

Booklets

Printed advice booklets are available on request, covering:

- **Childcare**
- **Elderly relatives**
- **Drinking**
- **Debt**
- **Family Breakdown**
- **Bereavement**

Your Passwords

Care first *Lifestyle*

User name

User password

Care first *Zest*

Organisation code

User name

User password.....



Care first

for the life you live

information and support

24 hours every day

online and by telephone

Care first 24/7

Tel: 0800174319

Int: +44 (0)1452 623243

Online: www.carefirst-lifestyle.co.uk



Did our service help?

Log on to www.carefirst-lifestyle.co.uk
to complete an evaluation

The **Care first** service can be accessed online or via telephone or typetalk and minicom for people with hearing difficulties. We also have an interpreter service in 150 languages.

If you have used the **Care first** service we would really like to know whether it was helpful. There is a 2-minute evaluation form on our web site which can be submitted anonymously.

We appreciate your comments and aim to constantly improve our service.

www.carefirst-lifestyle.co.uk

Care first provides confidential, impartial advice and support 24 hours a day, 365 days a year. The service is free for you to access whenever you need. You don't need to ask permission from your manager or organisation before contacting **Care first**.

Through **Care first** you can access a number of services.

Telephone information and advice

Our Information and Advice specialists are here to help you find practical ways forward when you feel overwhelmed by problems. Sometimes, having the information to make a sensible plan, and some support in doing so, is all it takes to feel better.

Our advisors are highly trained to quickly find what you need and help you get back in control of your life.

Common subjects include -

Family and Personal: Relationships, Divorce, Child Support, Domestic Violence, Childcare, Eldercare, Community Care, Changing a Name

Debt: Credit, Debt, Banks, Loans, Consolidation

Workplace: Bullying and Harassment, Maternity Rights/Pay, Sick Pay, Health and Safety at Work



Online services

Care first Zest website and mobile app is your free, interactive health and personal fitness portal. Log on today and register for access to -



Personalised Training Programme - Improve Cardio, Strength, Conditioning and Flexibility. Personal progress is tracked graphically and programmes are automatically updated as you progress



Tailored Weight Management Programme - Calorie controlled programme which interacts dynamically with your personal fitness programme



Interactive Food and Exercise Diary - Record foods consumed and activities completed on a daily basis. The interactive food cupboard allows you to create balanced meals, menus and food lists



Set Your Own Goals - Complete your confidential assessment and select the goals that are important to you and your wellbeing.

Care first Lifestyle is an online resource containing information, advice and articles on issues from relationships, childcare and consumer rights, through to stress, health and fitness.

You can search for advice on issues affecting you -

- **At Home** - Debt, Finances, Relationships, Family, Your Home, Bereavement, Childcare...
- **At Work** - Stress, Change, Conflict, Promotion, Pressure, Retirement...
- **Health** - Physical, Mental, Nutrition, Depression, Stress, Smoking, Diet...

Counselling service

All our counsellors are members of, and Accredited to, the British Association for Counselling and Psychotherapy (BACP), with extensive experience and expertise.

Discuss anything that is troubling you, whether it is personal difficulties - for example relationships, family matters, stress, loss or bereavement; or work-related issues such as feeling pressure, work-load, changes at work, bullying or harassment.

Whatever your situation you can be sure of a supportive and constructive response. You are not alone.



Confidentiality

Although provided by your employer, **Care first** services are completely independent and your call is treated in confidence in accordance with the BACP Ethical Framework. When you make contact you will be asked to identify your employer and you may also be asked for other information - this is purely for statistical use.

Care first

Counselling and Information

*Confidential help
when you need it*