

THE CONTAINED CLINICIAN

● CLINICAL SUPERVISION AND CONTINUING
PROFESSIONAL DEVELOPMENT MEMBERSHIP FOR
THERAPISTS



Email
thecontainedclinician@gmail.com

Website
www.thecontainedclinician.com

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ABOUT US

THE FOUNDERS

AISHA GORDON-HILES



Aisha Gordon-Hiles BSc, MSc, PGDIP
MBACP ACCRED
Accredited Counsellor, Author, Coach
& Clinical Supervisor

Aisha is an accredited integrative counsellor, coach, supervisor and level 4 counselling tutor, with an ILM level 3 qualification in Leadership and Management. She has worked in a number of therapeutic settings including charities and higher education. She is also a TV and media trained consultant, and has worked both in pre production and off screen. Most recently, as a life coach on Idris Elba's fight school. She has worked with and facilitated workshops for a number of brands including LUSH and Boohoo and has featured on BBC Radio London. She has also worked alongside Skye as a lecturer on a BSc Psychology with Counselling programme. She is passionate about thinking outside the box and making dreams come true.

Skye is a practicing psychotherapist, psychosexual therapist, mentor, clinical supervisor and a Senior Lecturer. She is an accredited member of COSRT, a full clinical member of UKCP, a registered member of the BACP and a Fellow of the HEA. Alongside private practice, she has worked in Higher Education since 2019, and held senior positions at both BSc and MSc levels, as well as being a visiting lecturer. Skye has taught on the BACP accredited programmes at The University of Greenwich, The University of Roehampton and University of East London. She is currently a Lead Tutor for a clinical supervision diploma at CICS, Contemporary Institute of Clinical Sexology. She is dedicated to supporting the development of robust, ethical and quality therapists.

SKYE KENNEDY-CULLEN



Skye Kennedy-Cullen MSc, PGCert, Adv Dip, Dip.
Accred CORST, UKCP MBACP FHEA
Accredited Psychotherapist, Psychosexual Therapist,
Clinical Supervisor & Senior Lecturer

ABOUT OUR VISION AND MISSION

VISION

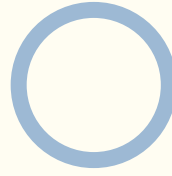
To transform the landscape of EAP clinical practice by providing therapists with unparalleled support and development opportunities, fostering a community rooted in quality, inclusivity, and innovative approaches to therapeutic excellence.

MISSION

At The Contained Clinician, we are dedicated to enhancing the professional growth of EAP therapists through high-quality supervision and development opportunities. We strive to create an inclusive, supportive environment where open-mindedness and containment are at the forefront of our practice. Our mission is to equip EAP therapists with the skills and knowledge necessary to provide exceptional care, ensuring they are confident, competent, and compassionate in their roles. Thus, enhancing the reputation of EAP services.



PROBLEMS EAP'S FACE



01

Vitality's Britain's Healthiest Workplace survey

- In 2023, employees lost 20% of working hours to lack of productivity
- This represents a loss of 49.7 productive days per employee, per year at a cost of £138 billion to the UK economy
- This is worse with lower income and younger workers"

02

Bad reputation

- EAP's have a bad reputation in the media, claiming they are under-utilised, taken up by less than 5% of organisational employees and staffed by clinicians who "mishandle" calls.

03

Inconsistent Provider Quality & Effectiveness

"Another challenge with EAPs is the inconsistent quality of care that employees experience. This is due to the lack of vetting and the lack of training that providers receive on evidence-based interventions. This poor quality treatment can result in poor clinical outcomes which can leave employees feeling vulnerable and frustrated." - Modern Health

04

Lack of internal resources & conflicts of interest

While delivering all clinical supervision and CPD in-house would be an ideal for some, it comes with a hefty price to pay in terms of internal resources. Delivering such services in-house takes a huge amount of time away from the everyday running of the business, delivering a low return on investment. In addition, clinical supervision delivered in house can cause conflicts of interest, resulting in low take up and mistakes in clinical work (Introduction to supervision in the counselling professions, BACP).



