracts that offer up to around six counselling sessions, paid for by employers as part of their commitment to staff support.

In addition to counselling we can offer workshops and seminars on topics such as

- team building
- stress awareness
- drugs and alcohol
- bullying and harassment
- we also provide assistance in the area of mediation

## **Supervision and Quality of Provision**

All counsellors arrange supervision independently of Wellspring and in accordance with the ethical requirements of BACP and COSCA. In addition there are weekly therapists' meetings where clinical matters are discussed. The Co-ordinator of Clinical Services is available for individual case discussion and therapists can consult our Psychiatric Advisor when necessary. Wellspring encourages ongoing professional development and in-house seminars and workshops are provided.

The Co-ordinator of Clinical Services is a psychology graduate and Analytical Psychologist trained at the Society of Analytical Psychology in London. She has training in solution focused brief therapy and is registered with UKCP (UK Council for Psychotherapy) and BPC (British Psychoanalytic Council). Prior to these registrations she was accredited by BACP.

## **MONITORING**

- Client questionnaires and counsellor report forms are used to evaluate our service and obtain information so that we can maintain standards and where necessary improve the service.
- We also use the well-validated CORE System (Clinical Outcomes in Routine Evaluation) to monitor the efficacy of our counselling.
- As Wellspring does not contract out to freelance affiliates and counsellors work under the same roof, this assists informal monitoring.
- The Clinical Co-ordinator periodically reviews each Employee Scheme and seeks to identify any need for modifications.
- Regular meetings with employers review the Scheme's effectiveness and employers are encouraged to raise concerns at any time so that these can be addressed promptly. Wellspring values close co-operation so that the individual needs of each organisation can be understood and met. These are established at the start and are continually re-assessed.

## **WELLSPRING'S FACILITIES**

### **Accommodation**

Our accommodation at 13 Smith's Place is on four floors and provides a waiting room with tea and coffee-making facilities and comfortable consulting rooms. We regret that at present the building does not have wheelchair access and because of the internal staircase is not suitable for those unable to manage stairs. However, an alternative venue can be arranged.

### **Reception**

There is reception cover from 9.30am to 5.30pm Monday to Thursday and from 9.30am to 1.00pm on Fridays. There is also a 24-hour telephone answering service.

*If you wish more information or would like to discuss ways in which Wellspring could provide a service to suit your organisation, please contact the Co-ordinator of Clinical Services.*

*Wellspring, 13 Smith's Place, Edinburgh EH6 8NT*

*Tel 0131-553 6660*

**mail@wellspring-scotland.co.uk**  
**www.wellspring-scotland.co.uk**