



Health² Employment

H2E Counselling & Talking Therapy Service

Annual Service Report 2020-21

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1. About Us

The H2E Counselling & Talking Therapies Service is part of Health 2 Employment, who are market leaders in the Welfare to Work sector. Our unique physical & mental health services support individuals to fulfil their potential through high quality advice, guidance and health action planning.

The Counselling Team deliver a range of services including short term intensive short-work using solution-focused therapy (SFT); medium term psychological talking therapies also using principles from SFT along with more traditional counselling and psychotherapy approaches; longer term trauma informed counselling integrated counselling and psychotherapy approaches, delivering specialist support to work with individuals who have experienced trauma.

Counselling Team

Gavin Thurgood RN MSc BSc (Hons) HCPC NMC	Mental Health Clinical & Operations Lead
Hiruni Cox BSc (Hons) MBACP BACP	Counselling Team Leader
Rebecca Dew MSc PG Cert BACP	Counsellor
Suzanne Corcoran MCouns BACP	Counsellor
Lydia Heise BA (Hons) MBACP	Counsellor
Vivine Riley MBACP	Counsellor
Edel Fox	Counselling Team Administrator
Janis Sedgewick	Administrator & Workshop Support

Safeguarding & Quality Assurance

Rick Livesey MSc BSc HCPC MCSP	Clinical Operations Lead/Quality Assurance
Stephanie Pearson	Governance & Data Compliance/Safeguarding

Directors & Board Members

Dianne Barrow	Director
Jonathan Ballin	Finance Director
Matthew Gore	Chief Executive Officer
James Gore	Chief Operating Officer
Danny Gore	Director
Kent Mayall	Chief Commercial Officer

Ethical Practices

All of our H2E Counselling Services Team are Health Professionals registered with professional bodies and adhere to strict professional guidelines and regulations. From the outset we will work with clients to agree what they want to achieve from therapy. If their needs cannot be met by our services we will signpost to appropriate services, and if there are any safeguarding issues identified we will take the appropriate action in relation to involving other services.

2. Executive Summary

Brief Overview

The last year has been a challenging one for most of us in the UK and around the world. We have seen a significant increase in problems related to mental health and also had to rethink the way we support people in order to effectively help those most in need of services, while protecting the health and wellbeing of our staff.

The Counselling Team had worked tirelessly since its inception in 2020 to help those most in need, working with a range of different client groups needing support with their mental health, building confidence in their ability to manage and at times thrive during these difficult times, and achieve outcomes and overcome barriers that many of our clients thought would be insurmountable.

It's never an easy task starting a new service that sets out to support some of the most vulnerable individuals in our society and added to this setting up a service during a pandemic has brought some unique challenges. This report shows provides a snapshot of our achievements over the last year set against this backdrop, and we are immensely proud of the work we have done and will continue to do in the future.

Our Achievements

The Counsellors, Management Team and all staff working on the service continue to take actions to improve the quality, efficiency and effectiveness of the services it offers and to ensure financial resources are tightly controlled without compromising professional standards or integrity.

Although difficult economic conditions persist and competitive pressures from other public and private mental health agencies have increased, the Counselling Service continues to attract enough business through supporting individuals and organisations to generate satisfactory financial and personnel resources to enable it to fulfil its aims of providing a range of high-quality counselling offers to individuals most in need who are not accessing sufficient support with their mental health.

The Counselling Services we have experienced a steady increase in demand over the year and continue to look at opportunities to grow the service while maintaining good levels of staffing and high-quality support for our client groups. The service has grown from delivering one counselling service last year to our current delivery of five different services, including group work as well as one to one support, and our Counselling Team has grown from three staff last year to our current seven staff.



We have delivered a range of Counselling Services for two large Work & Health Programme (WHP) providers in the last year. The Counselling Team were successful in securing two Counselling Contracts through bids & tenders, developing and delivering one to one Counselling support to individuals who are unemployed and in need of help with managing their health and reaching a point where they were ready to return to the employment market. We have grown the service further through development and delivery of additional Counselling Services and will continue to look at opportunities to grow and develop the service.

