

HOW TO: Access Care First: the advice, information and counselling service.

Services for your wellbeing

Addenbrooke's has made an investment in your wellbeing by supplying you with independent help and advice whenever you need it; Care first. Nobody can reach their full potential if they are weighed down with troubles either at work or at home. Care first cannot promise to remove every difficulty in your path – but they can help you through them.

Care first is a confidential service for information and advice or counselling available to you free of charge. Calls to Care first are voluntary – you decide when and if you want to use the service and you make the call yourself – from wherever you want. They are there 24 hours a day, 365 days of the year. Your call will be answered by a professional and there is no limit to how many times you can contact them.

Confidentiality

The Care first service, although provided by your employer, is completely independent and your calls will be treated in the strictest confidence. When you call you will be asked to identify your employer and you may also be asked for other information, this is purely for statistical use.



Counselling service

Their counsellors can help you with work-related issues or personal problems. Your call will be taken by a qualified professional counsellor in confidence. All of their counsellors are members of, and accredited to, the British Association for counselling and Psychotherapy (BACP), with significant experience in a supervised clinical setting. You can call them about anything that is troubling you whether it is personal difficulties- eg relationships, stress, loss or bereavement; or work-related issues such as bullying, work-load etc.

Information and advice service

Save yourself a lot of time researching and sifting through overwhelming amounts of information, and make use of the wide practical experience of their specialists.

The following list gives **examples** of **some** of the subjects on which they can offer information and advice (this list is not exhaustive):

- **Animals:** Owning a Pet, animals and the law, Animal Passports
- **Benefits:** Housing, incapacity, disability, maternity benefits, Tax credits
- **Communication Problems:** phones, complaints about the Media,
- **Consumer:** problems, goods and services
- **Debt:** Credit, Banks, Loans
- **Education:** Problems at school, bullying
- **Employment:** Rights, Bullying and Harassment, Discrimination, Sick Pay
- **Family and Personal:** Relationships, Divorce, Child Support,
- **Health:** Patients Rights, health costs, HIV/AIDS, Abortion, Infertility
- **Housing:** Buying and Selling, Mortgages, Renting, Tenancies,
- **Human Rights:** Voting Procedure, Discrimination,
- **Immigration and Nationality**
Citizenship: Dual Nationality, Working in the UK, Overstayers, Visa Nationals
- **Legal Enquiries:** Wills, court procedures
- **Taxes:** Income Tax, Council Tax, national Insurance, PAYE, Fringe Benefits
- **Travel, Transport and Holidays:** MOT, Holiday Problems/complaints, Passports, Moving Overseas

The Care first service can be accessed via Typetalk and minicom for people with hearing difficulties. The service can also be used through their interpreter service in 150 languages.

Discuss any issue in confidence – call Care first free 24 hours a day call 0800 174319.