EMPLOYEE ASSISTANCE PROFESSIONAL ASSOCIATION: SECURING THE FUTURE REPORT 2024 LACK OF COUNSELLOR RESOURCES

SECURING THE FUTURE OF THE EAP

WORKING TOGETHER IN 2024



Employee Assistance Professionals Association (EAPA UK), March 2024

“There is a new scarcity of clinical resource. More competition for trained counsellors and a higher turnover as more counsellors look to diversify and move into developing their own private practice. EAPs, like many other sectors, have been impacted by the pandemic and the decision among people over 50 to retire early or reduce work commitments”.

“Is the UK training enough counsellors? The demand for EAPs and counselling is growing but do we have enough well trained and skilled counsellors to meet the demands, and are these demands burning out many of them?”

— SIR CARY COOPER, 50TH ANNIVERSARY PROFESSOR OF
ORGANISATIONAL PSYCHOLOGY AND HEALTH AT THE
MANCHESTER BUSINESS SCHOOL, UNIVERSITY OF MANCHESTER



WHAT DOES THIS MEAN?

EAP's have a hard job ahead of them to retain their staff, but also find ones who are of an appropriate skill level to deliver quality services. Not all training courses are good training courses. A lot of courses do not cover very basic but crucial skills counsellors need to learn to work effectively, such as:

- Appropriate referral pathways
- Working short term
- Assessments

What's more, working in an EAP is extremely different to traditional face to face counselling taught on courses. Therefore, there is a real need for additional support and effective training to ensure that staff are able to deliver sessions effectively.



MARKET RESEARCH



A quick look at what's happening to staff mental health and wellbeing in the UK.

CIPD's Health and wellbeing at work 2023 survey

“Over 76 per cent of respondents reported stress-related absence in their organisation in the past year. And, with 63 per cent citing it as a concern, mental ill health was the number one cause of long-term absence.”

Oxford University's Saïd Business School, 'Does employee happiness have an impact on productivity'

- Found a strong correlation between employee wellbeing and performance, with happy workers 13 per cent more productive.

Deloitte's 'Mental health and employers: The case for investment – pandemic and beyond'

“The total annual cost of poor mental health to employers have increased by 25% since in 2019. Adding up to around £53-56 billion between 2020-21.”

“Burnout, exhaustion, mental distance from the job, insecurities, and uncertainty have intensified absenteeism, presenteeism, and labour turnover.



PSYCHOLOGICAL RESEARCH

VIVOLO, OWEN & FISHER. (2004) Psychological therapists’ experiences of burnout: A qualitative systematic review and meta-synthesis

Key factors leading to therapist burnout:

<ul style="list-style-type: none">• Being of younger age	<ul style="list-style-type: none">• Clinical complexity of their work
<ul style="list-style-type: none">• Younger in the profession- less professional experience	<ul style="list-style-type: none">• Personal difficulties experienced by therapists
<ul style="list-style-type: none">• Therapist over-involvement in their clients’ problems	<ul style="list-style-type: none">• Lack of adequate resources
<ul style="list-style-type: none">• Poor quality supervision	<ul style="list-style-type: none">• Lack of training to support their clients adequately
<ul style="list-style-type: none">• Ambiguity and uncertainty about the nature of their work	<ul style="list-style-type: none">• Ethical challenges caused by the disparity between increasing demands vs poor resources
<ul style="list-style-type: none">• Organisational and systemic issues -were described as the most significant factor	

“Burnout in psychologists and psychological therapists has also been linked to reduced productivity, increased absenteeism, turnover, poorer personal efficacy and a higher risk of developing mental health difficulties, such as depression” ([Simionato et al., 2019](#); [World Health Organisation, 2018](#)).



PSYCHOLOGICAL RESEARCH CONTINUED

VIVOLO, OWEN & FISHER. (2004) Psychological therapists' experiences of burnout: A qualitative systematic review and meta-synthesis

Clinical implications:

- Direct correlation between therapist burnout and staff absenteeism, turnover and retention.
- In line with previous findings suggesting that lower therapist wellbeing is associated with increased likelihood to leave their roles
(Summers et al., 2021).

