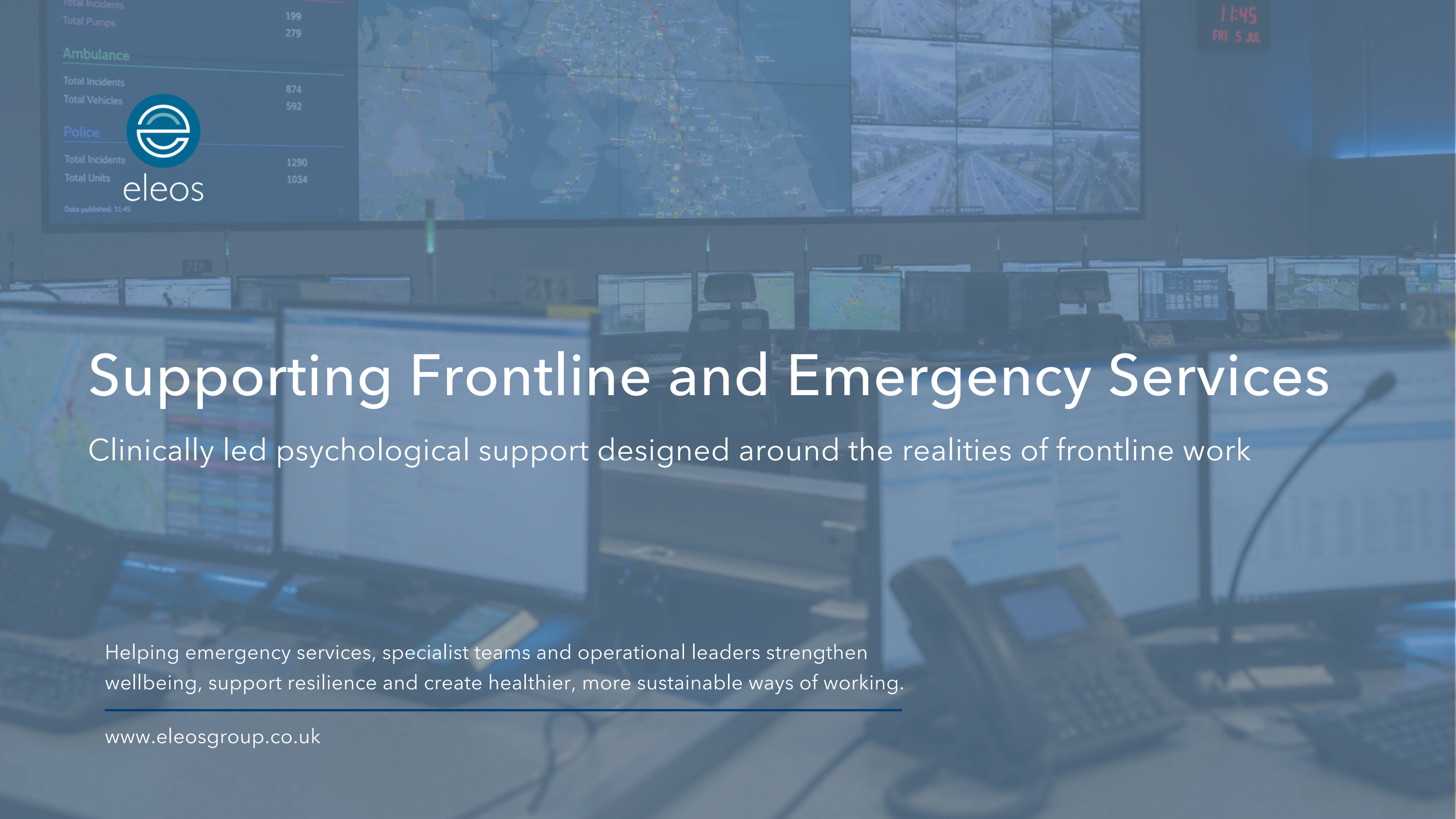


Supporting Frontline and Emergency Services

Clinically led psychological support designed around the realities of frontline work

Helping emergency services, specialist teams and operational leaders strengthen wellbeing, support resilience and create healthier, more sustainable ways of working.

www.eleosgroup.co.uk

Supporting those carrying the pressure of the work

Frontline and emergency service personnel routinely operate in environments characterised by responsibility, uncertainty, risk and exposure to human distress. Whether responding to emergencies, investigating serious incidents, supporting victims or leading operational teams, people are often required to make important decisions under pressure whilst managing the emotional impact of the work itself.

Alongside these operational demands, organisations are navigating workforce pressures, increasing complexity, public scrutiny and the ongoing challenge of supporting people in a sustainable way.
Many organisations already have wellbeing initiatives and support services in place. Yet support can still feel difficult to access, disconnected from operational realities or overly focused on responding once difficulties have escalated.

