

The 24/7 Mental Wellbeing Support Programme Report 2020

The effectiveness of EAPs on Workplace Mental Health & Organisational Culture



Contents

Introduction	1
In this Report	2
Who is using EAP	3
How are people using EAP	4
Issues people are talking to our Case Managers about	5
The Positive Impact of our Employee Assistance Programme	7
What's next for the 24/7 Mental Wellbeing Support Programme	9

Introduction

The threat posed by the Coronavirus has caused much anxiety amongst employees and their families. Covid-19 has created unfamiliar public health measures that infringe on personal freedoms. Having immediate changes to our day to day routine has also contributed to emotional distress and resulted in an impact on our mental health.

At times of stress we work better with support. Our 24/7 Mental Wellbeing Support team are here to support employees and help manage their mental wellbeing during these times. Our programme provides 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 referral into short term mental health intervention, which 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.

In line with our company ethos, to prioritise data driven evidence based interventions, we run regular audits on the services we provide. Following a recent clinical audit of our service, we are delighted to share with you, some statistics that show the incredible impact our 24/7 Mental Wellbeing Support network is having on our client's employees. In summary, those making use have experienced significant improvements and reductions in the level of distress they have been experiencing in relation to their own specific difficulties. The report also highlights some important statistics around the type of difficulties employees are facing. It's interesting to note that although many difficulties that employees are presenting with are not strictly work-related, they are impacting their ability to concentrate and perform. This emphasises the importance of employers providing holistic mental wellbeing support and guidance through a professional service.



Dr Emelina Ellis
Clinical Excellence Lead

In this Report



Who is using the 24/7 Mental Wellbeing Support Programme



How are people using the service



Issues people are talking to our case managers about



The Positive Impact of our Programme



What's next for 24/7 Mental Wellbeing Support Programmes

Who is Using 24/7 Mental Wellbeing Support Programme



An analysis of the demographics using the programme shows that women are more likely to reach out for help than men. This correlates with the World Health Order's (WHO) estimation that men tend to seek help only at a later stage of onset mental health symptoms. This information, combined with the usage demographic data from our audit, should be seriously considered when developing internal communications around mental health and your programme. It highlights the importance of encouragement to reach out for help at the earliest sign of any concerns or symptoms.

Our demographic analysis also shows that employees using our services most frequently are between 36-40. This may be down to a natural demographic skew to this working age group but also an perhaps an indicator that accessing a service such as our programme is more normalized amongst this group.

EAP usage by gender:



36-40 year olds are the most frequent users of 24/7 Wellbeing Support Programme.

How are People Using the Programme



Employees are engaging with our Case Managers via phone, chat, SMS and whatsapp. Prior to Covid-19, face to face counselling was the most preferred method of counselling modality.

Since the onset of Covid-19, remote counselling became particularly relevant and from March 2020 as a result of Public Health guidelines, and to ensure that we would provide the greatly needed support to our service users, all of our counselling services were offered remotely to our clients.

In addition to this, we have analysed the most active times for our EAP support line, which is available to employees 24/7. Although the busiest hour of the day for calls to our support line is between 8pm and 9pm, 50.1% of the calls are made during traditional working hours, with 11am-12pm being the busiest time in that bracket.

This indicates that employees are calling for support in the moment, as opposed to planning time to call. It also reflects that mental health difficulties and stress result in presenteeism (the practice of attending work but not being fully productive as a result of external, physical, mental or personal factors). It is estimated that presenteeism costs businesses up to 3 times as much as absences.

We know from the data that public health emergencies may cause insecurity, confusion and emotional isolation which can result in a variety of emotional reactions such as distress, unhealthy behaviors and other difficulties.

