



# Therapeutic Interventions.



# Mental health, understood.

## Lena delivers a diverse range of mental health and wellbeing interventions to organisations across the island of Ireland and beyond.

In a market now saturated with digital health suppliers who are focused, in the main, on offering online support **Lena stands out**. Whilst certainly a key part of our support offering, we don't lead with the digital response.

**We are a mental health provider first and foremost**, committed to operating within the Stepped Care Model through the provision of high-quality, evidence-based, interventions delivered by empathetic, skilled and experienced mental health specialists.

### **We put people at the centre of all that we do.**

We place enormous value on human-to-human connection, and the safety and security that gives.



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## Employee Assistance Programme (EAP)

- Our Employee assistance programme/ workplace counselling service offers rapid access to solution focused brief therapy, alongside a 24/7/365 helpline, financial and legal information, and online digital support.
- Our therapists encourage and support clients to believe that positive change is possible by identifying the strengths, skills and resources they already possess, within or around them, to resolve the issue.

## High Intensity Counselling

- We provide specialist mental health interventions for people/roles/staff teams who need more longer-term and/or in-depth support (eg CBT, trauma counselling, etc).
- Our high intensity therapists equip people with the tools and techniques they need to overcome complex problems related to intense anxiety, severe depression, the impact of trauma, or acute substance abuse problems.

## Critical Incident Stress Management (CISM)

- A critical incident is any event that causes an unusually intense stress reaction. CISM is a structured programme featuring a range of interventions designed to help individuals and groups process (and recover from) being involved in, or witnessing, a traumatic incident. It is a form of psychological first aid.
- Our network of specialist CISM personnel are all trained to International Critical Incident Stress Foundation (ICSIF) standards.
- We offer the full range of CISM support including pre-incident preparedness, acute crisis management, and post-incident follow-up. Our clinical leads will ensure the most appropriate crisis intervention tools and tactics are used to best respond to your organisation's needs to address the situation at hand.

## Group Therapeutic Support

- Group Reflective Practice and Group Therapeutic Support/Supervision are essential for professional and personal development.
- Group Reflective Practice allows for personal growth and emotional resilience, enhancing the practitioner's ability to connect with, and understand, their clients.
- Group Therapeutic Support/Supervision, meanwhile, sharpens practice skills and client/case management efficacy. Embracing both approaches can help foster a well-rounded and high-performing team.
- Our experienced and qualified practitioners provide a safe, supportive space for people to reflect, to understand each other better, to navigate team dynamics, and to understand the emotional impact of their work.

## Psychological Support Programmes

- Psychological surveillance is a term used to describe a structured process that includes screening, risk management, and follow up support to help manage the impact of psychological harm, particularly for staff who carry out vulnerable roles and/or work in psychologically hazardous environments (eg 'blue light' and emergency service, hospital and hospice, legal and criminal justice personnel).
- Our Psychological Support Programme (PSP) is a structured programme targeted at teams/groups of employees who are routinely exposed to trauma or indirect trauma.
- The PSP is not counselling-based, rather our therapists use a combination of screening tools, psychoeducation, and self-care techniques to raise awareness, build resiliency, and enhance coping skills and strategies.



# Mental health services, tailored to you.

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Lena's mission is to deliver the right support at the right time by providing evidence-based, accessible, person-centred mental health and wellbeing interventions.

We have over 25 years' experience designing and delivering employee and student wellbeing support, underpinned by 65 years of trusted mental health expertise in our parent organisation Inspire.

More detailed information on what we provide can be found in the 'Our Services' section of our website - click on the QR code below or visit:

**[www.lenabyinspire.com](http://www.lenabyinspire.com)**



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Lena (by Inspire) is an operating name of Carecall (NI) Limited, a company limited by guarantee in Northern Ireland (NI038960) and of EAP Consultants Limited, a company registered in Ireland, Reg No.372660.