



PAM Wellness



Your complete health and wellbeing support services

pamwellness.co.uk

Contents

1.	About PAM Wellness	4
2.	Your bespoke health & wellbeing support service	6
3.	Employee assistance programme (EAP)	8
4.	Psychological services	12
5.	Training, Workshops & Webinars	16
6.	Neurodiversity	19
7.	What our clients say about us	23
8.	Your complete Occupational Health & Wellbeing provider: Our wider group capability	24

OUR COMPLETE HEALTH AND WELLBEING SERVICES





1

About PAM Wellness



PAM Wellness

Your proactive health and wellbeing support partner

Whether you contact PAM Wellness via telephone, online, live chat, or if you are referring on someones behalf, our pioneering approach features instant access to qualified clinicians and advisors who are neurodiversity confident. We offer a suite of psychological, wellbeing, neurodiversity and health screening solutions, providing individuals access to in the moment emotional support, practical information and structured counselling for issues affecting their social, physical, financial and mental wellbeing, supported by a range of accessible digital self-help tools.

We provide services to organisations across the public, private and third party sectors working with clients of all sizes throughout the UK and Ireland. We effectively support wellbeing, proactively reduce absence, minimise work-related stress and boost resilience to help improve productivity and mental health.

Our innovative and proactive solutions enable organisations to engage with us as their expert partner to support their whole health and wellbeing needs, and for their people to benefit from the multidisciplinary expertise of our extensive team.

Our Values



Choice

Giving clients the reason to choose us to provide their services



Quality

Providing the highest levels of service to all clients, every day



Value

To always give clients value for money



Pride

To be the best we can be every day

**INVESTORS
IN PEOPLE**

SEQOHS

**SQA Approved
Centre**

**EAP
ASSOCIATION**

**disability
confident
EMPLOYER**

amii



The Prince's
Responsible
Business Network
Race at Work Charter signatory

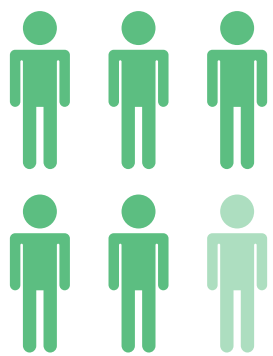




2

**Your bespoke
health &
wellbeing
support service**

Mental Health Trends:



'1 in 6 adults in the UK are experiencing depression' ³



8 million

people in the UK are experiencing an anxiety disorder at any time ²

'One in two employees are affected by NHS delays' ¹



75%

of employees are extremely or somewhat affected by stress, seven out of ten (72%) are anxious and two thirds (64%) feel depressed. ¹

Why PAM Wellness

We are more than just a provider, we are your trusted partner.

We have a proven track record in evidence and market leading clinical outcomes, supporting organisations with effective and proactive solutions for their peoples wellbeing.

Our services provide individuals with high-quality, practical and emotional tools and effective clinical interventions that are designed to create long-lasting results.

The benefits we will bring to your organisation:

- Proven and **evidenced reduction** in levels of **anxiety and depression**
- Providing a **duty of care** to your organisation
- **Reduction in absenteeism**
- Limiting staff turnover and **attracting new staff**
- **Increase in health and wellbeing** of your organisation
- Creating a **culture of wellbeing**, where individuals feel supported
- Addressing issues proactively to **avoid crisis** or burnout
- Delivering an additional, **valued benefit** for individuals and managers alike
- **Improving performance** and **productivity**

On average

57%
improvement in
GAD-7

51%
improvement in
PHQ-9

100%
rated our support as
'Great'
or 'good'

98%
of employees would
recommend our
treatment services
to a colleague

99% rated their advisor/
counsellor as 'Great' or 'good'



Employee Assistance Programme (EAP)



86% believe their organisation has responsibility for their health and wellbeing, with two-thirds (62%) saying wellbeing support provided makes them less likely to want to move elsewhere.¹

PAM Wellness was born out of a need to support our clients and service users from a holistic health and wellbeing perspective in 2009, expanding on the physical health and rehabilitation services that our occupational health sister company has expertly provided since 2004.

