health assured

Calling the IAP Helpline

User Guide



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Contact us:
0800 028 0199

healthassuredeap.com

When should I contact Health Assured?

When the time feels right, you may feel the need to reach out for emotional or practical support. Health Assured know how difficult it can be to take those first steps. Our qualified and experienced counsellors are ready to listen and provide guidance.

You may be looking for some practical advice. Health Assured have qualified legal advisors who will assist with any legal matters. The IAP is available 24/7, 365, so help is always available, at a time which suits you.

How can Health Assured help me?

Health Assured provide emotional support and practical guidance. The counsellors on the helpline will triage, and provide early interventions. You can take advantage of structured counselling, or use the helpline to work through your current situation.

If you have any practical concerns, our legal advisors can help. They will provide advice and guidance on issues such as:



Writing a will



Divorce procedures



Probate costs



Property and partnership rights



Work issues



Boundary disputes



Motoring issues



Immigration information

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What will happen when I call Health Assured?



A qualified counsellor or legal advisor will answer. If it's your first call, they'll ask for the name of your association, and your contact details. Health Assured use this information to get you set up and ready on their system.

If you've called before, they'll ask some security questions. These are simple—your date of birth, or postcode. Data security is important, so you must answer these correctly to continue.

They'll ask what your call relates to. This is to make sure you get the right support, as quickly as possible. If a counsellor answers, and you need legal advice, they will transfer you to an advisor and vice versa. In the unlikely event that the appropriate counsellor or advisor is unavailable, they'll arrange a call-back at the best time for you.

What does a Health Assured counselling call look like?

Health Assured counsellors use a proactive approach to supporting you. They will provide you with space and time to talk about your concerns and provide guidance and mindfulness techniques that will help you in the present.

A few simple changes are often enough to make a world of difference. The counsellors may suggest useful resources that will help you to make those changes - you may feel that this is enough. At the end of the call, the counsellor will also explain the options available to you moving forward.

You can choose to simply call back if you would like to talk again or if you would like to explore the option of structured counselling, the counsellor will offer to complete a clinical assessment with you. This isn't as drastic as it might sound—it takes around 20 minutes and the questions asked will ensure you get the best support possible. The clinical assessment can also be completed at a time best for you.

Counsellors are available 24/7, 365.

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What does a Health Assured advisory call look like?

Health Assured advisors have the same proactive approach as the counsellors. They're experts in legal processes, obligations and liabilities. They'll listen to your issues, and offer guidance on the best way to proceed.

While the advisors aim to resolve your issues in-house, sometimes they'll need to direct you to other resources. This is so you can be sure you're receiving the most appropriate advice.

Advice is available 24/7, 365.

Why are my details taken?

The IAP is confidential. In order to provide the best service, however, counsellors and advisors will ask for a few details. They'll need your name, address, contact number and date of birth. They'll also ask if it's okay to leave a voicemail, or send you an SMS—it's fine to say no to these.

Health Assured treat your data with total confidence. All individuals are bound by ethical and legal frameworks, and the service is ISO27001 accredited.

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Will Health Assured contact my association?

Health Assured provide a confidential service. They won't contact your association when you call the IAP helpline.

The only time Health Assured will contact your association is after receiving a referral form. If your association wants to refer you to Health Assured for any reason, your association must have your written consent.

Health Assured will email your association after receiving a referral form to acknowledge receipt, and again if they can't contact you.

Will you contact my GP?

In most cases, no. Health Assured would only need to share information if:

- They believed that someone else is at risk of serious harm.
- They were told about acts of terrorism or bomb warnings.
- You asked them to get you help because you can't do this yourself.
- You expressed that you were experiencing thoughts of self-harm or that you were having suicidal thoughts.

Health Assured will always seek your consent before contacting your GP or the emergency services. However, if it is deemed that you are an immediate risk to yourself or others, this may not be possible.

What happens if I want to access structured counselling?

If you decide structured counselling is for you, the counsellor will carry out a clinical assessment.

Health Assured will take into consideration biological, psychological and social factors during the assessment— this is called the 'biopsychosocial model of health'. It allows the counsellor to explore your concerns with you, and identify goals for the counselling.

Counsellors know that it's not always easy to answer personal questions. By using the above model, they aim to put your mind at ease, and make the assessment as comfortable as possible. It takes around 20 minutes, and is completed via the telephone. The assessment is a vital part of the therapeutic process, and must be carried out— you can complete it at a time that suits you. After the assessment, your counsellor will identify the most appropriate treatment for you.

What will happen in the counselling sessions?



You will work with the same counsellor on a weekly basis, and each session will last for 50 minutes. The counselling sessions will provide a safe and confidential space for you to talk about how you are feeling, and help you to identify a way forward.



The counsellors use a solution-focused approach—this focuses on the here and now. Talking through your problems is a powerful way to deal with them. This approach encourages mindfulness and helps to build change.



You'll set targets and goals during the sessions, building your own plan and resources— in these sessions you are the expert. No-one knows your own mind as well as you do.



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healthassured.org

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bacp counselling changes lives
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