The Counselling Service values our staff and contributes financially with maintaining professional registration and accreditation, supports with CPD, and actively looks at ways to engage our staff, continually improve the quality of their work, and their enjoyment in working with the service. We also encourage our Counselling Team to learn from each other, holding regular in-house training sessions where our Counsellors have the opportunity to present on areas they have specialist interests, knowledge and skills in. Over the year this has included Motivational Interviewing, Brief Solution Focused Therapy, Dialectical Behaviour Therapy, Trauma Tri-Phasic Model and Compassion Focused Therapy.

The Counselling Service is committed to maintaining the highest professional standards with the our Teams and our delivery of services. We hold Organisational Membership with the BACP (No. 275823), are committed to adhering to all BACP standards, and we are currently working towards Accreditation with BACP which we aim to achieve before the end of 2021.

Key Outcomes

- Across all services the Counselling Team had 453 Referrals over the last year
- There were 116 referrals for SFT, 261 for PTT, and 24 for Trauma
- A total of 2023 counselling sessions were conducted over the last year
- On SFT 447 counselling sessions were conducted
- On PTT 1288 counselling sessions were conducted
- On Trauma 288 counselling sessions were conducted
- The percentage attendance rate across all sessions was 76.41%
- Attendance for Trauma sessions was 92.00%, SFT was 73.50% and PTT was 63.75%
- 52 clients were referred to Anxiety & Depression workshops
- 12 Anxiety & Depression workshops were delivered over the year
- The attendance rate for the workshops was 80.77%



The pandemic shifted the delivery model for all of our services and we adapted our Counselling work to provide remote delivery through a mix of telephone work and video calls. The move to remote delivery was reviewed at regular intervals and we found that for many individuals they found they preferred remote delivery, even when the option of face-to-face work became available again.

Moving forward we will continue to audit our work and evaluate the best approach for individuals and organisations using our services. We will continue to provide the option of face-to-face work, remote work for individuals, group work and workshops, and provide a blended approach, with a mix of delivery options, where this will be the best option for individuals.

Background

Feedback we have received from clients and referrers over the year indicated the importance of our service to the individuals we support. Typical feedback indicated clients and referrers wouldn't change anything other than potentially having longer runs of sessions, and with our Trauma service we were able to act on that quickly and extend sessions.

There were no negative comments about the services, the support was valued, and comments indicated it had been a positive experience overall. However, we also wanted to have quantifiable measurements in place which would give us more detail on the difference our services are making, allowing us to provide additional data to referrers and clients, and to adapt and grow our services further.

To this end we used the Clinical Outcomes in Routine Evaluation-10 (CORE-10) to evaluate our Trauma Informed Counselling service, and the Warwick-Edinburgh Mental Wellbeing Scale (WEBWMS) to evaluate the other Counselling services we provide.

Outcome Measures

Clinical Outcomes in Routine Evaluation - 10 (CORE-10)

The CORE-10 evaluation was introduced as a way of collecting data on the effectiveness of Trauma Informed Counselling for our clients. An explanation of the purpose of the questionnaire is given to clients prior to going through the questions, and this forms part of their initial assessment. The questionnaire is completed again during the final session with the client, and the client receives feedback on their scores.

The CORE-10 is made up of 10 questions designed to identify three areas; Problems including anxiety, depression and trauma; Functioning and Risk. Each question is scored between 0 and 4. The maximum score over the 10 questions is 40. The higher the score, the more severe the problem is deemed to be.



CORE-10 Results

The majority of our clients (93%) experienced a positive change and improvement in their trauma scores. 80% of clients reported that their wellbeing had improved by at least 5 points. The average reduction in scores was 4 between the start and the end of the counselling sessions.

The most significant changes were with two clients who had scores reduced by 10 between the start and the end of the counselling sessions. For the first client this represented a reduction in risk from 26 to 16, moving from severe psychological distress to moderate distress; and for the second client they dropped from 21 to 11, moving from moderately severe psychological distress to mild distress.

