

## OUR RESPONSIBILITY



### CONFIDENTIALITY

In general, the practitioner you see will not speak to any third party about any details relating to your attendance of our service without explicit permission. There are some situations, where information may have to be passed on. This is mainly related to concerns about serious risk to you or others or when we are required by law to disclose. Consent to release any information is sought where possible.

In line with professional requirements and good practice, practitioners will discuss sessions with professional colleagues within the service and clinical supervisors contracted to the service, although individual identifying information is not revealed and information shared in supervision itself is protected under a contract of confidentiality which will not be shared outside the supervision relationship.

If you see any member of the University Wellbeing Staff outside of the service, they will not initiate contact with you.

### DATA PROTECTION

Your details and individual records are held on a secure server which is managed by our computerised records provider and only accessible by members of the Student Wellbeing team and select secure server employees. We hold our records for six years after which they will be deleted. We utilise anonymised data for the preparation of reports and for service evaluation and planning.

Please see further information here or ask us if you require any further clarification on this policy.

The Student Wellbeing Service works to the British Association for Counselling and Psychotherapy (BACP) 'Ethical Framework for good practice in Counselling and Psychotherapy'.

### CONTACT US

If you have any questions contact us via  
e: [wellbeing@le.ac.uk](mailto:wellbeing@le.ac.uk)  
t: 0116 223 1780.

Alternatively you can speak to us at the Student Services Centre in the **Charles Wilson Building**.



## STUDENT WELLBEING SERVICE AGREEMENT

[www.le.ac.uk/wellbeing](http://www.le.ac.uk/wellbeing)

#WeAreUoL

The Student Wellbeing Service is a free, confidential, professional service which offers short term wellbeing and counselling support with the aim of enabling you to engage fully in University life.

#WeAreUoL  
[www.le.ac.uk/wellbeing](http://www.le.ac.uk/wellbeing)

## YOUR RESPONSIBILITY



### REGISTERING

Please read through our service agreement as you will be asked to confirm you have read and agree to its contents. To register with our service, you will need to complete initial forms and to access an assessment you will need to answer questions about how you are feeling.



### ASSESSMENTS

After you have completed your initial forms, you will receive an appointment with our service for a 30 minute assessment to discuss your availability. It is important that you attend this first appointment. During this assessment we will work with you to identify the most appropriate support including group sessions, 1:1 sessions or signposting to specialist resources or external services. If this assessment is not attended you will need to re-register with the service for any future support.



### GROUP SESSIONS

We offer confidential closed group psycho-educational support sessions throughout the year. These include tools and techniques to enable you to better manage your mental health. You will not be required to share personal information, however, the more you engage, the more beneficial you may find it. It is important that you sign up for and attend all the sessions. Students attending group sessions will not be eligible to access 1:1 sessions at the same time.



### YOGA THERAPY GROUPS

We offer a Yoga Therapy programme for anxiety and stress that treats the body and mind together. It is recommended to complete the programme in order to experience the most benefits and change. Personal information including health and lifestyle will be required in order to sign up. No previous experience of yoga is necessary and you do not need to be fit or flexible to start. Students will be invited to a follow up review after 3/6 months in order to support your development and the effectiveness of the intervention.



### 1:1 SESSIONS

We offer 1:1 support sessions throughout the year. Following on from your assessment you will be sent your first appointment for ongoing sessions. The number of sessions offered will be discussed and agreed during this first session.



### ATTENDANCE

Please make sure you arrive on time for your appointments. If you arrive more than 15 minutes late, you may risk losing the session. If you need to cancel or rearrange your session, please let us know as soon as possible, and at least 24 hours before. We have a high demand for this service and can offer your appointment to another student who may need it. Please cancel your appointment by calling **0116 223 1780** or email **wellbeing@le.ac.uk**. If you do not attend a session or cancel at short notice, this will count as one of your agreed sessions with your practitioner. If you miss your initial appointment, your file will be closed and you will need to re-apply for the service.