

# TIME FOR YOU & QWELL

## What is Time for You?

Time for You is a free online mental health and wellbeing support service providing a safe space to talk and offer one-to-one help for anyone struggling with their mental health and wellbeing.

## How can I contact Time for You?

You can contact Time for You on [timeforyou@samh.org.uk](mailto:timeforyou@samh.org.uk) to find out more about the service or if you have any questions.



## What Time for You offers

Time for You provides different options of support to help you with your mental health and wellbeing. Whether you are seeking one-to-one support in a safe, confidential space online or to access a wellbeing hub of resources and professional support on Qwell.

### Wellbeing Coaching

Working with a SAMH Wellbeing Practitioner using evidence-based psychological coaching to increase awareness and develop tools, skills and strategies to achieve personal goals with your mental wellbeing.

### Counselling

Working with a Trainee Psychologist (Glasgow Caledonian University, PHD Programme) using a therapeutic approach such as Cognitive Behavioural Therapy (CBT) or Person-Centred Therapy (PCT) to target mental health concerns.

### Qwell

Offering access to a moderated community forum, self-help tools, resources and professional support.

## Who is Time for You for?

Anyone who is aged 16 and over, living in Scotland and experiencing mild to moderate mental health concerns.

Please note that anyone currently receiving support from a secondary mental health service (ie. under the care of a psychiatrist/psychologist or Community Mental Health team) will fall outside the eligibility criteria of 'mild to moderate'.



## What do we mean by 'mild to moderate'?

When a person is experiencing a small number of emotional symptoms or sensations that are having a limited effect on their daily life. Some examples, but not exclusive to, might include having difficulty with:

- Low mood
- Anxiety
- Low self-esteem and/or confidence
- Managing emotions
- Diet/Nutrition
- Stressors at home and/or at work
- Challenges with navigating changes
- Maintaining healthy habits
- Sleep issues and fatigue
- Low motivation and/or focus



## You might have said or thought some of these things...

"I find it difficult to relax and switch off after work"

"I feel stressed and anxious about work and home problems"

"I've been feeling low and not being able to manage my emotions"

"I'm really tired and struggling to sleep at night"

"I've lost interest in doing things that I used to enjoy doing"

"I'm struggling to focus and keep motivated"

# How to access Time for You

Complete a self-referral form to request one-to-one support with Time for You and send to [timeforyou@samh.org.uk](mailto:timeforyou@samh.org.uk).

A member of the Time for You team will respond and arrange an initial call with you. The call lasts between 45-60 minutes.

During the initial call, we will:

- Explore what you feel are the most pressing issues for you in terms of your mental health and wellbeing.
- Provide more information about the Time for You service and an opportunity for you to ask any questions.
- Discuss the support options available and whether the service is right for you and your needs.

If the service is right for what you are looking for, you will be allocated a Trainee Psychologist or Wellbeing Practitioner. Then they will get in touch via email to arrange and begin your counselling or wellbeing coaching sessions with you.

If you fall outside the eligibility criteria for Time for You, we aim to signpost to the right service for your needs.

## What is Qwell?

Qwell provides a safe and confidential space to share experiences and gain support from their community and qualified mental health professionals. They are here to support you alongside other support services.



## Who can use Qwell.io/SAMH?

Qwell is open for adults from the age of 18 who have been signposted by SAMH and partner services.

## What you'll find on Qwell

### Moderated Community Support

Relate and connect with others by sharing similar experiences, and gain valuable selfcare tips and tools from their engaged community and professional team.

### Personal tools

Set personal goals, write in your journal, or start a discussion with the community.

### Professional Support

Qwell's team of professionals aim to provide early response to emotional well-being as well as emerging mental health needs via the online platform and counselling sessions.

### Magazine

Helpful articles, personal experiences and tips from the community and professional team.

## How to access Qwell

Just go to [Qwell.io/SAMH](https://Qwell.io/SAMH) and click the yellow 'Join Qwell'.

Select 'Time for You' and complete your details.



Pick a username and a password

Make sure you remember your username and password. It's the only way to access your account.

To protect your anonymity don't use real names, your date of birth or your username from another site or service.

# Time for You FAQs



## When can I contact the Time for You team?

The Time for You team is available Monday to Friday from 9am-5pm. If you send the team an email at [timeforyou@samh.org.uk](mailto:timeforyou@samh.org.uk), they will aim to respond within 2 working days.

## How many sessions do I get with a Wellbeing Practitioner or Trainee Psychologist?

You will have an introductory meeting to set out your goals and priorities for the support followed by 8 one-hour sessions.

## Can I get a mental health diagnosis?

The Wellbeing Practitioners and Trainee Psychologists are not qualified nor ethically able to advise clients in respect of practical aspects of the presenting issues, e.g. legal advice, entitlement to benefits, or other forms of advice or to clinically diagnose mental or physical health conditions.

## Do I need to be referred to Time for You by my GP?

No formal referral and you're able to self-refer at any time.

## When will my sessions be?

Sessions are normally Monday to Friday, 9am-5pm and can be weekly or fortnightly. The session times will be arranged between you and the Wellbeing Practitioner/Trainee Psychologist to find a suitable time when you are both available.

## Will my information remain confidential?

Everything discussed in sessions will remain confidential unless you are found to be at risk of harming yourself or others, or at risk of harm from others. Please refer to the Time for You Privacy Statement for a full data management outline.

# QWELL FAQs



## Do I need to be referred to Qwell.io/SAMH by my GP?

No formal referral is needed to join Qwell. You're able to self-refer at any time.

## When can I talk to the Qwell.io/SAMH team?

Qwell is available 365 days a year. The Qwell.io team are available to chat with you between the hours of 12pm-10pm Monday-Friday and 6pm-10pm on Saturdays and Sundays.

Alternatively, you can send them a message on the site at any time of the day or night, which will be responded to within 24 hours.

## Our Accreditation

Qwell offers a fully accredited counselling service with the British Association of Counselling and Psychotherapy (BACP) or equivalent. All counsellors receive regular clinical supervision in accordance with BACP guidelines. Qwell works in tandem with the NHS to improve mental health support for adults.

## Is Qwell.io/SAMH an Anonymous service?

Qwell.io is Pseudo-anonymous. This means you provide a username which is how you are known on the site. You can post and comment anonymously on Qwell.io without being visibly identified to our team or other users.

## Can I message other adults on Qwell?

The only adults on the site that you can message privately are Qwell professionals. You can however comment on, or post your own online forums that are visible to all adults on the site to get community support.