



Insight Wellbeing at Work

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Client Services Manager





Improving the mental
health and wellbeing of
the people we serve

Insight Healthcare

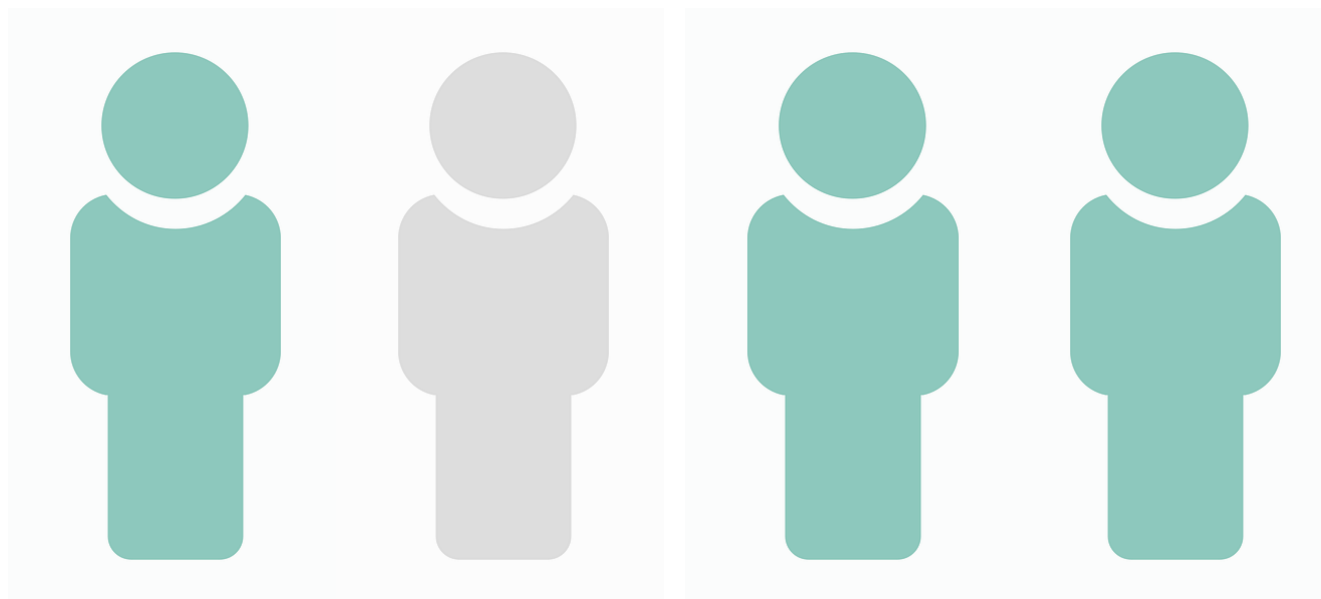
Mission Statement: “Improving the wellbeing of the people we serve”





Improving the mental health and wellbeing of the people we serve

Awareness





Warning Signs



Symptoms

1. Changes in behaviour
2. Thoughts and feelings
3. Physical symptoms





Call us about.....

PERSONAL

- ✓ Abuse
- ✓ Addiction
- ✓ Adoption
- ✓ Anger
- ✓ Anxiety
- ✓ Bereavement/Loss
- ✓ Depression
- ✓ Family Difficulties
- ✓ Illness/Health
- ✓ Relationships
- ✓ Self Esteem
- ✓ Self Harm
- ✓ Stress
- ✓ Trauma

WORK-RELATED

- ✓ Anxiety
- ✓ Change
- ✓ Disciplinary/Grievance
- ✓ Harassment/Bullying
- ✓ Incident at Work
- ✓ Interpersonal Difficulties
- ✓ Redundancy
- ✓ Relocation
- ✓ Return to Work
- ✓ Role
- ✓ Stress
- ✓ Support
- ✓ Transition
- ✓ Overload

LEGAL / FINANCIAL

- ✓ Property
- ✓ Family matters
- ✓ Debt
- ✓ Taxation
- ✓ Consumer advice
- ✓ Motoring
- ✓ Personal injury
- ✓ Pensions
- ✓ Wills and probate
- ✓ Power of attorney
- ✓ Tenancy

