

COUNSELLING & MENTAL HEALTH SERVICE



Abertay
University®

INTRODUCTION



Welcome to the Abertay University Student Counselling & Mental Health Service

The Counselling & Mental Health Service is part of Student Services and is free for all Abertay University students. Counselling is an opportunity to explore issues that concern you and not be judged. Our counsellors aim to support you to find your own directions in life. The Mental Health Nurse Advisors work with students with severe and/or complex mental health needs.

Why might I see a counsellor?

Some students seek counselling to help with specific problems in living such as loss, bereavement, trauma, stress, self-harm, anxiety, academic issues, depression, sexual/physical/emotional abuse, bullying, drinking, drugs, sexuality, loneliness, relationship difficulties and harassment. Some people simply attend out of a sense of something being wrong in their life.

The counsellor allowed me to pour all of my thoughts and feelings onto a plate, arrange them into sections and try to look at each section to understand why I feel the way I do sometimes, and to try and have more control over my negative emotions, to remain happier more of the time.



Why might I see a Mental Health Nurse Advisor

The Mental Health Nurse Advisor provides confidential advice and support for students who have a diagnosis or enduring mental health condition. The Mental Health Nurse Advisor will provide assessment, therapeutic guidance and support for your mental health needs.

How to make an appointment

The University Counselling and Mental Health Service is part of Student Services based at the Library. Counselling is free and available to all registered students.

Appointments are available on weekdays from 9.00am to 5.00pm, with appointments available until 6.00pm on two evenings a week throughout the year.

You can book an appointment by emailing **counselling@abertay.ac.uk**. Alternatively, speak to staff at the Support Enquiry Zone (SEZ) on level 1 of the Library. The service also includes a Mental Health Nurse Advisor (who is a registered mental health nurse) who can work with you if you are experiencing or are concerned about any mental health issues.

You will be directed on how to submit a self-referral form via Abertay Connect. Once you have done this, you will receive instructions on how to book your assessment appointment via Abertay Connect. At busy periods the Counselling & Mental Health Service may have a waiting time for assessments. The standard length of an appointment is 50 minutes.

*If you feel that you require an appointment as soon as possible, please email **counselling@abertay.ac.uk**. Appointments are based on staff availability but we will try to see you within a few days. If it is an emergency please refer to the 'other sources of help' section later in this booklet for urgent support details.*

How many appointments?

In the first instance we offer up to 6 sessions for counselling. Many people find they need less than this. Our provision is short term counselling; we can refer you to other sources of support should the need arise. With the Mental Health Nurse Advisor you can expect to have approximately 10 therapeutic interventions.

My counsellor really was tremendous. They were empathetic and listened to everything I had to say. The counsellor explored many options I didn't feel that I had, which empowered me to change my situation for the better. I'm extremely grateful for the Counselling Service.



Cancellations

If you are unable to keep an appointment please contact the Counselling & Mental Health Service to let us know.

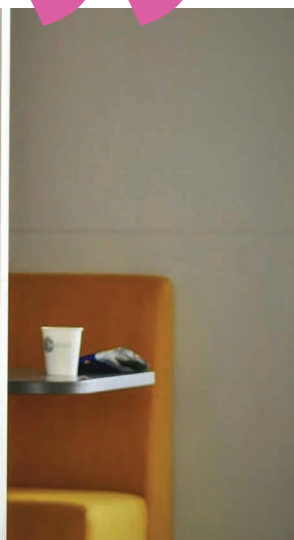
If you do not attend an assessment appointment you will be contacted with instructions on how to re-refer to the service. If you miss an ongoing appointment you will be emailed to confirm whether you wish to continue.

Professional Standards

Your counsellor is a member of the British Association for Counselling and Psychotherapy (BACP) and subscribes to its Ethical Framework. You can find out more about the BACP's practice guidelines, Ethical Framework and complaint procedures by accessing the website **bacp.co.uk**

Your Mental Health Nurse Advisor is a registered member of the Nursing and Midwifery Council (NMC), and adheres to the NMC code of conduct. For more information and the code and complaints procedure please visit **nmc.org.uk**

The counsellor has helped me work through a lot of issues that have been there since childhood and beyond. He has always been friendly and kind and I'm glad I went along.



CONFIDENTIALITY



The Service is confidential. No one will be told that you are using our service. We will not respond to any enquiry about you without your permission. Confidentiality will be broken only in exceptional circumstances – if the counsellor believes there is a real risk of harm to you or someone else. Likewise the counsellor may be obligated to contact law enforcement agencies if details of a child protection or terrorism offence are disclosed. Every effort would be made to discuss the situation with you if possible before a break of confidentiality.

In accordance with the General Data Protection Regulation (GDPR) we keep notes as records on your sessions. These are confidentially destroyed seven years after your last appointment with the Counselling & Mental Health Service.

You can access your notes by submitting a formal request to counselling@abertay.ac.uk, or by speaking to your counsellor.

The Counselling & Mental Health Service has an obligation to retain your records for the seven-year period even if you withdraw consent to continue counselling.



Scan the QR code for more information,
or visit abertay.ac.uk/Counselling-MH

COMPLAINTS

If you are unhappy in any way about the Counselling & Mental Health Service please tell us. In the first instance it is best if you can speak to your own counsellor. To make a formal complaint please contact the service to speak to the Manager.



My counsellor was great with me. I had not been able to talk to anybody about what I was feeling before she started talking to me, they helped me open up about how I felt, made me more confident and helped me turn around a lot of negative, habitual feelings. Talking to them made me realise what the reasons were for my anxiety and what I needed to do to stop them.



OTHER SOURCES OF HELP

Your GP:

If you are experiencing emotional distress talking to your GP is often a good step to take. Your GP should have some understanding and will be aware of the various options available to you.

Abertay University Wellbeing App:

Scan the QR code to download the app from the app store



Useful Websites:

menshealthforum.org.uk
studentsagainstd Depression.org

Scan the QR code for more information on student life and mental health



Helplines:

If you urgently want to talk to someone about your emotional difficulties and are feeling despairing or suicidal you may want to contact:

- **NHS:**
T: 111
- **Breathing Space:**
breathing space.scot
T: 0800 83 85 87
- **The Samaritans:**
samaritans.org
T: 116 123
- **Saneline:**
sane.org.uk/what_we_do/support/helpline
T: 0300 304 7000
E: support@sane.org.uk
- **Give us a shout:**
TEXT 85258
Here for you 24/7
giveusashout.org



My counsellor was very good at listening to my point of view and allowing me to realise when I made changes and acknowledge that I should try and remember the small steps taken. She was very understanding about my situation as there were quite a lot of things I needed help to deal with.



If you feel that you require an appointment as soon as possible, please email counselling@abertay.ac.uk. Appointments are based on staff availability, but we will try to see you within a few days. If it is an emergency, please refer to the resources listed above for urgent support details.

CONTACT

Student Enquiry Zone

Level 1, Library Building, Abertay University,
Bell Street, Dundee, DD1 1HG

E: counselling@abertay.ac.uk

W: abertay.ac.uk/Counselling-MH



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ENQUIRIES:

Student Enquiry Zone (SEZ)

Level 1, The Library Building,
Abertay University,

Bell Street, Dundee DD1 1HG

T: 01382 308805/01382 308833

E: counselling@abertay.ac.uk

EQUALITY STATEMENT:

The University Equality Policy
can be found at:

abertay.ac.uk/equality-diversity-inclusion



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