

## Booklets

Printed advice booklets are available on request, covering:

- Childcare
- Elderly relatives
- Drinking
- Debt
- Family Breakdown
- Bereavement

### Your Passwords

[www.carefirst-lifestyle.co.uk](http://www.carefirst-lifestyle.co.uk)

User name..... **henrysmith**

User password..... **kindred**

Download Woebot from your smart phone's app store and use the referral code **hsc** to sign up

## Confidentiality

Although provided by The Henry Smith Charity, **Care first** services are completely independent and your call is treated in confidence in accordance with the BACP Ethical Framework. When you make contact you will be asked if you are Kindred and you may also be asked for other information – this is purely for statistical use.

The  
Henry Smith  
Charity

founded in 1628

The Helpline for Kindred  
of Henry Smith  
provided by Care first

free advice, information and  
counselling service

*here to help, 24 hours every day*

*by telephone and online*

**03332 125099**



The **Care first** service can be accessed online or via telephone or typetalk and minicom for people with hearing difficulties. We also have an interpreter service in 150 languages.

If you have used the **Care first** service we would really like to know whether it was helpful. There is a 2-minute evaluation form on our website which can be submitted anonymously.

We appreciate your comments and aim to constantly improve our service.

[www.carefirst-lifestyle.co.uk](http://www.carefirst-lifestyle.co.uk)

**Care first** provides confidential, impartial advice and support 24 hours a day, 365 days a year. The service is free for you to access whenever you need it.

Through **Care first** you can access a number of services.

## Telephone information and advice

Our Information and Advice specialists are here to help you find practical ways forward when you feel overwhelmed by problems. Sometimes, having the information to make a sensible plan, and some support in doing so, is all it takes to feel better.

Our advisors are highly trained to quickly find what you need and help you get back in control of your life.

Common subjects include -

**Family and Personal:** Relationships, Divorce, Child Support, Domestic Violence, Childcare, Eldercare, Community Care

**Debt:** Credit, Debt, Banks, Loans, Consolidation

**Benefits:** Universal Credit, Tax Credits, ESA, Housing Benefit, Disability, Council Tax

**Housing:** Renting, Homelessness, Rent Arrears

**Other:** Health, Employment, Legal Enquiries

## Telephone Counselling service

All calls are answered by a qualified counsellor. Our counsellors are members of, and accredited to, the British Association for Counselling and Psychotherapy (BACP), with extensive experience and expertise.

Discuss anything that is troubling you, whether it is personal difficulties – for example relationships, family matters, stress, loss or bereavement; or work-related issues.

Whatever your situation you can be sure of a supportive and constructive response. You are not alone.

## Woebot

Woebot is an optional additional service. It is your personal, 24/7 emotional guide that will check in with you every day to see how you are doing. Woebot is an app based Artificial Intelligence counsellor that can help you track your mood, change your thinking, set goals, practice mindfulness and gain insights into your patterns.

If you would like to try it, download Woebot from your smart phone's app store and use the referral code **hsc** to sign up.

## Online services

**Care first Lifestyle** is an online resource containing information, advice and articles for issues occurring in everyday life.

**At Home** Life can be challenging, especially if you are experiencing difficulties in your personal life. Our **At Home** section provides support for issues including Debt, Finances, Relationships, Family, your Home, Bereavement and Childcare.

**At Work** Contains articles, information, advice and support to address problems such as Stress, Change, Conflict, Pressure, Retirement.

**Health** This section contains balanced, independent information and advice on Physical Health, Wellbeing, Stress, and Nutrition.

To access your online service visit

**[www.carefirst-lifestyle.co.uk](http://www.carefirst-lifestyle.co.uk)**

Username: henrysmith

Password: kindred

**Henry Smith Kindred Helpline**  
provided by Care first  
information and support 24/7

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