



What to expect from Counselling



What should you expect next?

You have completed your clinical assessment with one of our helpline counsellors and the case management team are working to match you with a suitable counsellor.



Your first Session

Making that first step to access counselling is a brave and courageous move. It is completely normal to feel nervous, anxious, hopeful or even excited!

During your first session, your counsellor will want to know more about you, what your needs are and whether you are receiving the most appropriate support. It is unusual for a counsellor to feel that their skills don't match your needs, but if they feel this would be best, they will talk you through that process. Ultimately, your safety and welfare are their top priority.

Setting Goals

Be realistic about your goals for counselling. It will require commitment from you to delve deeper into some of the problems that have been troubling you. Counselling can be a difficult process that requires you to reflect and be introspective. The counsellor isn't there to give you advice or tell you what to do, they are there to guide you and support you in achieving the goals set out prior to the sessions starting. Having a counsellor that listens, means you will not be alone in this journey.



Paperwork

Paperwork will include a 'Statement of understanding' that is sent to you from the affiliate counsellor. This outlines boundaries for counselling as well as confidentiality and its exceptions, and what to do if you can't make a session for example. In your first session and last session, you will also be asked to complete some questionnaires so that the counsellor can assess your progress.



Solution Focused Counselling

This approach is based on the belief that every individual has the knowledge of what would improve their situation. This approach focuses on the here and now; encouraging self-help by building on your own resources and setting goals to help you prioritise self-care. The sessions will not focus so much on historic events but only when relevant to the future and motivation to change is necessary for this to work.





Support Beyond Your Sessions

You may find that you will need further support once completing your short-term sessions. If appropriate, your counsellor will support you and signpost to longer term support options and discuss this with you, such as contacting your GP. You are also encouraged to call the 24/7 helpline should you need any in-the-moment support.

Risk and Safeguarding

If your counsellor identifies that there is a possibility you may be at risk to yourself or others, they will undertake a Risk Assessment to establish the severity of their concerns. In these instances, your counsellor will notify Health Assured of these concerns, and in some cases where high risk has been identified, may need to contact a third party such as your GP or social services.





Cancellation Policy

Should you wish to cancel or rearrange an appointment with your counsellor, you should do so with a minimum of 24 hours' notice. If less notice is given, this will be classed as a missed session and will be taken out of your session entitlement. Please always contact your counsellor in the first instance should you wish to cancel or rearrange to avoid this.

Private sessions with your counsellor

Should you wish to work with your counsellor privately once your counselling sessions with Health Assured have finished, a period of three months must take place. Please speak to your counsellor if you have any questions or concerns around support after your counselling sessions have ended.



Top tips

Sessions will be 50 minutes in length. Sometimes, this may run over or under by a couple of minutes, depending on when the counselling has come to a natural safe ending.

More workplaces are now training designated staff members in mental health first aid. This course teaches people to identify, understand and help support a person at work who may need it. You'll get the best of both worlds. Not only do you improve your mental health support in the workplace. You also offer employees the chance to develop their skills and boost their mental health in the process.

You may find that your counsellor will check the time periodically during the session, giving verbal queues as to how much time is left. This is completely normal as they are prioritising your time, whilst also ensuring the session remains controlled and within the space of the therapeutic hour. They also need to ensure that the session comes to a safe ending.

Be open and honest – you are encouraged to call the 24/7 helpline if you have any issues. It may be normal that you do not instantly click with your assigned counsellor as you have several sessions to form the therapeutic relationship. However, if you feel that a different counsellor may be a better fit, please do let us know in the first instance.



Wisdom
Learn, grow, thrive

Exciting features available on The Brand New Wisdom App

Between your sessions, you also have access to the industry-leading Wisdom app available on mobile and desktop. Wisdom provides an enhanced set of tools and engaging features to support your wellbeing. The brand-new features are designed to improve your mental and physical health by using personal metrics to set goals and achievements.



Wellbeing Trackers



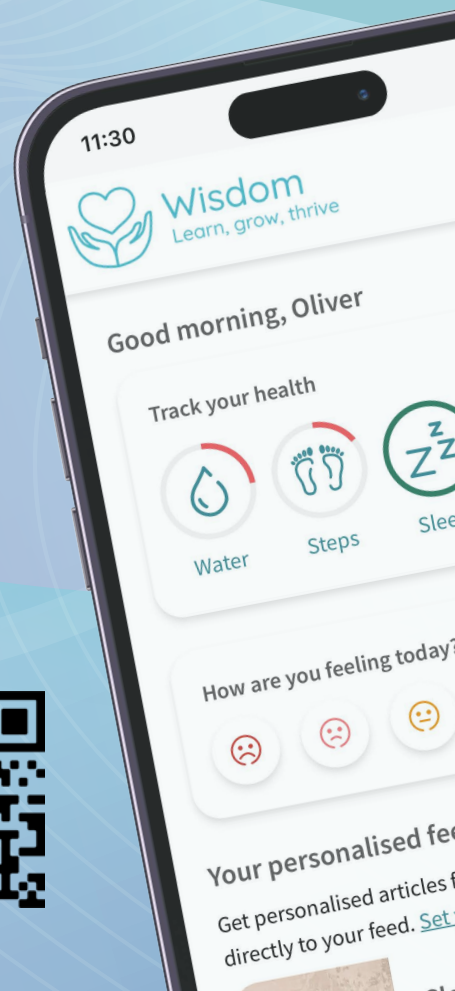
Breathing Techniques



Four Week Health Plans



Mini Health Checks



Your healthy advantage