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24/7 Mental Wellbeing Support Programme



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Your health and wellbeing partner

We provide employees with confidential, easy access to a wide variety of mental health support, as well as practical services. These professional services support employees dealing with a whole host of personal or work-related issues, while helping to equip them with the tools they need to proactively protect and manage their mental health. At laya healthcare we offer a range of routes to access the service including live chat and free phone telephone support.

From this we offer referral to professional services and, where clinically appropriate, referral into short term mental health intervention. This can be face-to-face, telephone or video counselling sessions.

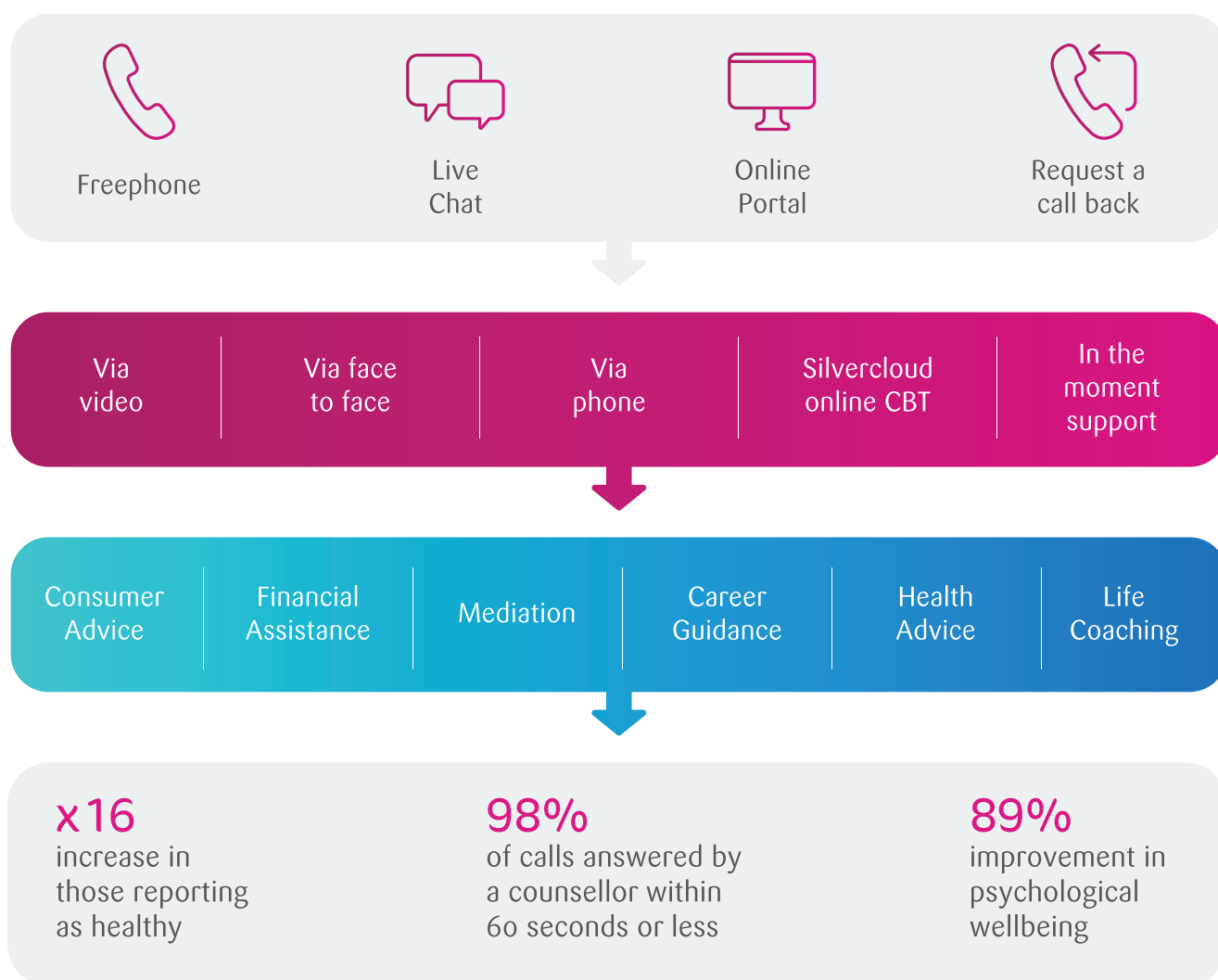
In addition to this, employees have access to hours of evidence-based e-Learning content around mental health topics and more.

Our team is made up of accredited and experienced mental health professionals who work with our service users daily to overcome whatever challenges they are going through.