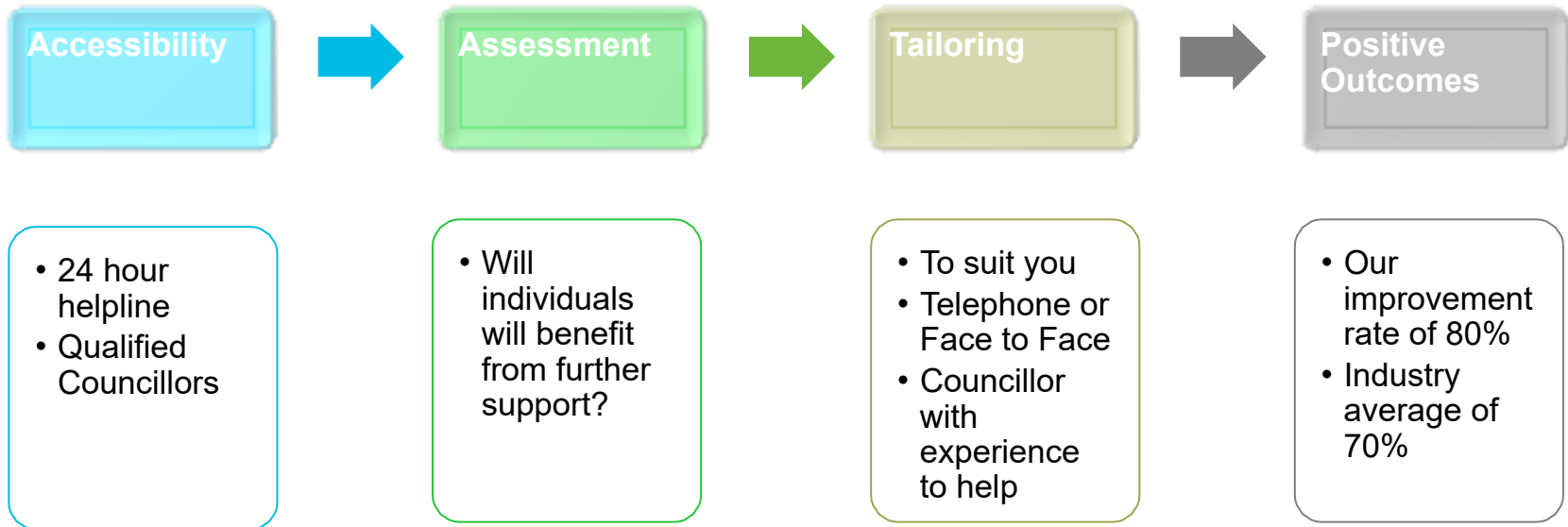




Improving the mental health and wellbeing of the people we serve

Our Approach

CONFIDENTIAL





Improving the mental
health and wellbeing of
the people we serve

Counselling





Legal & Financial Advice

For information about our services:

24 hour helpline:

