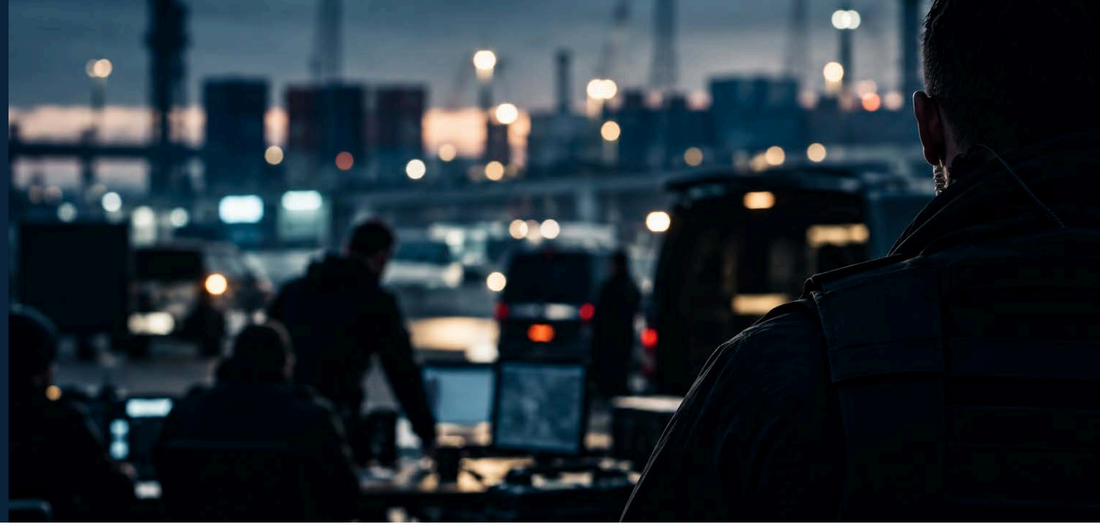
CASE STUDIES YOUR PEOPLE | YOUR ORGANISATION

Making psychological support proactive, not just available.

How Eleos introduced a clinically governed model of routine psychological care for a specialist workforce.

SUPPORT & INFRASTRUCTURE



The challenge

In psychologically demanding roles, exposure to distress, complex situations and sustained operational pressure can be an unavoidable part of working life. The impact of these experiences is not always immediate or easily recognised. Psychological demands can accumulate over time, affecting people differently depending on their circumstances, experiences and the pressures they are managing.

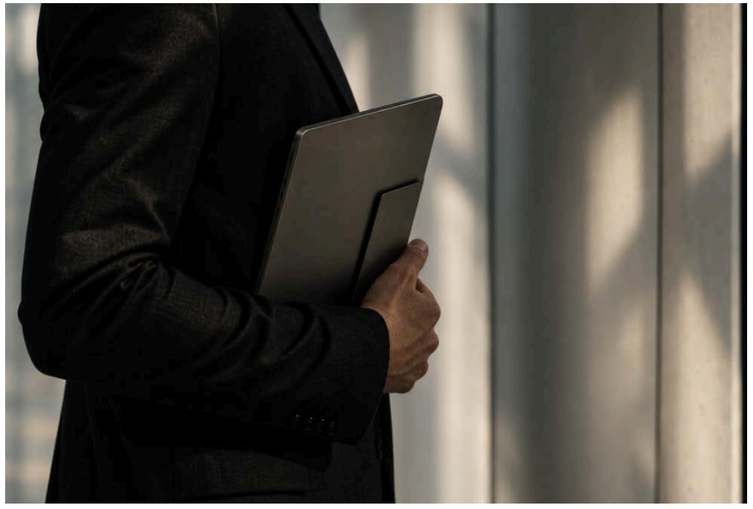
For organisations employing people in these environments, providing effective psychological support presents a particular challenge. Conventional approaches often rely on individuals recognising that they are struggling, feeling able to disclose their difficulties and taking the initiative to seek help. Yet psychological needs do not always develop in ways that make this straightforward, particularly in roles where resilience, professional responsibility and the ability to manage difficult situations are integral to working life.

There are wider organisational considerations, too. Psychological health can influence attendance, performance, morale and the ability to retain experienced personnel whose knowledge and expertise are essential to operational capability.

Eleos was commissioned to design and deliver a 12-month pilot of proactive psychological provision for a specialist operational workforce. The programme provided an opportunity to explore whether regular access to specialist clinical expertise could strengthen psychological support, enable earlier recognition of emerging needs and provide the organisation with a clearer understanding of workforce psychological health.

