



# Support Line



**Whole School  
Approach**



**24/7 Text  
Support**



**Counselling**

Identify sources of stress and deal with them effectively

Increase self-esteem and self confidence

Cope with major life changes and traumatic events

Talk to someone when you are feeling low



24/7 Text  
Support



24/7



Confidential



Free

## Life can be stressful

We understand that asking for help when you are struggling can be hard.

Feeling alone?  
Overwhelmed?  
Anxious?  
Talk to us

**TEXT 85258**  
for free and confidential support 24/7

hrConnect  
**StaffCareServices**

in partnership with  
**shout**

School Poster Packs Available  
(Staff and Pupil Versions)

*in partnership with*  
**shout**

## A Whole School Approach

Support Line from Staff Care Services offers a **whole school approach** to supporting health and wellbeing.

We have partnered with Shout to provide free, confidential, 24/7 text messaging support to both staff and pupils across all Support Line customers. All an individual needs to speak anonymously to a trained volunteer is a mobile phone, access to one of the UK's major mobile networks and our keyword.

Your staff and pupils simply text our helpline anonymously, confidentially and for free to speak to a trained volunteer any time, day or night.

### Some of the issues this service can support with include:

- Depression
- Anxiety and stress
- Suicidal thoughts
- Self-harm
- Bullying
- Panic attacks
- Grief
- Loneliness and isolation
- Abuse



## Counselling Service

### Why counselling?

For many people talking issues through with a trained counsellor can significantly help relieve some of the pressure and help them find a way forward. Counsellors are not there to tell you where you went wrong or even to offer advice, but they will help you to work through your own problems, in your own way.

Many staff who have used Support Line in the past have found that the help and encouragement they receive not only improves their situation but increases self-confidence and self-esteem, having a positive impact on their lives as a whole.

### What types of problems can Support Line help me with?

- Stress related issues
- Difficulties in personal, work or family relationships
- Problems arising from redundancy or reorganisation at work
- Loss or bereavement
- Depression or anxiety
- Team or group problems
- Drink or drug issues

### Who can access Support Line counselling?

Counselling sessions are available to all members of staff. Counsellors will work with staff for up to a maximum of seven sessions. Members of staff also have the option to gift their full set of sessions to either a spouse or child (16 years old or over).

### Counselling helps you:

- Clarify what the problem is and how it is affecting you
- Find the most appropriate way of managing your problem
- Identify sources of stress and, how to deal with them effectively
- Cope with major life changes and traumatic events
- Look at what is possible for you to achieve
- Identify other sources of support
- Build self-confidence and self-esteem

Counselling provides an opportunity to discuss your concerns or difficulties with someone who is professionally trained and not directly involved in your situation. The counsellor will help you to look at ways of dealing with your situation, explore with you why you have reacted in a particular way and consider any changes that you may wish to make.

**Support Line can offer the help you need, when you need it, whether you have home, family or work problems.**

HRConnect  
**StaffCareServices**

## What our customers say about Support Line



I never thought of counselling as something I would benefit from – but I was proved wrong. I found it very empowering.



The service made me feel supported and able to persevere through difficulty.



Without this service I would have needed a lot more time off work.



### Is the service really confidential?

The short answer is 'Yes, the service is really confidential'. Our counsellors abide by the British Association for Counselling Code of Ethics and Practice, which specifies a rigorous code on confidentiality. Support Line operates a self-referral system. It is therefore up to you whether or not anyone knows that you are coming for counselling.

### Do I have to tell my manager?

No - you do not have to tell your manager anything. However, if you feel that your situation is impacting heavily on your work, you may decide to inform your manager. You may also need to inform your manager if you need to take time out of your working day to attend a meeting with your counsellor, although you do not need to give specific details. Some counsellors are able to offer appointments at the end of the working day, if preferred.

### How will I receive support?

We are able to provide telephone, virtual or face to face sessions.

## Find out how Support Line can help you

Contact our team today!



**0330 124 9996**



[info@hrconnect.org.uk](mailto:info@hrconnect.org.uk)



[hrconnect.org.uk/brands/staff-care-services](https://hrconnect.org.uk/brands/staff-care-services)

If you have any questions or comments about this leaflet, please contact us.

Staff Care Services only use independent BACP accredited counsellors