0800 027 7844

0300 555 0120

Visit our website
www.insightwellbeingatwork.org



Support with Debt





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Management Support Service

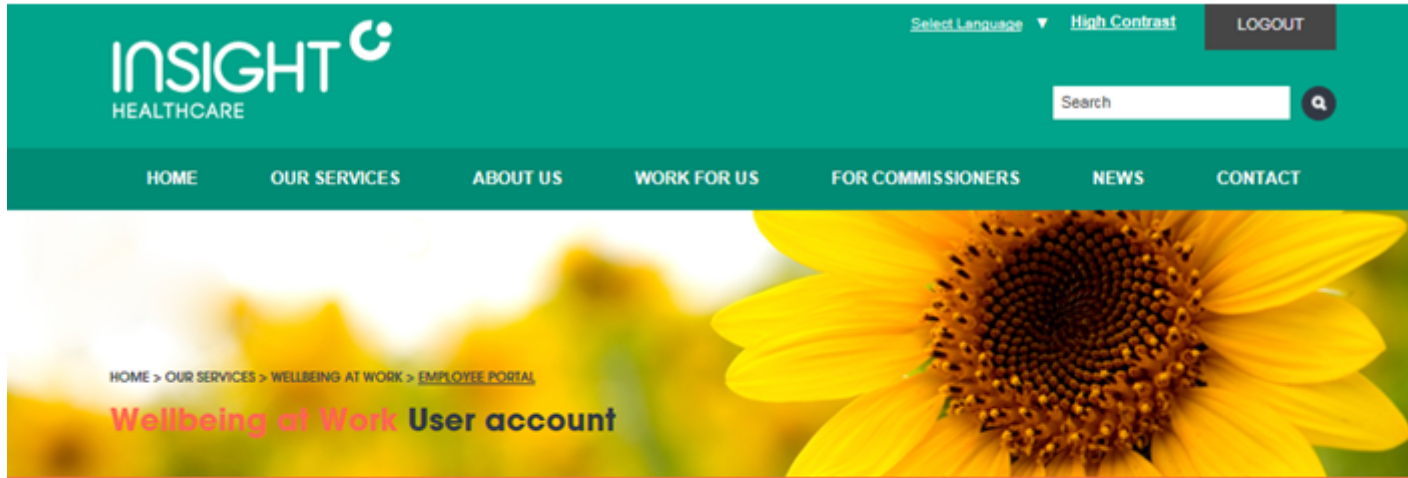
Managers can call the helpline to seek emotional support from a counsellor about any personal challenges they may be facing or concerns about the wellbeing of their team.





Improving the mental health and wellbeing of the people we serve

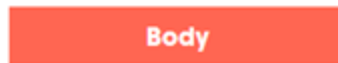
Wellbeing Portal



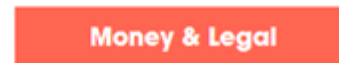
Mind



Body



Money





Access Points

Call

- 0800 027 7844
- 0300 555 0120

Email

- support.wellbeing@InsightHealthcare.org

Employee Portal

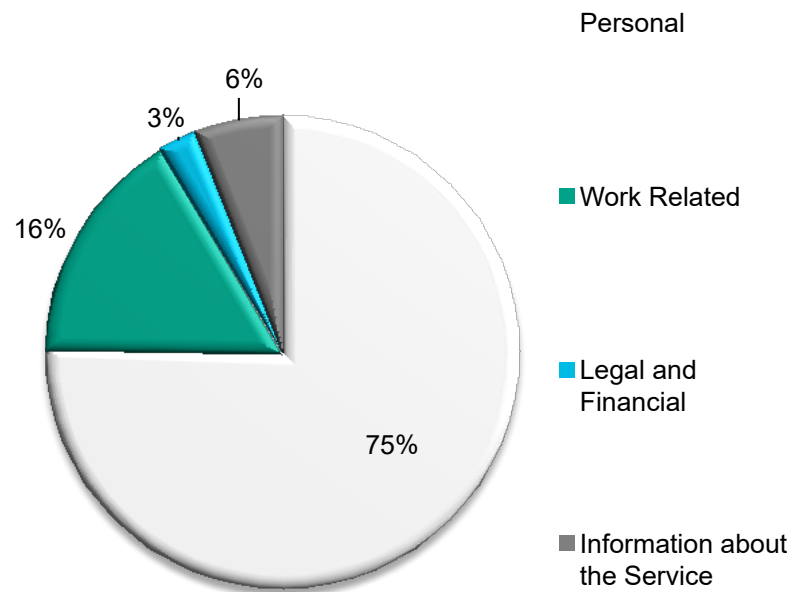
- Username: insighthealthcare@stockton.gov.uk
- Password: insight-healthcare