Warwick-Edinburgh Mental Well-being Scale (WEBWMS)

The WEBWMS evaluation was introduced as a way of collecting data on the effectiveness of Solution Focused Therapy (SFT) & Psychological Talking Therapy (PTT) Counselling for our clients. An explanation of the purpose of the questionnaire is given to clients prior to going through the questions, and this forms part of their initial assessment. The questionnaire is completed again during the final session with the client, and the client receives feedback on their scores.

WEBWMS Results

The majority of our clients experienced a positive change and improvement in their wellbeing, with 93% showing improvement on SFT and 88.6% on PTT. The average increase in scores, indicating improvement in wellbeing, was 30.3% for SFT with an average increase in scores of 10 points, and 47.9% for PTT with an increase of 16 points.

Across PTT and SFT 26.7% clients moved from scores below 40 or less, seen as a cut off point for probable depression, to scores above 40. The most significant improvement in scores on SFT was with a client who moved from a very low score of 15 at the start of sessions, up to 52 by the end of sessions. On PTT the most significant improvement was with a client with a score of 17 at the start of sessions increasing to 41 by the end of sessions.



Presenting Issues

Our clients are referred to the service for support for a number of different mental health problems. What causes this difficulty can be wide ranging and clients may not be completely certain themselves what the problem is. We talk through the issues the client presents with to get a better understanding about the problems the individual wants to address through counselling.

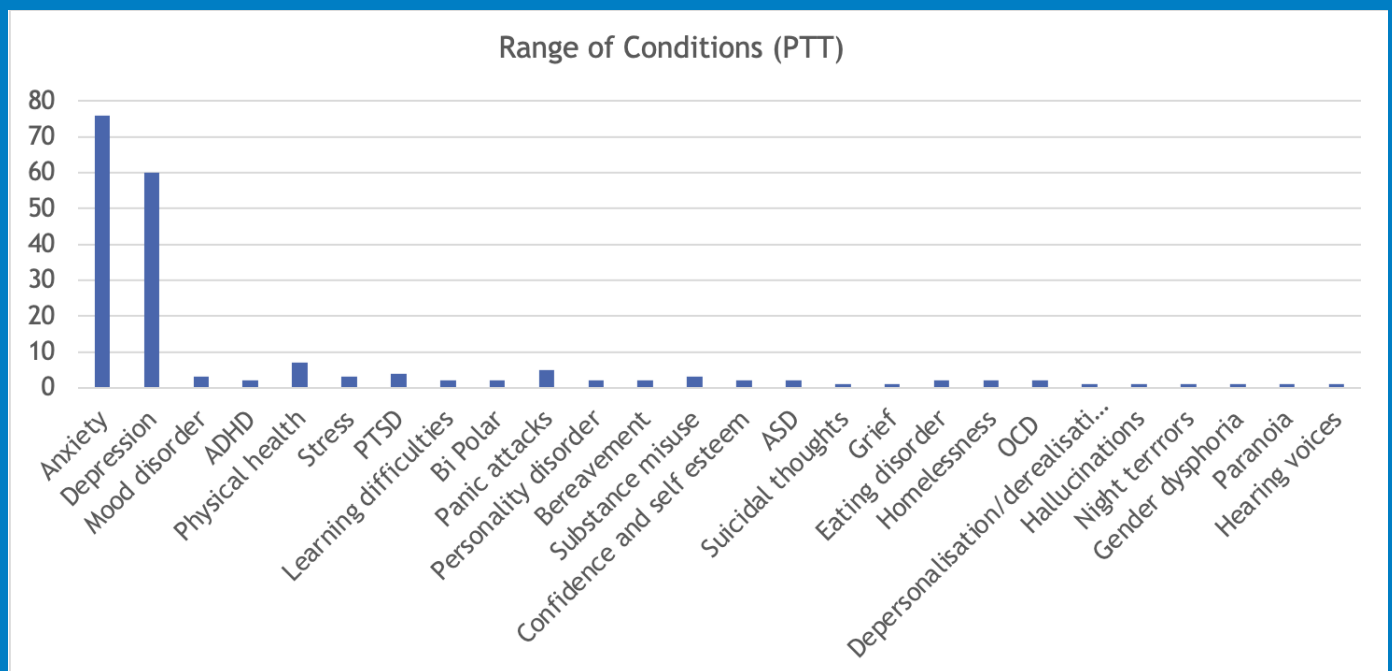
A summary of the main types of issues presented by our clients is given below, however it is important to bear in mind that this list is not exhaustive. Depression, Anxiety and Trauma related issues were the most frequently occurring problems.

