Who is providing this service?
Your service is provided by Right Management Workplace Wellness. Workplace Wellness is wholly independent of your organisation and for that reason can offer a confidential service.

Who are Workplace Wellness?
Workplace Wellness was founded in 1989 and is a leading provider of guidance, information and support to organisations and their employees all over the UK.

600,000 employees UK wide benefit from the services provided by Workplace Wellness. They include organisations in both the private and public sectors. Employers recognise the importance of staff well-being. The logic is simple: happy staff enjoy their work more, perform better and deliver a better service to their customers.

Workplace Wellness counsellors and advisors are fully qualified professionals. They are recruited for their specialist expertise in psychology and counselling, business administration, citizen’s advice information, debt management or law. Strict codes of practice are applied in the recruitment and monitoring of all staff so you can be sure you are getting the very best help and advice.

What can this service do for me?
We can all benefit from good advice or support at sometime in our lives, either for an existing issue or to enable us to plan ahead for the future. Workplace Wellness advisors can help make your life easier, whether your issue is personal or work-related.

Will it cost me anything?
Your organisation has chosen to offer this service to you free of charge.

How do I access the service?
By calling 0800 1116 387 or logging into our online web resource www.wellness.rightmanagement.co.uk/login. Your your log in is luwell. You can also email us on wellbeing@right.com.

Are there limits to the confidentiality of your service?
The Workplace Wellness service is entirely confidential and no information which could lead to your identification will be released to any external party unless:
- You provide your explicit permission
- Your life or safety is seriously threatened
- You disclose any behaviour which places the safety of others at risk; for example, excessive consumption of alcohol or other substance if you are in a safety-sensitive position at work

When I phone what information will I be asked to provide?
The two essential key pieces of information that we need are:
Your organisation’s name - so that we know what services we can provide for you and your contact telephone number. You don’t have to give us your name unless you access face to face counselling support.

We will also ask some demographic questions, such as which part of the business you work for, your age, sex and ethnicity and how you heard about the service. These will help your organisation understand how the service is being used, and help to shape communications about the services in the future.

When can I access this service?
The service is available for you at any time, day or night, on any day of the year, including national holidays.

Do I have to use this service?
You can choose to use the service if and when you want to. Your employer may occasionally refer an employee to the service if they feel they could benefit from professional advice and support.
Is there any limit to the number of times I can access the service?
There is no limit to the number of times you may access the service. If specialist ongoing support or advice is required, Workplace Wellness advisors will provide information and suggestions as to where this may be obtained.

What information will be recorded about me?
Every time you contact this service a confidential record will be kept - similar to the way your GP maintains your medical records. These records are not disclosed outside Workplace Wellness unless you expressly wish it and give your written consent. You can be assured that anything discussed between you and your personal advisor will remain confidential.

Isn’t this service only for those with serious concerns?
This service is valuable to everyone; no issue or query is too small or large. The service is there not only to provide support through life’s more difficult times, but also as a planning tool for the future.

If I raise a work-related query such as a salary problem, transfer, or promotion, what action will Workplace Wellness take?
Workplace Wellness advisors will help establish to what extent we can be of assistance. If your query is best dealt with by your employer, advisors will suggest that you approach either your Line Manager or HR Partner and will help you feel confident to have that conversation.

If I were to ask the service to act on my behalf with my organisation, would they do it?
No, the service is not there for this purpose. Our advisors will help you clarify your thoughts and explore the options available, but will not act on your behalf. Workplace Wellness advisors can direct you to the appropriate channels within your organisation. On medical issues, if you ask Workplace Wellness to act on your behalf this will only be done with your written consent, and the approach would be via your GP/primary carer.

What happens if I need treatment or advice outside the scope of the service?
Workplace Wellness advisors will do all they can to help you find further support. This can involve your GP if you wish.

If I’m not sure whether the service can help me, what should I do?
Call the service - it’s the best way to find out. If the advisors can’t help, they will always do their best to point you in the direction of other resources available to you.

Will Workplace Wellness be involved in work related disciplinary actions?
No. Your organisation has sole responsibility for disciplinary actions. The service can provide the necessary emotional support. Talking a situation through can often help you see your options more clearly and resolve anxieties.

What role do line managers play in the service?
Your manager should be able to answer questions of a general nature about the service and will advise you to take advantage of it if they think you would benefit. Managers are encouraged to see the service as an important asset helping employees deal with issues and answering questions that lie beyond the scope of the manager’s role.

How can managers find out more about the service?
The best step to take is to contact your HR Partner.

If I am not happy with the service provided by Workplace Wellness what should I do?
Workplace Wellness hopes you never have to make a complaint about the service, but if you do this will be very straightforward. If you aren’t happy with the service you receive, call the free phone number to give your feedback. Workplace Wellness welcomes feedback to help maintain the highest quality service. You will also be giving Workplace Wellness the opportunity to ensure you receive the advice and support you would like. If you do not feel your complaint has been resolved satisfactorily, please contact your HR department.