

The Provision of an Employee Assistance Programme for Portsmouth Healthcare NHS Trust

Prepared for:
The Chief Executive
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Submitted on 16th March 2000

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1.0 Background

1.1 Portsmouth Healthcare NHS Trust

Portsmouth Healthcare NHS Trust provides community based and specialist health services for the people of Portsmouth and surrounding areas, stretching from the inner city to the heart of Hampshire. The Trust is one of the largest community healthcare Trusts in the South of England and currently employ c.5000 staff. The service covers everything from health promotion and family planning to outpatient service and district nursing, providing around £96million of health care every year.

To maintain their high quality of service and attract the best staff, Portsmouth Healthcare NHS Trust has consequently invited a number of Employee Assistance Programme Providers to submit a tender.

The Employee Assistance Programme is to comprise confidential and timely problem assessment and short-term professional counselling to cover all of the Trust's 5,000 staff and their dependants and is to include:

- A professional and appropriately qualified telephone counselling and information service
- Face-to-face short term counselling
- Access to legal and financial consultation
- Response crisis intervention service following both critical and major incidents.

The initial contract is to run for a period of 2 years with an option to extend for a further year and is to commence May 2000.

1.2 Corecare Ltd.

Corecare was established in 1989 and has been a wholly owned subsidiary of Coutts Consulting Group, Europe's largest HR Consultancy since 1992. We are a specialist provider of nationwide counselling and employee support Programmes. Our aim is to provide a high quality service which helps individuals and their employees to manage issues effectively before they become a major drain on well being and performance.

This document outlines how Corecare would supply and manage an Employee Assistance Programme for Portsmouth Healthcare NHS Trust. A summary of the information included in this document is provided below and has been structured to reflect your service specification:

- Charges and Payments
- Standard of Service
- Confidentiality
- Corecare's Representatives
- Health & Safety
- Counselling Services
- Critical/Major Incident Services
- Legal & Financial Consultation
- Activity/Statistical Reports
- Management Service
- Publicity Information
- Appendices

2.0 Charges and Payments

2.1 Summary Of Fees

Option A

The nature of EAP services makes it difficult for organisations to specify exactly the amount of counselling help needed. EAPs are costed based upon average levels of usage across many organisations.

Average usages are:

8 -10% of employees eligible to use the service will access the helpline service. Approximately, 3% will access face-to-face counselling.

In the case of the Portsmouth Healthcare NHS Trust, the fee structure is detailed below:

An EAP Service for 5,000 employees and dependants, as follows:

- Unlimited access to 24 hour freephone Helpline, including Legal and financial advice.
- Wallet cards
- Posters
- Pre-launch presentations
- Video
- "Can We Help" Booklet for each employee
- "Guide to EAP for Managers" leaflet
- Quarterly statistical reports on usage
- Regular service review discussions

Including up to six face-to-face counselling sessions per person, per annum

Price per employee including dependants £16.00
(based on headcount declared on a quarterly basis)

Option B

As an alternative method of costing, Portsmouth Healthcare NHS Trust may wish to purchase the Telephone Service for all employees and pay for face-to-face counselling sessions on an as used basis, up to an agreed maximum.

To include all elements of Option One for 5,000 employees including dependants, Helpline & Management fee £23,000 per annum, payable in advance.

Face-to-face counselling, £68.00 per session
(up to an agreed maximum of sessions)

Notes:

- I. Fees are exclusive of VAT.
- II. EAP Fees are valid for acceptance for a period of three months from date of proposal. All prices contained herein will however be reviewed on an annual basis and any request for price adjustment by either party shall be subject to negotiation and be made in writing not less than 30 days prior to the intended change in price.
- III. In exceptional circumstances, the number of sessions available within the scheme may be insufficient to provide the support the client needs. The overall objective of an EAP is to provide short-term intervention. However, where further support is necessary it may be appropriate to seek extended funding from the organisation. Within the boundaries of confidentiality, consultation will take place, after approval by Corecare's Clinical Director that this course of action is the most appropriate, rather than onward referral to external agencies. The fee for additional sessions is £68.00.
- IV. Should a session be cancelled with less than 24 hours notice, a cancellation fee of £45.00 per session will be payable and the session will be deducted from the total entitlement. In exceptional circumstances the matter will be discussed on a case by case basis while still maintaining confidentiality.
- V. Face-to-face counselling is usually provided at dedicated counselling facilities. In exceptional circumstances, Corecare is able to offer on-site counselling, either at the workplace or at the client's home. However, this is always decided in consultation with the counsellor and Corecare's Clinical Director, if appropriate. There will be additional costs associated with travel i.e. mileage and travelling time.

3.0 Standard of Service

Corecare was one of the first organisations in the UK to become involved in the delivery of Employee Assistance Programmes. In 1989 Coutts Consulting Group bought Corecare Ltd. to act as its dedicated EAP provider.