Solution Focused Therapy (SFT) Referrals

Disclosed Primary Health Condition	No. of Clients
Anxiety Disorders	42
Depression	36
Trauma inc. bereavement & loss	34
Undisclosed	4
TOTAL	116

All Conditions by Percentage

(Disclosed Primary & Secondary Health Conditions)



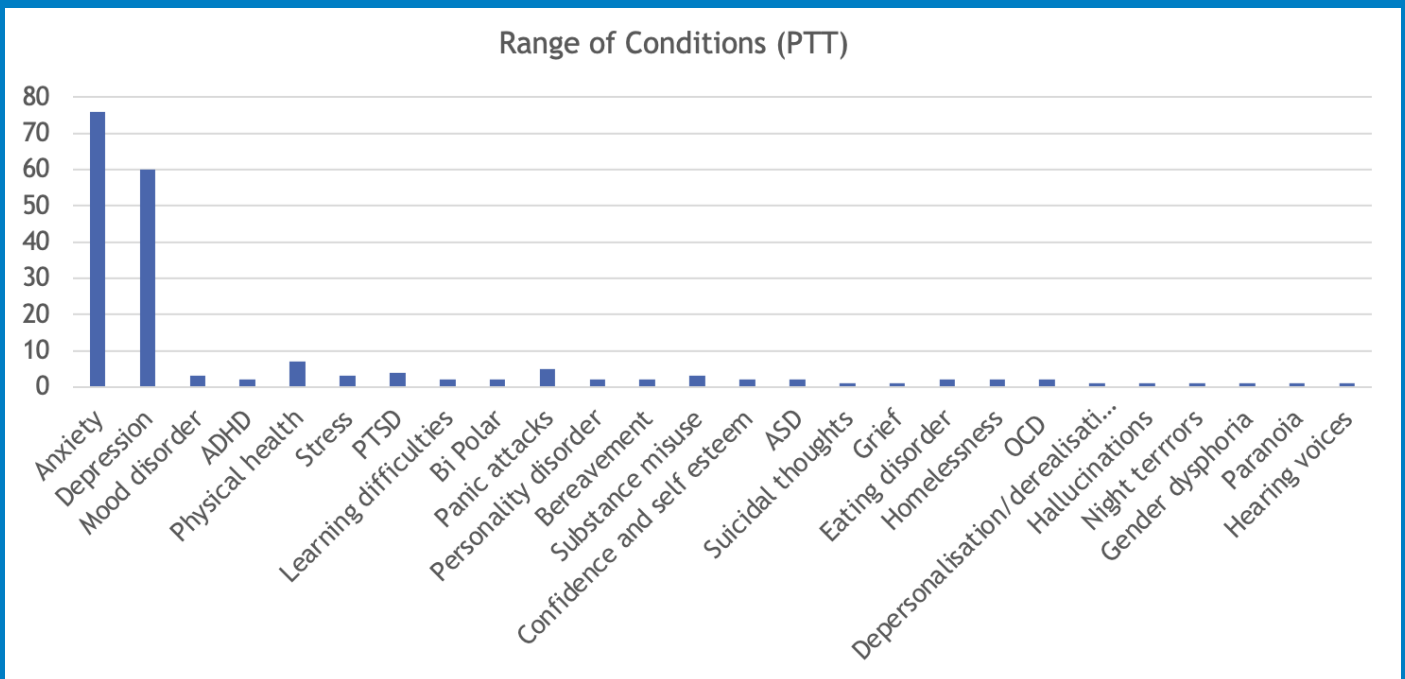
Note: The numbers on the graph are based on all reported problems, and several of the participants reported more than one health problem. The graph demonstrates the range of problems participants present with based on self-reports.