Service Usage 2016/2017

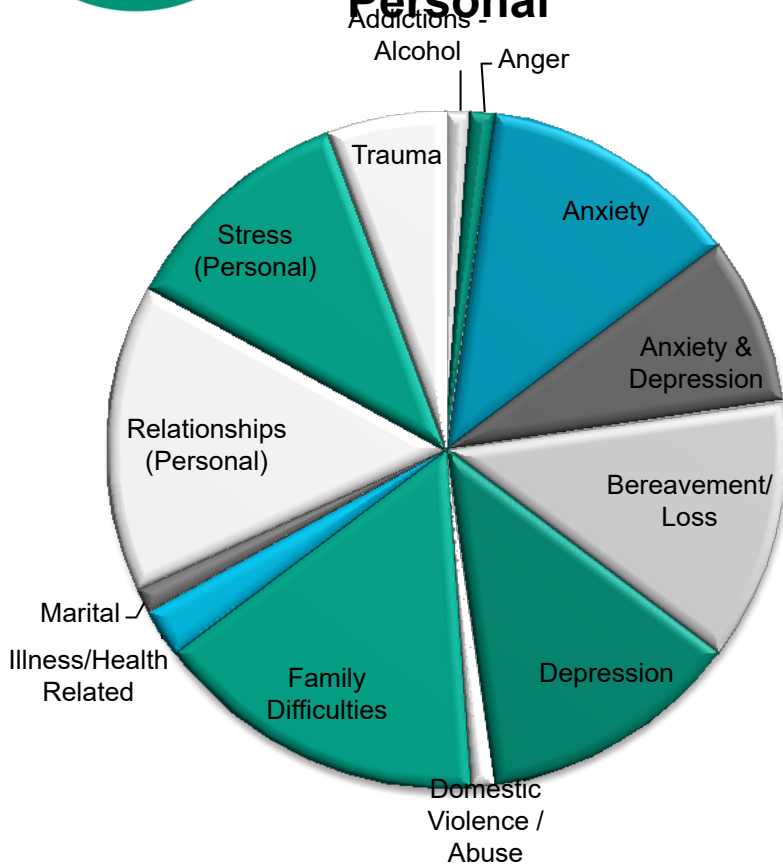
Programme Activity	This reporting period	
	Number	%
Total number of individuals eligible to use the service.	3241	
New Cases		
Total number of individuals accessing the programme.	117	
As a % of total workforce (annualised for comparison).		3.6%
Primary Presenting Issues		
Personal Presenting Issues	88	75%
Work Related Presenting Issues	19	16%
Legal and Financial Issues	3	3%
Information about the Service	7	6%



