

What happens when I phone PAM Assist?

- Your call will be answered by a qualified counsellor at all times. At busy moments, calls are answered by nurses who will ensure you get called back when you need.
- The counsellor will determine, with you, collaboratively, what you need at this time – whether it be practical advice or counselling.
- The assessment will gather information about the difficulties you are experiencing. This will help to determine what level of treatment/intervention will be most appropriate.
- The call can last from 5 mins to an hour so please make sure you are somewhere quiet and can talk freely if you are ringing regarding personal issues.

What is involved in telephone counselling?

- All telephone counsellors are based in Glasgow, and are either accredited or working towards accreditation. Following your assessment, you will be called back around 3 working days later and offered an appointment.
- Formal telephone counselling works in the same way as face to face, that you will call in (like attending) every week for the sessions, which last about 50 mins. Telephone can be as equally effective as face to face.

What is involved in face-to-face counselling?

If face-to-face counselling is agreed at assessment, PAM Assist will aim to contact you within 3-5 working days to arrange this. Face-to-face counsellors employed by PAM are based at our clinic at Speirs Wharf in Glasgow. If you cannot attend there, you will be assigned someone from our trusted associate network who will contact you to arrange an appointment at a mutually convenient location normally within 10 miles of your work base.

On average, your first face-to-face session will take place within 5 days of your allocated counsellor being in touch with you. There are a maximum of 6 face-to-face counselling sessions available, the number varying according to the issue(s) and type of programme. This will be agreed with the individual and tailored to meet their needs – for instance, CBT may be suggested, and the structured nature of this approach may require a smaller number of sessions in total. Each session will last 45-50 minutes.

What are the professional backgrounds of PAM assist counsellors?

All PAM Assist counsellors have at least a Master's/Postgraduate Diploma level qualification in their specialty and are BACP registered/accredited practitioners.

I have never accessed mental health services before and am a bit unsure...

It is natural to feel a little apprehensive about speaking to a counsellor for the first time, either on the telephone or in a face-to-face setting. For instance, sometimes people worry that the problems they are experiencing are trivial, embarrassing or difficult to share. Please be assured that your counsellor is used to hearing about a whole range of personal circumstances and difficulties. Their job is to create a confidential and supportive space where you feel listened to and understood, regardless of the problem.

Remember too you are under no pressure to give your name or engage in a structured manner with us. It might be eventually better for you if you do enter into sessions, though you are in control over what happens.

What other services can I access through PAM Assist?

- You also have access to an extensive online resource where you can seek information and advice on a wide range of topics concerning work life, personal issues, health & wellbeing.
- There is also a legal advice line where you will get free advice from a lawyer on any issue, and we partner with a debt organisation too.
- We can also signpost and support you with a host of other issues, so don't hesitate to call.