

COUNSELLING AND SUPPORT FOR EMPLOYEES

Employee Assistance Programme

What is EAP?

EAP is a service which provides counselling sessions for staff. We have been contracted to provide you with 4-6 sessions (depending on the contract), paid for by your employer as part of their commitment to staff wellbeing.

What is Counselling?

We all experience problems and difficulties in our lives at times. Often, we can sort them out with the help of friends or family, but sometimes it is good to have a trained outsider to talk to. Counselling is a process that helps people to explore options, reach decisions and make choices. Your counsellor will listen to the issues you bring and agree with you a focus for the sessions. Your counsellor will not give advice or take action on your behalf, but work with you to explore the issues and help you identify ways of moving forward.

Are the Sessions Confidential?

Yes. We work to a strict code of ethics which means we cannot disclose what goes on in your sessions to your employer or others. Only if you were at serious risk to yourself or others, or if the law required it, would your counsellor discuss with you the need to make information known to anyone else. You will not be identified by name on invoices and no-one will be informed by us that you have come for counselling.

What Kind of Issues Can I Bring?

Any work related or personal issue, which may be impacting on your work or working relationships, for example:

- difficulties with a colleague
- feelings of being unable to cope
- difficulty saying 'no' to unreasonable demands
- finding change stressful and difficult
- lack of confidence
- personal or health issues affecting your work

Will I Be Asked for Feedback?

You will be given a questionnaire which asks for your comments on our service. This can be completed anonymously. The information you provide is strictly confidential and is of enormous value to us in monitoring and improving the quality of our service. Your response may also help us provide constructive feedback to your employer. Care is taken to ensure individuals cannot be identified.

What About Longer Term Support?

Some people feel the need for more than the 4-6 sessions provided by their employer. If at the end of your sessions you feel you would like to continue, it may be possible to continue on a self-funding basis. If this is the case for you, please discuss the options with your counsellor.

What If I am Unhappy With My Counsellor?

If you are unhappy with the way you and your counsellor are working together we recommend you discuss this with your counsellor to find a way forward. If you are still unhappy or you feel unable to address the issue with your counsellor, please contact the Wellspring Clinical Manager to discuss your concerns.

About Wellspring

Wellspring is a counselling and psychotherapy centre located in Smith's Place, off Leith Walk, Edinburgh and has been providing and EAP service to employers since 1996.

Our highly trained and experienced counsellors are trained in a range of approaches and are experienced in providing short term solution focussed counselling.

We hope you will find your counselling with us a beneficial and positive experience.

Appointments and Cancellations

To arrange an appointment with one of our counsellors, please call us on 0131 553 660, telling us it is for EAP and the name of your company or employer.

One of our counsellors will call you, normally within a week to arrange a time and meet. Each session lasts for 50 minutes to one hour.

The contract between Wellspring and your employer involves a cancellation clause. If you are unable to attend an appointment, please let us know with as much notice as possible. If you cancel with less than 48 hours notice, your employer will be charged, and you will miss one of your sessions.

How to Find Us

Smith's Place is a cul-de-sac off Leith Walk. Number 13 is at the far end of the street on the left-hand side. The following buses pass the end of the street: 7, 10, 12, 14, 16, 22, 25, 35, 49.

Wellspring

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