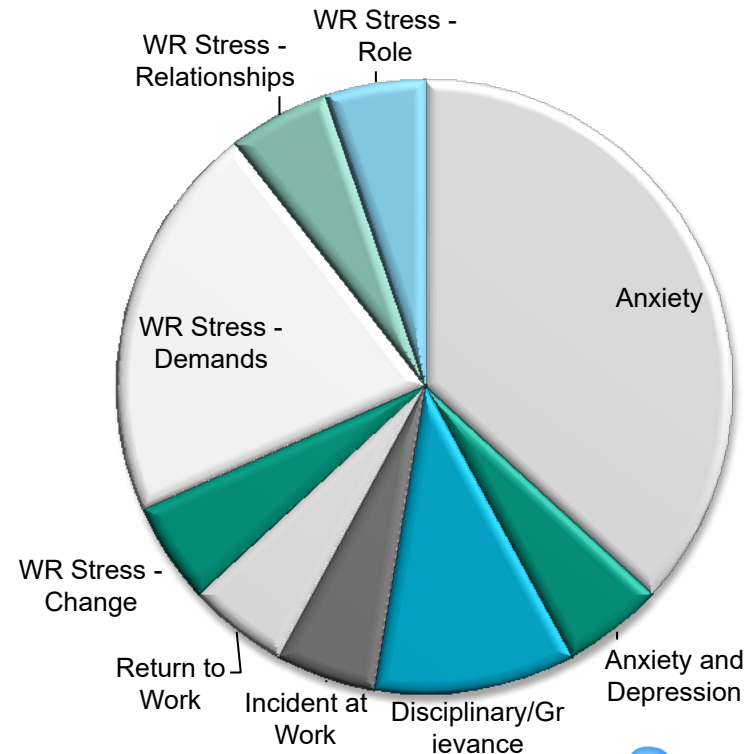


Presenting Issues

Personal



Work Related

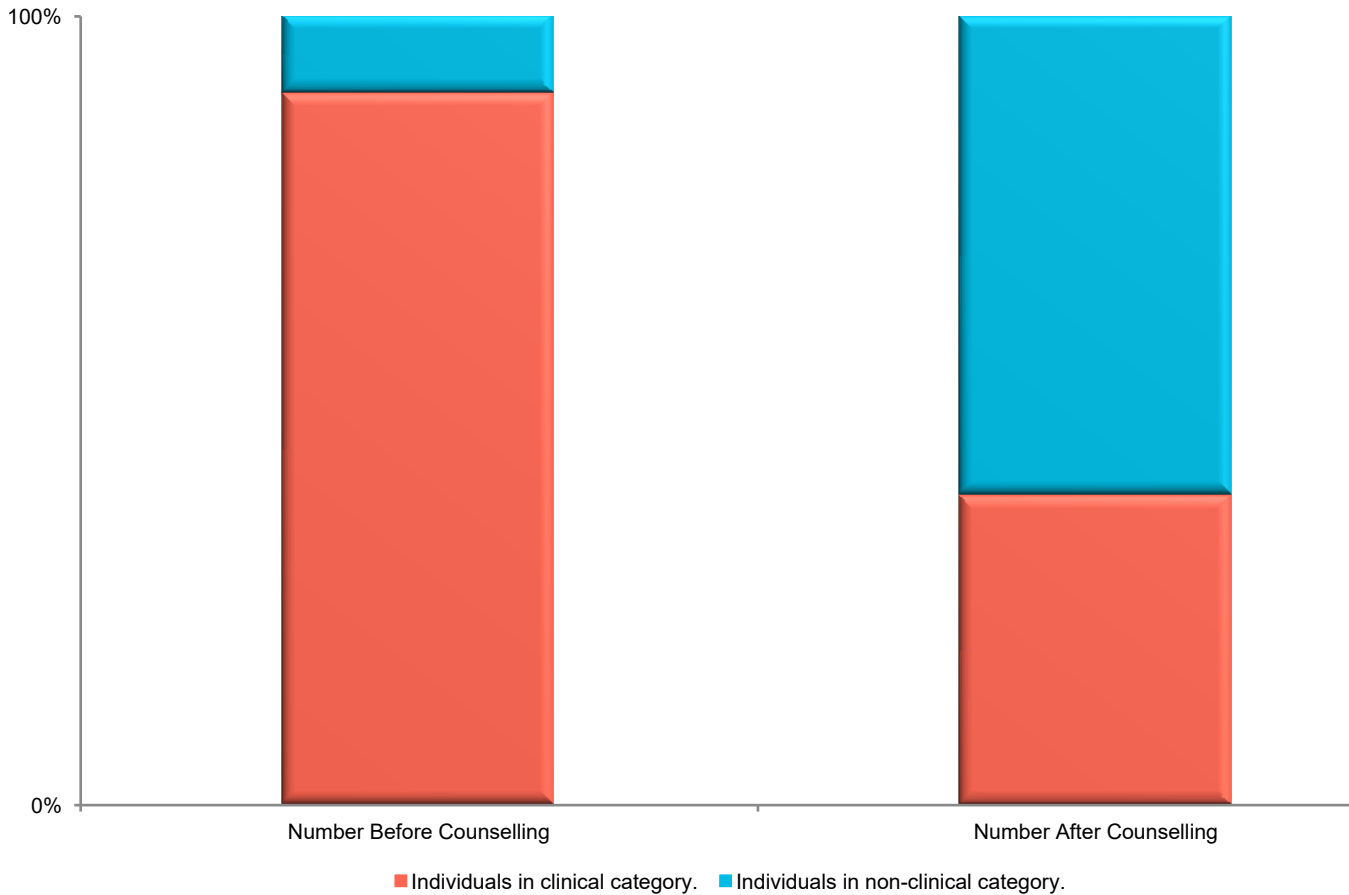




