


UHL Apprenticeship and Development Centre Code of Conduct for Centre Staff

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1. Rationale

- 1.1. The University Hospitals of Leicester Apprenticeship and Development Centre (hereon referred to as the Centre) is committed to supporting apprentices and learners, enabling them to learn in an environment (online or in person, with the Centre, employer or with the subcontractor) that is professional and helps them to be safe and succeed. The Centre will provide support and access to programmes that is fair, consistent and provides them with the resources necessary to both complete programmes and support their welfare.
- 1.2. This Code of Conduct is intended as a guide to assist Centre staff in supporting these apprentices and learners; particularly young people under the age of 18.
- 1.3. It sets out standards of conduct which Centre staff are expected to follow. This Code is not exhaustive and it is important that staff take advice and guidance if necessary. Staffs at the Centre are employed by the Trust and their employment is governed by Trust policies.
- 1.4. The policies underlying purpose is to ensure Centre staff provide a constantly high-quality service and a safe environment for all apprentices and learners and to ensure young people under 18 are supported in a way that is in line with broader educational arrangements.
- 1.5. The Code of Conduct is supplementary to employment contracts and employment terms and conditions that Centre staff will have had from their main employer during their appointment process.
- 1.6. The Code of Conduct (to be referred to as the Code) has been developed following OFSTED monitoring visit feedback (July 2018) to support the apprentices, learners and staff, where the employment contracts and terms and conditions may not specifically focus on the learning environment requirements; specifically for young people.
- 1.7. The Centre work within 5 key delivery pillars to support learning and on-going employability; these can be seen in Figure 1. The processes and procedures used at the Centre support the Education Inspection Framework standards for developing and maintaining a culture of Safeguarding within the Centre and effective arrangements to identify apprentices and learners who might need help or who are at risk of abuse, grooming or exploitation are carried out. The Code of Conduct policy is an integral part of this work.

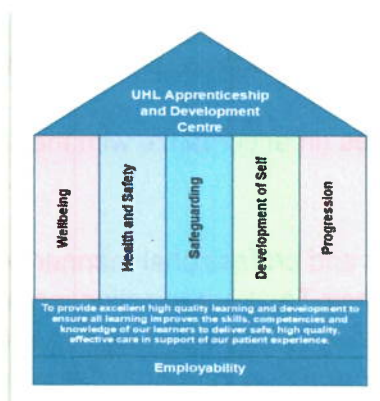


Figure 1

2. Who should read this guidance

- 2.1. This guidance is for anyone connected to apprentices and learners, such as Centre staff, Centre governors, sub-contractors, the apprentice or learner's manager, mentor or clinical educator, apprentices and learners.
- 2.2. Staff at the Centre should adhere to this guidance and share it with any external training providers who connect with the Centre programmes.
- 2.3. The Centre policy should be used in conjunction with organisational guidance and policies on conduct, values and behaviours and safeguarding.

3. Code of Conduct Overview

- 3.1. The conduct of staff is central to the success and reputation of the Centre. It is therefore important that Centre staff follow the statements below linked to UHL Trust values:
As a Centre we value
 - The individual and partnerships – we treat people as we wish to be treated
 - Equality, diversity and inclusiveness – we are one team and we work best when we work together
 - Integrity, honesty and transparency – we do what we say we are going to do
 - Excellence and achievement – we focus on what matters most
 - Innovation and enterprise – we are passionate and creative in our work and observe the standards of professional conduct that the Centre expects.
- 3.2. This Code defines the standards of conduct required of Centre staff in addition to those requirements from their main healthcare employment status when working on Centre activities.

