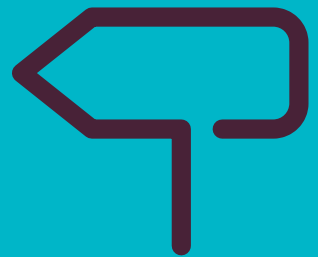


health  assured

Calling the SAP Helpline

Student Guide



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When should I contact Health Assured?

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

The Student Assistance Programme (SAP) is available 24/7, 365, so help is always available, at a time which suits you.

How can Health Assured help me?

Health Assured provide emotional support and practical guidance. The counsellors on the helpline will triage, and provide early interventions and you can take advantage of structured counselling, or use the helpline to work through your current situation.

Our counsellors can provide guidance and information on issues such as:



Stress & anxiety



Counselling



Family issues



Bereavement



Financial wellbeing



Sexual & gender identity



Relationship advice



Bullying & harassment



Medical information



Tenancy & housing concerns



Alcohol & drug issues



Exam worries

What will happen when I call Health Assured?



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



If you've called before, they'll ask some security questions. These are simple—your date of birth, or postcode. Data security is important, so you must answer these correctly to continue.



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

What does a Health Assured counselling call look like?

Health Assured counsellors use a proactive approach to supporting you. They offer space and time to talk about your concerns. They provide guidance and mindfulness techniques that will help you in the present.

A few simple changes are often enough to make a world of difference. The counsellors can suggest useful resources that will help you make those changes. You might feel that this is enough—at the end of the call, the counsellor will explain the options available.

You can choose to simply call back, if you want to talk again. Or, if you want to access structured counselling, the counsellor will offer to complete a clinical assessment. This isn't as drastic as it might sound—it takes around 20 minutes. The questions asked will ensure you get the best support possible, and you can complete the assessment at a time best for you.

Counsellors are available 24/7, 365.

What does a Health Assured advisory call look like?

Health Assured advisors have the same proactive approach as the counsellors. They're experts in legal processes, obligations and liabilities. They'll listen to your issues, and offer guidance on the best way to proceed.

While the advisors aim to resolve your issues in-house, sometimes they'll need to direct you to other resources. This is so you can be sure you're receiving the most appropriate advice.

[Advice is available 24/7, 365.](#)

Why are my details taken?

The SAP is confidential. In order to provide the best service, however, counsellors/advisors ask for a few details. They'll need your name, address, contact number and date of birth. They'll also ask if it's okay to leave a voicemail, or send you an SMS—it's fine to say no to these.

Health Assured treat your data with total confidence. All employees are bound by ethical and legal frameworks, and the service is ISO27001 accredited.

Will Health Assured contact my College or University?

Health Assured provide a confidential service. They won't contact your College or University when you call the Student Assistance Programme helpline. However, if it is deemed that you are an immediate risk to yourself or others, we may require to inform the Emergency Services and your University.

Will you contact my GP?

In most cases, no. Health Assured would only need to share information if:

- They believed that someone else is at risk of serious harm.
- They were told about acts of terrorism or bomb warnings.
- You asked them to get you help because you can't do this yourself.
- You expressed that you were experiencing thoughts of self-harm or that you were having suicidal thoughts.

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.

What happens if I want to access structured counselling?

If you decide structured counselling is for you, the counsellor will carry out a clinical assessment.

Health Assured use biological, psychological and social factors during the assessment—this is called the 'biopsychosocial model of health'. It allows the counsellor to explore your concerns with you, and identify goals for the counselling.

Counsellors know that it's not always easy to answer personal questions. By using the above model, they aim to set you at ease, and make the assessment as comfortable as possible. It takes around **20 minutes**, and is completed via telephone. The assessment is a vital part of the therapeutic process, and must be carried out—you can complete it at a time that suits you. After the assessment, your counsellor will work out the most appropriate treatment for you.

What will happen in the counselling sessions?



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 to identify a way forward.



The counsellors use a solution-focused approach—this concentrates on the here and now. Talking through your problems is a powerful way to deal with them. This approach encourages mindfulness, and helps build change.



You'll set targets and goals during the sessions, building your own plan and resources—in these sessions you are the expert. No-one knows your own mind as well as you do.



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Legal Information and Guidance

Free 24 hour confidential helpline



Legal Information and Guidance

The Health Assured 24/7 confidential helpline, portal and My Healthy Advantage app gives you access to legal information and guidance on a wide range of issues including personal, financial and legal matters of any reasonable kind.

Our in-house legal advisors are fully trained and have extensive experience in providing immediate support to individuals in their time of need. The Health Assured legal team will assist with a wide range of issues by providing information on legal processes, obligations and liabilities, enabling you to identify your next step and make informed decisions about the best way to resolve the issue at hand.



Common reasons for calling include:

- Consumer rights
- Family and matrimonial law
- Childcare & eldercare
- Civil litigation
- Medical negligence
- Motoring offences
- Personal injury
- Wills and probate
- Landlord and tenant
- Housing and property law
- Immigration



Our helpline also provides guidance and signposting for debt and money management including:

- Budgeting
- Buying or renting a property
- Negotiating with creditors
- Debt management plans
- County Court Judgements
- Benefits and grants
- Mortgage advice
- Equity release
- Financial calculators

The reasons listed above are examples — our legal support service covers a wide range of topics and your call will never go unanswered. The Health Assured 24/7 confidential helpline makes it easy for you to access support, information and counselling as a fully integrated package. We have a range of resources available on our Health e-Hub app and online portal, giving you access to tools that promote a healthy lifestyle and greater wellbeing.

Download 'My Healthy Advantage' now