

COUNSELLING AND PSYCHOLOGICAL WELLBEING SUPPORT SERVICES

A service-user's guide

Counselling is used for different reasons:

- Stress at work or at home.
- Relationship problems at work or home.
- Suffering from depression or low self-esteem.
- Bereavement or difficult changes in life.
- Struggling with alcohol or drugs.
- Going through a disciplinary at work.
- Health concerns.



Forms of support

Counselling support is offered via **telephone**, **face-to-face** or by **Skype**.

This service provides a **24/7 helpline** which you can use to speak to a counsellor about anything that is worrying you or causing you distress. It might be a personal issue or a work issue and the helpline allows you to discuss it with someone who will support you to find the best way to deal with your worry.

You can contact us through the helpline or by using the **online chat facility**.

About counselling

Counselling gives you a private and confidential opportunity to talk about your concerns with a therapist who can help you examine your issues in a new light. People who use counselling normally feel they have been supported by **sensitive understanding and respectful empathy**. **Counselling is a non-judgemental form of support which** focuses more on the resources of the person looking for the support rather than on the problems. Counselling does not measure the size of a problem but instead looks at the impact that it is having on you and your wellbeing.

Helping you feel that you have more control in your life is a key purpose in counselling and people come to counselling to find the best way to manage their life circumstances at that time.

There is a direction and purpose in the therapy and it is one that you set. The counsellor helps you think it through, plan ahead and build up your resilience to move forward.

To use this service or to contact any of the managers
telephone 0800 970 3980 or email admin@timefortalking.co.uk

Contracted sessions

The counselling that you receive will take place over a specified, **contracted number of sessions** which will be made clear to you at the start of your counselling by the counsellor. Counselling is a process and does not lead to immediate change. For this reason **it is important that you attend all the sessions** so that over the weeks you begin to feel differently. Together with your therapist you will monitor changes in how you feel and changes in your outlook on life.

Confidentiality

The services you receive are **confidential** and neither your employer nor anyone else in your life is made aware of anything you discuss. It is essential to this organisation that your confidentiality is respected. The therapist will only discuss how the work with you is going in their clinical supervision and this is done confidentially to ensure that you are receiving the best and most appropriate support.

Respecting you and your confidentiality is of critical importance but **protecting life** remains an overriding principle. If it is felt that your life or the lives of others are at risk, we will act to protect you (or others), and if that means breaching your confidentiality we are willing to do this. It is very rare that this happens and even if it does, we will do all we can to discuss it with you first so as not to act against you.

No cost

This service is free to you and you do not pay for any part of the service as this has already been contracted by your employer.



Cancellations

There is a high demand for these services and if you do not attend or if you **cancel with less than 48 hours' notice** this session may still have to count as one of your allocated sessions and your employer will be charged for it. If you are unable to attend a session please let us know as soon as you can.

Feedback

The therapist who works with you is part of a professional organisation with a professional code of conduct and they are required to act in an ethical, courteous, supportive and respectful manner at all times.

If the service you receive falls below your expectations it is important to let us know. There is an Account Manager that you can ask to speak to if you have any concerns or problems. These will be discussed with you and if it is appropriate we will then activate our **complaints procedure**; a copy of this will be sent to you and your employer will be notified that this has happened.

At the end of your counselling you will be asked to provide us with **feedback**. This is important to us because it helps us know if you have felt supported by the service and it allows you to make any recommendations for improvements.

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Your personal information

In order for this organisation to provide our professional services it is necessary to ask every user for personal information which we must keep as a record of our working contract. The organisation only asks you for personal information for legitimate purposes of providing our therapeutic services and limits the information which it records to that which is relevant to the support we provide.

Your personal information is not shared with any other organisation or individual outside of this company and does not leave the jurisdiction of the UK.

The information we keep is the minimum amount necessary for providing our services. The information is protected by keeping it in secure electronic files which are only accessible to staff within this organisation who have been given the required authority. Records of your sessions are kept in a specialist encrypted format and only the person who works with you has authority to record and revisit these files. The organisation's Clinical Manager and the Data Controller have access to these files and in special circumstances will examine these records for purposes of quality assurance.

Your data will be stored for 12 months and then archived for a further 24 months after which your data will be deleted from our systems and no record will be retained.

The monitoring of how your personal information is processed, recorded and securely stored is done by the organisation's Data Protection Officer.

If you require legitimate access to your personal information or if you have a complaint about how the organisation records and stores your data, you can contact the Data Protection Officer directly by emailing dpo@thetcsgroup.co.uk or telephoning 03302 020283 and asking for the Data Protection Officer.

Equality Act

When you are working with this organisation you will be treated respectfully and without any form of bias or discrimination. **TimeforTalking** is committed to **equality of access and opportunity** in all aspects of its work. It is our policy to ensure there is no discrimination on the basis of age, gender, colour, race, nationality, ethnic origin, marital status, religious beliefs, sexual orientation or disability. And we seek to actively promote diversity.

Further information

Visit www.timefortalking.co.uk

TimeforTalking is part of Therapeutic Counselling Services which is a member of the British Association for Counselling & Psychotherapy.



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