

## Questions about support



**What happens after I have contacted you?**

We will contact you and arrange a time for an assessment.

At the assessment we will tell you more about the service. We will also find out a bit more about you.



**When will I get a support worker?**

When a space comes up, we will contact you. We have a waiting list. You might wait for about 6-9 months.



## **Can I bring someone with me?**

You can bring someone with you to appointments. It might be nice for you to come to the sessions on your own, when you feel ready.



## **Where will we meet?**

We can meet you in our office in Bristol or Taunton.



Or we can meet you virtually on the computer

Or we can contact you on the phone.



## How long is the support for?

You will get support for up to 6 months.

After 6 months you and your support worker can think about other support that you might need like counselling or therapy, group work.



## How long does a session last?

Your support worker will arrange a time to meet with you.

A session lasts for about 1 hour.



## **Can I talk to my support worker about what happened to me?**

You can tell your support worker as much about your experiences as you like but your support worker isn't a counsellor.



Your support worker work will help you to learn ways to have control over your life and be able to think positively about your future.



## Will you tell anyone?

We will keep what you talk about confidential.



We will only share information about you if it is to keep you safe – this is called 'safeguarding'.