

Information Leaflet

What to expect, the employee journey and guidance:

1. Getting Started

- **Confidentiality Assurance:** All information shared is confidential and handled according to GDPR regulations. No personal information will be shared with your employer. We will inform you at the start of your call of any exceptional occasions where information may need to be shared with others.
- **Call the Helpline:** You will be greeted by a friendly, professionally trained clinician. The helpline is available 24/7, 365 days a year.
- **Sharing Info:** We will ask for your name, contact details, phone number, and email.
- **Tell us more about you:** We will ask for some details like your address, date of birth, gender, GP info, ethnic group, and a memorable word.

2. Services

- **Emotional Support:** We can support you emotionally with your current challenges (see below)
- **Legal Information:** We can support you with information on legal and employment law matters

3. Your Emotional Support Call

- **Why You Called:** We will discuss what is going on for you and how it is affecting you.
- **Safety Check:** We will talk about any current or past thoughts of self-harm or suicide, and go over any risks or protective factors, safeguarding concerns, and a safety plan for future reference just in case it is needed. A risk assessment and further information gathering that helps therapists better understand your needs.
- **Your History:** We will ask about any past mental health treatments, diagnoses, medications, recreational drug use, and alcohol use. Some of these might be supported better by specialists and we can discuss this if this is the case. This information remains confidential and will not be fed back to your employer.
- **Physical Health:** Let us know if you have any physical health conditions, some things like Chronic Pain can inform the support we offer.

4. Next Steps

- **Stepped Care Approach:** At your first call to us, if relevant, we will signpost you to information, resources and/or services that are most relevant to your needs and circumstances and may advise you to reach out to us again should you feel this has not addressed your concerns.
- **Clinical Assessment:** Should issues persist, we will make sure we can support you at the right level and an assessment will be carried out by our helpline counsellor. This uses a combination of evidenced based and structured clinical measurement tools, to inform the assessment, determine the most appropriate interventions, and measure improvements. These include Patient Health Questionnaire (PHQ-9) and General Anxiety Disorder 7 (GAD-7). This also includes questions around your wellbeing & psychosocial factors impacting wellbeing.
 - PHQ-9 is a depression screening and assessment tool which is designed to assess the patient's mood over the last 2 weeks and is a reliable and valid measure of depression severity. It has 9 items and scores each of the 9 DSMIV diagnostic criteria for depression.
 - GAD-7 is an anxiety screening and assessment tool which is designed to assess the individual's mood over the last 2 weeks. It has 7 items which measure the severity of various signs of generalized anxiety disorder.
- **Choosing Your Path:** Following NICE Guidance which are the same rules that the NHS follow and depending on this assessment, we may together then decide on the best way forward. This could include:
 - Referral to CCBT GSH – a 6-session treatment aimed towards addressing concerns such as stress, anxiety and low mood
 - Short-term counselling – counselling or couples counselling sessions of up to 6 sessions with a qualified counsellor
 - A GP referral can be made for additional support if your needs and concerns cannot be met within our service.
- **Personalised Action Plan:** Together, we will collaboratively devise a personalised action plan based on your specific needs and circumstances.
- **Neurodiversity Signposting:** Let us know if you would like support with diagnosed or undiagnosed neurodiverse conditions. We will signpost you to your internal Occupational Health Team.

5. Appointment Scheduling

- **Admin Team Contact:** Our team will email or call you to set up your weekly appointments.
- **Confirmation:** You'll choose a time that works for you each week. We will make sure the details are correct and send a confirmation email to both you and your clinician.
- **Video Link:** If needed, your clinician will send you a Teams Video link.
- **Reminders:** You will receive appointment reminders via your preferred communication method.

6. First Session

Session Details: Your clinician will go over the treatment plan, any upcoming leave, cancellation policy, and document everything. This information will also be reviewed by a clinical supervisor after your first session

7. Adjustments and Cancellations

- **Rescheduling:** If you cannot accept the next available appointment, the Admin Team will search for a more suitable time for your appointments.
- **Cancellations:** If you need to cancel, we will record it and note any correspondence. Your case will be closed after two no-shows or cancellations.

8. Final Session

- **Feedback:** After your final session, we will ask you to complete a satisfaction questionnaire to get your feedback.
- **Post-Treatment Support:** Your assigned clinician will provide you with options for further support following the end of sessions. These will be discussed with you in detail and may include accessing services, self-help resources, and/or maintaining helpful practices including coping strategies where appropriate.