Our high quality EAP includes the following functions:



24/7/365 helpline - answered by qualified British Association of Counselling and Psychotherapy (BACP) counsellors who provide in the moment emotional support



Ease of access - individuals can also contact via live chat, email, online or request a call-back. We provide access in over 200 languages. We aim to ensure an inclusive and neurodiverse confident service with reasonable adjustments in line with the Equality Act



Triage and clinical assessment - we adopt biopsychosocial assessment including a risk assessment to determine the best support for the individual



Legal, family care & financial information - practical information services provided by subject matter experts covering a range of issues



Managing change - support for life transitions including menopause, retirement, terminal illness and parenting



Support for dependents and immediate family - in line with HMRC guidance



Short-term solution focused counselling - counselling sessions delivered by telephone, video and face to face (in-person)



Wellbeing app and portal - our platform adheres to WCAG2.2 guidelines and is powered by approved technology, supporting the full spectrum of health and wellbeing via a wealth of tools and resources



Computerised Cognitive Behaviour Therapy (cCBT) - provided through a evidence based digital solution



Management consultancy and support - providing managers with advice on how best to support individuals in emotional distress e.g. bereavement, divorce, redundancy or other issues



Telephonic trauma and critical incident support - our critical incident team will be on hand to guide managers and provide immediate psychological first aid



Medical information and signposting - onward referrals and signposting to specialist support agencies and services

Whatever your needs, we have a solution to support you.

PAM Wellness offer three core employee assistance programme delivery models to suit the needs of any organisation, large or small. We can also extend our reach internationally, meaning individuals overseas can receive similar services, though culturally and appropriately aligned to the countries they reside in.

	Engage	Empower	Enrich
24/7/365 telephone helpline	✓	✓	✓
Accessible and neurodiverse confident service	✓	✓	✓
Live chat with counsellor	✓	✓	✓
Support for life transitions, change and menopause	✓	✓	✓
Legal, family care, debt and financial information	✓	✓	✓
Telephonic trauma and critical incident support	✓	✓	✓
Management support and consultation	✓	✓	✓
Online wellbeing portal & mobile app	✓	✓	✓
Medical information	✓	✓	✓
Contract & relationship management	✓	✓	✓
Support for dependents and immediate family	✓	✓	✓
Triage and clinical assessment with a BACP counsellor		✓	✓
Computerised CBT with support from a counsellor		✓	✓
Short-term solution focused structured counselling (telephone or video)		✓	✓
Short-term solution focused structured counselling (face to face, in-person)			✓

Supporting your organisation globally

PAM Wellbeing have global capability beyond the UK and Ireland through a strategic partnership arrangement. Our partner has over 40 years of experience, supporting over 11 million individuals in almost 200 countries.

Our global provision provides the personalised and culturally relevant support to clients and their people, no matter where they are in the world. We provide a culturally sensitive and multi-lingual service, mirroring our UK and Ireland provision in which individuals and dependents benefit from being able to access helpline services.

We offer a number of mediums to help engage with the programme, including many varied language capabilities to support, promote and drive engagement across your territories with in-country teams. This includes providing online services and access to an app that will hold materials in many different languages to suit your specific requirements.

Our team will work with you to understand the locations of your people, headcount, and language requirements to create the right global solution for you.

Champion Health App



Our PAM Wellness App is powered by Champion Health. It provides the very latest in health and wellbeing content specifically tailored and hyper-personalised to every individual user based on their online health assessments.

Champion Health is a leading provider of digital health and wellbeing solutions, designed to support users in every aspect of their wellbeing. Their award-winning platform is trusted by organisations across the UK and Ireland and has been developed by a team of health experts, including psychologists, GPs, and behavioural scientists.

Champion Health is on a mission to make healthier, happier and more productive organisations.