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Progress

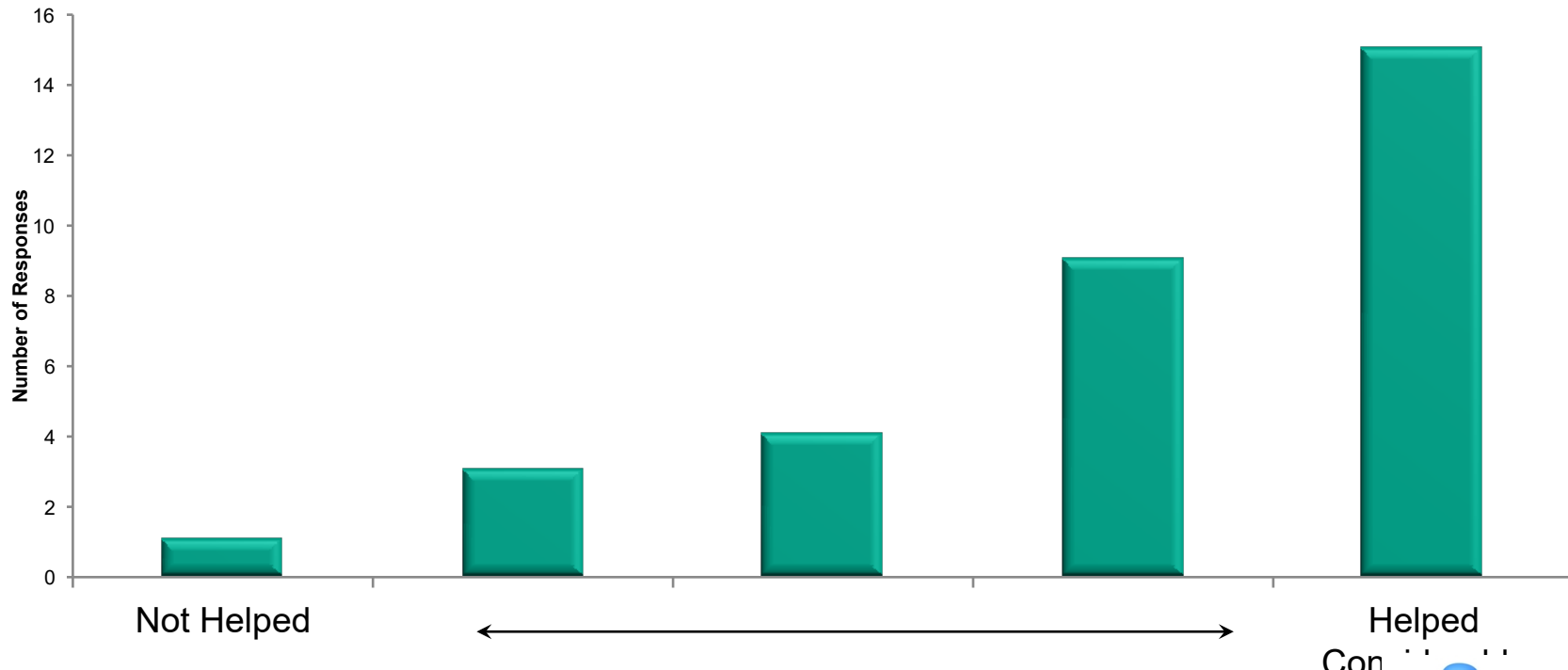
Core Results For This Period