The ambition was to make psychological care a consistent part of workforce support, rather than something primarily accessed when difficulties had already become significant.

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Our approach

Eleos developed a clinically governed model of proactive psychological support, designed around the realities of a workforce experiencing sustained psychological demands.

Rather than relying on individuals to request appointments, personnel were routinely offered confidential, one-to-one contact with qualified psychologists at least quarterly. This established regular opportunities to discuss psychological health, explore emerging concerns and access appropriate clinical support, without requiring individuals to identify themselves as needing help before engaging.

The provision was delivered within operational locations, making specialist expertise accessible within the working environment. Continuity of clinician was prioritised, enabling professional relationships to develop over time and creating the conditions for greater familiarity, confidence and openness.

These features were fundamental to the model. Regular contact allowed clinicians to understand individuals' experiences over time, recognise changes in psychological presentation and provide timely interventions when appropriate.

The programme also included capacity for urgent appointments, ensuring that personnel could access more immediate support when clinically required. Where more intensive psychological treatment was indicated, Eleos clinicians facilitated referral into established external therapy pathways.

This was not simply a more accessible version of reactive psychological support. It was a different model of provision, designed to make specialist care routine, trusted and responsive to changing clinical needs.

THE ELEOS DELIVERY MODEL

01

Routine, proactive contact

Confidential, one-to-one appointments at least quarterly

02

Specialist, consistent clinicians

Continuity of psychologist within operational locations

03

Responsive, clinical pathways

Urgent appointments and referrals for specialist therapy

04

Clinically governed provision

Regular monitoring, clinical oversight and evaluation



Connecting individual care with organisational understanding

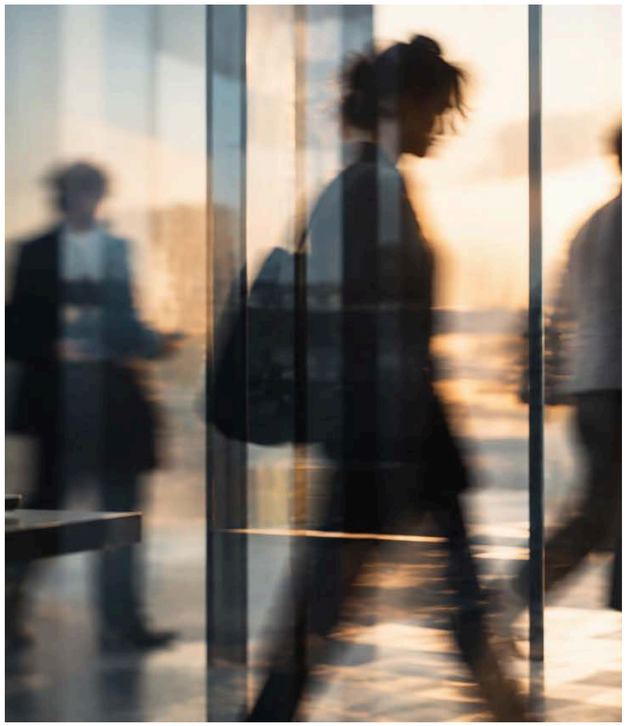
The programme extended beyond the delivery of individual appointments.

Eleos established clinical monitoring and evaluation arrangements, drawing on validated psychological measures, service activity, staff feedback and engagement with organisational leaders. This enabled us to assess both the experience and impact of the provision, while identifying wider patterns relevant to workforce psychological health.

The approach provided two complementary benefits. For individuals, it created consistent access to confidential psychological care, with appropriate clinical intervention and treatment pathways when needed. For the organisation, it generated evidence about engagement, psychological needs and the effectiveness of the support model, helping inform decisions about future provision.

Eleos also developed targeted training in response to needs identified during delivery, demonstrating how learning from clinical work could inform wider organisational support.

The combination of routine care, clinical oversight, evaluation and organisational reporting was central to the programme's design.



Two complementary benefits: For individuals and for the organisation.

The impact

1 Improved psychological indicators during continued operational exposure

Clinical monitoring identified a substantial improvement in psychological health indicators during the programme, with a greater proportion of personnel recording scores below the threshold for clinically significant symptoms of depression and anxiety.

These findings were particularly encouraging because the psychological demands of the roles had not disappeared. Personnel continued to undertake work involving sustained exposure to challenging and potentially distressing experiences. Although clinical measures fluctuated later in the programme amid operational pressures, the evaluation demonstrated a marked early improvement in the proportion of scores indicating lower symptom levels.

The findings supported the value of regular clinical monitoring and timely psychological intervention within a workforce exposed to ongoing demands.