Key features include:

- Access to 24/7/365 support through the confidential helpline
- Tailored wellbeing programmes based on user input and goals
- Organisation wellbeing challenges to encourage team participation
- Engaging podcasts and insightful articles
- Healthy recipes and workout videos
- 24/7 access via mobile app and desktop portal
- Confidential support tools and signposting to further help
- Expert-led masterclasses and monthly webinars

This content is regularly updated and personalised to help employees maintain and improve their wellbeing.



Digital wellbeing platform

Other functionalities include:

Customised mental health and wellbeing tools: assessments, action plans, goal setting, group and step challenges and behavioural change programmes.

Psychological support: mood monitors, mindfulness programmes, and AI-enabled mental health assessments with insights into psychological states and facilitate early support.

Monthly live user sessions: e.g. motivation and productivity, money management, men's health and coping with change.

A photograph of two men sitting at a table in a bright, modern room with large windows. One man, seen from the back, is wearing a light-colored button-down shirt. The other man, a Black man with short dark hair, is wearing a dark blue t-shirt and is looking towards the first man. The scene is brightly lit with natural light from the windows.

4

Psychological Services

Enhanced Model: Managed Psychological Services

Poor mental health costs the UK's employers £51 billion per year¹ and our established solution provides an enhanced mental health assessment to understand what the employee needs to remove any psychological barriers return to work or remain in the work place, perform their role and identify anything that could worsen their mental health.

Our managed psychological referrals include the following benefits:

- **Mental health assessment for complex, longer term mental health needs and access to specialist therapies focusing on clear goals and identifying psychological barriers to work**
- **A structured report after the initial assessment designed to provide line managers with clear, succinct guidance and any further recommendations for support/treatment**
- **Cognitive Behavioural Therapy (CBT)**
- **Trauma Focused CBT**
- **Eye Movement Desensitisation Reprocessing (EMDR)**
- **Acceptance and Commitment Therapy (ACT)**
- **Compassion Focused Therapy (CFT)**
- **A discharge report following therapy to demonstrate the progression made within treatment and support line managements with next steps and collaborative support outcomes.**

Other specialists treatment therapies available

Drug & Alcohol Programme

As alcohol misuse and dependency continue to rise, our specialist alcohol and drug programme supports individuals who have recognised that they have a mild to moderate alcohol and/or drug misuse issue and are motivated to overcome this problem. The programme will guide and support the individual into learning skills that will help to maintain a change in behaviour with alcohol and/or drug misuse. The highly structured programme will involve;

- **In-depth clinical assessment of the individual's needs to determine suitability for the programme**
- **12 sessions of counselling support will be delivered on a weekly basis (if clinically appropriate)**
- **Pre and post reports provided to the line manager to provide guidance, support and next steps**

Menopause Support Service

Nearly 8 out of 10 of menopausal women are in work and 44% said the menopause significantly affected their mood and mental health.

PAM Wellness' menopause support service has been designed to psychologically and emotionally support women who are experiencing perimenopause and menopausal symptoms.

The programme offers a range of features, which may include:

- **Option 1 - menopause assessment and 3 counselling/ support sessions**
- **Option 2 - menopause assessment and up to 12 counselling sessions**

Trauma and Critical Incident Support

Traumatic events and critical incidents have the power to psychologically harm individuals. Our wide range of trauma support services enable you to provide expert care to individuals to protect their ability to function. Our in-house team of clinical professionals are experts in the provision of critical incident response.

- **Critical Incident Helpline** - individuals are given access to our Critical Incident helpline, offering 24/7 telephone support from professional trauma counsellors
- **Best practice care** - provide expert care to managers and individuals, based on best practice research, The National Institute for Health and Care Excellence (NICE) guidelines and years of delivering effective interventions
- **Pre-incident planning support** - we consider how an event could disrupt your organisation or cause distress to your people, creating a pathway of support aligned to your business continuity plan
- **Proactive support** - psychoeducation and interventions to proactively support individuals exposed to trauma
- **Critical incident stress debriefing** - our on-site support services would include a Critical Incident Stress Debriefing (CISD)
- **Post-incident support options** - we can help your organisation to recover, with a range of follow up and post-trauma counselling options (at group and individual level)

Structured Professional Support

PAM Wellness' structured professional support service focuses on prevention rather than reaction, providing psychological and wellbeing support aimed at avoiding and mitigating the risk of indirect stress and/or trauma through the nature of work roles and exposure.

