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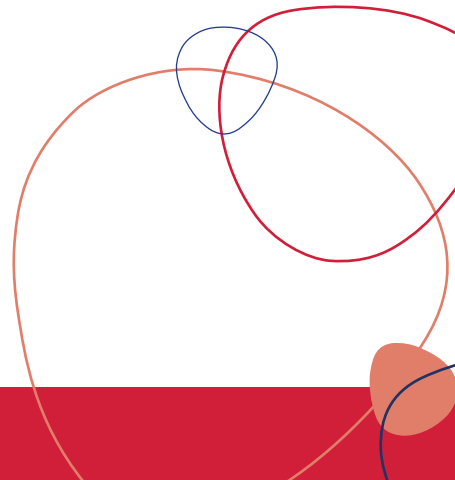
A SERVICE OF
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A guide to Our counselling services

Counselling provides a confidential space for people to talk through and manage their feelings. Read this guide to find out more about our short-term counselling services and when they may be beneficial to you.

Freephone 0808 801 0808

Email helpline@retailtrust.org.uk



What is counselling?

Counselling

Counselling offers people a confidential space to talk through their feelings, concerns, hopes and fears.

Counsellor

A counsellor is a trained professional who can help you to clarify what's happening for you and what your feelings might mean. He or she doesn't have a view as to what you 'should do next' but instead, listens and supports you as you explore what you can do to feel better even in the most difficult of circumstances. We all have an understanding of what we ultimately want to do to manage our issues, and counselling can help you to decide on your next steps.

Counselling can feel daunting for some people but rest assured that what is said in your sessions remains 100% confidential. If we have concerns that there is a risk to your safety, we will seek your permission to contact the appropriate support.

Whatever issue you're facing, it can be really helpful to talk to someone who doesn't know you. While friends and family can offer a compassionate ear, it can also be beneficial to speak to someone who isn't biased towards a particular outcome.

When can counselling help?

Counselling is a good way forward if you want to clarify a certain situation, seek insight into why you're feeling the way you do, or get a few things clear in your mind before making a change in your life.

Reasons for attending counselling include, but are not limited to:

- Feeling stressed or overwhelmed at home or work
- Depression
- Anxiety
- Bereavement
- The emotional impact of a relationship breakdown, divorce or separation
- Anger management issues
- Low self-esteem and confidence issues
- Interpersonal relationship problems
- Dealing with change at home or at work

When short-term counselling may not be appropriate

For some people, short-term counselling may not be the most helpful form of support. In such instances, the counsellor will take the time to explain why, and will advise you of local or specialist services that may be able to help.

Issues which may not be suitable for short-term counselling include:

- Childhood trauma (physical, mental or other abuse)
- Ongoing addiction problems
- Ongoing domestic violence
- Eating disorders or other self-harming behaviours
- Untreated chronic mental health conditions which require ongoing support
- Ongoing legal or criminal cases

What support do we provide?

retailHUB offers a short-term model of structured counselling with up to six sessions per issue, per year. Our sessions are free of charge and are totally confidential.



First contact

When you contact retailTRUST regarding counselling support, you are carefully assessed over the telephone by a qualified and experienced counsellor. This is to ensure you are offered the most clinically appropriate support. It is critical that we ensure your issues are suitable for short-term counselling so we take ample time to explore your needs and focus on what you would like to address.

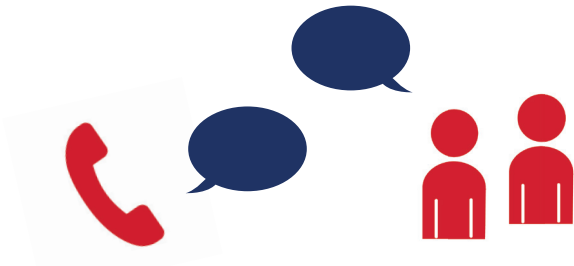
We will ask about support networks and anything you might already be doing to help yourself. We will also discuss what could be a realistic outcome of counselling and check if you are 'at risk' in any way, either from self-harm, substance misuse or from someone else.

If your issues are not suitable for counselling through retailHUB, we will help you access more appropriate external services.



Available from day one

You can request counselling from your first day of employment. It is also available to any dependants living with you at the time of your call. Please note that we are unable to offer counselling to young people under the age of 18. However, we can offer advice on alternative avenues of support.



Face-to-face and telephone support

We offer both face-to-face and telephone support.

Face-to-face counselling takes place within a 30-minute travelling distance of your workplace or home, and your first session will be offered within five working days. All counselling sessions are 50 minutes long.

Face-to-face counselling is delivered through a national network of over 900 experienced and qualified counsellors. They are fully insured and accredited through the British Association for Counselling and Psychotherapy (BACP) and/or the UK Council for Psychotherapy (UKCP).

You may not be sure that face-to-face counselling is the right thing for you, or may feel that the support of a telephone counsellor is all you need. The telephone counsellor will explore these options with you and arrange further calls as appropriate.