

User Journey.

Contact the service via freephone, live chat, WhatsApp, SMS, email, or request a call back.

Your mental health consultation will offer in the moment support with a qualified counsellor or psychotherapist. They will determine your specific needs and your suitability for short-term counselling.

If short term counselling is deemed appropriate you will be referred to a counsellor.

If short term counselling is not appropriate the clinical team will provide as much support as possible.

Your counsellor will be in touch within 48 hours to offer you an appointment. This appointment will take place within 5 days of initial contact based on your availability, via phone, video call, or face-to-face.

Specialism may increase lead time.

They may direct you to:

- Local support groups and/or charities**
- Your GP**
- Self-directed iCBT**

If an employee is under immediate risk or harm, emergency services will be notified if safe to do so.

You will then attend your structured counselling sessions, as arranged with your counsellor.

You can also agree to have a check-in call at a later stage with your counsellor.

Our evidence-based interventions adhere to the NICE guidelines.

Our 24/7 support is accessible both during work hours and outside of working hours, so you receive support from wherever, and whenever you need it.