The service is successful in supporting individuals in key roles such as the mental health teams or senior positions of responsibility by providing an excellent opportunity to proactively enhance personal resilience and coping strategies, nurture self-care

and personal wellbeing and educate individuals on possible reactions in their daily challenges.

Our structured professional support can be offered as one-off interventions or a programme of ongoing sessions to support your key people. Group sessions are also available to encourage individuals to use the informal support of their peers, as this is particularly beneficial for fostering resilience and support networks.



Mediation

Workplace mediation services seek to focus on mutually beneficial outcomes, to give those involved in a dispute a means of resolving disagreements. The ultimate aim of our mediation process is to allow differences to be discussed in a structured way, facilitating both sides to identify steps to move forward with positive outcomes.

- **Wellbeing** – PAM Wellness’ workplace mediators are psychological wellbeing and mental health specialists, who will help to reduce the stress and anxiety linked to disputes
- **Resolution pledge** – our approach encourages individuals to pursue resolution, instead of conflict
- **Without bias** – our workplace mediation services include gathering and evaluating all the facts and information relevant to the workplace dispute
- **Creative mediation** – we also suggest creative solution to resolve the problem and restore relationships

Additional Services:

Health Genie Kiosks

Health Genie is an automated and clinically approved health kiosk designed to measure your health. Knowing your measurements is the first step to positive lifestyle changes and smarter health choices.

Health Genie measures height, weight, BMI, blood pressure and body fat percentage, all in less than 2 minutes!



Whistleblowing Service

PAM Wellness provide a whistleblowing listening service to support organisations in maintaining honesty, openness and accountability. Whilst the list of issues in relation to misconduct can be extensive, broadly speaking unacceptable behaviour(s) can include; causing a risk to themselves/the workforce or public, failure to comply with law, non-compliance with professional standards, criminal offences, bullying, harassment or discrimination.

We will provide an independent telephone service which allows individuals to raise concerns externally to their working environment. Your people will be supported in the moment and advised of what options are available to escalate and resolve any concerns that they have.



5

Training, Workshops & Webinars

Training, Workshops & Webinars

At PAM Wellness we offer **a range of comprehensive training courses and workshops** for the whole workforce and leaders. Our portfolio covers a range of contemporary and relevant topics, and we also offer **bespoke training programmes and broadcasts** tailored to your specifications because we recognise that every organisation and the needs of its employees are unique.

All our training courses have been designed to both **improve participants' knowledge and understanding** of the subject area, equipping participants with practical skills and approaches so they can apply what they have learned, thereby **enhancing their personal and professional effectiveness**.

Mental Wellbeing Topics:

- [Boosting Resilience](#)
- [Introduction to Mindfulness](#)
- [Maintaining a Positive Outlook During Challenging Times](#)
- [Managing Anger, Burnout and Worry](#)
- [Stress Management](#)
- [Mindfulness and Building Resilience](#)

Physical Wellbeing Topics:

- [Eating for Mood, Concentration, Focus and Mental Wellbeing](#)
- [Health at Every Size](#)
- [Men's Health](#)
- [Promoting Good Sleep](#)
- [Shift Workers: Healthy Living](#)
- [Women's Health: Understanding the Menopause](#)

Social Wellbeing Topics:

- [2 Steps to Happiness](#)
- [Digital Wellbeing](#)
- [Emotional Regulation](#)
- [Exercise and Your Brain](#)
- [Staying Motivated at Work](#)
- [Working Well Remotely](#)

Psychological Wellbeing Topics:

