

Structured Counselling



WPA’s Health and Wellbeing Helpline/Employee Assistance Programme (EAP) provider offers 24/7 access to telephone counselling, information and guidance. Where clinically appropriate, this may also include a referral for up to six sessions of brief therapy counselling with a professionally qualified and experienced counsellor. A Structured Counselling (Extended Therapy) Option may also be available which provides up to 20 sessions of Structured Counselling. Please check your Certificate of Insurance which will confirm your level of cover and available benefits.

This leaflet has been produced to help answer any questions you may have surrounding this benefit.

Who will I speak to when I call?

You will first speak to a specially trained operator who will take some information and will direct you to the service most appropriate for you.

Call the freephone number in your Policy/Scheme literature

You will hear an initial recorded message with statement of confidentiality.

Please note:

Calls via the 24/7 support line are managed by a team of professionally qualified and experienced counsellors, supported by a team of Clinical Co-ordinators. All are directly employed by WPA’s EAP/Health and Wellbeing Helpline Provider.

When you call the EAP/Health and Wellbeing Helpline, the team will ask for some information so that a unique record can be created. The team will also check to see the level of support you have access to within your Scheme or Policy. Information required will include your name, date of birth, postcode and your WPA customer number.

A telephone-based assessment with a counsellor is the first step to understanding the support you need. It is important to note that counsellors will consider both how they can help within the scope of services of your WPA Scheme/Policy, as well as possible signposting to more specialist or longer-term help if this is more appropriate.

Select from the following:

Option 1

Speak to a counsellor

Option 2

Any other services

You will be asked to confirm your name, date of birth and customer number so the team can check to see the level/type of support they can offer



Counselling support as outlined in your WPA documentation



Legal



Money and Debt



Health and Wellbeing

Counselling provided by:

Professionally qualified and experienced counsellors

Information services provided by:

Legal advisors
Money & debt advisors
Health professionals

What are the types of counselling available?

- **In the moment support**
Access to telephone counselling, practical information and guidance for both personal and work related issues. This takes the form of a single counselling session to provide support in the here and now.
- **Online CBT**
Available via our online resource "Living Life to the Full". This is most useful when the member prefers to work at their own pace with worksheets and e-books to guide them.
- **Structured counselling**
(Brief or Extended Therapy) is when a member is referred to meet with a counsellor for a series of sessions. These sessions will be with the same counsellor and may take place by phone, video or in person appointments as assessed as being clinically appropriate.

Please note that the details of your call will always remain confidential, however, your WPA record will have a note to confirm whether or not you have taken advantage of the option to be referred to structured counselling.

What sort of things can I ask about?

Anything at all that may be a cause of concern either at work or at home. This may include personal or workplace relationships, difficult loss or changes in your life or support to understand and manage feelings that increase your stress or anxiety.

Personal exclusions and general exclusions do not apply to the Structured Counselling benefits.

What information will be asked for when I call?

Whilst the service is entirely confidential, you will be asked for your name, contact details and you will need to quote your WPA Product Name and/or Customer Number. You may also be asked some questions to understand if there is any level of risk.

What is Brief Therapy?

Solution Focused Brief Therapy is a short-term counselling intervention that helps to identify a specific goal or aspect of an individual's life that they want to change or improve. With up to six sessions available for each referral where appropriate, it is important to ensure the initial assessment is completed and there is clear understanding of what the focus of the sessions will be.

What is an assessment?

The assessment is an extremely important step in the counselling process and is conducted with each person that wishes to be referred. The purpose of the assessment is to establish if Brief Therapy is the most appropriate intervention and to work out with you what the aim of the counselling will be.

How long will an assessment take?

An assessment call may take between 30 and 45 minutes. On completion of the assessment the counsellor might refer you for sessions. Sessions usually take place on a weekly basis and it can be helpful to have an idea of your availability.

Will I have the same counsellor for each session?

Yes, after the initial assessment which is completed by a member of the helpline team, you will be referred to a counsellor who will then be the same person for all your structured counselling sessions.

How long will the session last?

Counselling sessions will usually last approximately 50 minutes in total.

Is there a limit to the number of sessions?

This benefit provides access to telephone counselling, information and guidance as well as up to six sessions of structured counselling with a professionally qualified and experienced counsellor. If the brief therapy (six sessions) is not appropriate, perhaps because the presenting issues are more complex or need a more specialist intervention, or if you need more support after you have completed six sessions, your counsellor can help you to consider suitable options that you may want to access at your own cost, for instance private counselling or via your GP

If you have the Structured Counselling (Extended Therapy) Option, more complex issues can be considered within this benefit.

Are all conditions suitable for Brief Therapy?

Most presenting issues can be supported within brief therapy, however there may be occasions where it is just not the right intervention. For instance, if the issues are particularly complex or long standing, the person may need to be signposted to specialist or longer-term resources. It is always worth calling the helpline team to discuss your support needs as there may be an aspect that we can support with, such as coping strategies, whilst you consider other options for longer term support.

What conditions are not suitable for Brief Therapy?

More complex issues, longer term mental health issues and any issues that are receiving support from another practitioner, such as family-therapy; gender issues; abuse; gambling, eating disorders and alcohol/drug problems.

What is Extended Therapy?

There are occasions when brief therapy is not a suitable referral option because it just does not provide the member with sufficient time to work on their presenting issues. If Extended Therapy is included on your Policy/Scheme, it allows the treatment of more complex health concerns, if required. Use of the Extended Therapy benefit will only be considered if the health concern cannot be addressed by the six-session Structured Counselling benefit.

Can my children have sessions?

Insured family member(s), aged 16 or over, are eligible to access support via the helpline.

How are data and records stored?

All member data and records are stored on the provider's secure case management system database. All data is encrypted so that only staff who require access as part of their job role are able to access the data. For further details please see the provider's privacy policy at: www.HealthHero.com/privacy-notice

What about confidentiality?

Confidentiality is very important. No information about individuals or their specific problems will be shared with anyone outside of the helpline clinical services team.

The only time this may change, and it could become necessary to break confidentiality, is if you or someone else is in danger of being harmed by your or someone else's actions.

Who is the WPA Health and Wellbeing Helpline/EAP provider?

This service is provided by HealthHero, a professional, independent organisation that runs employee assistance services for many organisations.

How long will my personal data be held on the WPA Health and Wellbeing Helpline/EAP Provider's systems?

Personal data will be held on the providers systems for six years from the last date of contact with the service and call recordings will be held for one year. The provider's IT systems have been accredited to Cyber Essentials.

The Structured Counselling benefit is provided by the WPA Health and Wellbeing Helpline/EAP Provider, which is a third party providing the 24/7 helpline subject to their terms and conditions, which may be amended from time to time.

