

I ♥ MY
Colleagues



Staff Counselling Service

Are you struggling with:

Anxiety • Depression • Bereavement • Bullying • Personal Development • Work related problems • Other issues?

What is counselling?

- Counselling gives you the opportunity to talk about your concerns in a confidential setting with a counsellor who will listen to you carefully and help you explore your situation.
- It is up to you to choose what to talk about.
- Counselling can help you get a clearer understanding about yourself, your problems and your feelings.
- Counselling can help you discover different ways of thinking, feeling and behaving, but cannot change your circumstances for you.
- Our counsellors will help you to make your own choices and decisions, but will not give advice or tell you what to do.

How does the service work?

- Call **0151 285 3777** to refer yourself and make an appointment or ask your line manager or HR Manager to make one for you.
- Your appointments will be at the Counselling Solutions NW Offices at:
Fifth Floor
Hanover House
85 Hanover Street
Liverpool
L1 3DZ
- As you progress, the counsellor will talk to you about the appropriate number of sessions that you might require. This is usually up to 6 sessions.
- If necessary, the sessions can be accommodated during your working day. Please discuss this with your manager.

When you go for Counselling

- At your first session you will be introduced to the 'counselling contract' that covers essential aspects of counselling including: appointment and cancellation procedures, confidentiality and what you can expect of the service
- Our Counsellors will work with you to find the most suitable approach for your needs.
- Our counsellors are experienced in anxiety, bereavement and palliative care, depression, trauma and critical incidents, stress, addictions, relationship issues, work-related issues, bullying, personal development and more.
- They are also able to offer hypnotherapy and CBT.
- All sessions are entirely confidential.

Is there a telephone or live chat option?

- The Education Support partnership provides a 24 hour free and confidential helpline for everyone working in education on **08000 562 561**
- Trained counsellors will listen to you without judgement and will help you think through the problems you are facing to find a way forwards. No issue is too big or small.
- Email support and live chat options are also available. Details can be found at www.educationsupportpartnership.org.uk/helping-you/

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Do you need urgent help?

Our counselling service cannot be contacted outside of business hours, however there are other options should you need support urgently.

- Call the NHS helpline on **111** for assistance.
- Visit A&E or make an emergency appointment with your GP.
- Contact the Samaritans 24/7 on Freephone **116 123** or email jo@samaritans.org
- A range of crisis services can be found at www.talkliverpool.nhs.uk

Contact

To contact the Counselling service direct, call T: **0151 285 3777**.

If you have any further queries, please contact the Personnel Office on T: **0151 291 3189** or E: hr@hope.ac.uk



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Counselling Solutions
Northwest