2 A significant shift towards planned psychological care

One of the clearest changes was in the pattern of appointments. As proactive provision became established, urgent reviews accounted for a substantially smaller proportion of psychological support activity. Personnel were increasingly engaging through planned, routine appointments, rather than relying predominantly on urgent contact.

This created opportunities for concerns to be explored and addressed earlier, while retaining the capacity to respond when more immediate support was necessary. The significance was not that urgent psychological needs disappeared. It was that urgent appointments were no longer the dominant way personnel engaged with psychological care.

The findings demonstrated the practical value of building regular clinical contact into workforce provision, rather than depending solely on individuals initiating support when difficulties arise.

3 High engagement with trusted, specialist provision

Engagement with the programme was exceptionally high and increased during the pilot. Feedback consistently highlighted the value of independent psychologists who understood the working environment, were accessible within operational locations and provided continuity over time.

These findings were important because the effectiveness of psychological support depends not only on its availability, but also on whether people feel confident and comfortable using it.

The programme also demonstrated the value of appropriate clinical escalation, with personnel requiring more intensive psychological therapy successfully referred into established external treatment pathways.

Together, these findings illustrated how routine psychological contact could be combined with specialist clinical judgement and responsive intervention.

4 Greater confidence in psychological support

The evaluation identified a marked increase in the proportion of personnel who felt strongly enabled by organisational leadership to access psychological care. Feedback from staff and leaders also indicated greater openness around psychological health, improved understanding of the support available, and positive changes in team cohesion and morale.

Some personnel directly attributed their ability to remain at work, manage burnout concerns or reconsider leaving their roles to the psychological support they had received. Although these reported experiences do not establish verified reductions in sickness absence or staff turnover, they highlight the potential organisational significance of providing psychological care that people trust and are willing to use.

For specialist workforces, where experience and operational knowledge are difficult to replace, these considerations extend well beyond individual wellbeing.

What this demonstrates

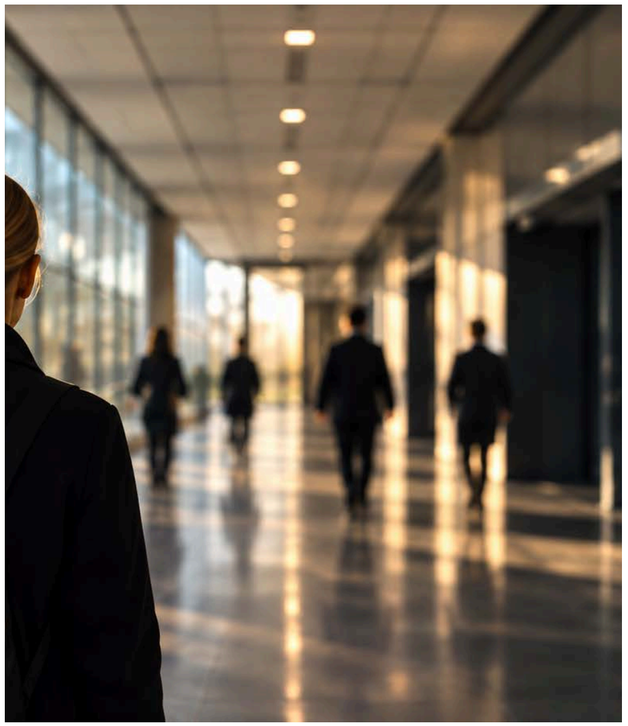
The programme demonstrated the value of designing psychological provision around the needs and working realities of a workforce, rather than relying exclusively on conventional routes for accessing support. Eleos combined routine specialist appointments, continuity of clinician, confidential access, urgent clinical capacity and established treatment pathways within one clinically governed model.

Through monitoring, evaluation and organisational reporting, the provision also generated evidence that could inform decisions beyond individual appointments. Across 12 months, the programme demonstrated improved psychological indicators, exceptionally high engagement, a substantial shift towards planned psychological care and increased confidence in organisational support.

These findings illustrate the complementary value of Eleos's Support and Infrastructure products. Support provided regular, specialist psychological care designed around the demands of the working environment. Infrastructure connected that care with the clinical oversight, referral arrangements, evaluation and organisational understanding required to deliver and develop provision effectively.

For organisations employing people in psychologically demanding roles, the implications are significant. It may not be possible to remove every source of psychological pressure or exposure, but organisations can make deliberate decisions about how psychological health is supported, how emerging needs are recognised and how specialist expertise is made accessible.

Eleos demonstrated how proactive, clinically governed psychological provision can strengthen individual care while giving organisations the evidence, expertise and infrastructure to make more informed decisions about protecting their workforce.



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