- [Conflict Management](#)
- [Suicide Awareness](#)
- [Planning a Mentally Healthy Retirement](#)
- [Managing Organisational Change \(for Managers\)](#)
- [Supporting Colleagues Affected by Cancer](#)
- [Recognising and Understanding Domestic Abuse](#)

Workshops for Managers:

- [Managing Stress and Stress Risk Assessments for Managers](#)
- [Mental Health Awareness](#)
- [Having Supportive Conversations](#)
- [Diversity and Wellbeing](#)
- [Building a Positive Culture](#)
- [Conflict Management and Resolution in the Workplace](#)

Mental Health First Aid

It is just as important to equip people with the ability to support a colleague, friend, or family member with their mental health as it is with their physical health.

The Mental Health First Aid (MHFA) training course is an invaluable proactive approach which teaches people how to identify, understand and help support someone who may be experiencing a mental health issue.

The mental health first aid training course will give your people practical skills to spot the early warning signs and the confidence to step in to support that individual, whilst enhancing their knowledge and interpersonal skills. Our trainers also deliver MHFA refreshers, youth courses and higher education courses.

Coaching

Our 1-2-1 Wellness Coaching service is delivered via telephone by a health & wellness expert who is skilled in behaviour change coaching to help improve the likelihood of a person making sustained positive lifestyle choices. This can be a 'one-off' consultation or delivered over 8-12 weeks. This flexible structure helps to meet the needs and goals of the individual.

Who would benefit from a 1-2-1 coaching session?

Any individual who:

- **Has a pre-existing stable health condition such as type II diabetes, heart disease or hypertension.**
- **Has a health risk factor(s) such as high blood pressure, high cholesterol, elevated body mass index or high levels of stress.**
- **Wants support to lose weight, get active, sleep better, increase energy levels, eat more healthily or build resilience.**
- **Wants to feel and perform at their best.**
- **Wants to grow their confidence to make new and sustained lifestyle habits.**

Sessions can be delivered as 'one-off' days with appointments available throughout the day for employees, or as a structured programme for an individual.





6

Neurodiversity

Neurodiversity and Specialist Workplace Assessments

Our Specialist Workplace Assessments cover Neurodiversity, Workplace Needs Assessments, Assistive Technology and Specialist Assessments for hearing and vision impairments.

We provide awareness training to inform employers and their workforce about some of the difficulties neurodiverse employees face with traditional methods of working, and also the advantages their different way of thinking and methods can bring to your workplace.

- Support employees with learning difficulties
- Support mental health difficulties
- Increase and empower employee confidence
- Support employees with complex health issues
- Increasing awareness of invisible conditions
- Cognitive Diagnostic Assessment
- Coaching & Training
- Awareness

Cognitive Diagnostic Assessment

In various work scenarios, employees might grapple with challenges like organisation, structure, written output, time management, attention, and memory, often without clear understanding of the underlying causes.

Our chartered psychologists, The Health & Care Professional Council registered (HCPC-registered), and skilled assessors conduct comprehensive diagnostic evaluations to pinpoint individual struggles and strengths, offering effective strategies and solutions.

Workplace Needs Assessments

Our workplace needs assessments document the employee's history and prior support, aiming to uncover barriers in job fulfillment.

By examining their job description, we identify challenges and suggest reasonable adjustments. This report is necessary for Department for Work and Pensions (DWP) approval of recommendations and cost-effectiveness prior to access-to-work funding.



Assistive Technology

We offer a wide range of assistive technology products, catering to specific needs by offering specialist software and hardware solutions. Examples include text-to-speech software aiding dyslexic users with reading and writing, employing read-aloud functions and screen masking.

Mind mapping software organises work visually, enhancing coping and achievement. Handwriting and audio capture digital pens help in meetings, converting notes and audio into text, improving note quality. Speech-to-text software transcribes spoken words, also allowing voice notes conversion, scripting for compatible software, and reducing jumbled writing in dyslexic users.