Corecare is a member of the UK Chapter of EAPA (Employee Assistance Professionals Association) and has contributed to its guidelines for setting standards for employee counselling and currently works to professional standards above those recommended by the EAPA.

Corecare currently provides Employee Assistance Programmes for 70 organisations around the UK, providing support for over 140,000 individuals. A representative Client list can be found in 13.0 (Appendix A).

All Corecare's counsellors are appropriately qualified and experienced Professionals and exceed the criteria laid down by the EAPA (Employee Assistance Professionals Association). We guarantee this because we have built a network of counsellors who belong to recognised professional bodies. We believe in our standards and resist the temptation to use less qualified practitioners. The ultimate users of our service, your employees, perceive Corecare as professional, confidential and highly trustworthy.

Counsellor Qualification criteria are:

- Recognised counselling qualifications
- At least five years' counselling experience
- Governance by a recognised code of practice, e.g. British Psychological Society, UK Council for Psychotherapy, British Association for Counselling.
- Under supervision support.
- Access to dedicated counselling premises.

Two-tier professional indemnity is provided through individual and corporate insurance. Many of our counsellors are clinical psychologists and will also have experience of NHS environments and issues.

Ongoing monitoring is achieved by:

- The Clinical Director receiving notification of consultants who have been suspended or disciplined.
- Reviewing and evaluating all clinical case reports from consultants for professional competence, assessment and therapeutic skills.
- Telephone discussions with consultants about cases of particular concern.

3.1 Customer Information

3.1.1 Reporting, Monitoring and Evaluation

In compliance with tender requirements Corecare would provide Portsmouth Healthcare NHS Trust with a management report on a quarterly basis. A sample report is included and can be found in Appendix B. The work location/department breakdown of service usage data will be agreed in advance with Portsmouth Healthcare NHS Trust, providing such a demographic breakdown does not allow for a breach of client confidentiality:

Additionally, the management report will, where appropriate, include recommendations for action for Portsmouth Healthcare NHS Trust as well as general emerging trends. Individual client confidentiality will always be maintained. From time to time during service review meetings, data and statistical information may be produced by Corecare in support of an illustration being made or concern raised. No individual will be identified.

Corecare is committed to working with its sponsoring organisations to measure the appropriateness, effectiveness and efficiency of the EAP service. We would wish to enter into dialogue at the earliest opportunity with Portsmouth Healthcare NHS Trust to develop and agree a written evaluation plan relating to goals and objectives and stating the techniques by which the data will be collected. These may be:

- Usage reports
- Client feedback questionnaires
- Performance indicators i.e. speed of response, first client contact, first counselling meeting.
- Evaluation survey of whole organisation
- Impact on sickness absence, absenteeism, turnover, morale etc.
- Reporting Requirements

3.1.2 Clinical Research by Corecare

There is little published data in the U.K. about the types and levels of disturbance experienced by employees who refer themselves to Employee Assistance Programmes. Corecare has established a project to study this population with the express permission of all Corecares' EAP client-companies and the individual's agreement. We intend to publish the results in due course.

4.0 Confidentiality

4.1 Corecare's confidentiality procedures

Both the Helpline and the Face-to-face service are entirely confidential. At no time will the employer or any 3rd party have access to the names of employees who have used the service.

Corecare counsellors operate to codes of practice laid down by the BAC or BPS or their equivalent. Corecare financial counsellors and lawyers work to codes of conduct of their relevant professional bodies.

Corecare confidentiality procedures are codified in the company's quality procedures. For administrative purposes all clients are identified by an individual anonymous referral number.

Only the counsellor concerned, the Clinical Director and Corecare's administration staff have access to files containing individual identities.

Information will only be released if the written consent of the client is provided.

All data storage complies with the provisions of the Data Protection Act 1984 and amendments.

All counsellors are required to maintain confidentiality by their registering professional organisation. This means that only under circumstances of threat or danger to clients or others can the counsellor breach confidentiality. This usually occurs after a consultation with a supervisor or senior colleague. Therefore, a counsellor meeting with Occupational Health Staff could only occur at the request of the employee and with the agreement of the counsellor. This would be a matter for the counsellor to decide in each individual case.

5.0 Corecare's Representatives

The key Management Team for the EAP would be:-

Jayne Carrington

Jayne is Managing Director of Corecare and is responsible for the standards and overall operation of the company. She has over 19 years experience in the management of healthcare Programmes and has worked in the public and private sectors. During 9 years at PPP Healthcare, she led the sales and marketing function of the occupational health and health screening services with emphasis on product research and design.

Dr. Andrew Arthur BA MSc WMIP AFBPsS

Clinical Director of Corecare, Andrew is responsible for the clinical and professional standards of counselling and for the selection and supervision of counsellors, care management, Programme planning, supporting and supervising counsellors and issues relating to ethics and confidentiality. He is a chartered clinical/counselling psychologist, Associate Fellow of the British Psychological Society and a registered psychotherapist with the United Kingdom Council for Psychotherapy and the British Confederation of Psychotherapists. He has over 10 years clinical management and research experience of Employee Assistance Programmes.