- 3.3. Centre staff may meet difficult situations in the course of their duties and this Code is designed to enable them to know what is expected of them.
- 3.4. Centre staff must at all times (in accordance with their terms and conditions of employment):
- 3.4.1. Comply in a proper and professional manner with the terms of their Contract of Employment with their Trust/organisation including the implied terms (implied terms are those terms which are not stated specifically in the contract but are generally regarded as applying in normal employment relationships)
 - 3.4.2. Carry out lawful and reasonable instructions, and observe any operational regulations, standing orders or established procedures of the Trust
 - 3.4.3. Be courteous, respectful and helpful to employees of the Centre, apprentices or learners and members of the public and refrain from rudeness, insubordination, insolence or offensive conduct ensuring our communication is in line with Trust values and behaviours
 - 3.4.4. Not plagiarise the work of a third party
 - 3.4.5. Ensure that all Trust and Centre resources and materials are used efficiently and only used for Centre purposes unless specifically agreed otherwise. Only Trust devices should be used to contact apprentices or learners and personal device details should not be given out to ensure safeguarding
 - 3.4.6. Ensure that they are dressed appropriately for the work they do and in line with Trust/Organisation policy
 - 3.4.7. Maintain professional standards, at whatever level, of conduct and behaviour reasonably expected of employees
 - 3.4.8. Refrain from being under the influence of drink or illegal drugs during working hours or prior to starting a period of duty.

4. Scope of Conduct

- 4.1. It is the responsibility of Centre Staff to make themselves aware of the standards set out in this Code and to apply these standards at all times. Whenever there is any doubt, clarification and advice should be sought from Centre management or Human Resources. Ignorance of this Code will not be accepted as a mitigating circumstance.
- 4.2. If Centre staffs are in breach of this Code, their conduct will be referred to their employer manager. This may put their work to support the Centre at risk and could lead to disciplinary action within their employed role.
- 4.3. Examples of misconduct can be found in the UHL Trust Disciplinary Policy. These examples are neither exclusive nor exhaustive. Other actions not listed may be misconduct and result in disciplinary action being taken.

- 4.4. The Code covers conduct at work and may also include conduct outside work which is relevant to their employment. Some misconduct will be treated as gross
- 4.5. misconduct by the employer and in such cases, dismissal is the normal for of disciplinary sanction.
- 4.6. Any employment matters for Centre staff will be dealt with by the Centre staffs employed manager and the Centre will contribute to the process only as required.

5. Access to the Code

- 5.1. All Centre staffs represent the Centre, their Trust and the health service, whether in the office, classroom, a virtual session, external event or at meetings. Centre staff are therefore expected to present an appropriate impression at all times and should dress and present themselves in clothing that is appropriate to their role and in accordance with the UHL Trust Uniform Policy
- 5.2. All staff that train or assess for the UHL Apprenticeship and Development Centre must be aware of the contents of this Code and of the likely consequences of any misconduct.
- 5.3. The Centre will make every effort to ensure that staff will know and understand the Code, by the following means:
 - 5.3.1. All Centre staff will be given/sent a copy of the Code as a new starter and each time the Code is republished after a review
 - 5.3.2. The provisions of the Code are explained orally to new staff during their Centre induction
 - 5.3.3. Physical copies can be obtained from Knighton Street Offices, Leicester Royal Infirmary. It can also be accessed on the UHL Trust Intranet

6. Use of your Official Position

- 6.1. Staff must not place themselves under a financial or monetary obligation to any person where this might affect, or be thought to affect, the proper performance of one's duties.
Staff must not at any time:
 - 6.1.1. Abuse their authority in relation to a Centre, apprentice, learner or member of the public
 - 6.1.2. Breach the Centres financial regulations e.g. ESFA and financial procedures
 - 6.1.3. Accept gifts or gratuities from individuals or groups who have or may seek to have dealings with the Centre. Where staff feel that you cannot refuse a gift, they should report the gift to the Centre management team who will decide what should be done with it in line with Trust policies
 - 6.1.4. Give or receive hospitality, except of a very minor nature. Hospitality should only be accepted when it is reasonably incidental to the occasion and not

extravagant and where no suggestion of improper influence is possible. Note: Staff must follow the Trusts procedure on accepting and declaring gifts and hospitality.

7. Health and Safety

- 7.1. Staff must at all times:
 - 7.1.1. Observe fully the Centre and Trusts health and safety policies, procedures and codes
 - 7.1.2. Wear the appropriate safety or protective clothing if provided and needed for the duties being covered
 - 7.1.3. Report any accidents in accordance with UHL Trust procedures and co-operate with the Trust in any accident investigations
 - 7.1.4. Comply with hygiene requirements set out by the Trust including food hygiene in communal areas e.g. Infection prevention and control
 - 7.1.5. Follow approved safety regulations and codes as relevant to the tasks they are covering for the Centre
 - 7.1.6. Avoid potential risk or injury or danger to themselves or other persons.

