



# Individual Frequently Asked Questions

Assistance Programme FAQs

## What is an Assistance Programme?

---

An Assistance Programme is a confidential service designed to help you deal with personal and professional problems that could be affecting your home life, work life, health, and general wellbeing. Our helpline is available 24/7, 365 days a year.

## Are my calls confidential?

---

- All calls are confidential between the caller and the counsellor or advisor.
- Exceptions can occur only if there is a serious risk of harm to the caller or others.
- In such circumstances, the caller will always seek guidance before breaching confidentiality.
- Analytical usage data may be shared with your employer (excluding identifying factors).

## Who can use this service?

---

We believe that one of the best ways to support you is to support your immediate family as well:

- All calls are confidential between the caller and the counsellor or advisor.
- Exceptions can occur only if there is a serious risk of harm to the caller or others.

## What services are available?

---

- Confidential telephone helplines available 24/7
- Formal counselling, in the form of either in person or telephone sessions (as applicable)
- Online video counselling and online CBT (as applicable)
- Critical incident support\*
- Wisdom Ai - Our search engine style wellbeing tool

\*Chargeable at additional cost

## Is the service restricted to issues dealing with stress?

---

Health Assured can provide additional support for a variety of personal matters, such as:

- ☺ Personal legal information or tax support
- ☺ Family issues including childcare and eldercare
- ☺ Housing and tenancy concerns
- ☺ Bereavement or loss
- ☺ Relationships and marital changes
- ☺ Medical information

## What's included with the critical incident support?

---

Our trauma-trained counsellors focus on solving an immediate and identifiable problem, enabling you to return to your daily routine quicker.

If you require follow-up support, we are able to provide counselling across the UK and the Republic of Ireland.

**Free 24-hour confidential helpline:**





# Contacting your Assistance Programme

A Guide



# Contents

---

When should I contact Health Assured?.....	3
How can Health Assured help me?.....	3
What's the process when I call Health Assured?.....	4
What does a counselling call look like?.....	4
What does an advisory call look like?.....	5
Why are my personal details taken?.....	5
Will Health Assured contact my employer?.....	6
Will you contact my GP?.....	6
What happens if I want to access structured counselling?.....	7
What happens during a counselling session?.....	7

## When should I contact Health Assured?

When the time feels right, you may feel the need to reach out for emotional or practical support. We know how difficult it can be to take those first steps. Our qualified and experienced counsellors are ready to listen and provide guidance when you need them the most.

You may be looking for some practical advice. Health Assured have qualified legal advisors who will assist you with any legal matters or queries. Our service is available 24/7, 365 days a year so help is always available.

## How can Health Assured help me?

Health Assured provide emotional support and practical guidance. The counsellors will conduct a preliminary assessment over the phone and provide early interventions. You can take advantage of our structured counselling or use the helpline to work through your current situation.

If you have any practical concerns, our legal advisors can help. They will provide advice and guidance on issues such as:



Writing  
a will



Divorce  
procedures



Probate  
costs



Tenancy  
and housing



Boundary  
disputes



Motoring  
issues



Property and  
partnership rights

## What's the process when I call Health Assured?

---



A qualified counsellor or legal advisor will answer your call. If it's your first call, we'll ask you for the name of your organisation and your contact details. Health Assured use this information to get you set up and ready on the system.



If you've contacted us before, we'll ask you some security questions, including your date of birth and postcode. Data security is important so you must answer correctly to continue.



We'll ask you what your call relates to. This is to make sure you get the right support as quickly as possible. For example, if a counsellor answers and you need legal advice, we will transfer you to an advisor. In the unlikely event that the appropriate counsellor or advisor is unavailable, we'll arrange a call-back at the best time for you.

## What does a counselling call look like?

---

Our counsellors use a proactive and empathetic approach. We will provide you with ample time and space to talk about your concerns and provide guidance and mindfulness techniques that will help you in the present moment.

A few simple changes are often enough to make a world of difference. Our counsellors may suggest useful resources that will help you make those changes. At the end of the call, the counsellor will also explain the options available to you moving forward.

You can choose to simply call back if you would like to talk again or if you would like to explore the option of structured counselling. We will offer to complete a clinical assessment with you. But don't worry, this isn't as drastic as it sounds – the assessment takes around 20 minutes, and the questions will ensure we get you the best support possible.

Our counsellors are available **24,7, 365 days a year.**

## What does an advisory call look like?

---

Our advisors use the same proactive and empathetic approach as our counsellors. We're experts in legal processes, obligations, and liabilities. We'll listen to your challenges and offer practical guidance on the best way to proceed.

While our advisors aim to resolve your challenges in-house, sometimes we'll need to direct you to external resources to ensure you are receiving the most appropriate advice.

## Why are my personal details taken?

---

Health Assured's Assistance Programme is confidential, and your personal details will never be shared unless it's an emergency. In order to provide the best service, our counsellors and advisors will ask for a few details including your name, address, contact number, and date of birth. We'll also ask if it's okay to leave you a voicemail or send you an SMS – it's fine to say no to these.

We treat your data with total confidence. All employees are bound by ethical and legal frameworks and the service is **ISO27001** accredited\*.

## Will you contact my GP?

---

In most cases no. Health Assured would only need to share, if the following applies:

- We believe that someone is at risk of serious harm.
- You asked your GP to get you help because you can't do this yourself.
- You expressed that you were experiencing thoughts of self-harm or having suicidal thoughts.
- Your GP has been informed about potential acts of terror or bombings.

Health Assured will always seek your consent before contacting your GP or the emergency services. However, if it is deemed that you are an immediate risk to yourself or others, this may not be possible.

\*ISO 27001 certification is a globally recognised standard for information security and demonstrates Health Assured's commitment to information security best practices. Health Assured is committed to keeping our client's and service user's data safe. ISO 27001 accreditation shows continued improvements in maintaining the protection of information security through risk assessments, policies, and compliance with effective information security management.



## Will Health Assured contact my employer?

---

Health Assured provide a confidential service. We won't contact your organisation or occupational health team when you call the helpline.

We will only contact your employer after receiving a referral form. If your organisation wants to refer you to Health Assured, they must have your written consent. We will email your organisation after receiving a referral form to acknowledge its receipt, and again if we are unable to contact you.

## What happens if I want to access structured counselling?

---

If you decide structured counselling is for you, one of our counsellors will carry out a clinical assessment.

Health Assured will take into consideration biological, psychological, and social factors during the assessment. This is called the 'biopsychological model of health' and it allows the counsellor to explore your concerns and identify your goals for the counselling sessions.

We know that it's not always easy to answer personal questions but by using this approach, we aim to put your mind at ease and make the assessment as comfortable as possible. It usually takes around 20 minutes and can be completed over the phone. The assessment is a vital part of the therapeutic process to be completed at a time that suits you. After the assessment, your counsellor will identify the most appropriate treatment for you.

## What happens during a counselling session?

---



You will work with the same counsellor on a weekly basis, and each session will last for 50 minutes. The counselling sessions will provide a safe and confidential space for you to talk about how you are feeling and help you to identify a way forward.



Our counsellors use a solution-focused approach which focuses on the here and now. Talking through your problems is a powerful way to deal with them. This approach encourages mindfulness and helps to build change.



You'll set targets and goals during the sessions, building your own plan and resources with help from your counsellor.



Health Assured Ltd  
The Peninsula, Victoria Place  
Manchester, M4 4FB  
0800 206 2534

[healthassured.org](http://healthassured.org)