Dedicated Account Manager

A senior member of the Account Management Team, who has extensive experience of the operational and procedural aspects of EAPs, would be responsible for the day-to-day administration and management of the Portsmouth Healthcare NHS Trust EAP.

6.0 Health & Safety

In accordance with the tender requirements, the contract will be carried out under the prevailing Health & Safety legislation in force at the time of contract award, and subsequently throughout the contract.

7.0 Counselling Services

The counselling service will provide confidential and timely assessment, diagnosis, and short term counselling as follows:

7.1 Features of the EAP

- Service is available to all employees and their families.
- Helpline service is accessed via a dedicated freephone telephone number and helpline counsellors respond to telephone calls 24 hours a day.
- Where necessary, employees access face to face counselling, for up to 6 meetings.
- The service is entirely confidential. The organisation does not know which of their employee has used the service.

An overview of our service methodology can be found in Diagram One overleaf.

7.2 Range of Support

The EAP provides a range of support and the types of problems and concerns covered are detailed below. Whilst we feel that this is more than sufficient to provide information on welfare and benefit entitlements, statutory information, basic medical advice and child psychology we are not in a position to provide up-to-date information and advice on nanny services, nurseries and childcare or residential nursing homes for the elderly.

Emotional/Personal	-	Stress, anxiety, depression, bereavement, sexual identity or abuse.
Legal	-	Legal advice excluding routine matters such as writing wills or buying property.
Financial	-	Debt and budgetary advice, not investments or pensions.
Tax	-	All aspects of UK tax i.e. Coding, Capital Gains
Marital/Family	-	Partner problems, children, divorce, separation, family conflicts.
Work/Career	-	Work relationships, work stress, career issues, role difficulties, harassment etc..
Other	-	Consumer issues, diet, smoking health, AIDS, welfare, dependent care, community support groups, travel vaccinations.

7.3 Helpline

The Helpline service is accessed via a dedicated free phone telephone number. All calls are routed directly to helpline counsellors who are ready to respond to incoming calls 24 hours a day, 365 days of the year. Calls to this line are unlimited and any employee may access it as often as they wish.

When a call is received the helpline adviser will make an assessment of the situation and may then refer to the legal, financial or tax expert, give information about available resources in the community, recommend the caller revert to their GP or pass the clients details to Corecare for face-to-face referral. If appropriate, and if there is a work-related problem, it may be suggested that the caller seek advice from senior managers, personnel or in the case of work-related ill health, Occupational Health.

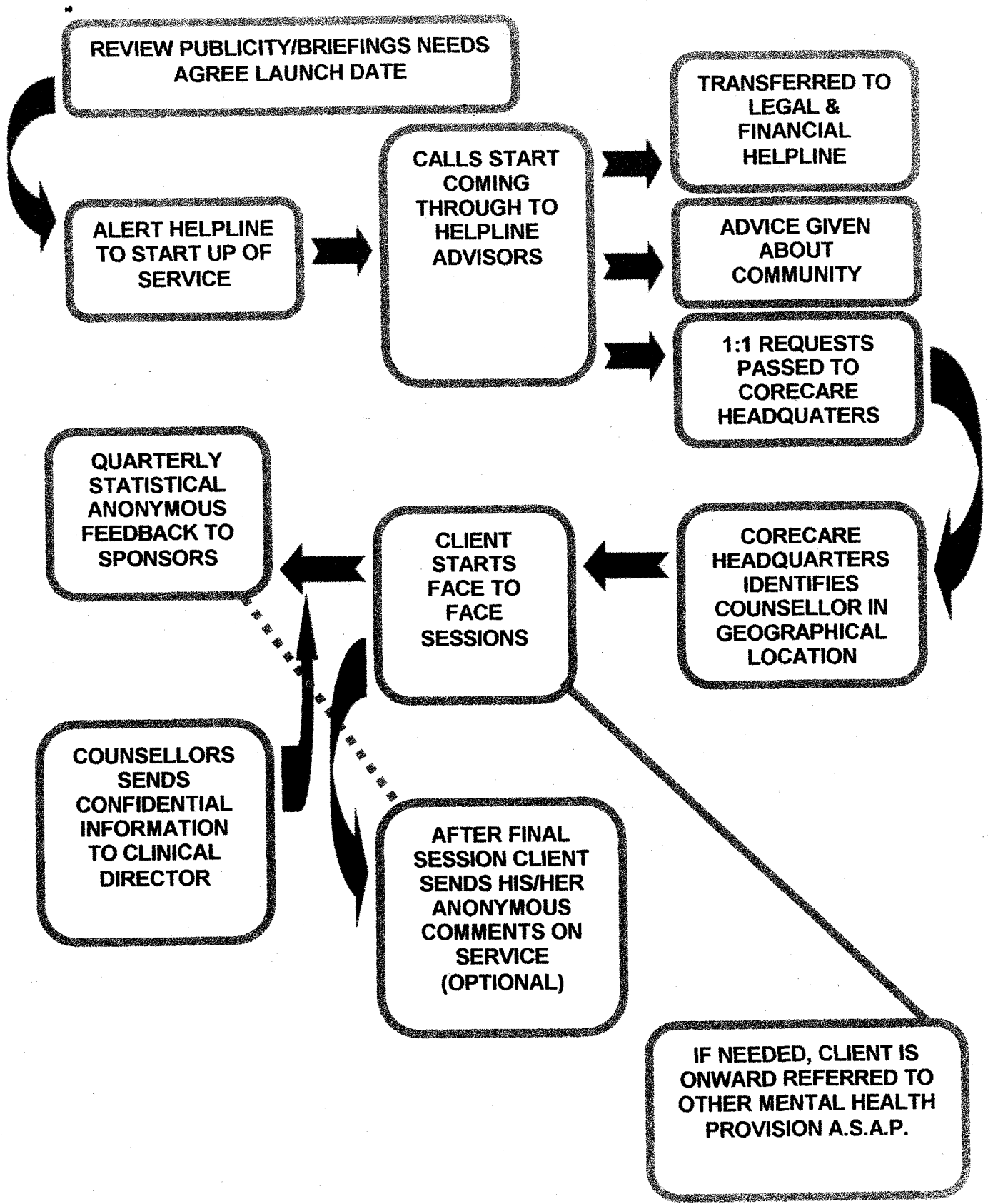
In the event of an employee contacting the helpline in a state of emotional crisis, the helpline staff offers immediate support. If it is a psychiatric emergency we recommend referral to an A&E service (duty psychiatrist) or GP. The management of such a case would involve the Clinical Director and is supported by guidelines.