Psychological Talking Therapies (PTT) Referrals

Disclosed Primary Health Condition	No. of Clients
Anxiety Disorders	136
Depression	102
Trauma inc. bereavement & loss	09
Undisclosed	14
TOTAL	261

All Conditions by Percentage

(Disclosed Primary & Secondary Health Conditions)



Note: The numbers on the graph are based on all reported problems, and several of the participants reported more than one health problem. The graph demonstrates the range of problems participants present with based on self-reports.



4. Engagement in Health Initiatives

Our Mental Health Lead attends a Mental Health Promotion and Suicide Prevention Steering Group every two months, covering local and national issues, for example initiatives around Time to Talk Day, World Mental Health Day, Stress Awareness Month, Mental Health Awareness Week, World Suicide Prevention Day and National Stress Awareness Day.

This group has a large and active membership with representatives from charities, voluntary organisations, DWP, local government, the NHS and Public Health England who chair the group. This provides a valuable link to a range of services and initiatives including national NHS campaigns such as Every Mind Matters, and we actively engage with the initiatives and promote these to our clients and our own staff to support their Health and Wellbeing.

The Mental Health Lead and Counselling Team Leader are active members of a local Health Network Interface Group which has attendees from local organisations providing mental health services including MIND. We are part of this Health Network as Counselling Providers, part of the Specialist Supply Chain, and also as contacts for the wider Health Network group in relation to Counselling information and provision.

5. Referral Process

For all of our current services, referrals are via Work & Health Programme providers. We received referrals from WHP services for individuals the referrer believe would benefit from our support. We provide information to referrers and potential clients about our services, and a summary of our services is included in the next section. We also provide information to potential referrers to consider prior to making a referral.

This is not an exhaustive list but does provides the referrer with information on the scope of the service. Considerations are: Do the client currently suffer from moderate symptoms of stress, depression, anxiety or low mood; In the last 2 months, have they experienced low confidence, low motivation or low self-esteem; Do they feel there is a barrier to their lives they are struggling to overcome; Would they be able to commit to engage with a Counsellor on a weekly basis for the duration of the sessions, up to 5 sessions for SFT, up to 8 sessions for PTT, and up to 14 sessions for Trauma sessions; This would be via phone call or video call, do they have access to a phone or technology available for video calls?

Going forward we will be offering private Counselling sessions, and clients will be able to book directly through our website. This service is planned for Winter 2021/Spring 2022.

6. Counselling Services

Solution Focused Therapy (SFT)

- Our Counselling Team work directly with clients to develop coping strategies designed to enable them to better manage stress, anxiety and low mood, and enhance their resilience.
- This service helps people to overcome mild to moderate level psychological barriers in relation to potentially stressful changes in circumstance, for example people who are having to change employment, are anxious about starting work, or people worried about going back to an existing job after a time out due to illness or other reasons such as furlough from work.
- It can also be helpful for people going through other short term, significant life changes such as moving house, increased responsibility at home or work, or general changes in a person's role at work or at home.
- SFT is delivered in a block of five sessions, typically done on a weekly basis, but there is scope to reduce or increase the number of sessions based on individual need, and sessions can be delivered fortnightly to allow flexibility for the individual.
- Sessions are delivered remotely via either telephone or video call.
- This service is a short-term intervention and not suitable for individuals needing urgent psychological support, individuals with complex mental health conditions, or individuals suffering from emotional trauma.

Psychological Talking Therapies (PTT)

- Our Counselling Team work over a longer duration with clients to develop effective coping strategies and enhance the resilience of clients accessing the service.
- This service is designed to help clients overcome longer term mental health related barriers in areas such as returning to work after prolonged periods absent from work, managing health conditions in work, as well as dealing with other significant longer term life changes such as adjusting to illness or injury, redundancy, divorce or other relationship changes, and bereavement.
- Our team works on areas such as self-confidence, self-awareness, condition management, health & wellbeing information & guidance including the interaction between physical and mental health, and generally providing support with managing health concerns.
- Overall the service aims to address barriers that are preventing individuals to move forward in different areas of their lives.
- PTT is delivered in a block of nine sessions, typically done on a weekly basis, but there is scope to reduce or increase the number of sessions based on individual need, and sessions can be delivered fortnightly to allow flexibility for the individual.
- Sessions are delivered remotely via either telephone or video call.
- This service is a medium-term intervention. It is not suitable for individuals currently in crisis and needing immediate psychological support, individuals with ongoing complex mental health conditions, or individuals suffering from emotional trauma.

