

31 JUL 2001

**COUTTS  
CORECARE**


## NEWSLETTER - July 2001

### An Update from Corecare

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**Code A**

#### New Offices

As many of our customers know, Corecare has grown its business through developing long term partnerships. We pride ourselves on our passion and commitment to clinical excellence, professionalism and flexibility in all services. Each year, at a prodigious rate, we add new EAP schemes to our portfolio, each programme designed to take into account the needs of the business, the diverse cultures of the workforce, espoused values and business processes.

As a result of our sustained growth, and to house our developing team, we have moved into new office premises on Solent Business Park in Whiteley, near Fareham in Hampshire. The office details are outlined above and we have attached a business card of your primary Corecare contact.

London: Whilst we still have a small nucleus of staff based at our Haymarket office in London, it is hoped that over the coming months we shall relocate the team. In the meantime, communication channels remains unchanged.

#### Two new posts



#### Kevin Friery - Head of Counselling

Kevin joined Corecare at the beginning of June full-time having previously worked as Counselling Services Manager for one of our EAP customers, Portsmouth HealthCare NHS Trust, where he established and ran a Primary Care Counselling service. He is based in Fareham and will take full responsibility for, and ensure that, the highest professional standards are adhered to in the provision of counselling services for Corecare.

As well as a degree in Psychology, Kevin is also an experienced trainer in counselling-related issues as well as self-awareness and self-management and is a core tutor on a BACP-accredited Diploma course.

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Dr Andrew Arthur has been Corecare's Clinical Director since 1989 and with effect from 31<sup>st</sup> July has decided to relinquish his permanent role within the company and instead work with us on a consultant-basis, predominantly to continue with the clinical research project he started in 1999.

### **Anna Shuttleworth - Head of Training**

Anna also joined in June. With a BA Hons (First Class) in Education and Psychology and MSc (with distinction) in Occupational Psychology, her role will fulfill two functions. She will follow up and project-manage business leads in relation to Corecare's training capabilities around work-life balance, stress, post-trauma de-briefing and counselling skills etc and she will also work closely with the clinical and account management team to identify potential training needs of our EAP customers.

### **Current Training Programmes:**

<b>Title</b>	<b>Description</b>
<b><i>Managing Pressure</i></b>	For line managers and others who have a responsibility for reducing unnecessary stress in the workplace
<b><i>Counselling Skills for Managers</i></b>	For HR, Line Managers and others who are involved in helping staff resolve stress, personal, career and work issues which affect their overall wellbeing and performance.
<b><i>Work-life balance</i></b>	A range of modular services combining awareness and understanding with practical experience. These include organisational diagnostics, lifebalance seminars/workshops, management training and general consultancy.
<b><i>Defusing Aggression and Violence in the Workplace</i></b>	A high impact training programme for managers and front-line staff, helping organisations take steps to be more effective when handling all types of risk.
<b><i>Critical Incidence Defusing and De-briefing</i></b>	A range of solutions to facilitate the effective management of employee reactions following a traumatic incident. Courses are tailored to the differing needs of key groups. These include training for "front-line" employees (helping in the aftermath, support teams (de-briefings and referral skills) and senior managers (business continuity planning).
<b><i>Harassment at Work</i></b>	Training for HR and internal "counsellors/advisors" to provide support and information to employees who perceive they have been harassed in the workplace or as a result of their duties.

## **Corecare Research**

The purpose of the investigation is to examine and measure levels of psychological disturbance in employees who attend EAP counsellors using a standardised mental health measure, and seek additional information through a questionnaire to confirm the effective use of the EAP service.

The full report is attached. Should you wish to discuss the findings, please call or email Kevin Friery in the first instance. [kfriery@couttsconsulting.co.uk](mailto:kfriery@couttsconsulting.co.uk)

In addition, we have attached a summary of Professor John McLeod's published research on workplace counselling. Should you prefer to view the entire document, this can be obtained via the BACP (British Association of Counselling and Psychotherapy) Tel: 0870 433 5252 or email: [sarah.browne@bacp.co.uk](mailto:sarah.browne@bacp.co.uk)

## **Customer Care and Communication – What do YOU think?**

We make every attempt to ensure that we meet your needs. Our company values are open-mindedness, integrity, trust, courage, constant learning, and fulfilment.

We are always prepared to learn new ways to work and actively encourage feedback from you, our business partners, and from the ultimate users of our service, your employees.

We strive to provide you with seamless and reliable services that are of a high quality and continuously improving. We also recognise that you have a choice.

Your custom is greatly valued and we hope that by maintaining regular two-way communication that we are able to respond quickly to your changing needs.

## **Corporate CD**

Please find enclosed for your perusal the new corporate video on CD Rom produced as a short marketing to, it outlines the global activities of the Coutts Consulting Group

**We look forward to continuing to work with you in the future.**

## Fax

To Jayne Carrington  
Fax Number 01489 553001  
Date:

From:

Subject: Corecare Customer Care

We all have strengths and weaknesses but sometimes need to reflect on these more so

➤ What do you think Corecare does really well?

➤ What could we do better?

Our services are not set in stone. Help us to understand the future from your own perspective and how we might be a part of it.

➤ Are there any areas where the Corecare Team may be able to meet your most pressing needs?

Finally, we can all learn from the good example of others. Can you think of a company or another of your suppliers, who does things for you outstandingly well?

➤ What is it that makes them "excellent"?

Please email your comment to [corecare@couttsconsultinggroup.co.uk](mailto:corecare@couttsconsultinggroup.co.uk) or fax this page.

Thank you.