

COUNSELLING & MENTAL HEALTH SERVICE



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 Mental Health Nurse Advisor?

The Mental Health Nurse Advisor provides confidential support to students experiencing mental health difficulties or living with a diagnosed mental health condition. Support may include mental health assessment, therapeutic guidance, practical advice, and help to manage your wellbeing while studying.

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.



Need to Be Seen Sooner?

If you feel you need support urgently, please email **counsellingandmentalhealthservice@abertay.ac.uk**. We will do our best to offer an appointment as quickly as possible, subject to availability.

If you need immediate or emergency support, please see the Other Sources of Help section later in this booklet.

How Many Appointments Can I Have?

Counselling is offered on a short-term basis, with up to six sessions available. Many students find they need fewer sessions.

Support from the Mental Health Nurse Advisor is based on individual need and may vary depending on your circumstances.

Where appropriate, we can also help you access other sources of support.

If you feel that you require an appointment as soon as possible, please email **counsellingandmentalhealthservice@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.

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.

Mitigating Circumstances and Letters of Support

Requests for mitigating circumstance letters and letters of support are given to students already engaging with the service and will not be given if students haven't recently accessed the service.

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 **counsellingandmentalhealthservice@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:**
breathingspace.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 counsellingandmentalhealthservice@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

Support Enquiry Zone

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

E: counsellingandmentalhealthservice@abertay.ac.uk

W: abertay.ac.uk/Counselling-MH



ENQUIRIES:

Support Enquiry Zone (SEZ)

Level 1, The Library Building,
Abertay University,

Bell Street, Dundee DD1 1HG

T: 01382 308805/01382 308833

E: counsellingandmentalhealthservice@abertay.ac.uk



EQUALITY STATEMENT:

The University Equality Policy
can be found at:

abertay.ac.uk/equality-diversity-inclusion

Equality, Diversity and Inclusion

Abertay University is committed to creating an inclusive, respectful and supportive environment for all students. We welcome and support students from all backgrounds and are committed to ensuring that nobody is disadvantaged because of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.