Our 24/7 mental wellbeing support programme

Our programme is a 24/7 free and confidential support service designed to assist individuals in dealing more effectively with any personal or work related problems they might be facing. At laya healthcare we deliver the most comprehensive service of its kind, governed by clinical standards. We provide multiple access points to a dedicated case manager so we can respond to your employees' needs at any time, no matter where in the world they are.



Testimonials

“I found this service absolutely excellent once I was contacted. We spoke for a long time about what is troubling me and ultimately they were able to give me some really detailed advice about the type of therapy that would best suit my needs.”

Mental Health Consultation.

“The counsellor was lovely, very kind, warm, easy to talk to. She focused on minding myself but did not dismiss the situation I am in. I feel like there was nothing to improve on.”

Short Term Counselling.

“From the first conversation to the financial advisor contacting me the service was brilliant.”

Financial Advice.

“Fantastic quick service. Very attentive and listened and understood my query.”

Legal advice.

“The sessions helped me put issues in perspective and to turn my negative self beliefs around and focus on my strengths to move forward. The talks with my therapist were always compassionate and helpful and their advice and knowledge helped reshape my thinking.”

Short Term Counselling.



What makes us different



A personal approach



Unique care pathways



Market leading outcomes



Comprehensive manager support



The laya EAP platform



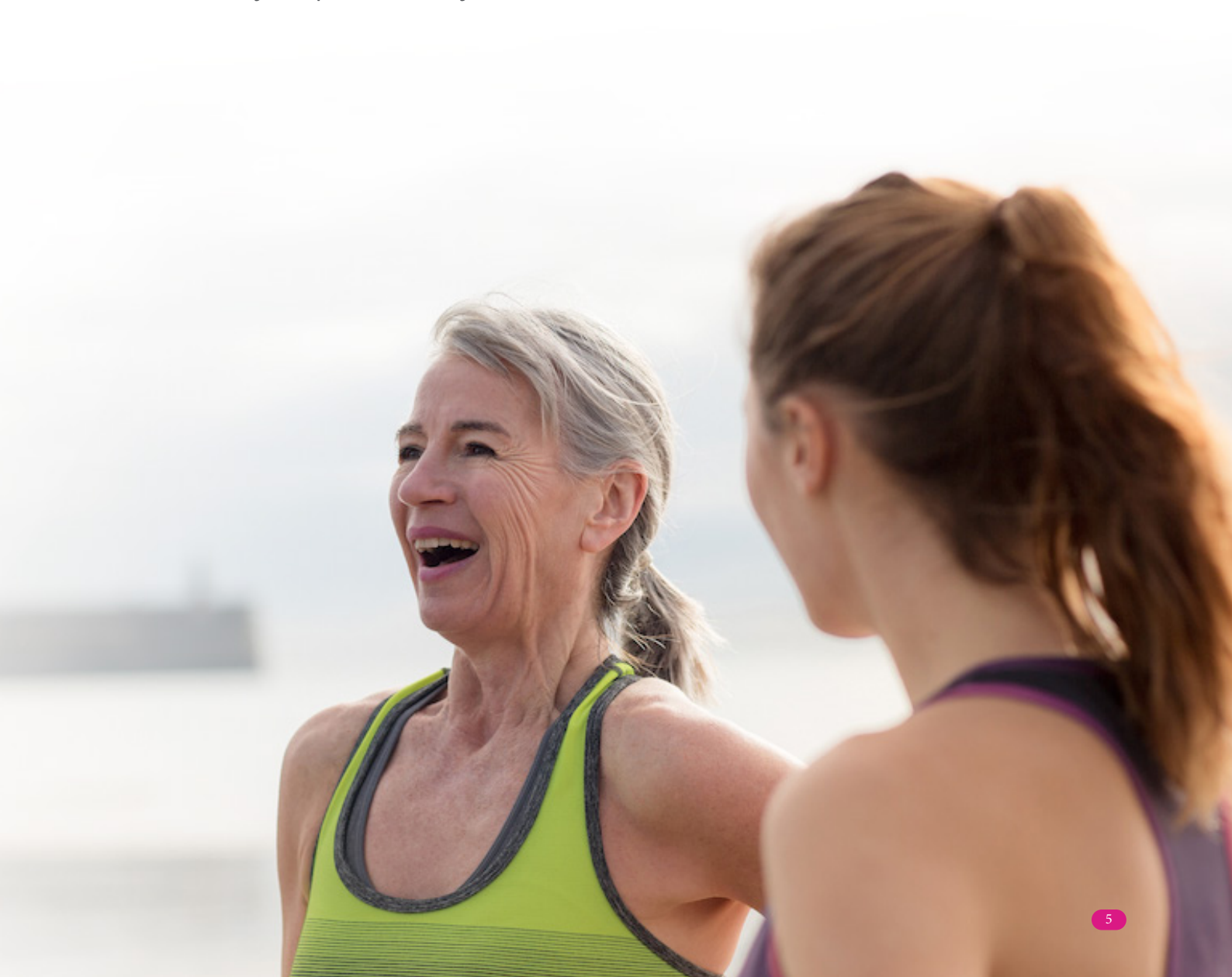
1. A personal approach

We are one of the only providers that takes a therapist first approach. Case managers are available from that first contact ensuring employees get the support they need wherever, whenever they need it.

Employees are able to message and contact the case management team 24/7 via freephone number or text.

Our Case Managers will be able to select the most appropriate counsellor for each employee based on:

- Qualifications, training and experience to handle the specific problem
- Convenience of location for the employee
- Availability for preferred day or time
- Employee's preference for gender, ethnicity or language of counsellor
- Accessibility of premises for example wheelchair access where needed