Trauma Informed Counselling

- H2E mental health professionals work over a longer duration with clients with a specific focus on trauma work.
- This service is designed to help clients overcome moderate to high level psychological barriers in their lives that were a result of experiencing trauma. This trauma informed intervention is led by qualified and experienced Integrative Counsellors.
- Our Counsellors provide a safe therapeutic space for individuals to process what has happened to them in order to move forward with their lives.
- Trauma Informed Counselling is delivered in a block of thirteen sessions, typically done on a weekly basis, but there is scope to reduce or increase the number of sessions based on individual need, and sessions can be delivered fortnightly to allow flexibility for the individual.
- Sessions are delivered remotely via either telephone or video call.
- This is a more specialist Counselling Service set up specifically to work over a longer period with individuals who have experienced trauma in their lives.
- It is not suitable for individuals currently in crisis and needing immediate psychological support, or individuals with other ongoing complex mental health conditions.

Anxiety & Depression Management Course

- This course enables clients to learn to better understand and improve their mental health and wellbeing
- This structured course helps people learn how to better manage their mental health through improved understanding of anxiety and depression and the application of a range of management techniques
- The interactive sessions cover principles from counselling, solution focused therapy, cognitive behaviour therapy and mindfulness to help people improve their mental health and wellbeing
- In addition, home practice tasks are provided for participants to complete
- Sessions are delivered remotely and all clients are invited to a pre-course information and training session to cover practical topics including access to sessions using PCs, tablets & smartphones, and access to on-line resources between sessions

Bespoke Counselling Services

- We have adapted and delivered variations on the services above, for example delivering a PTT service with more of a focus on trauma & loss, based on the needs of a client group on one of our WHP contracts
- We will continue to innovate in our service to provide high quality Counselling services that respond to the needs of the individuals and organisations we work with



7. Safeguarding & Suicide Prevention

We actively promote positive management of safeguarding issues and suicide prevention through our policies, procedures, and the way we work as a business. The nature of the work in our Counselling Services typically presents more issues in relation to safeguarding, and our Mental Health Lead, Counselling Team Leader and our Safeguarding lead are all “Designated Safeguarding Lead (Level 3)” trained. As noted previously our mental Health Lead is also an active member of a large Mental Health Promotion & Suicide Prevention Steering Group and we engage in local and national initiatives.

The Counselling Team recognise we have a duty of care to our clients and will provide the necessary support, guidance, and signposting or where appropriate. We will also respond to any immediate risk and contact GPs, emergency services or related services where necessary.

We provide all staff with training on Safeguarding when they start with the company and provide updates as necessary, as well as additional training on Suicide Awareness internally and through external training based on the needs of the different services, and this is regularly reviewed through our own Mental Health Steering Group.

Overall the Counselling Team and the wider company are committed to providing an environment where everyone is respected and valued, and can feel safe and secure. This includes the adults at risk who access our facilities and services. It is therefore essential that the working environment and culture within the Company promotes that aim.



8. Service Development & Moving Forward

The 2020/21 period saw us start deliver of the new Counselling Service and being to develop the team and the different services we could offer. We began with delivery of SFT Counselling at the end of last year and have added two PTT contracts along with Trauma Counselling and mental health workshops this year.

We continue to deliver all of these services and are also looking to expand into private Counselling as a need has been identified through the OH-One Occupational Health service that also forms a part of Health 2 Employment. We are currently exploring options for individuals to self-refer to our services, as well as looking at offers through business needing additional support with their Employee Assistance Programme (EAP) offers.

The Counselling Team are passionate about what we do and are proud of the range and quality of the services we have developed and delivered over a relatively short time, and look forward to further growth and development for the remainder of 2021 and into 2022.





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