8. Support for Learners

- 8.1. Centre staffs need to be fully conversant with current legislation for employing apprentices aged 16 and 17. These apprentices MUST NOT:
 - 8.1.1. Work between 10.00pm and 6.00am
 - 8.1.2. Work for more than 8 hours per day and 40 hours per week
 - 8.1.3. The hours worked cannot be averaged out and employees cannot choose to opt-out of this restriction.In addition, those aged 16 and 17 MUST RECEIVE:
 - 8.1.4. A rest period of a minimum of 30 minutes if their working day lasts more than 4.5 hours
 - 8.1.5. A rest period of a minimum of 12 hours between each working day
 - 8.1.6. A minimum of 2 consecutive days off a week.
- 8.2. Centre staff have a duty to support the apprentice or learner during study days (virtual or in person) and assessments. If there are any concerns for the apprentice or learner, this should be raised with the relevant manager for review. The manager remains accountable for their apprentices or learners working hours.
- 8.3. Centre staffs are under no obligation to see anyone on a one-on-one basis without a prior appointment. One-on-one meetings should be scheduled so that they begin and end within normal working hours, defined as 9am - 5pm Monday – Friday. It is acknowledged that for a hospital this means a 24/7 service, if meetings are being held outside these times then the Centre Staff should ensure someone knows what appointment they are going to, when, who with, when they will be back and that there is someone (at home/work) that is available to ensure they have returned safely.

- 8.3.1. Wherever possible, schedule the meeting when there are likely to be other staff members working close by. If this is not possible please refer to your organisation's Lone Worker Policy.
- 8.4. Any breaches of this legislation must be reported to the Centre Education Manager immediately. This must be recorded by the Centre Education Manager through the Centre Safeguarding Policy and fully investigated within the relevant timelines. Managers and Human Resources department will be integral teams to support this.
- 8.5. Centre staff should have appropriate training on identifying and managing risks of individuals who may be drawn into terrorism. The training should include knowing where and how to refer concerns.
- 8.5.1. Concerns should be reported to the safeguarding lead for the Trust in the first instance if a change is noticed in the apprentice or learner.

9. Dress and Appearance of Staff

- 9.1. All Centre staffs represent the Centre, their Trust and the Health Service whether they are in the office, classroom, virtually, at an external event or at a meeting. Centre staffs are therefore expected to present an appropriate impression at all times and should dress and present themselves in clothing that is appropriate to their role and in accordance with the UHL Trust Uniform Policy.
- 9.2. Examples of inappropriate clothing may be attire that is:
- 9.2.1. revealing or sexually provocative (e.g. ensuring that shoulders, midriffs, cleavage are covered up)
- 9.2.2. offensive or likely to cause embarrassment
- 9.2.3. displays contentious/ discriminatory slogans.
- 9.3. Centre staffs are expected to have good standards of personal hygiene.

10. Alcohol and Substance Misuse

- 10.1. In accordance with the Trust's policy, Centre staff should not attend work or represent the Centre under the influence of drugs (including legal highs) and/or alcohol.
- 10.2. If Centre staffs attend a social event as a representative of the Centre where alcohol is available, they are reminded that they should act responsibly and appropriately to the circumstances. An example of this could be an award or graduation ceremony.

11. Smoking

- 11.1. In accordance with the Trust's policy, there is a no-smoking rule in all of its buildings and grounds, including the use of e-cigarettes.
- 11.2. Staffs who wish to smoke should be outside the boundaries of Trust premises or use a designated smoking area. This should be in designated break times only.
- 11.3. Centre staff should not smell of smoke whilst conducting Centre duties.
- 11.4. It is not appropriate for staff to smoke whilst they are with an apprentice or learner.