2. Unique care pathways

Our extensive and diverse network of counsellors enables our case managers to refer clients to short-term counselling when clinically appropriate, ensuring they are matched with the most suitable counsellor based on their individual needs

We support across a uniquely wide range of areas including:

- LGBTQ+
- Gender issues
- Depression, anxiety, stress
- Grief and bereavement
- Addictions
- Relationship & marital problems
- Work stress work-life balance issues
- Workplace conflict
- Retirement
- Financial Advice
- Legal Information
- Consumer Advice
- Parenting Coaching
- Mediation
- Career Guidance
- Life Coaching
- Health Advice

Phone, Video, and Face-to-Face Counselling

- For short term counselling, our team includes counsellors who can work therapeutically in over 32 languages.
- Video counselling is available to use on desktop, tablets and mobile devices via a fully customised, safe, confidential and HIPPA compliant platform.
- Within our standard model, we provide access to 6 Face to Face counselling sessions, where appropriate.

Online CBT (Cognitive Behavioural Therapy)

We are one of the few providers who offer online CBT, as an effective way of dealing with mild to moderate stress, depression and anxiety.

Research shows that online CBT is just as effect as face-to-face therapy.

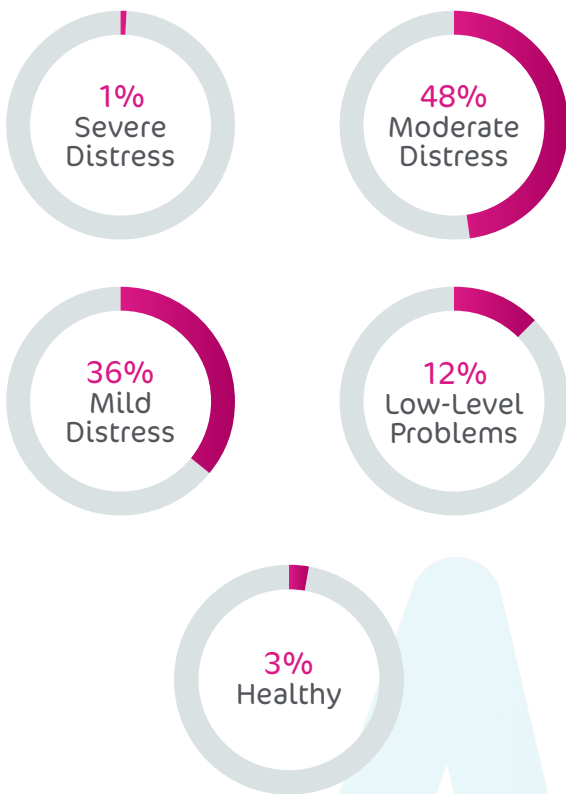
3. Market leading outcomes

The CORE Outcome Measure (CORE-10)

CORE-10 is an outcome measure of psychological distress for routine use in psychological therapies.

It reports on psychological, health and wellbeing improvements after 24/7 Mental Wellbeing Support intervention. In a recent audit, the results were as follows:

Psychological distress before support:



Psychological distress after support:



Workplace Outcome Suite Data:

The WOS (Workplace Outcome Suite) will inform you of important information about your employees such as:

- **Work absenteeism** measures absence from work in hours due to someone taking time off due to a personal problem.
- **Work presenteeism** measures a dip in productivity when a person is present at work but not functioning at their best due to a personal problem.
- **Workplace distress** measures a person's anxiety due to work, eg: when they say they "dread" going in.
- **Work engagement** – the extent to which an employee is keen to do their job.
- **Life satisfaction** – general wellbeing in a person's life.

