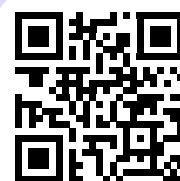
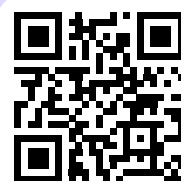


CircleWell



iOS



Android

Your free, confidential mental health and wellbeing service, providing in the moment support from a dedicated Customer Care Counsellor

Available 24/7, 365 days a year, via:

Freephone – WhatsApp – Text
Live Chat – Online Portal

Download the Spectrum.Life app, or explore the platform:
circlehealthgroup.spectrum.life/login?org=CHG
Use your work email to sign up

WhatsApp:
Text 'hi' to +44 74 1836 0780
UK Freephone:
+44 808 196 8161



CircleWell services include:

In-the-moment support

Single telephone counselling sessions available 24/7

Psychoeducation

on self-care, coping skills, emotional regulation, etc.

Short-term counselling

where clinically appropriate

Online cognitive behavioural therapy

where clinically appropriate

Mental Health Coaching

Emotional wellbeing, motivation, or goal setting

Signposting

to external specialist/long term counselling where clinically appropriate

Ancillary Services

30 minute telephone calls with financial, legal, and career experts

Digital Wellbeing Platform and App

Hours of eLearning and self guided meditation

Mental Health User Journey

UK Freephone:
+44 808 196 8161

UK SMS/WhatsApp:
Text 'Hi' to
+44 7418 360 780

Contact the service
via freephone, live
chat, WhatsApp, SMS,
email or request a
call back.



Go to the platform and complete the coaching questionnaire if you think you'd like mental health coaching instead of speaking with a counsellor.

If your answers indicate you need more than coaching, you will be directed to book in with a counsellor via the 24/7 line.

Your Mental Health consultation will offer in the moment support with a qualified counsellor or psychotherapist. They will determine your specific needs and your suitability for our counselling service.

If your answers indicate coaching is appropriate for you, you'll be directed to book in with a coach through the wellbeing platform.

If counselling is not appropriate, the clinical team will provide you with a single session of counselling on the initial call, and will support you as much as possible to find the right support for you.

If counselling is deemed appropriate, you will be referred to a counsellor.

Book your first coaching session through the platform. You can choose your coach based on your preferences (e.g. age, background, gender)

Our Advanced Care team may direct you to:

- Circle Private Healthcare Scheme (if you are a member)
- Your GP
- Local support groups/ charities
- Self-guided iCBT
- Mental health coaching.

If a different type of treatment is clinically appropriate, the team will provide you with a referral letter.

Your counsellor will be in touch within 48 hours to offer you an appointment. This appointment will take place within 5 days of initial contact based on your availability, via phone or video call
***Specialism may increase lead-time.**

Your first coaching session will take place within two working days.

If an employee is at immediate risk of harm, emergency services will be notified, if it is safe to do so.

You will then attend your counselling sessions, for as long as your counsellor thinks you are making progress.

Your coaching sessions will take place for as long as you and your coach think you're making progress.

You can also agree to have a check in call at a later stage with one of the EAP advice clinical team.