At Eleos, we believe support should feel visible, trusted and relevant to the realities of frontline work. That means creating support that understands the pressures people face, the responsibility they carry and the cumulative impact of sustained exposure to demanding situations.

> “Support should not feel separate from the work.”

Frontline organisations are increasingly navigating:

- Exposure to traumatic and distressing events
- Operational pressure and responsibility
- Workforce wellbeing challenges
- Recruitment and retention pressures
- Public scrutiny and accountability
- Emotional demands associated with supporting others

Support works best when it feels trusted, visible and relevant

In frontline settings, support is most effective when it feels accessible, credible and connected to operational reality.

People are more likely to engage with support when it is visible, trusted and delivered by professionals who understand the demands of the work.

Effective support is not only about responding when people reach crisis point. It is about creating opportunities for reflection, consultation, learning and support before pressures become overwhelming.

Different roles may require different types of support.
Operational leaders may need consultation around difficult decisions.
Specialist teams may need psychologically informed support around the cumulative impact of their work.
Staff exposed to distressing material may benefit from reflective spaces and timely access to support.

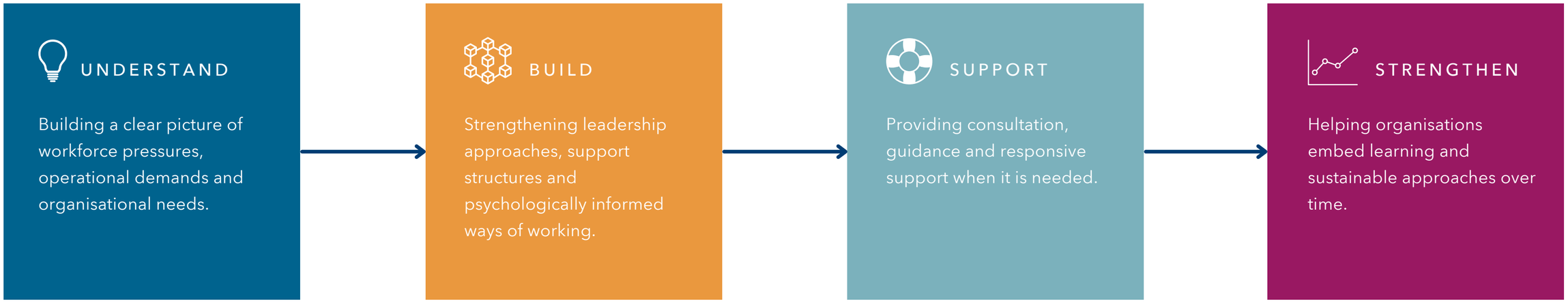
At Eleos, we work alongside organisations to create support that feels practical, credible and sustainable within the realities of frontline work.

Effective support often includes:

- Visible and trusted support
- Early access to consultation
- Reflective spaces for staff
- Leadership support
- Specialist team support
- Responsive support following difficult incidents
- Ongoing learning and development

How Eleos works alongside frontline organisations

Our work is built around four connected functions that help organisations better understand pressure, strengthen support and create healthier, more sustainable ways of working.



Ways we can help

Frontline organisations rarely need a single solution. Some are looking to better understand workforce pressures. Others are strengthening support structures, responding to significant incidents or seeking specialist psychological consultation around complex operational situations.

Our services can be commissioned individually or combined to create a support model that reflects the needs of the organisation.

Understanding Need

Building a clearer understanding of strengths, pressures, risks and opportunities.

ELEOS SCOPE | Comprehensive organisational scoping.

ELEOS INSIGHT | Focused review of key themes and priorities.

Ongoing Partnership Support

Embedding support into everyday organisational life.

ELEOS FRAMEWORK | Long-term partnership support.

Consultation and Guidance

Helping leaders and teams think through complexity.

ELEOS CONSULT | Consultation for leaders, supervisors and specialist teams.

Responding to Challenges

Support following critical incidents, major investigations or periods of increased pressure.

ELEOS RESPONSE | Rapid support following significant events.

Accessing Additional Support and Learning

Helping people access the right support, strengthening resilience and learning over time.

ELEOS PATHWAYS | Clear routes into appropriate support.

ELEOS RE:MIND | Learning, resources and guidance.

> “Different challenges require different types of support.”

Flexible support built around your organisation

Every organisation starts in a different place.

Some organisations are looking for support around a specific challenge. Others want to strengthen existing support structures. Some are responding to a significant event, whilst others are looking to build a longer-term approach.

Our work is designed around the needs of the organisation rather than a fixed model.

