

## USEFUL SUPPORT SERVICES

**ACAS:**  
**0300 123 1100** [acas.org.uk](http://acas.org.uk)  
Confidential employment legislation advice

**Occupational Health:** **01793 604480**  
**Occupational Health (Calne):** **01249 810801**

**UNISONdirect:**  
**0800 0857 857** [unison.org.uk](http://unison.org.uk)  
**RCN:**  
**0345 772 6100** [rcn.org.uk](http://rcn.org.uk)  
*Other unions are available*

**Citizen's Advice Bureau:**  
**Wiltshire: 0844 4994 114**  
**BaNES: 0344 848 7919** [citizensadvice.org.uk](http://citizensadvice.org.uk)  
Covers all aspects of social support & advice  
**Wiltshire Law Centre:**  
**01793 486926** [wiltslawcentre.org.uk](http://wiltslawcentre.org.uk)  
Free advice on welfare, benefits, employment, housing

**National Debtline:**  
**0808 808 4000** [nationaldebtline.org](http://nationaldebtline.org)

**Stepchange Debt Charity:**  
**0800 138 1111** [stepchange.org](http://stepchange.org)

**National Gambling Helpline:**  
**0800 8020 133** [gambleaware.co.uk](http://gambleaware.co.uk)

**Drinkline Alcohol Support:**  
**0300 123 1110** [drinkaware.co.uk](http://drinkaware.co.uk)

**FRANK Friendly Confidential Drug Advice:**  
**0300 123 6600** [talktofrank.com](http://talktofrank.com)  
**Change, Grow, Live Swindon**  
**01793 611870** [changegrowlive.org](http://changegrowlive.org)  
**Wiltshire Substance Misuse Service:**  
**0345 603 6993** [turning-point.co.uk](http://turning-point.co.uk)

**B-eat (Beat Eating Disorders)**  
**0345 634 1414** [b-eat.co.uk](http://b-eat.co.uk)

**LGBT Foundation**  
(Lesbian, Gay, Bi & Trans support)  
**0345 330 3030** [lgbt.foundation](http://lgbt.foundation)

**Domestic Violence Helpline:**  
**0808 200 0247** [refuge.org.uk](http://refuge.org.uk)

**Victim Support:**  
**0808 1689 111** [victimsupport.org.uk](http://victimsupport.org.uk)

**Swindon Sanctuary SARC**  
Sexual Assault Referral Centre  
**0808 168 0024** [swindonsanctuary.co.uk](http://swindonsanctuary.co.uk)

**Relate Relationship Support**  
**0300 100 1234** [relate.org.uk](http://relate.org.uk)

**Mediation + Helping Families Move Forward**  
**01793 527285** [mediationplus.co.uk](http://mediationplus.co.uk)

**LIFT Psychology Self Referral:**  
**Swindon :** **01793 836836**  
**Kennet and N. Wilts:** **01380 731355**  
**South Wiltshire:** **01722 820267**

**Swindon MIND:**  
**01793 432031** [mind.org.uk](http://mind.org.uk)

**Swindon Carers:**  
**01793 531133** [swindoncarers.org.uk](http://swindoncarers.org.uk)

**The Samaritans:**  
**116 123** [samaritans.org](http://samaritans.org)

**Swindon Intensive Service – Mental Health Support**  
**01793 836820** [awp.nhs.uk/services/community](http://awp.nhs.uk/services/community)

Updated: October 2017

# Staff Support Services



*‘Staff Support Services – caring for those who care’*

Staff Support Services  
Belgrave House  
Wroughton  
Swindon  
SN4 9JU  
Tel: 01793 815279

E-mail: [gwh.staffsupport@nhs.net](mailto:gwh.staffsupport@nhs.net)

**For further information or to make an appointment please call or email**

*Our Values*  
**Service Teamwork Ambition Respect**

### [What do we do?](#)

We offer service users a range of preventative care measures, crisis intervention and personal support in a confidential and safe space to discuss issues that may be causing difficulty. There are times in our lives when we experience challenging situations, often in periods of significant change or upheaval and it can be useful to have a neutral environment in which to explore and gain new perspectives on the presenting problems.

### [Our Therapists](#)

The therapists who work at the centre have extensive experience in dealing with a wide range of issues such as: stress, depression, bereavement, disciplinary, suspension, abuse, relationships, low self esteem, trauma, anger, anxiety and bullying, plus many more. We adhere to the British Association for Counsellors and Psychotherapists (BACP) Ethical Framework and the personal qualities to which the therapists are strongly encouraged to aspire to include, empathy, integrity, sincerity, respect, humility, competence and fairness. All of our therapists have regular supervision, which helps to maintain high quality interaction with Service clients.

### [Mental Health Practitioners](#)

Also on the team are two mental health practitioners who are able to support you through distressing times looking at resilience tools and providing individualised interventions. Both adhere to the ethical frameworks of their professional bodies; one to the Nursing and

Midwifery code of conduct (NMC) and the other to the Health Care Professionals Council.

### [Confidentiality](#)

Sessions are confidential and no individual feedback is given to the Trust or to Managers about any individuals using the service. Although extremely rare, we may have to make a decision (with your permission, where appropriate) should we consider you to be a danger to yourself or anybody else, or if a vulnerable adult or child protection issue arises. Other than in this instance, the Service is completely confidential.

### [Sessions](#)

Sessions are fifty minutes in length, and usually take place either weekly or fortnightly. To get the maximum benefit from your sessions we would appreciate it if you could be punctual and commit to attending regularly.

We are here to support you and understand that from time to time something will crop up that prevents you from attending. It would be really helpful if you can let us know as soon as possible if you are unable to keep your appointment, as a late cancellation may result in you losing the session. In the event that you do not turn up for a scheduled appointment, we will contact you and leave a message if we don't speak directly to you. Please do ring us at your earliest convenience so that we can arrange another appointment.

Sessions are time limited, and depending on where you work, your organisation will fund up to 6 sessions in a rolling year. We are also able to offer a competitive payment scale if you decide that you would like to pay for a few sessions yourself.

### [Useful to know](#)

To maintain the integrity and quality of the Service all users are asked to complete an audit questionnaire about their experience at the end of their sessions. All feedback is welcome.

If you bump into your therapist whilst out and about, the therapist will be guided by whether or not you acknowledge them. Please do not feel compromised by their presence as they understand that it may be difficult.

The Staff Support telephone number shows as withheld, particularly on your mobile phone. The main office in Wroughton has a confidential answering machine for messages if we are not available to take calls. Please leave a message with a contact number and we will respond as quickly as we can.

### [Where can you be seen?](#)

Sessions are offered at our main base in Wroughton and we also offer satellite services in the following areas:

- Chippenham
- Calne
- Salisbury
- Trowbridge
- Warminster
- Wingfield
- Bath

[For further information or to make an appointment in any of these places](#)

Please ring the main office on: 01793 815279  
or e-mail us at: [gwh.staffsupport@nhs.net](mailto:gwh.staffsupport@nhs.net)