12. Personal Relationships at Work (with other members of staff)

- 12.1. Where a personal relationship overlaps into a working relationship, staff must ensure that they do not leave themselves open to allegations or commit acts of impropriety, bias and/or abuse of authority.
Personal relationships in this context refer to:
 - a family relationship
 - a sexual/intimate relationship.
- 12.2. All Centre staff are required to complete a Conflict of Interest Form on taking up employment at the Centre and annually thereafter. Should personal circumstances change the conflict of interest form must be updated. Staffs are accountable for keeping this up to date and notifying any changes immediately.
- 12.3. A copy of the Conflict of Interest Form is to be retained by both the Centre Education Manager and the staff member's line manager. Where a conflict of interest does apply, a plan will be drawn up by the Centre Education Manager and signed by the staff member.
- 12.4. All such relationships should be transparent and it is recommended that staff obtain guidance from the Centre Education Manager. Additional guidance may be sought from the Trust's HR department.
- 12.5. Staffs who are uncertain about whether they should take action regarding a personal relationship are invited to seek confidential advice from their HR Department.

13. Personal Relationships at Work (with apprentices or learners)

- 13.1. This Code recognises that some apprentices and learners will be aged between 16 and 17 at the start of their apprenticeship and therefore come under the jurisdiction of Child Protection should any safeguarding issues arise.

- 13.2. Centre Staff should not contact apprentices or learners for friendships outside the working environment, particularly for apprentices or learners under 18. Due to the nature of our business we are aware that as an employer Centre staff and employees of the trust may already be acquainted. Therefore if a member of staff is already friends with a member of Centre staff before the start of their learning programme this should be declared through the Conflict of Interest Policy.
- 13.3. Staff must declare any existing or previous personal relationships with apprentices or learners from the outset in accordance with the Conflict of Interest Policy. Personal relationships in this context refer to:
- a family relationship
 - a close friendship
 - a sexual/intimate relationship
- 13.4. Centre staff must not develop or encourage sexual contact or relationships with current apprentices/learners as it is regarded as a breach of trust. Any concerns must be reported to the Centre Education Manager. Any breaches must be reported to the centre education Manager.
- 13.5. Centre staff must not engage in any kind of intimate or sexual activity with apprentices or learners under the age of 18. It is against the law. Any breaches will be reported to the Trust Child Safeguarding Team.
- 13.6. It is recognised that there may be occasions where accidental or reasonable social contact may be unavoidable e.g. meeting apprentices or learners at social venues that are open to the general public. In such circumstances, staff should be mindful at all times of their professional relationship with the apprentice or learner.

14. Professional Behaviour

Centre staffs have a particular responsibility to maintain standards of professional behaviour by dealing timely and effectively with conduct breaches.

15. Equality, Diversity and Inclusion

- 15.1. All Centre staff has a responsibility to positively promote Equality, Diversity and Inclusion (EDI) and to adhere to the EDI Policy of the Trust.
- 15.2. Centre Staff must not discriminate or commit an act of harassment against an employee of the Centre, apprentice/learner, or member of the public. Types of discriminatory topics may include: disability, gender reassignment (including identity), marriage and civil partnership status, pregnancy and maternity, race (including colour, nationality, ethnic or national origins), religion and belief, sex (formerly gender) and sexual orientation.

- 15.3. Centre staff must act use appropriate language and have appropriate behaviour, self-control and tolerance.
- 15.4. Centre staff should ensure their Equality, Diversity and Inclusion training is compliant.

16. Respect and Courtesy

Staff must treat apprentices, learners and colleagues with dignity, respect and courtesy in accordance with the UHL Trust values and behaviours

17. Honesty and Integrity

- 17.1. The Centre promotes a positive working environment where staff act with integrity, are open and are truthful in their dealings with apprentices, learners and colleagues.
- 17.2. Staff must not knowingly make any false, misleading or inaccurate oral or written statements in connection with any Centre activity.