Service Feedback

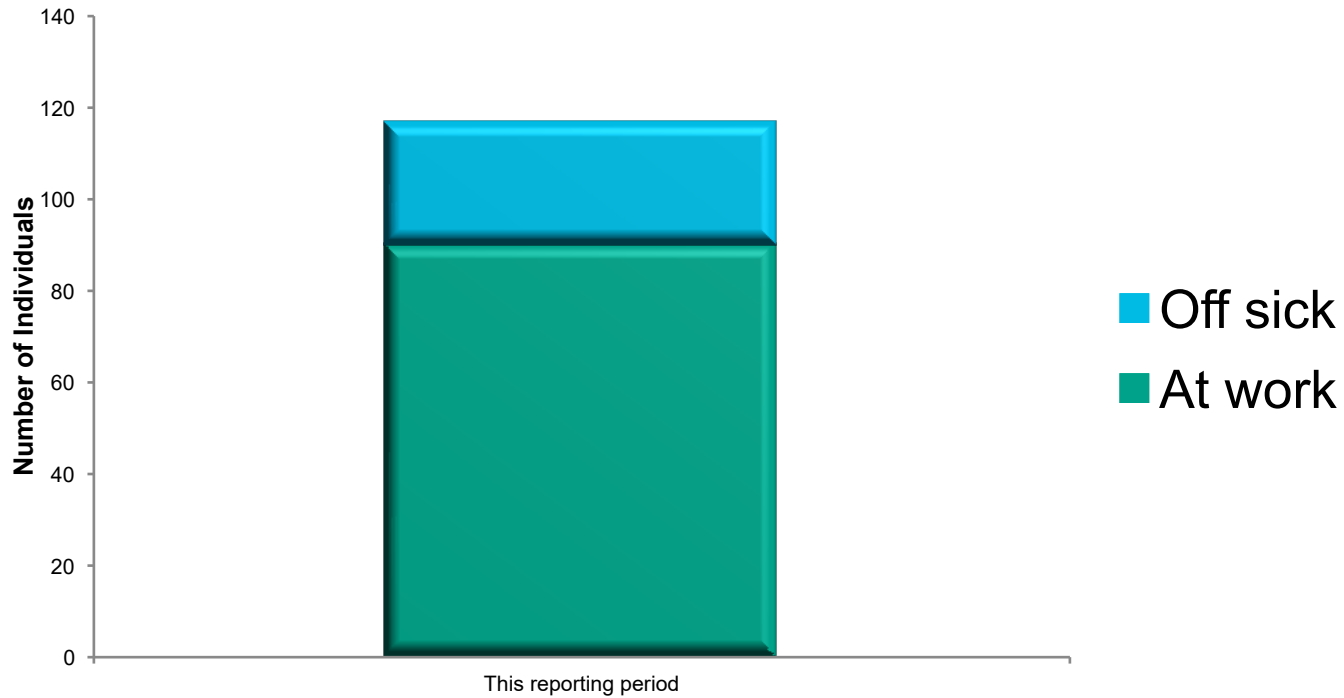
Do you think counselling has helped you improve how you function at work?





