

COVID-19 UPDATE:

To protect our clients and our staff we are currently conducting limited in-person sessions or courses, however we have a range of digital options that continue to be available to us, including one to one sessions with a therapist or counsellor, digital solutions including online consultations, webinar-based groups, and other app and online based tools.



**Dorset HealthCare
University**
NHS Foundation Trust

steps2wellbeing

Southampton & Dorset

Southampton
0800 612 7000

**Bournemouth &
Christchurch**
0300 790 0542

**Poole
Purbeck &
East Dorset**
0300 1231120

**Weymouth,
Portland, Mid/
North Dorset**
03007906828

The Steps 2 Wellbeing service is a talking therapies service for people 18+ who may be experiencing:

- Low mood, loss of motivation
- Difficulty concentrating and making decisions
- Change of appetite, poor sleep
- Restlessness, irritability
- Excessive worry or low self esteem



What should I expect when I contact the service?

Our admin team will arrange a time for your assessment. This can be by telephone, video or face-to-face depending on your particular needs.

Contacting the service may be a difficult first step, but our team is here to support you.

What should I expect from my assessment?



The purpose is for us to gather further information about the symptoms you are experiencing, focus on the difficulties you may have and how they are affecting you on a daily basis.

We will talk about the next steps and agree the most suitable treatment for your needs.

What if I need to cancel an appointment?

If you urgently need to cancel your appointment, please call or email the admin team as soon as you can.

If you do not attend an appointment we will try to contact you to rebook but may discharge you from the service if we don't hear from you after a period of time.



What about confidentiality?

Your information will be kept safe and secure at all time in line with the Data Protection Act.

Our treatment and confidentiality agreement explains in more detail how this works and when we might need to disclose information.

The “Your NHS Data Matters” website gives you more information on why and how we use it and how you can opt out from sharing your data. www.nhs.uk/your-nhs-data-matters/

Equality & Diversity

Steps to Wellbeing aim to positively reach out to all individuals within the local community. We support people of all minority groups and backgrounds.

Our aim is to create an environment where everyone feels safe,

Self-refer: By phone (numbers are on the front of this leaflet) or on our website www.steps2wellbeing.co.uk

OR Speak to your GP or any health professional to ask them to make the referral