

## **Confidential Counselling for LCC Employees Amica Staff Counselling and Psychological Support Services**

There are times when all of us may need a little help to deal with the changes and challenges in our lives – whether they be work-related or personal. The Amica Counselling and Psychological Support Services provide a telephone counselling service for LCC staff giving them the opportunity to speak to a qualified counsellor.

### **Who is Amica?**

AMICA Counselling and Psychological Support Services is part of the University Hospitals of Leicester NHS Trust and is located at the Leicester Royal Infirmary.

### **What services do Amica provide to LCC?**

Amica provide a free and confidential telephone and face-to-face counselling service, available to all employees. It is run by qualified counsellors, from 8.30am to 8.30pm, 365 days per year. **(0116) 254 4388**

### **Support for Managers**

Amica can also provide support and advice to managers, including how to deal with a critical incident / adverse event. To discuss, managers should contact Amica direct on **(0116) 254 4388**.

### **Mediation**

Mediation services are also available on request. To discuss, managers should contact Amica direct on **(0116) 254 4388**.

### **What type of issues do Amica provide counselling for?**

This can include the following:

- Abuse
- Anxiety and depression
- Bereavement
- Bullying and harassment
- Family/relationship issues
- Legal advice (signposting)
- Debt counselling (signposting to Payplan)
- Mental health
- Physical violence
- Psychological trauma
- Substance and alcohol misuse
- Work stress

However, this list is not exhaustive...

## **How do employees access the service?**

To access the service employees must self-refer.

- **Telephone Counselling**  
Employees can ring Amica direct on **(0116) 254 4388**
- **Face-to Face Counselling**  
Employee access is via a **self-referral route**, for to up to 8 confidential face-to-face counselling sessions, if required, following initial assessment. Employees do not need to seek funding authorisation from their line manager.

This differs for school-based employees as follows:

## **How do School-based employees access the service?**

- **Telephone Counselling**  
School-based employees can ring Amica direct on **(0116) 254 4388**
- **Face-to Face Counselling**  
Self-referral is not currently available to school-based employees and therefore it cannot be accessed without approval of funding.

The cost per employee referral is payable from a schools individual budget, and this covers up to 8 face-to-face sessions.

### **How does an school-based employee obtain funding Approval?**

- An employee should speak to their Head Teacher or HR section.

## **Can family members access the service?**

Family members can access Amica's services in the event of a major trauma/incident involving an LCC employee, subject to agreement with the employees Department.

## **Can Managers refer employees to Amica for Counselling?**

No. Contact with Amica is voluntary and can only be accessed by the employee via a self-referral route.

## **Can HR or managers get feedback from Amica on individuals who have used the service?**

No. The service provided is a confidential counselling service, therefore Amica will not provide feedback on individual's that have accessed telephone or face-to-face counselling. However, LCC will receive periodic statistical information on usage, types of issues identified.

## **Who should I contact if there are any problems?**

If you have any problems with the service please contact a member of your HR section.