



What happens when I call the EAP?

About the HealthHero EAP

The HealthHero EAP is an invaluable service for times when you need support. The EAP provides a range of options aimed specifically at supporting mild to moderate mental health and wellbeing related issues. The EAP includes access to counselling as well as more practical information and guidance through legal and money/debt services and is designed to help service users navigate all sorts of challenges whether at home or in the workplace.

About the EAP support line

It may be worth knowing that around 70%-80% of the issues people bring to counselling are entirely personal and have nothing at all to do with work.

Whilst every call into the EAP service is confidential, it is important to know this is not an anonymous service. When a service user calls the support line, the EAP team will create a record of the support they are providing so will take personal details such as name, date of birth and home address.

This means that they can keep a record of all of the services used over time as this may be relevant when the service user returns for further support in the future. All data is stored securely and is subject to GDPR.

EAP counselling service

The most frequently used part of the EAP is the counselling service. Each time a service user calls the EAP to speak to a counsellor, an assessment is completed to help determine the most appropriate support for each individual, both within the EAP service as well as considering other resources and external services, where appropriate.

EAP assessment

The assessment lasts for up to 30 minutes and covers a lot of detail, so it is important that the service user makes enough time for this initial call and that they are in a place that they are comfortable and can talk openly and privately. This will ensure they get the most out of the call and reach the best outcome in terms of the best way forward for them.

During the assessment, the counsellor will work collaboratively with the service user to identify a goal or issue that can safely be managed within the 6-sessions of brief therapy available. The counsellor will also assess risk and the suitability for a referral into therapy. In some instances, the issues may fall beyond what can be addressed within the scope of this service and other resources or external services may be a better way forward for the individual.

Counselling referral

When a counsellor makes a referral for structured counselling, they will take a number of factors into consideration, such as:

- how would the service user prefer to receive their counselling - telephone, video or in person
- any days or times the service user would not be able to attend a regular weekly session
- would the service user prefer working with a male or female counsellor
- whether it would benefit the service user to work with a counsellor who has specific experience in working with a particular issue (relevant to the service user's needs).

The EAP team aim to match each service user to a counsellor that is clinically suited to support with the primary presenting issue. It is important to note that some service users may also benefit from longer term support and the clinical team will help guide to relevant resources.

Your feedback matters to us

It is important to know that we value feedback and, if a service user is not happy with the way in which their counselling referral has been managed, we would encourage them to call the EAP support line to discuss their concerns so that we can understand and address accordingly.

