



Staff Support Services



There is a range of support available for staff who may want to talk to someone about any difficulties they are experiencing which may be related to work, personal circumstances, a long standing problem, trauma, or a combination of things. You may be feeling sad or not yourself and finding it difficult to cope with everyday life, although not able to identify anything specific that may be affecting how you are feeling.

It can help to speak to someone about this and often, just speaking to friends or colleagues will be enough. However, it can also help to talk to someone who is trained to help individuals deal with difficulties and how to find solutions to problems.

There are a number of services available for staff which include the following

CiC TELEPHONE SUPPORT

CiC are a leading employee assistance provider who offer unlimited confidential telephone support for staff who would like to seek help and support with personal or work related concerns. The service offers confidential support, advice and also information on a range of services such as legal support, childcare providers and tax and financial advice.

The service is available 24/7.

You can make contact with their professionally trained Confidential Care team in a number of ways:

Service Name:	Confidential Care
Freephone Number:	0800 085 1376
Landline:	020 7938 0963
Email:	assist@cic-eap.co.uk
Text:	18001 0800 085 1376
On Line:	www.well-online.co.uk Username: UoL login Password: Wellbeing

Confidentiality

All information about individuals who use the services is confidential and will not be shared with a third party without written consent.

OPEN MIND - Face to Face individual support

Open Mind is a provision available to any adult living in Leicester City or County or Rutland. It is normal to experience changes in your mood and behaviour at times of stress and emotional upset. Your physical health may also affect your mood and stress levels. If these changes continue to affect you, then the Open Mind service could help. The service provides individual and confidential assessment and treatment from specialised skilled and accredited practitioners.

Information for staff who live in the City:

<http://www.nottinghamshirehealthcare.nhs.uk/openmind>

Information for staff who live in the County or Rutland:

<http://www.nottinghamshirehealthcare.nhs.uk/leicestershire-county-and-rutland-service>

If you live elsewhere, staff in the local service will help direct you to the equivalent service in your own area.

UNIVERSITY SUPPORT

Face to face counselling services are available for University of Leicester staff to help cope with work or non-work issues and will help support wellbeing.

Please ring tel. no. (0116) 252 3263 or

email: staffcounselling@le.ac.uk to request a referral.

Location / Contact

Occupational Health Department

First Floor - Freemans Cottages, Freemans Common,
(Welford Road Car Park), Leicester LE2 6BF

For more information, please contact us via ...

tel. no. (0116) 252 3263

email: staffcounselling@le.ac.uk

or visit our website at ...

http://www2.le.ac.uk/offices/hr/policies/health/occupational-health?uol_r=e6d3e453