Twenty-five medical and counselling trained staff plus sixty legal and financial advisors operate the helpline on a rota basis. Helpline counsellors all have RGN nursing backgrounds plus 5 years post registration experience. They have sound medical knowledge, clarity of voice, excellent telephone listening skills and certificates in counselling backed by "life" experience. Continuous training is provided by specialists such as CRUSE, Samaritans, Centre for Stress Management. Each member of staff attends study days.

The helpline is backed by an extensive information database containing 600+ self-help groups, welfare advice, NHS waiting list times, health issues, diet, smoking etc. The library of information is constantly updated.

Staff are monitored and supervised. There is an annual appraisal system, monthly team meetings and de-briefs as required. Co-counselling is operated. The service standard we currently operate to is set at 85% of calls answered within 20 seconds. A secondary standard threshold is set at 95% of calls answered within 30 seconds. This is monitored using sophisticated call tracking systems which can produce a number of reports i.e. number of calls received, call answering times, number of calls abandoned.

Diagram One: Service Methodology



7.4 Face-to-face referrals

Whilst many problems can be dealt with over the telephone, where appropriate, the helpline adviser can recommend face-to-face counselling, which is co-ordinated via the Corecare central management team in London. Employees may access up to six sessions with a face-to-face counsellor.

Face-to-face counselling is normally selected according to geographical location (i.e. usually within 15 miles of home or work) and nature of concern. The first session will usually be arranged within 48 hours of the referral and take place whenever possible within four working days, subject to the employee's/counsellor's mutual convenience. This procedure is strictly monitored to ensure that we log/meet these expectations.

The Corecare network comprises over 500 fully qualified and experienced counsellors nationwide.

7.4.1 Additional Counselling

The objective of an EAP is to provide short term intervention and in most cases, a telephone helpline and six counselling sessions will be adequate. In exceptional cases additional sessions may be required and the following courses of action are available:

- (i) Within the constraints imposed by confidentiality, Corecare may request authority from a nominated individual within Portsmouth Healthcare NHS Trust for a limited, small number of additional sessions for an individual where this is deemed clinically desirable. All requests for additional sessions are assessed and approved by Corecare's clinical director.
- (ii) Individuals may be onward referred to appropriate counselling resources such as Relate or be requested to seek a referral to the NHS via their G.P.
- (iii) The individual may seek continued help privately from their Corecare counsellor. Such continuation is subject to a code of practice of Corecare counsellors contained in Corecare's quality procedures.

Under cases (ii) and (iii) the individual would fund continued support themselves, if appropriate. The helpline is also available on an unlimited basis to provide on-going support.

The costs of additional counselling sessions can be found in (iii) of the pricing notes.

7.5 Management support services

7.5.1 Support for Managers

It is recognised that the role of a manager is becoming more demanding and complex. Corecare is able to support and advise managers in their management role via the helpline as well as supporting them with any personal or domestic concerns. The helpline can provide information and advice on other sources of help and our database and library resources are continually up-dated. Every effort is made to provide the required information to managers. In the case of legal advice, we cannot and must not, take the place of the Personnel Department or give advice that may lead to a conflict of interest, as between employer and employee. We will offer guidance to managers on how best to deal with a staff related problem and the emphasis will be on ensuring legal advice is imparted in the most appropriate and effective manner. This may result in the suggestion that the relevant member of staff speaks to the helpline directly. For counselling-related calls where the helpline feels it would be helpful and the manager concurs, he/she can discuss the matter with Corecare's Clinical Director.