Recommendations:

- Seven studies highlight the importance of clinical supervision as a fundamental resource to protect therapists from burnout.
- Services should consider promoting a culture in which staff wellbeing is safeguarded. National guidelines and policies are increasingly recognising that preserving and maintaining staff wellbeing also has longer-term economic benefits, as a recent report by the National Health Service (NHS) in England underscored (Health Education England, 2019).
- Supervision should be prioritised, alongside training and fostering a sense of community.



IMPACT OF SUPERVISION ON THERAPIST PRODUCTIVITY

- **Skill Development and Competence:** Regular supervision improves therapists' clinical skills and confidence, leading to more effective and efficient therapy sessions. Therapists who feel competent in their work are more likely to maintain high levels of productivity.
- **Reduced Error Rates:** Supervision allows for the identification and correction of clinical errors, which can improve treatment outcomes and reduce the time spent on re-evaluating and adjusting treatment plans.
- **Enhanced Reflective Practice:** Supervision encourages therapists to engage in reflective practice, which helps them critically assess their work, make informed decisions, and improve their therapeutic approach. This leads to more efficient therapy sessions and better client outcomes.
- **Work Satisfaction and Motivation:** Supervision provides a space for therapists to discuss challenges and achievements, contributing to higher job satisfaction and motivation. Motivated therapists are generally more productive and committed to their work.



SOLUTIONS

01

Vivolo, Owen & Fisher. (2004) Psychological therapists' experiences of burnout: A qualitative systematic review and meta-synthesis, "Supervision remains a cost-effective preventative measure for therapist burnout. The findings of this review provide evidence that therapists utilise supervision to manage and reflect on their own feelings and emotions. As highlighted in the present review, in addition to offering case-management, effective supervision should provide a space for therapists to reflect on systemic and organisational challenges, and the impact this has on their clinical work. Given its focus on emotional challenges, self-reflection in supervision may be a more effective measure to prevent therapist burnout (Jones and Thompson, 2017; Rothwell et al., 2019; Simionato et al., 2019)."

"Services should consider psychoeducational training and practices that enhance self-reflection, such as mindfulness and reflective practice, to encourage therapists to get in touch with their values and embrace work-related stress as a natural part of their work (Lomas et al., 2010; Simionato et al., 2010)."



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SOLUTIONS

02

Deloitte's research, 'Mental health and employers: The case for investment – pandemic and beyond'

“To rise to this challenge, organisations should consider a wide range of tools and resources, carefully selecting the supporting tools and interventions that address the specific needs of various demographic groups to help employees stay healthy, feel supported, and happy at work – during the pandemic and beyond.”




The Contained Clinician

OUR SOLUTION



The contained clinician

 The Contained Clinician

 Log In 

The ONLY clinical
supervision and
continuing professional
development
membership for
therapists and *helping*
professionals.



Welcome to your members area!

Here you will find details of all that is included in your membership and how to access it.

[Let's get stuck in!](#)

Your services



Continuing professional



Clinical considerations



Clinical supervision

TCC VALUES



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Containment

We help clinicians feel contained but not restricted. To access what they need, when they need it, ensuring the support of their growth and development. Our focus is on building community and disrupting isolation and creating that secure base.

Open minds

We honor openness in all aspects of what we do and help you to do the same. We strive to remain open to learning, to different voices, to growth, to change, to challenge and to honest conversations.

Quality

We strive for quality while not being reductive. Supporting clinicians to develop Competence; while pushing for standards and ethical practice.

We extend this quality to learning to ensure what our members learn is always quality too!

Inclusive practice

We celebrate uniqueness, never expecting sameness or tick boxing. All voices are respected here! We want freedom of thinking with respect for difference. Because we believe this is central to breaking down barriers to create thriving clinicians and practices.

OUR CURRENT OFFERING



Clinical Supervision

All members will have access to a range of 1 hour group supervision slots with up to four members in each, allowing you to claim 30 minutes supervision per month.



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Clinical consideration sessions

Each month we will ask you for topics, queries or concerns that set the theme for the session. Then we will welcome you to join us live as we discuss! All sessions will be recorded so you can watch them back if you miss it.

