



**Care first**  
Counselling,  
Information and  
Advice

## Counselling service

Care First offers professional counselling services, providing support 24 hours a day, 365 days a year, with access via their counselling helpline.



### Telephone Counselling

Upon ringing the helpline immediate access to a BACP accredited counsellor is available. Care First do not operate call screening, triage service or intake counsellors, every call is answered by a BACP accredited counsellor who can begin to provide support there and then.

Our telephone counsellors are qualified to at least diploma level, multi skilled (including PTSD, CBT, Diffusion, Crisis Management and Management Coaching) and can provide support for any workplace or personal related issue.

Care first operates to a solution focused model of counselling which is appropriate for both workplace and personal related issues, including issues such as:

- Family related issues
- Financial difficulties
- Relationship problems at home
- Work related relationship difficulties
- Debt counselling support
- Dealing with stress related issues
- Providing advice for dealing with legal issues
- Advice on dealing with health related issues
- Bereavement
- Alcohol, drugs and/or substance misuse
- Anxiety & depression
- Bullying

## Information and advice service

Alongside our Counselling Service, Care First offers Information and Advice. Our expert advisors, trained by Citizens Advice, can provide comprehensive answers and assistance on a wide range of issues which affect daily life.

Whether you have a one-off question or a problem which takes longer to resolve, perhaps requiring ongoing help from one of our staff, we are here to help. Your calls will be treated in the strictest confidence.

The following list gives examples of just some of the subjects on which we can offer information and advice, our information resources relate to England, Scotland, and Wales.

- **Debt** Credit, Debt, Banks, Loans, Bankruptcy, IVAs, Bailiffs.
- **Employment** Rights of Employees, Bullying and Harassment, Discrimination, Disability, Transfer of Business, Maternity Rights/Pay, Sick Pay, Health and Safety at Work, Dismissal.
- **Housing** Buying and Selling a House, Mortgages, Renting, Tenancies, Evictions, Bailiffs, Homelessness, Neighbor Disputes, Residential Care, Nursing Homes.
- **Family and Personal** Relationships, Marriage, Civil Partnership, Divorce, Child Support, Domestic Violence, Childcare, Eldercare, Community Care, Changing a Name.
- **Benefits** Housing Benefit, Incapacity Benefits, Disability Benefits, Tax Credits, Maternity/Paternity Benefits, Pension Credits, How to Claim.
- **Education** Problems at School, Bullying, Student Grants/Loans.
- **Legal Enquiries** Wills and Obtaining Probate, Court Procedures/Forms, Jury Service, Police, Solicitors, Legal Services Scheme, County Court Judgements, Scottish Legal System and Law.
- **Health** Patients' Rights/Complaints, Health Costs, HIV/AIDS, Abortion, Infertility.

- **Taxes** Income Tax, Council Tax, Inheritance Tax, National Insurance, PAYE, Fringe Benefits, Tax Rebates/Arrears, Working Tax Credits.
- **Communication Problems** Phones/Mobile Phones, Complaints about the Media, Television Licenses, Unsolicited Mail.
- **Travel, Transport and Holidays** Holiday Problems/Complaints, Passports, Moving Overseas, Driving Licenses, MOT.
- **Immigration and Nationality Citizenship** Dual Nationality, Immigration and Working in the UK, Overstayers, Visa Nationals.
- **Human Rights** Voting Procedure, Access to Personal Records, Discrimination Acts, Lesbian & Gay Rights, Defamation of Character, Rape and Sexual Assault, Personal Injuries.
- **Consumer** Goods and Services, Consumer Problems, Problems with Secondhand Cars, Car Repairs, Insurance, Problems with Builders, Credit.
- **Animals** Owning a Pet, Animals, and the Law, Animal Passports.





A wide range of printed material is available including the following booklets:

- **Bereavement** Checklists of the practical matters that have to be dealt with when someone dies. There is also an outline of the 'normal' path of grief.
- **Childcare** A practical guide to finding the right childcare for your family, covering the options, the help available and checklists for interviewing.
- **Dealing with Debt** There is often more leeway than you think. A step-by-step guide to assessing your position, dealing with creditors, and creating a workable solution.
- **Drinking** Drinking may affect your job, family, or friends; or all three. Use the scorecard to assess drinking habits; and find help if you or someone you know needs it.
- **Elderly Relatives** An elderly relative can be a source of concern – information and advice on managing accommodation, finances, and funding.
- **Family Breakdown** Advice on the decision to separate, the practical implications for now and the future.