7.5.2 Management Referral Procedure

We are happy to provide a service where Portsmouth Healthcare NHS Trust could refer difficult cases for assessment, assistance and report. However, the employee must be made aware that he/she is being referred for assessment and we require a signed release of information form from the employee before divulging any information.

The fee for carrying out an assessment and drafting a report is £75 + VAT

Where a manager wishes to refer an employee for assistance only the Portsmouth Healthcare NHS Trust representative will contact the dedicated Corecare Account Manager at our Haymarket office to request a management referral.

The manager is then advised to request the employee to contact the Account Manager directly.

When the employee contacts our offices the Account Manager will explain the procedure to the client and complete the Direct Referral Sheet (see Appendix 7.3). The referral will then proceed along the same lines as the standard face-to-face referral process. Management referral information will be included in the quarterly utilisation reports provided to Portsmouth Healthcare NHS Trust.

The price for each management referral will be £68.00 per session (ex VAT).

8.0 Critical/Major Incident Service

8.1 Corecare's Critical Incident Debriefing Policy

- It is now widely recognised that any traumatic incident, experienced directly or indirectly, witnessed, or even heard about second hand from a work colleague may produce short-term transient symptoms of anxiety and distress in employees.
- In planning a response to any trauma, it is important for organisations to differentiate between immediate trauma management (which is their responsibility) and what has come to be called post traumatic stress debriefing (usually supplied externally).
- All organisations are aware that health and safety at work legislation (1974; 1992) applies to both the physical and psychological well being of employees, and this applies to taking care of the those affected by trauma at work. Trauma management consists of the policies, procedures and planned responses in place to provide organisational support and response through line managers, occupational health, personnel, human resources etc.
- Adequate trauma management provided by employers will mitigate the traumatic symptoms many people suffer, such as flashbacks, anxiety, sleeplessness etc and assist their return to work. Only a minority of cases will develop Post Traumatic Stress Disorder (PTSD) and require specialist help.
- There is insufficient evidence to support the usefulness of Post Traumatic stress debriefing as an immediate and automatic response. There have only been six proper studies of Post Traumatic stress debriefing and they provide mixed findings on how effective it is in preventing symptoms. Overall, the studies show no difference between those who receive it and those who do not, and furthermore there is some evidence that it can be detrimental (Rick and Briner, 2000).
- Evidence and good practice suggests that organisations should have in place adequate trauma management policies and procedures that include immediate attendance at the scene by a critical response team with clear roles, responsibilities and functions. It is not appropriate to involve employees in counselling debriefing at this stage and indeed, it may confuse and impair recovery. However, employees need to be aware that such provision is available if they require it later.
- If after 48 hours some employees are still experiencing acute distress, they should be able to confidentially contact counsellors for individual counselling through their Employee Assistance Programme in the normal manner. Occasionally and when particularly requested, a number of employees who have experienced the same trauma may find it useful to meet with a counsellor. This can be helpful if sufficient employees were affected by an incident at work and they are experiencing problems returning, or being in the workplace.

9.0 Legal and Financial Consultation

Legal, Financial and tax advice is available from 0800 hrs to 2200 hrs and is transferred via the same helpline number. A call-back facility is available during busy periods and outside of these operating hours. We are considering the option of a separate 0800 number for legal; tax and financial advice, eliminating the need to go through the counselling helpline. We would consult with Portsmouth Healthcare NHS Trust before introducing such a system.

All Legal advisors are qualified solicitors, barristers or legal executives.

Financial (excluding investment and pension advice) advisors are appropriately qualified (e.g. accountant) or will have experience in the relevant background (e.g. banking).

10.0 Activity/Statistical Reports

Corecare will provide statistical utilisation information as agreed with the Trust, on a quarterly basis, using statistical data that will not violate employee confidentiality. Further information on the content of the report, including breakdown of data can be found in Section 3.2.1 – Reporting, Monitoring and Evaluation.

11.0 Management Service

Corecare would wish to work closely with their counterparts in the Trust, to ensure that the Programme is meeting the needs of the organisation and its employees. We would be glad to attend quarterly meetings with the Trust Representative(s) and the EAP User Group to discuss any service related issues, monitor and evaluate the performance of the EAP (based on the usage reports and the evaluation criteria established at the outset of the contract).

12.0 Publicity Information

12.1 Pre-launch Presentation

The success of the Programme will be improved if the service is positively promoted. This will ensure that employees:

- Have a clear and accurate picture of the purpose of the service
- Know what the service involves and how it may be beneficial to them
- Are reassured about the confidentiality and the professional nature of the service.
- Know how to access the service.