18. Social Media

- 18.1. Posts on social media should not be treated as private. Anything you say that brings the Centre into disrepute can be used by employers as a reason for dismissal. Centre staff should follow the Trust policy to support Social Media usage.
- 18.2. Staffs that use social media must set to the most restrictive privacy settings. Twitter and Instagram should be set as locked accounts wherever possible. Accounts should not mention the Centre.
- 18.3. Social media profiles and posts, such as Facebook, should not mention the Centre.
- 18.4. Befriending current apprentices or learners, or their parents, on social media is strongly discouraged and if the apprentice/learner is under the age of 18, it is not allowed. Any known connections and friendships need to be declared under the Conflict of Interest Policy.
- 18.5. Staff should not link their known e-mail accounts or mobile phone numbers to social media as this allows the harvesting of data.
- 18.6. Staff should not use location-based dating apps when on Trust premises or on the journey to and from work.
- 18.7. When setting a profile for a dating app, staff should assume that it could be accessed by their apprentices or learners and should draft their profiles accordingly.

- 18.8. Online communication with apprentices or learners should only be done through a managed learning environment where all communications are transparent and cannot be deleted.

19. Gifts, Rewards and Favouritism

- 19.1. Staff must exercise care to ensure that no allegations of favouritism can be made against them.
- 19.2. Any selection processes which concern apprentices, learners or staff must be fair and use clear agreed criteria.
- 19.3. Care must be taken to ensure that staff do not accept gifts that might be construed as a bribe by others or lead the giver to expect preferential treatment. Centre staff should follow the relevant Trust policy to support this.
- 19.4. There may be occasions where apprentices, learners, guardians or staff may wish to pass on a small token of appreciation to staff. However it is unacceptable to receive gifts on a regular basis or of any significant value from an individual contributor.

20. Continuous Professional Development (CPD)

- 20.1. All staffs are expected to complete the online mandatory training in accordance with UHL's Trust policy. Should Centre staff not work for UHL Trust, the expectation is that the NHS Core Skill Framework mandatory training subjects (at the stated frequencies) will be covered as a minimum and the member of staff should ensure they have a record of this to produce on-demand.
- 20.2. Staff are responsible for recording all Continued Professional Development (CPD) and are encouraged to utilise the available opportunities provided.
- 20.3. For funded programmes/courses staff must comply with their Trusts' Study Leave Policy.

21. Confidentiality

- 21.1. Whilst working with the Centre, staff may have access to a variety of information concerning the Centre's business. Restrictions exist regarding the use and disclosure of confidential information, e.g. information that is not publicly available.
- 21.2. Before, during or after terminations of employment, Centre Staff must not disclose any confidential information relating to the Centre including confidential information as to the state of its affairs. Information also must not be used for one's personal or another's advantage.

- 21.3. Centre staff must at all times comply with the Trusts confidentiality requirements as stated in their main terms and conditions of employment.
- 21.4. Confidential Information consists of information which has been specifically designated as confidential by the Centre and any information which relates to the business or financial activities of the Centre. Confidential Information can also encompass information to which the unauthorised disclosure would embarrass, harm or prejudice the Centre or Trust. It does not extend to information already in the public domain unless such information arrived there by unauthorised means.
- 21.5. If staffs are asked to disclose information incorporating a Data Protection Act or a Freedom of Information request they should follow UHL procedures. Information concerning a member of staff's or a student's private affairs or personal data shall not be supplied to any person unless the consent of that member of staff is first obtained, or if the information is required to be supplied under a statutory provision.

22. Physical Contact and/or Restraint

- 22.1. Where there is a perceived significant risk of aggressive or challenging behaviour Centre staff should conduct a risk assessment to identify the appropriate controls.
- 22.2. Should a member of Centre staff feel uncomfortable in a one-on-one with a specific individual apprentice or learner, this should be reported to Centre management so that appropriate arrangements may be put in place.
- 22.3. Where Centre staffs suspect that violence might ensue, they should suspend or terminate the discussion or meeting immediately.
- 22.4. The aim is always to prevent or defuse a challenging situation. Centre staff should ensure they have had appropriate Conflict Resolution training for their role and are familiar with the Trust policies.
 - 22.4.1. Centre staffs are responsible and accountable for their own training.
- 22.5. Centre staffs are not encouraged to engage in physical contact with staff, apprentices or learners. In the event of an aggressive outburst directed towards a member of staff, it could be seen as acceptable self-defence. Please refer to UHL's Policies and Procedures for further advice and information.
- 22.6. Centre staffs are not encouraged to endanger themselves, other staff, apprentices or learners at risk.