Assistive Technology Training and Coaching

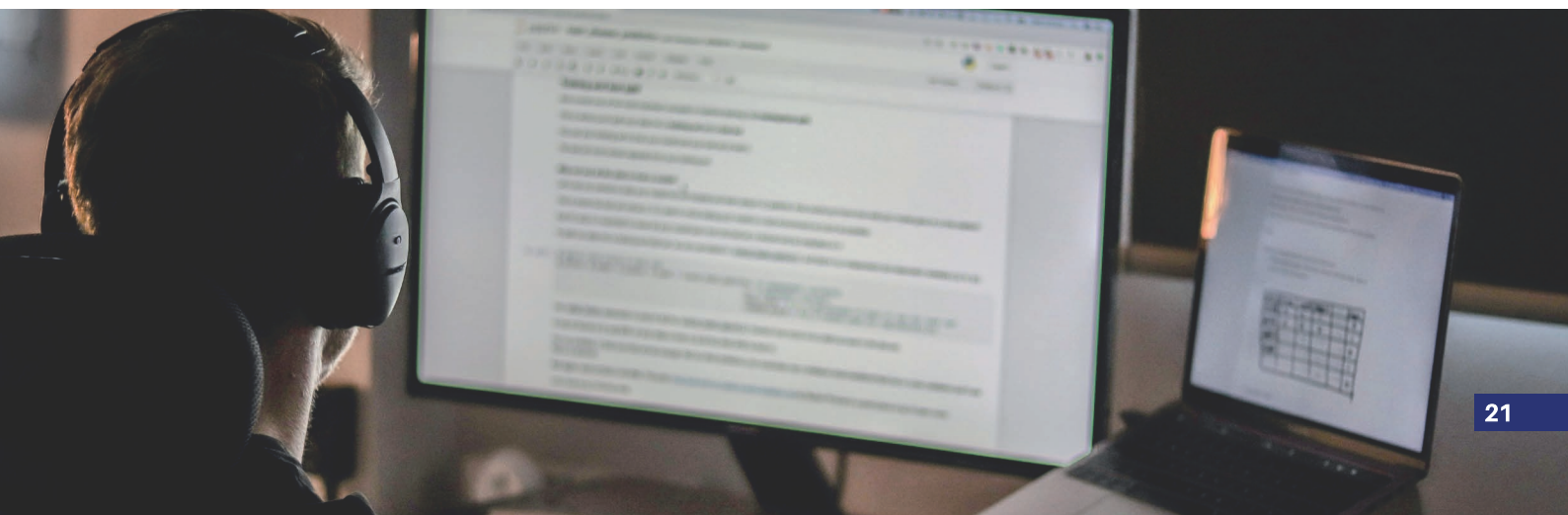
Appropriate training and coaching recommendations are crucial. Typically, a 60-minute training session is recommended per software, while coaching needs are tailored to the employee. Following this, the assessor compiles a comprehensive report encompassing all discussed aspects, including software, hardware, training, coaching, and next steps if relevant. This report is then shared with the employee.

Workplace Coaching

We offer a range of coaching to assist your employee in ways to cope with their disability within the working environment, from how to organise and prioritise their workload through to coping with the pressures of a deadline. Coaching sessions can take place in person, over the telephone or via video-teleconferencing.

Examples of the coaching we provide include:

- **Coping strategy coaching**
- **Co-coaching for Employee and Manager**
- **Incorporating assistive technology into day-to-day work requirements**
- **Techniques and strategies to help with day to day tasks specific to the job role**



Awareness Training

Our awareness training fosters understanding among employees, managers, and your organization regarding the impact of neurodiverse conditions on work processes and effective strategies. It empowers employers and the workforce to grasp these conditions and their key traits, emphasising strengths individuals with neurodiverse conditions can contribute to the workplace. This training also sheds light on how slight adjustments in practices can enhance work efficiency.