Publicity will be provided on the following ways: -

12.1.1 Briefing Meetings

Ideally all employees should be able to attend a briefing meeting which takes place around the launch date, or view Corecare's video.

A Corecare representative would describe the service and respond to questions and concerns.

Such meetings usually last up to half an hour.

In addition, or alternatively, briefing sessions can be conducted for key line managers, together with a practical training and awareness session on how to identify signs and symptoms of stress and distress and when to refer for specialist help, such as the EAP. The training enables managers to deal more effectively and confidently with staff who are experiencing difficulties, and helps to maintain professional boundaries.

12.1.2 Literature

- Information leaflets outlining the service will be distributed via Portsmouth Healthcare NHS Trust to each employee. This leaflet is customised to reflect the aims and objectives of the organisation and can be branded in the Portsmouth Healthcare NHS Trust livery.
- Laminated wallet cards for all members of staff will accompany the leaflet. We do not recommend these are customised as in our experience it is important to highlight the independent and confidential nature of the service.
- Posters to be displayed in all locations. The style/colour is regularly changed to keep the material fresh.
- Brief Guides for line managers outlining how the service can support managers, personally and professionally will be provided. In addition, we can assist Portsmouth Healthcare NHS Trust to draft a separate briefing note, if required.
- 'Can We Help?' Booklets for all members of staff. It may be useful to distribute the 'Can We Help' booklets after a period of a few months following the launch of the service. We have found that this is a very effective method of maintaining the momentum and reminding staff about the service.
- Newsletters. Corecare distributes its own newsletter, Communiqué on a bi-annual basis. In addition, we can assist with materials/articles for Portsmouth Healthcare NHS Trust in-house magazines as directed by the Occupational Health Manager.
- Corecare Video. Useful for Induction of new staff, as well as briefings for staff unable to attend initial presentations.

Samples of some of the above materials are attached.

CORECARE

13.0 Appendix A

Client List

AOL	SAP (UK) Ltd
Arts Council for England	Shaw Trust
AXA Sun Life	South East London Probationary Service
AXA Sun Life Asset Management	Sheffield College
BASS Taverns	Shell UK Expro
BMG Entertainment	Shell UK Oil & Exploration
Borehamwood Schools	Tonbridge & Malling Housing Association
Clearstream International	Trowers & Hamlin
Colonial	Wesley Jessen
Community Health South London NHS	Westminster College
Cordis Business Services (J&J)	West Sussex County Council
Coutts Consulting Group	Wigan & Bolton Health Authority
CSL	Wilsons Solicitors
Dacorum Borough Council	
DDD Limited	
Derbyshire Ambulance Service	
Det Norske Veritas	
Emery Worldwide	
Ethicon (Edinburgh)	
Further Education Funding Council	
Hertfordshire Careers Service	
Hertfordshire County Council	
Higher Education Funding Council	
Hymans Robertson	
IKEA Ltd	
Inmarsat	
INVESCO	
Johnson & Johnson (Professional)	
Kalamazoo Computer Group	
Kettle Group	
King Edward VI School	
Law Society	
Lancashire Police	
LASMO	
Merchant Navy Pensions	
Mortgage Express	
NCH Action for Children	
Newham College	
Northampton Healthcare	
Northern Ireland Prison Ser	
Origin Ltd	
Ortho Clinical Diagnostics Ltd	
Philips & Drew/UBS Asset Mgmt	
QBE Medical Insurance	
Reebok	
Royal Society of Chemistry	
Sanctuary Housing Association	

Code A

14.0 Appendix B
Sample Utilisation Report

CORECARE

SAMPLE
EMPLOYEE ASSISTANCE PROGRAMME
Quarterly Utilisation Report
1st May 1998 - 31st July 1999

Prepared for:
Prepared by:

August 1999

UTILISATION REPORT

Period:

Report No. 1

	Current Period	Cumulative Period	
1. HELPLINE			%
Total no. of calls received			
No. of new callers			
Employee			
Dependant			
Gender			
Male			
Female			
Time of Day			
0900 – 1730			
1730 - 1200m			
1200m – 0900			
Day of Week			
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Weekend			
Department/Location			
Presenting Problems*			
Emotional/Personal			
Legal			
Financial			
Marital/Family			
Work/Career			
Drugs/Alcohol			
Other			
Work Problems* (additional data)			
Interpersonal Conduct			
Relationship Dissatisfaction			
Organisation Problems			
Role Performance			
Decision Problems			
Workplace Emotions			
Resources			
Aggression			
Organisational Changes			
Racism			
Harassment			
Onward referral to 1:1			
Yes			
No			

Vertical text on the left margin, possibly a page number or document identifier.