Strengthening a specialist team

A specialist operational team wants to strengthen wellbeing, resilience and access to support.

Support may include:

- Framework
- Consult
- Re:Mind
- Pathways

Outcome
More visible, trusted and accessible support.

Responding to a critical incident

An organisation is responding to a significant incident, traumatic event or period of heightened pressure.

Support may include:

- Response
- Consult
- Pathways

Outcome
Timely support that helps individuals, teams and leaders navigate challenging circumstances.

Strengthening organisational support

A service wants to better understand workforce pressures and develop a more sustainable support strategy.

Support may include:

- Scope or Insight
- Framework
- Consult
- Strategic Reporting

Outcome
A more coordinated approach to workforce wellbeing, leadership support and organisational resilience.

Learning from practice

Supporting high-risk operational roles

CONTEXT

Increasing demand, operational pressure and a desire to strengthen support across specialist teams.

THE CHALLENGE

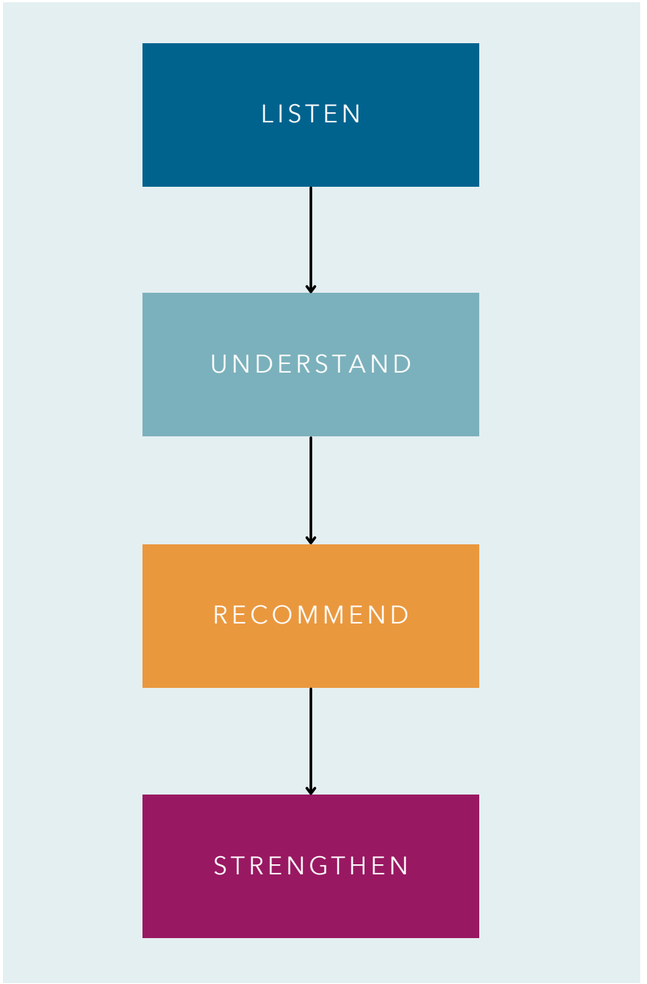
An organisation wanted to better understand how support was being experienced across psychologically demanding roles and identify opportunities to strengthen wellbeing, resilience and workforce support.

OUR APPROACH

Listening to staff and leaders, exploring workforce experiences and developing practical recommendations for future support.

THE RESULT

A clearer understanding of workforce needs, alongside a roadmap to strengthen support, improve access and inform future decision-making.



Clinically led.

Human in approach.

About Eleos

Eleos brings together clinical expertise, leadership experience and a deep understanding of the realities people face when working in demanding roles. We work alongside organisations to create support that is trusted, practical and grounded in the pressures of the work itself.

DR CLAIRE BULLEN-FOSTER

Founder & CEO

Consultant Clinical Psychologist

HCPC Registered Practitioner Psychologist

Chartered Member of the British Psychological Society

DR LAURA GREGG-ROWBURY

Clinical Lead - Frontline and Emergency Services

Principal Clinical Psychologist

HCPC Registered Practitioner Psychologist

Chartered Member of the British Psychological Society

Whether you're exploring support for the first time, reviewing existing provision, or responding to a specific challenge, we'd be pleased to have a conversation.

info@eleosgroup.co.uk
www.eleosgroup.co.uk

eleos

Support designed for the pressure of the work

Clinically led psychological support for organisations navigating responsibility, complexity and emotionally demanding work.

info@eleosgroup.co.uk
www.eleosgroup.co.uk

Follow Eleos: Eleos Group @eleosgroupuk

© Eleos Group Ltd. All rights reserved.
This document contains proprietary information and may not be reproduced, distributed or copied without permission.