OUR CURRENT OFFERING



CPD modules

With the input of our members, each month we will plan and record CPD modules relevant to your practice. Once completed, you will receive a CPD certificate for your records.



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Clinical handouts

Quality is at the heart of The Contained Clinician and that includes access to evidence based resources that guarantee your continuous professional development.

WHAT THIS LOOKS LIKE FOR YOUR ORGANISATION

Clinical Supervision

Small group supervision sessions, delivered by a team of highly qualified supervisors (exclusively for your organisation, focused on enhancing clinical practice without becoming an echo chamber for work culture issues.

CPD modules

Psychoeducational CPD modules that merge years of psychotherapeutic research with EAP specific clinical issues such as inappropriate referrals into solution focused sessions.

Clinical consideration sessions

Access to live Q &A sessions for all to attend as we discuss critical and pertinent clinical issues.

Clinical handouts

Evidenced based clinical resources to help integrate and solidify learning.



WHAT THIS LOOKS LIKE FOR YOUR ORGANISATION

Clinical Supervision

Easy to access data on supervision attendance and key themes, including a two way feedback process.

CPD modules

Increased clinical efficiency, and reduced time taken out of the service for staff development.

Clinical consideration sessions

Reduced workloads for frontline managers needing to take time out of the service to answer non urgent clinical questions.

Clinical handouts

Solidified, evidence based, learning that enhances clinical processes and practices.





COSTINGS AND ROI



WHAT DOES IT COST?

Overview of the next few slides

All of our corporate partnership plans can be tailored to fit the size, budget and need of your organisation. In the next slides we have provided a case example based on 220 employees on a 1 year term for the full service package as a guide. Please contact us for a tailored quote for your organisation.

UK STAFF TURNOVER COSTS



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BASED ON 220 EMPLOYEES

TOTAL

£7,919

UK Average cost to replace a staff member £5,433

Current climate - 28% of workforce have left or plan to leave in the next
12 months £1,521

The average number of sick days per staff member per year is 5.8£965

UK STAFF TURNOVER COSTS



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TOTAL

£1,522
PER EMPLOYEE
PER YEAR



TOTAL
£334,840
FOR ALL EMPLOYEES PER YEAR

BASED ON 220 EMPLOYEES

UK mental health costs

61% of people said that mental health issues were the sole or part of the reason they have left their job or plan to leave £928

33% of sick days are mental health related £270

Costs of presenteeism to a business per year relating to mental health issues £324

LOW PRODUCTIVITY COSTS



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TOTAL
£982,740
PER EMPLOYEE
PER YEAR

BASED ON 220 EMPLOYEES

New research from Totaljobs has found that workers spend 1 hour 24 minutes of the working day being unproductive, costing British businesses £143 billion each year. The study of more than 1,000 workers and over 250 employers exposed the causes of the UK's productivity crisis, which is costing businesses an average of £4,467 per employee every year.

ROI

BASED ON 220 EMPLOYEES (ONE YEAR TERM)



The Contained Clinician

£1,317,580	Total mental health and low productivity costs per year (excluding staff turnover costs)
£158,400	Our service costs - current price (£60pp/pm)
£118,800	Our offer, based on the request to have one price for all staff (per year)
£1,357,180	Cost saving

TESTIMONIALS



The Contained Clinician



“Great content, clearly rooted in years of experience which is conveyed in a friendly and highly professional manner. Up to date knowledge promoted by the lecturing and research experience of the supervisors! An amazing partnership for my professional career development!”



-TCC member



“It is clear that Aisha and Skye are not only passionate but also highly competent within their profession. Content, whether written or spoken, comes across as thoroughly considered and I have developed considerable confidence in the service provided. Supervision was the primary reason for joining, though I have since found great utility in the clinical consideration sessions. Aside from the content, the style in which the session is conducted is also highly engaging.”



-TCC member

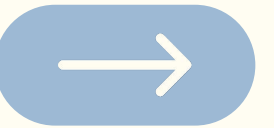


“I'm so pleased I have joined TCC - both Skye and Aisha are knowledgeable, personable, experienced and engaging.”



-TCC member

• Stock images used for confidentiality



THANK YOU

● FOR YOUR TIME AND ATTENTION

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