23. Criminal Offences

- 23.1. In line with Trust policy, staff must notify the Human Resources Department and the Centre management team if they are charged or convicted of an offence during their employment.
- 23.2. The notification must take place at the earliest opportunity to allow an appropriate assessment to be taken.
- 23.3. Any Disclosure and Barring checks should be done by the Centre staff's main employer e.g. UHL Trust. The results must then be shared by the Centre staff member and with the Centre management team both routinely and on request.
- 23.4. To ensure the Centre complies with Right to Work rules, staff should ensure the Centre management team has access to a copy of their ID and Right to Work documentation from when they were employed in their lead organisation.

24. Fraud, Bribery and Corruption

- 24.1. Corruption includes situations where an employee's actions/decisions are influenced by bribery.
- 24.2. It is important that Centre staffs are aware that it is a serious criminal offence for them to corruptly receive or give any gift, loan, fee, reward or advantage for actions that show favour or disfavour to an individual in the course of work with the Centre.
- 24.3. The Trust which employs Centre staff will be notified of any concerns and they will investigate/take action as appropriate under their Trust policy. Work on Centre activities may cease during these investigations. Centre staff should be aware of their employer's policy in terms of this.

25. Copyright

- 25.1. The copyright of all records and documents made by Centre staff in the course of their employment shall belong to the Centre. This means, for example, that the copyright in course materials produced by Centre shall belong to the UHL Trust.
- 25.2. Centre staff must seek the express consent of the Centre in writing before using any records, documents and course material prepared or used by them in the course of their employment with the Centre for any other purpose (including any private work that you might undertake).

26. Contact with the Media / Expression of Views

- 26.1. The consent of the Centre and the Trust Communication team is required before speaking to the media, writing an article or seeking publication of an article about any aspect of the Centre's affairs. The Centre will ensure that the UHL Communications team are fully briefed and provide their permission for the media coverage before it proceeds.
- 26.2. If Centre staffs are contacted by the media, they should refer the matter to the Centre's management team and the Trust Communication team who will decide on the appropriate response which may or may not include your involvement.
- 26.3. As an individual, Centre staffs are entitled to express their views provided they do not make use of any private information gained through their work with the Centre. They should not criticise the Centre either through the media, at a public meeting or in any written communication with members of the public.

27. Monitoring and Review

The Centre will monitor this Code and ensure it is regularly reviewed and updated as required.

28. Reference

<https://www.cityofglasgowcollege.ac.uk/sites/default/files/inline/CP-Code-of-Conduct-Staff-Policy.pdf>

(Accessed Online August 2018)

Appendix 1

UHL Apprenticeship and Development Centre Code of Conduct Centre Staff COVID-19

1. Purpose of Appendix

In light of the challenge of the current COVID-19 environment it is essential that Centre staff respond appropriately and promptly to regular changes imposed by the Government, Department of Health, Department of Education and the Trust, whilst continuing to provide a quality learning experience that meets apprentice or learner needs and current employer requirements as defined by the ESFA and OFSTED guidelines. It is important too that Centre staff have access to support during this time. The final section of the appendix describes some of the avenues available.

This appendix to the Code of Conduct for Centre staff supplements the existing arrangements. It does not override any UHL trust policies however supports the educational environment requirements in which it operates.

2. Self-Isolation/Exposure and Symptoms of COVID-19

2.1. If a staff member is displaying any symptoms, a family member is displaying symptoms or they have been in contact with someone who has displayed symptoms of Covid-19 they must follow the most current Government and Trust guidelines on self-isolation and testing. The Trust FAQ for HR and Occupational Health can be found here. <http://insite.xuhl-tr.nhs.uk/index.asp?pgid=103093>

2.2. In all instances the staff member must notify their contact at the Centre so that arrangements can be made to support the apprentices or learners.

3. Agile Working

3.1. In response to Government Guidelines Centre Staff may be able to support apprentices or learners remotely where Trust priorities allow. This should be agreed upon by line managers and be in line with Trust processes and procedures.