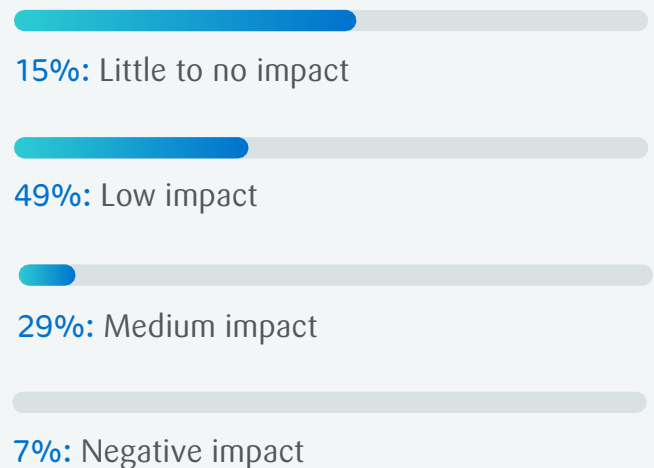
Example data:

In 2024, we asked employees the extent to which work impact their personal lives.

Pre-support the results were:



Post-support the results were:



4. Comprehensive manager support

Support for Managers in Day-to-Day Issues

Our programme is available 24/7 to support and advise your management when it all gets too much and they are struggling to cope with the pressures of their role. Our counsellors can talk with your management, discuss possible ways they could lessen the impact these stressors are having on their lives and mental health and refer them on to further support services when needed.

Support with Management Referrals

The programme will also accept management referrals and provide support to managers who, with the employee's express permission, may wish to refer their team members to the programme.

Client Appointed Account Manager

Project management of the implementation of the programme including discussing and agreeing programme parameters, operational processes, launch strategy and reporting requirement. Working strategically with key stakeholders in your company to implement an effective ongoing programme of communication and awareness to ensure the programme is fully understood and well used.



The laya EAP platform

Your employees will also have access to the Laya EAP platform. Alongside contact channels such as live chat and request a callback our platform also offers employees convenient, confidential access to helpful content, videos, podcasts and blogs on topics around mental health, family life, exercise, nutrition and more.

It also provides employees with all the information they need on what the programme can offer. Through the portal your employees can become engaged and motivated in all areas of their health and wellbeing.

24/7 Mental Wellbeing Support Programme

Here users will find an overview of your programme, a reminder of when it is available and the confidential telephone numbers. Users will also find articles to read, podcasts to listen to and videos to view in their own time, providing additional supports.

Be Calm

This Self-guided meditation is just one technique users can access to clear out negative energy from the mind, and promote positive thinking and inner peace.

Manager Support

Here managers will find suggestions on when managers might contact the service as well as information on how to complete a manager referral.



Always evolving and innovating our service

Mental Wellbeing Support Programmes should be, and in laya healthcare's case are, evolving consistently with new research findings and new demands from modern day workers. It's also important that organisations utilising MWSP as part of a wellbeing programme are centralising its importance.

Promoting Usage

Our research shows the positive outcomes associated with using our programme for our service users. Employee communications can be developed to encourage usage not only in times of distress, but also as a regular reminder to employee groups that the service is there for them to support them dealing with distress, emotional difficulties and more.

Employee Communication Strategies

We know that worries around life issues can affect mental wellbeing, so prioritising communications around the professional support services offer is important. Data shows us that males and those over 35 take longer to seek support around mental health, so highlighting messaging to these groups can be a useful strategy. Generally, consistently reminding employees the service is there for them is recommended regardless of demographic.

Prevention Before Treatment

Encouraging employees to engage with preventative support and services to maintain a healthy state of mental wellbeing will also have notable benefits for the company. A 24/7 Mental wellbeing Support Programme that also enables employees to learn new self-care and mental wellbeing maintenance skills through elearning and access to professional services is an approach that many organisations are taking.

Removing the Stigma

Many businesses are using the service as part of an overall programme developed with the goal of addressing stigma around mental health difficulties and decreasing the barriers to accessing help when in distress. Combining the programme with a series of other incentives and activities, such as seminars, training and introducing a mental health policy to the workplace will help towards achieving this important goal.

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If you would like any further information to support your employees, please contact your laya healthcare Account Manager or go to layahealthcare.ie

021 202 2000
layahealthcare.ie