Service Feedback

Attendance at Work

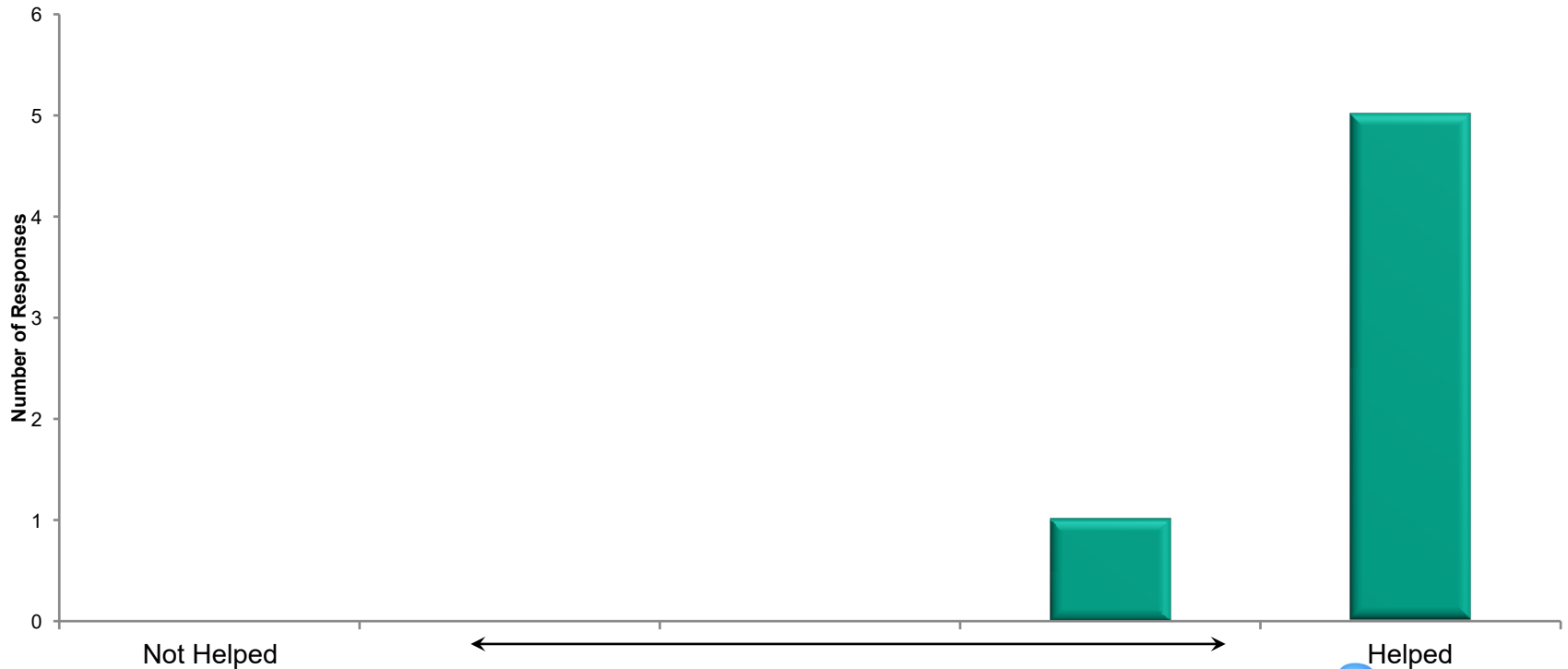




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Service Feedback

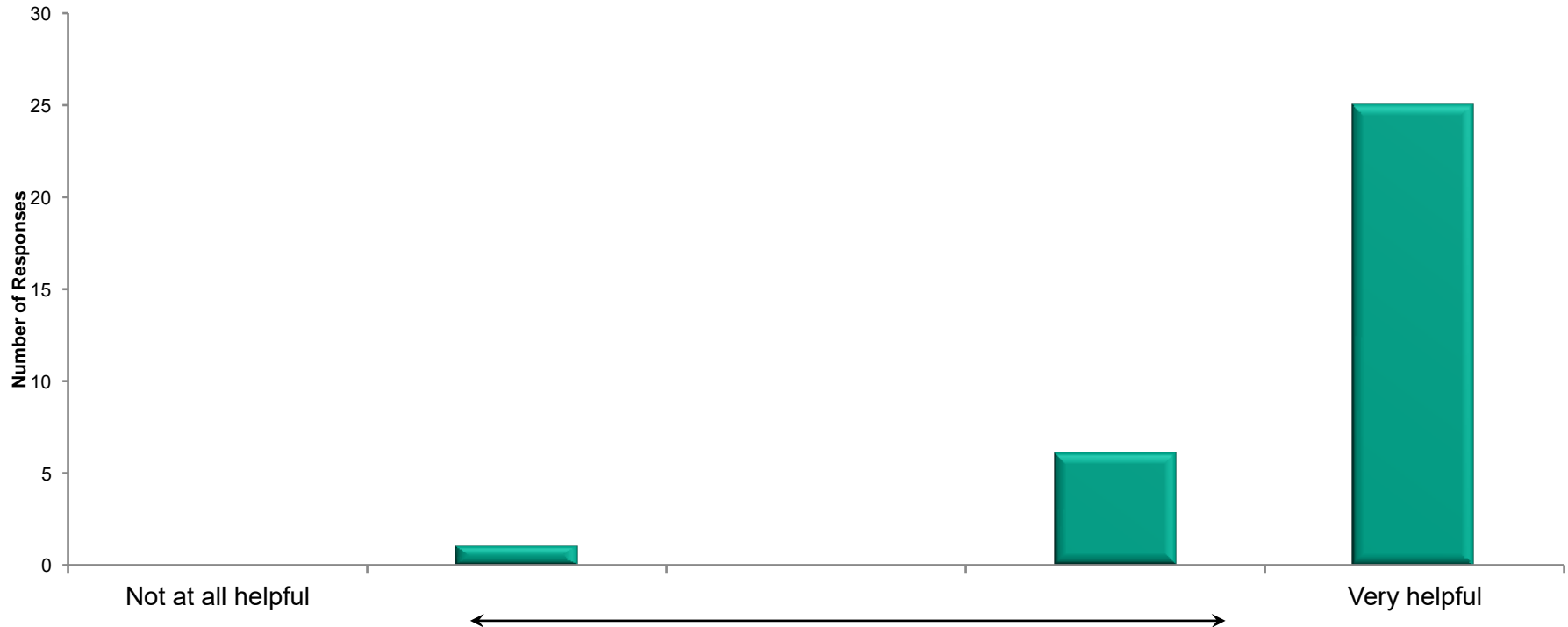
If you were absent from work, has counselling assisted you in getting back to work?





Service Feedback

How helpful have you found the counselling in managing your difficulties?





Thank you! Any Questions?

