



Staff Support

## WHAT IF I HAVE AN EMERGENCY AND NEED HELP IMMEDIATELY?

We are not a crisis service. If you're feeling in extreme crisis and you think you may act on suicidal feelings, or you have seriously harmed yourself:

- go to any hospital A&E department and ask for help (if you need to you can call 999 and ask for an ambulance)
- contact the Samaritans on 08457 90 90 90 or the Community Advice and Listening Line, C.A.L.L Helpline on 0800132737 or text help to 81066

## AS A MANAGER, CAN I REFER STAFF TO THIS SERVICE?

We do not believe that anyone will benefit from our help if they are attending under duress. If you are concerned about the wellbeing of a member of your staff please suggest they telephone us themselves. Ultimately it must be their decision.



The Employee Wellbeing Service



## CONTACT US:

### By email:

[employee.wellbeing@wales.nhs.uk](mailto:employee.wellbeing@wales.nhs.uk)

### By Telephone:

029 2074 4465

### By Post:

Employee Wellbeing Service  
Cardiff and Vale University Health Board  
Denbigh House  
University Hospital Wales  
Cardiff  
CF14 4XW

## EMPLOYEE WELLBEING SERVICE

We offer a free, confidential and on-site service to all staff of Cardiff and Vale UHB.



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board



Qualified Therapist



Confidential



Resource Appointment

## WHO ARE THE EMPLOYEE WELLBEING TEAM?

As employees of the health board, the counsellors know the workplace context, culture, policies and procedures and can signpost you effectively to both internal and external local services should that be appropriate.

Employee wellbeing counsellors have both a formal training to diploma level and a minimum of 450 supervised hours. Honorary associate counsellors are qualified to diploma level and have a great deal of experience. All counsellors receive regular supervision for their work.

## WHO CAN USE THIS SERVICE?

All staff employed by Cardiff and Vale UHB are eligible. If you are not sure as to whether you are eligible, telephone us and ask.

## HOW DO I ACCESS THE SERVICE?

You can access the service by filling in a self referral form, which can be found on our internet page. Alternatively email or phone us and we'll give you more details.

## WHERE WILL I BE SEEN?

You will be offered an appointment onsite, in either UHW or Llandough.

## HOW WILL I BE ASSURED THAT MY VISIT WILL BE TREATED CONFIDENTIALLY?

Confidentiality is paramount. We do not share our records with any other person, service or department in the UHB and your notes do not form part of your personal, medical or Occupational Health file. Counsellors are bound by the B.A.C.P. code of ethics as well as national and local guidelines. Your counsellor will discuss these in more detail with you.

## WHAT SORT OF PROBLEMS WILL THE SERVICE DEAL WITH?

Problems which affect your emotional wellbeing may arise from many factors. People use the service for a variety of reasons; your counsellor will listen and either offer you counselling or suggest alternative forms of help. The service offers brief focussed counselling.

## WHAT HAPPENS ONCE I SELF-REFER?

Once you refer you will be invited to attend a resource appointment. This is a one-off opportunity to come and talk to a counsellor about any issue or situation, home or work-related. The appointment can last up to an hour. During the appointment you will explore what support and resources exist and consider what other resources may be useful to you

This may include:

- Bibliotherapy – a list of healthcare approved self-help books available free of charge
- Online self-help or CBT
- Workshops
- Other organisational resources
- Community based resources
- Brief counselling, up to six sessions available on-site
- Referral on to specialist services

The resource appointment may be enough, helping you to identify your own way forward. We are able to offer brief counselling (up to 6 sessions) where this is agreed as the best way forward.