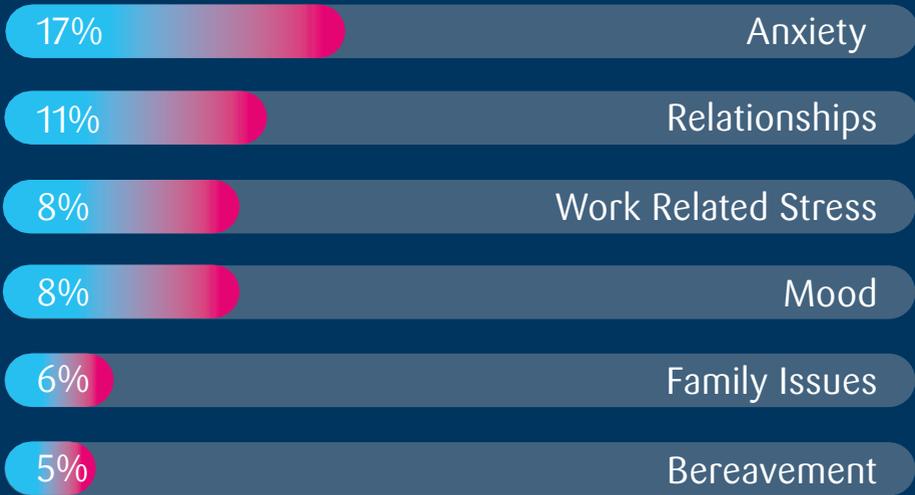
It was because of this and the understating that privacy could be difficult to achieve for employees working from home that we extended our ways in which employees and family members could contact our services to not only telephone but also SMS, chat and whatsapp.



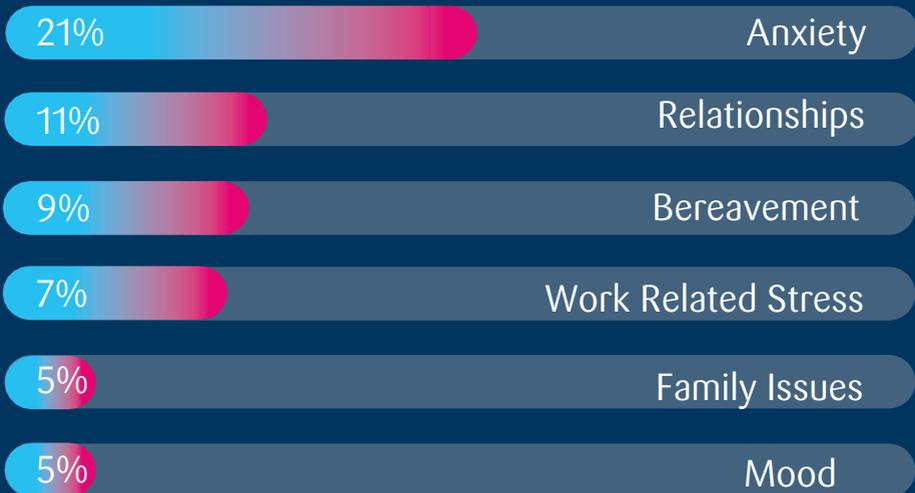
Issues people talking to our case managers about



Issues employees are facing Pre Covid-19



Issues employees are facing During Covid-19



Our case managers took more than 17,000 calls between August '19 and August '20 (an increase from 14,00 year on year) . Of these cases, the highest number of employees and family members presented with anxiety difficulties.

Anxiety involves a frequent unpleasant feeling typically associated with uneasiness, apprehension and worry. It has physical, behavioral and emotional affects. Anxiety takes a toll on every aspect of an affected person's life, including work. Another notable increase was the numbers presenting with bereavement year on year.

Case managers have been able to manage this increase in a responsive, tailored way through providing in-the-moment support on the call, with psycho-education provided on both bereavement and anxiety.

In the case of bereavement, the Case manager works with the client in helping them to realise that grief and the grieving process, while distressing, is a normal human experience. Any client looking to access support in this time would be very well supported by the case management team. Follow up calls are also offered as a further support. Once a period of time has passed, if the client is still struggling and having difficulty in processing their grief, counselling support would be discussed and considered as an option. The team are here to offer emotional support, at all times.



The Positive Impact of our 24/7 Mental Wellbeing Support Programme



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:



The Positive Impact of our Employee Assistance Programme



Workplace Outcome Suite Data:

The WOS (Workplace Outcome Suite) and Client satisfaction Scale informs us 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.

The WOS survey analysed data based on these five elements at the start of a person's counselling with the programme, and then after three months.

Across all the 24,363 cases analysed, the results were:



Work absenteeism decreased by 27%



Workplace distress was decreased by 14%



Work presenteeism reduced by 26%



Work engagement increased by 8%



Life satisfaction increased by 23%

What's Next For 24/7 Mental Wellbeing Support Programme



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 report illustrates 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 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 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 MWSP 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 this 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.



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

for more Health & Wellbeing tips follow us on:



looking after you always