



# 24/7 telephone counselling

## 0808 501 5210\*

In light of the **Coronavirus outbreak**, Pro-Counselling qualified therapists are here to support you.

\*Freephone number from mobile or landline.

**The COVID-19 outbreak and the tragic consequences of it may seriously affect our mental health.**

**Pro-Counselling** offers **Health Education East Midlands Trainees** access to a 24/7 telephone counselling platform to reach a qualified therapist at any time and to help you cope with the loss of colleagues, the anxiety and the stress that uncertain times like this bring into our life. **The calls are confidential and anonymous.**



Anxiety  
Isolation  
Uncertainties  
COVID  
Loneliness  
Stress

## How it works

1. Go to the **online portal**  
[www.pro-counselling.co.uk/counsellors.html](http://www.pro-counselling.co.uk/counsellors.html)
2. Choose a therapist currently online and make a note of the 4-digit code
3. Call the Freephone number, you will be asked for the 4-digit code of the therapist chosen
4. The therapist will answer the phone



If you don't have access to the internet, call the Freephone number and press \* when prompted to be connected with one of the therapists available.

You can also access the profile of each therapist, find out about their area of expertise, and view their schedule to know when each therapist will be available on the platform.



**No waiting**  
**No need for appointments**

Our therapists provide **short-term, solution-focussed counselling support** to offer you immediate advice or to guide you towards a solution.



Our service offers counselling support only and **does not provide medical advice or information about the virus and its symptoms.** If you have physical health-related queries about the virus and its symptoms, please visit the [NHS coronavirus dedicated page](#).



The service is confidential and anonymous, and the calls are never listened to or recorded. Our therapists follow the British Association for Counselling and Psychotherapy (BACP) code of ethics, which means that they will not breach confidentiality unless an individual is deemed a danger to themselves or others.



Our therapists are all UK-based, fully trained and qualified to British standards. They are registered members or accredited members of the BACP and/or UKCP.

• **Online**  
• **Wellbeing**  
• **Space**

The online wellbeing space is a secure platform with videos, podcasts, articles and guides about personal and professional matters.

Visit [here](#)

[www.heeem.mywellbeingspace.co.uk](http://www.heeem.mywellbeingspace.co.uk)

And create an account using your professional email address for unlimited access to the online wellbeing space.



- **Self-help tools**
- **Videos**
- **Articles**
- **Worksheets**
- **Podcasts**
- **Relaxation packs**
- **Support for managers**