	Current Period		Cumulative Period	
2. FACE TO FACE COUNSELLING				
Gender				
Male				
Female				
Referral Source				
Employee				
Manager/HR				
Dependent				
Department/Location				
Age				
25 or less				
26-40				
41-55				
56 and over				
Not known				
Nature of Problems Presented*				
Emotional/Personal				
Legal				
Financial				
Marital/Family				
Work/Career				
Drugs/Alcohol				
Other				
Work Problems* (additional data)				
Interpersonal Conduct				
Relationship Dissatisfaction				
Organisation Problems				
Role Performance				
Decision Problems				
Workplace Emotions				
Resources				
Aggression				
Harassment				
Estimated average no. of sessions/client				

* Based on frequency of presentation of each issue as a percentage of the total number of issues raised.

Projected Annualised Usage

Helpline	%
Face to Face	%
Average length of total number of calls (mins):	each

.COMMENT

Helpline

Face to Face Counselling

Client Feedback

SIGNED:

DATE:

samprep1.99

Document No. 6

**NHS CONTRACT FOR THE SUPPLY OF
AN EMPLOYEE ASSISTANCE PROGRAMME (EAP)
PORTSMOUTH HEALTHCARE NHS TRUST**

OFFER SCHEDULE

ANNUAL COMPREHENSIVE FEE
Based on capitation, currently c.5000 employees
To include paragraphs: 1.8.1a,b 1.8.2a,b 1.8.3 1.8.4a,b,c 1.8.5a, 1.8.6a,b,c

ANNUAL COMPREHENSIVE FEE: £ 80,000.00*

(£16.00 per employee)

INDIVIDUAL CHARGES	
1. Annual fee core activities which are:	£
1.8.1a	} £23,000.00 per annum*
1.8.4a,b,c	
1.8.5a	
1.8.6a,b,c	
2. Cost per case activities which are:	£
1.8.1b, (per block of 6 or less sessions)	£68.00 per session (for up to six sessions)
1.8.3	Included in annual fee for core activities*
1.8.2a,b	(a) £1,100 per 1/2 day* <i>day or £600 per half day</i> (b) 1:1 counselling @ £100/hour*

* All the above rates are exclusive of VAT.

(See letter 17700)

Document No 7

NHS CONTRACT FOR THE SUPPLY OF
AN EMPLOYEE ASSISTANCE PROGRAMME (EAP)
PORTSMOUTH HEALTHCARE NHS TRUST

FORM OF OFFER

CoreCare Ltd (the Offeror)

of New Zealand House
80 Haymarket
London SW1Y 4TE

AGREES

- 1 that this Offer and any contract arising from it shall be subject to the Terms of Offer, NHS Terms and Conditions of Contract and Supplementary Conditions of Contract issued with the Invitation to Offer; and
- 2 to supply goods/services of the exact quality, sort and price specified in the Offer Schedule in such quantities to such extent and at such times and locations as ordered
- 3 that this offer is made in good faith and that we have not fixed or adjusted the amount of the offer by or in accordance with any agreement or arrangement with any other person. We certify that we have not and we undertake that we will not
 - (a) communicate to any person other than the person inviting these offers the amount or approximate amount of the offer, except where the disclosure, in confidence, of the approximate amount of the offer was necessary to obtain quotations required for the preparation of the Offer, for insurance purposes or for a contract guarantee bond;
 - (b) enter into any arrangement or agreement with any other person that he shall refrain from making an offer or as to the amount of any offer to be submitted;

Dated this 14th day of March 19 2000

Name (print) PAUL CHARLES WORTH

Signature [Signature] Code A

Title DIRECTOR

QUALITY ASSURANCE QUESTIONNAIRE

Form PQA17

Please complete the following questionnaire in **capital letters** using **black ink**. Attach copies of all relevant assurance certificates and scope of certification documents, and return to:

at: by / / Tel:

1. Contact details

a) Name of company: CORECARE LTD Telephone: 01 71 976 1616
 Address: NEW ZEALAND HOUSE, 80 HAYMARKET Fax: 01 71 976 1414
LONDON VAT reg no:
 Postcode: S.W.1.Y. 4TE Invoice postcode: S.W.1.Y. 4TE

Can this company supply to the NHS using electronic data interchange (EDI)? (please tick)

If the name and/or the address of the company has changed within the last 2 years, please give previous details below:

b) Name of company: Telephone:
 Address: Fax:
 VAT reg no:
 Postcode: Invoice postcode:

Was this company supplying to the NHS using electronic data interchange (EDI)? (please tick)

c) Name of quality assurance contact:

d) Additional information:

e) Which of the following best describes the location in 1a):

Headquarters Wholesale site Manufacturing site Distribution site

Other (please specify):

2. Registered stockist details

a) Has this location achieved "Registered Stockist" approval? Yes No

b) Are all the products from this location included in the scope of this certification? Yes No

c) What level of approval has been achieved?

