Call Care

validium
IMPROVING MENTAL HEALTH

The Validium Group is the most dynamic Employee Assistance & Wellbeing provider in the UK. Established as a specialist and independent Employee Assistance Programme (EAP) provider in 1998, Validium is now an integral part of the culture of many successful organisations in the private and public sectors.

The problem

The Validium Group initially made contact with CallCare whilst sourcing a new supplier for their Overflow and Out of Hours Incident Management calls. With the aim to improve call wait times and missed call volumes.

Our solution

CallCare built an Overflow and Out of Hours Incident Management team for Validium's crisis calls. Drawing from our experience within the sector and extensive work with similar clients, we triaged all calls to determine the level of emergency in order to capture the required information. Upon qualification, if the caller is deemed to need immediate attention or support, such as a risk of life, CallCare will then escalate the call to an on-duty counselor.

'Since we have been using CallCare we have had less complaints and more importantly, less stress for our team, as we can trust CallCare will be there for ourselves and our customers when needed.
We were missing calls and also our average wait time for customers was needing to be reduced. We now see less complaints and a smooth switchover whenever using CallCare.'

Joe Bowcott,
Clinical Contact Centre Manager