



Abertay
University

Counselling

Abertay Counselling and Mental Health Service

abertay.ac.uk

Introduction

Welcome to the Abertay University Student Counselling and Mental Health Service. The Counselling and Mental Health Service is part of Student Services and is free for all Abertay students.

What is counselling?

Counselling is an opportunity to explore issues that concern you and not be judged.

Our counsellors' approach is to support you to find your own directions in life. Counselling is not advice – a counsellor will not tell you what you should do. Counselling is confidential – see more on this later in the leaflet.

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.

How to make an appointment

The Counselling Service is part of Student Services on Level 2 of the Library. You can make an appointment by speaking to reception staff in Student Services. Alternatively you can phone (01382) 308051 or email counselling@abertay.ac.uk. Appointments are scheduled between 9am and 5pm Monday to Friday.

Your first appointment with a counsellor will be for information gathering. This will help you decide whether to opt for ongoing sessions. We aim to offer a first appointment within 10 working days of you contacting us. This may be delayed if your availability is limited. At busy times the Counselling and Mental Health Team does have a waiting list. The standard length of an appointment is 50 minutes.

Urgent on-the-day appointments are available each weekday by contacting the Counselling and Mental Health Team at the contact details above.



"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."

How many appointments?

Many students find that one or two sessions are enough and the majority of students require less than six sessions. Our main priority is to ensure that all students who require a counselling appointment can access our service quickly. There is a maximum of 12 sessions within one academic year. Our main provision is short term counselling, we can however refer you to other sources of support should the need arise.

Cancellations

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

If you do not attend a first appointment you will be contacted to establish whether you still require counselling. Should you miss an ongoing appointment you will be emailed to confirm whether you want to continue. Missing two appointments would result in your appointments being discontinued. You could however re-refer for further counselling appointments at a later date.

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 web-site www.bacp.co.uk.

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 Data Protection Act (1998) we keep written notes as records of your counselling sessions. These are confidentially destroyed four years after your last

"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."



appointment with the Counselling & Mental Health Team. You can access your notes by submitting a formal request to counselling@abertay.ac.uk, or by speaking to your counsellor.

Complaints

If you are unhappy in any way about the Counselling 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 Senior Counsellor or Director of Student Services.

Mental Health Advisor

The Mental Health Advisor is eager to ensure that students with mental health difficulties receive advice, information and support as needed to facilitate academic work and participation in university. All communication is confidential and informal.

- Identify support needs
- Discuss strategies for managing student life and mental health difficulties
- Provide short-term or ongoing support
- Provide information and if needed, access to other services within the University and local mental health services

Come along if:

- You are struggling to deal with an existing mental health difficulty
- You, or other people, have become concerned about your mental health recently
- You would like to discuss strategies which may help you to cope with university life

To make an appointment, email David Cameron, Mental Health Advisor
E: mentalhealth@abertay.ac.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."

Other Sources of Help

Your GP

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

Useful Websites

www.menshealthforum.org.uk

www.student.counselling.co.uk

www.studentdepression.org

www.studentsinmind.org.uk

www.ssmh.ac.uk

Helplines

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

Breathing Space

www.breathingspacescotland.co.uk

Tel: 0800 83 85 87

The Samaritans

www.samaritans.org

Tel: 08457 116 123

Saneline

Tel: 0300 304 7000

"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."



Equality Statement

The University believes that all employees and students have the right to expect, and that it has a responsibility to ensure, that no individual will be disadvantaged as a consequence of their age; disability; gender reassignment, marriage and civil partnership; pregnancy and maternity; race (including colour, nationality and ethnic or national origins); religion or belief; sex; or sexual orientation. The University Equality Policy can be found at: <http://www.abertay.ac.uk/about/theuni/diversity/>



"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."



Abertay University

Counselling

Contact:

Student Services Reception

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

Tel: +44 (0)1382 308051 | E-mail: CounsellingService@abertay.ac.uk

Web: <http://portal.abertay.ac.uk/portal/page/portal/University/Student%20Services/Counselling>

