



DATBLYGU CYDNERTHEDD, FFYNIANT A LLES
BUILDING RESILIENCE, PROSPERITY AND WELLBEING

Referral Route for Counselling Services

Self-Referral

- ✓ You can refer to the service if you are off sick or at risk of future absence from work using the ***Staying Well at Work Self-Referral Form***.
- ✓ It is advised that you inform and discuss this with your employer **but this is not necessary to be seen within the Service**.
- ✓ Alternatively, an individual can be signposted via their GP / Primary Care Practitioner, DWP Employment Advisers, Job Centre Plus, Remploy or other partners.

Eligibility Checks – Staying Well at Work

Referrals will need to pass an eligibility check. We may be able to support you to return to work after a period of absence if you are:

- ✓ Live or Work in Rhondda Cynon Taf County Borough
- ✓ Working for a business with less than 250 employees
- ✓ Currently off work, or at risk of future absence with a work limiting health condition or disability (for example joint or muscle problem such as back pain, stress & anxiety, low mood, etc).

Eligibility Criteria – Counselling Services

Employees must have a **‘work limiting health condition or have a disability’** and able to demonstrate how this condition affects their ability to work.

In the Referral Form they will be required to describe the symptoms of their condition and how these impact on their ability to carry out their job and how this affects their working life.

This service is available to individuals with on-going “mild or moderate” mental health issues which impacts their presentation, relationships at work or their satisfaction with work.

Common issues that will be considered for assessment into counselling:

- ✓ Work related situational stress and anxiety (3 months duration or more)
- ✓ Generalised Anxiety Disorder / Panic Disorder or other anxiety disorders which affects health in the work place
- ✓ Mild depression / low mood or ‘Dysthymia’ (3 months duration or more)
- ✓ Prolonged relationship or domestic difficulties that affects mental health in work.
- ✓ Learning or developmental difficulty that directly affects mood, work relationships or performance
- ✓ Post-Traumatic Stress syndrome / symptoms
- ✓ Single traumatic incident (eg accident)
- ✓ Long term carer (if not receiving support within a specialist carer support service)
- ✓ Long term physical disability or condition / diagnosis (eg M.S, Parkinson’s disease)
- ✓ Any disabling physical or psychological issue affecting long term mental health in the work place (eg menopause, migraine, body dysmorphia, gender re-assignment)
- ✓ Auto-immune conditions (eg Chronic fatigue, Fibromyalgia)
- ✓ Cancer diagnosis & treatment (if not receiving support from cancer specialist service)
- ✓ Pregnancy related issues, peri or post-natal anxiety / depression directly affecting mental health in the work place

- ✓ Bereavement (if not receiving support from primary care)
- ✓ An identified and diagnosed disorder (eg Attention Deficit Disorder / ADHD, ASD / Asperger Syndrome, Obsessive Compulsive Disorder) when directly affecting mood, work relations & work performance

We cannot work with the following groups:

- ✓ Anyone who is unemployed
- ✓ Anyone with a severe and enduring mental health illness (eg Schizophrenia, major long term depression, Personality Disorders)
- ✓ Anyone who is unlikely to engage in short term counselling intervention
- ✓ Anyone currently receiving private counselling

Procedure Following Referral

All individuals referred into the service will be **assessed** for their eligibility and we endeavour to see an individual in person within 28 days of receiving the referral.

Before being offered an assessment with a member of the counselling team, the individual may receive a phone call from someone on the team to confirm the referral and to find out more about their difficulties if required. They will then be signposted to the right person within our team. All information provided will be treated confidentially.

The initial counselling assessment is one and a half hours. They will be conducted by a fully trained and registered counsellor / therapists within a safe and confidential space designated for counselling within our service. We will discuss and consider the history behind the onset of your difficulties and development of your condition or difficulty and also how this has affected your work. Additionally, how you have been managing your symptoms both in work and out of work.

In the assessment we will consider a suitable package of psychological support for you and prioritise aims to improve your wellbeing in order to get you back to work. This may include one to one counselling, signposting to a service colleague, a group intervention or course and on occasions a referral to another member of the team. For example, the counsellors work closely with the Mental Health & Employment Coaches who are 'agile' workers and offer a range of workplace interventions. They may work with you individually as an employees or / and the organisation, if the business has also chosen to enrol in our project as a business.

All our counsellors are very experienced in a range of issues and they receive regular consultative supervision and maintain on-going training as required for their professional development. On occasions when the issue presented requires more specialist support they would always seek guidance or signpost you on to someone more specialist in the subject area.

We endeavour to offer you the best package of support around your needs and understand that sometimes symptoms are both psychological and physical. In the Staying Well at Work service we take a holistic approach to wellbeing and in the assessment we will discuss whether you would also benefit from other clinical services we offer, specifically nurse consultation and physiotherapy. If not eligible for counselling we would always endeavour to signpost to another practitioner within the service or a more suitable service externally.

If offered one to one counselling, sessions are 50 minutes duration after the initial assessment session. We recommend a package of 6 sessions (often supported by other interventions) which are undertaken weekly or fortnightly, depending on need. If issues are complex and enduring further sessions over an extended period may be arranged with a maximum of 10, including the assessment.

Our aim is always to get you back to work as soon as possible, and feeling as well as possible, and ideally we would always want to also work with your employer in order to help them recognise and better adapt to your condition or difficulty.

Counsellors will never contact your employer directly without your consent and will not generally work with the employer. If you wish your employer to be involved in our service there are other members of the Staying Well at Work Team whose job it is to inform and educate employers and businesses about mental health and up to date their policies & procedures around psychological & emotional wellbeing in the workplace. However the counsellors will encourage you to engage with your Employer / Manager / Well-being Co-ordinator and inform them of the fact that you are receiving counselling if you feel able and confident to do so.