Level A Certificate date: / / Expiry date: / / Certificate number:

Level B Certificate date: / / Expiry date: / / Certificate number:

Level C Certificate date: / / Expiry date: / / Certificate number:

d) Full name of notified body:

3. Quality assurance scheme details

a) Please tick which of the following quality assurance scheme(s) this location has approval for:
BS 5750 ISO 9000 EN 29000 EN 46000 BS EN ISO 9000

b) Are all the products from this location included in the scope of this certification?
Yes No

c) Full name of notified body:

d) Company's certificate number:

3.1 Manufacturer's registration scheme (MRS) details

a) Is the location registered with the Medical Devices Agency's (Department of Health) MRS?
Yes No

b) Are all the products from the above location included in the scope of this certification?
Yes No

c) Date certificate issued:/...../..... Expiry date:/...../..... d) MRS registration number:

3.2 Good manufacturing practice scheme (GMP) details

a) Is the location registered with the GMP scheme?
Yes No

b) Are all the products from the above location included in the scope of certification?
Yes No

c) Date certificate issued:/...../..... Expiry date:/...../..... d) GMP registration number:

3.3 Other quality assurance scheme details

a) Is the location registered with any of the following quality assurance schemes?

The Ministry of Defence Medicines Control Agency

Support Training & Services Ltd Other (please specify)

b) Are all the products from the location included in the scope of this certification?
Yes No

c) Date certificate issued:/...../..... Expiry date:/...../..... d) Certificate number:

e) Additional information:



4. CE marking

a) How many products from the location (if any) have CE marking?

All Some None

b) Date authorisation of CE marking issued:/...../.....

c) Full name of notified body:

d) Notified body identification number:

e) Please indicate classification:

Class I Class IIa Class IIb Class III **5. Other branches/ locations**

Have any other branches or locations of your company been given approval for any part of any of the following quality assurance schemes?

BS5750; ISO 9000; EN 29000; EN 46000; BS EN ISO 9000; MRS; GMP; CE Marking? Yes No

If yes, then please complete a separate questionnaire (available on request, or photocopies of this form can be used) for each one. Alternatively attach a separate sheet which indicates your additional company address(es) and provide written answers to questions 1 to 7 of this questionnaire for each one. Please send photocopies of quality assurance certificates, scope of certification and any other relevant information.

6. Additional information/comments: *It is Coult's Consulting Group policy that all U.K. operating subsidiaries (including Coracare) will work to standards which meet ISO 9001 criteria. Coracare is on track for external audit for ISO 9001 certification mid 2000.*

7. This questionnaire was completed by:Name: *Jennie Harrison*Job title: *Head of Operations*Signature: **Code A** Date completed: *14.10.96*

Please remember to attach photocopies of all relevant quality assurance certificates and scope of certification documents. Thank you for your co-operation.

FOR NHS SUPPLIES USE ONLY

Divisional distribution centres using the above supplier:

Supplier number(s):

Is the QA certification body registered with the NACCB? Yes No NA

Is this location listed on the 'DTI QA register'? Yes No NA

Is this location listed on the DoH 'Register of Manufacturers'? Yes No NA

If BSI gave approval, is this location in the 'BSI buyers guide'? Yes No NA

Date QA withdrawn: .../.../..... Withdrawal details:

Questionnaire sent: .../.../..... Chased: .../.../..... Questionnaire returned: .../.../.....

Questionnaire checked by: Extra information received: .../.../.....

Recorded on computer by: Date of input on computer: .../.../.....



DEED OF GUARANTEE

This Guarantee is made the 14th day of March BETWEEN Covetts Consulting Group PLC/Limited, whose registered office is situated at New Zealand House, 80 Haymarket London SW1Y 4TE (hereinafter called 'the Guarantor') of the first part and Portsmouth HealthCare NHS Trust (hereinafter called 'the trust') of the second part.

WHEREAS

- (1) Corecare PLC/Limited, whose registered office is at New Zealand House, 80 Haymarket, London SW1Y 4TE (hereinafter called 'the Contractor') has submitted an Offer dated 16th March 2000 for the provision of an Employee Assistance Programme which Offer has been accepted;
(2) By the Terms of Offer the said Offer together with the trust's acceptance thereof constitute a binding Agreement between the trust and the Contractor that the Contractor shall hereafter execute a formal written Agreement upon the terms and conditions stipulated in the Invitation to Offer.

Now therefore the Guarantor agrees with the trust and the Authorities as follows:

- 1 If the Contractor (unless relieved from the performance by any terms of the said Agreements (or any other of them) or by statute or by the decision of a tribunal of competent jurisdiction) shall in any respect fail to execute the said Agreements (or any of them) or shall commit any breach of any of the Contractor's obligations thereunder, the Guarantor will upon demand indemnify the trust against all losses, damages, costs and expenses which may be incurred by the trust by reason of any default on the part of the Contractor in performing and observing the provisions of the said Agreements (or of any of them).
2 The Guarantor shall not be discharged or released from this Guarantee by any arrangement made between the Contractor and the trust without the assent of the Guarantor, or by any alteration in the obligations undertaken by the Contractor or by any forbearance whether as to payment, time, performance or otherwise.

In Witness whereof the Guarantor has executed this Deed the day and year above.

Executed as a Deed by the Guarantor

Code A Director
Code A 14/3/00, Secretary or Director