3.2. If remote working is agreed the Trust retains a duty of care over the employee. The employee should continue to act in ways which supports values and behaviours and GDPR.

3.3. Trust guidance on the use of PC/VPN/Emails should be followed at all times.

3.4. Agile working should not adversely affect apprentices or learners and Centre Staff should remain in regular contact with apprentices or learners via SMART Assessor, through the Centre staff members work e-mail or by phone and records kept. The use of personal social media to connect with apprentices or learners is not allowable.

3.5. If Trust priorities mean that the role needs to support other duties the Centre will review capacity to support apprentices or learners through remaining resources. If at any point the Centre does

not have the required skills mix due to staff illness or temporary redeployment a discussion will be had with the ESFA to look at pausing apprentices or learners. It should be noted that these are exceptional times and the business continuity plans for the Centre should prevent this wherever possible.

3.6. To respond to the Government requirement Centre classroom sessions have been cancelled and either

3.7. The session will be rearranged for later in the programme if the material cannot be taught remotely

3.8. The session will be converted to self-directed learning or online teaching. Please do ensure apprentices or learners get additional support with the self-directed learning.

4. Help and Support for Centre Staff

This is an unprecedented time for all of the country. It is natural for us to need help and support ourselves during this time. Below are some key contacts which may be of help to support your mental wellbeing or support colleagues, apprentices, learners or yourself should you be touched by bereavement or domestic abuse.

4.1. Sources of Advice and Support to Sufferers/Survivors of Domestic Abuse National & Local Support Agencies

Domestic Violence UHL Staff Policy – available on Insite

National Domestic Abuse Line

0808 2000 247

Rights of Women

Rights of Women runs a domestic violence and sexual violence advice line and also provides free legal advice for women and produces free leaflets which you can download from their site (including ones on sexual violence and on sexual harassment). Monday 11am–1pm; Tuesday 10am–12noon.

Textphone: 020 7490 2562

Telephone: 020 7251 8887

Web Address: www.rightsofwomen.org.uk

Men's Advice Line

If you are a male victim of domestic violence, in a heterosexual, gay, bi-sexual or transgender relationship and need confidential help, contact the helpline.

Telephone: 0808 801 0327

E-mail: info@mensadviceline.org.uk

Web Address: www.mensadviceline.org.uk

Jewish Women's Aid

Jewish Women's Aid runs a free-phone national confidential helpline, available from 9am to 9pm Monday to Thursday. The organisation provides refuge and/or support to Jewish women and their children affected by domestic violence.

Telephone: 0800 591203

Web Address: www.jwa.org.uk

Apna Ghar

Helpline offering telephone support, emotional counselling and group work. Specifically for Asian women. Languages offered are: Bengali, Gujarati, Hindi, Punjabi, Sylheti, Tamil, Urdu
Telephone: 0845 451 2547

Turkish Cypriot Women's Project

Advice service for Turkish Cypriot, Turkish and Kurdish women on all matters relating to domestic violence.

Telephone: 0208 340 3300

Web Address: www.tcwp.org.uk

4.2. Sources of Advice and Support for Mental Health from the Health and Wellbeing team at UHL

AMICA

AMICA provides free counselling support to all UHL staff. We all need from time to time support dealing with changes and challenges in our lives – whether it's work-related or personal. > [Click here to find out how AMICA can help you](#)

Anxiety and Stress Mind Coaching Workshops

Please contact HealthandWellbeing@uhl-tr.nhs.uk for more details

Occupational Health

Our Occupational Health team provide confidential and impartial advice to staff on aspects of the relationships between work and health. This also includes access to Mental Health Support for Managers. > [Click here to view the Occupational Health pages](#)

Listening Ear- Chaplaincy

Confidential email, phone or face to face- support is available from our Chaplains or non-religious pastoral carer. [Click here to see the Listening Ear information page](#)

Let's Talk Wellbeing

This service is provided across Leicester City, Leicestershire and Rutland. Let's Talk-Wellbeing is a service that provides psychological assessment and treatment for what are known as mild to moderate common mental health problems. It is normal to experience changes in your mood and behaviour at times of stress and emotional upset. Your physical health may also affect your mood and stress levels. If these changes continue to affect you, then the Let's Talk-Wellbeing service could help. We provide specialised skilled and accredited practitioners who are able to provide psychological therapies (talking therapies) for people experiencing common difficulties including depression, anxiety, panic, phobias, obsessive-compulsive disorder (OCD), trauma and stress. [Let's Talk Wellbeing](#)