Group awareness training, can either be delivered face-to-face or via video-conferencing on the following:

- **Half day sessions**
- **Disability awareness training up to 15 people on the following subjects:**
 - SpLD (specific learning difficulty)
 - Autism
 - Dyslexia
 - Dyspraxia
 - ADHD
- **Disability awareness training covering all disabilities in a more generalised awareness session.**

We also provide bespoke awareness training specific to your organisations needs by covering several subjects in the session as required.

Access To Work Funding

Receiving appropriate workplace support can be transformative for employees with disabilities, enabling growth and achievement through proper training and tools. As per the Equality Act (2010), employers and training providers are obligated to make reasonable adjustments, including for apprentices.

Access to Work, funded by the Department for Work & Pensions (DWP), is a program aiding people with disabilities in entering or sustaining employment. Managed by DWP, this initiative offers practical and financial support for those with disabilities or long-term health conditions, covering assistive equipment, coaching, office adjustments, and even colleague training.

Eligibility Criteria:

- **Health condition or disability**
- **UK Resident**
- **16+ years of age**
- **52 Week Contract in place**



What our clients say



‘Our staff have benefited enormously from the trauma and critical incident support delivered by PAM. It has sign-posted them to relevant therapies, so they can recover and thrive at work.’

The restrictions brought in to reduce the spread of the coronavirus throughout prisons have been challenging for both prisoners and staff. Prisoners living in even more restrictive regimes, with a ban on family visits for a time, and completely new ways of working have all contributed to new challenges for staff.

Critical incidents, such as assaults on Prison Officers and Operational Support Grade staff, require appropriate levels of support. With PAM Wellbeing, our trauma and critical incident partner providing staff support, we have had to change the way we work; with the majority of debriefs now carried out virtually, so people don't miss out on the help and assistance this provides, by creating a safe place to look at impacts, reactions and symptoms.’



‘When the government announced it was safe for people to come out of shielding, we had a total of 4,500 people who had been off work for several months. People were naturally feeling anxious about returning to work.’

To help them overcome their concerns and recover any loss of physical or mental health, we invited PAM Group to carry out a return-to-work Programme, featuring clinical assessments based on the latest clinical evidence and guidelines.

This enabled 50% of individuals to come out of shielding, after clinical reassurance that it was safe to do so, and 30% to return after some further intervention. This included physiotherapy recommendations, to help them regain strength and reconditioning after lack of months of reduced activity, or counselling or cognitive behavioural therapy (CBT), to help them address anxiety and other mental health issues that had developed after months of being isolated at home.’



Our wider group capability

In addition to PAM Wellness' mental health, neurodiversity and wellbeing services, the PAM Group of companies offers an extensive suite that enables us to provide bespoke partnership solutions, working together to add value to the wellbeing, performance and productivity of your workforce.



PAM OH Solutions

PAM OH Solutions delivers quality-driven occupational health services aimed at preventing industrial injury and supporting the management of sickness absence.

- **Fit4Jobs employment health screening**
- **Management referrals**
- **Case conference**
- **Ill health retirement**
- **Health surveillance**
- **Immunisations and vaccinations (eg Flu vaccinations)**
- **Safety critical and statutory medicals**
- **Site needs review (HSE Compliance)**
- **Day one absence management**
- **Substance misuse service**
- **Ergonomic equipment assessment and supply**
- **Physiotherapy solutions**



**Corporate
Health Ireland**

Corporate Health Ireland is part of the PAM Group and one of Ireland's leading nationwide providers of Occupational Health Services with integrated IT solutions across the UK and Ireland.

CHI provides quality specialist occupational health services throughout Ireland and in addition through our affiliated companies we provide consultancy as far afield as the Middle East and United States.

CHI provides consultant led, customer focused occupational health services to suit the needs of individual organisations.

Services include:

- **Medical Assessments**
- **Health Surveillance**
- **Occupational Health Nurses**
- **Consultancy Services**
- **Vaccination & Travel Health**
- **Medical Screening**
- **Specialist Areas**



PAM Wellness

Getting in touch

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Proud member of the PAM Group



PAM Group