MIND Wellness Action Plans

The Wellness Action Plan (WAP) is designed for anyone in employment or a voluntary role who would like to use the plan to support and promote their mental health and wellbeing at work. You could be:

- Currently experiencing a mental health problem and want to find out how a WAP can help you
- Currently well, and interested in using the WAP as a proactive tool to map out what needs to be in place for you to be mentally well at work

MIND Wellness Action Plans-Employees

MIND Wellness Action Plan-Managers

For any further information regarding the WAP please visit the MIND website (link below)

- [Dealing with Anger](#)
- [Depression](#)
- [Eating Disorders](#)
- [Effects of recreational drugs and alcohol](#)
- [Panic Attacks](#)
- [Post -Traumatic Stress Disorder \(PTSD\)](#)
- [Understanding anxiety and panic attacks](#)
- [Understanding Mental Health Problems](#)
- [What works for you](#)
- [Action for happiness](#)
- [Suicide Awareness](#)
- [Looking after your Mental Health](#)

4.3. Apps

The below apps are available to download to your smartphone to help you to access the latest information, advice on Mental Health:

Catch it

Catch It uses cognitive behavioural therapy (CBT) to help you change the way you think and feel about things.

Stress and Anxiety Companion

Stress & Anxiety Companion uses cognitive behavioural therapy (CBT) to help you change the way you think and feel about things.

Sleepio

To support better quality sleep; getting to sleep or staying asleep

Headspace

To support stress, anxiety and sleep through a range of tools including guided meditation

SilverCloud

SilverCloud uses cognitive behavioural therapy (CBT) to help you change the way you think and feel about things. Once registered, you work through a series of topics chosen by your therapist at your own pace, where and when it suits you.

4.4. Links to External Websites:

- [Mind Charity – Information and support](#)
- [Mind Charity - How to cope with loneliness](#)
- [Mind Charity – Mental health at work](#)
- [Re-think mental illness – it's time to talk](#)
- [Heads Together](#)
- [Mental Health Organisation](#)
- [Managing Mental Health In The Workplace](#)
- [Mental Health First Aid-Managers Resource Tool](#)
- [Mental Health First Aid-Support in Leicester](#)
- [Public Health England-Every Mind Matters](#)

The Samaritans

Available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

- Phone: 0116 2700 007 (local charges apply)
- National helpline: 116 123 (this number is free to call)
- Website: www.samaritans.org
- jo@samaritans.org (UK and ROI) 19

4.5. Resources to help Mental Health due to Bereavement

Cruse Bereavement Care

A listening service for those or someone they know who has been affected by a death. They provide information on practical and financial matters and details of groups available.

- Phone: 0116 288 4119
- National Helpline: 0808 808 1677
- Website: www.cruse.org.uk

The Laura Centre

Counselling for parents and carers of children who have died as well as offering counselling to children who have lost a parent. Their website also gives information relating to needs which may be specific to bereaved children and teenagers.

- Phone: 0116 254 4341
- Website: www.thelauracentre.org.uk

Leicester Counselling Centre

Affordable, high quality, professional counselling to the communities of Leicester, Leicestershire & Rutland.

- Phone: 0116 255 8801
- Website: www.leicestercounsellingcentre.co.uk

Shama Women's Centre

Free bereavement counselling support to men, women and children with special emphasis on

minority ethnic communities. They have multi-lingual staff.

- Phone: 0116 262 5876 (to book a confidential counselling session)
- Phone: 0116 251 4747 (for general enquiries)

The Good Grief Trust

Provides practical help and advice to newly bereaved.

- Website: <http://www.thegoodgrieftrust.org>

Widowed and Young

A self-help group created to offer support for those bereaved who are under 50. Their website offers helpful information about talking to children, the practicalities of planning the funeral and its aftermath.

- Website: www.widowedandyoung.org.uk