



call
01324 630 100

email
info@wellbeingscotland.org

web
wellbeingscotland.org

Main office
98 Thornhill Road
Falkirk FK2 7AB

Our office opening
times are:
Mon–Thu 9am–5pm
Fri 9am–3pm



**overview of
our services**



Wellbeing Scotland are a voluntary organisation with services across Scotland.

We provide a wide range of holistic services for individuals and families whose life experiences have impacted negatively on their wellbeing. We offer client centred, holistic, trauma informed therapeutic services and have a specialism in abuse and trauma work which has been built up over a period of 22 years. We have a diverse highly skilled team with many years experience of working with childhood abuse, trauma and mental health and our practice and service delivery is informed by direct feedback from our clients to ensure our services effectively meet the needs of the individuals and families we work with. We work with both children and adults and have services in various areas of Scotland and are working towards providing support to individuals in all areas of Scotland.

We offer a diverse range of support services in recognition of the wide range of experiences which may impact on an individual or their family in different ways, at different stages of their lives. The range of support offered ensures that we can offer individuals a support pathway which suits their individual needs.

Our services are open ended, in recognition of the fact that every individual's experience is different and unique to them, as is their journey to recovery.

Adult Support Services	4	Training & Development	9	How to access our services	12
Open Secret		What kind of support can I expect?	10	Confidentiality	12
Wellbeing Matters		Counselling/Support Work		Service Satisfaction	12
In Care Survivor Service		EMDR/EFT		Fundraising Challenge	13
Children & Families Services	8	Befriending		Get Involved	14
New Directions		Groupwork			
Stronger Together		Practical Support/Advocacy			
Parent Support					

Adult Support Services

The services we offer for adults include trauma informed counselling/support work, EMDR/EFT, befriending, advocacy support, complementary therapies, and groupwork. Our groupwork programmes are developed in response to the needs identified by clients but previous groupwork has included moving forward groups, art therapy, creative writing, gardening, drumming, singing and parents and partners groups. We have specialist information packs for clients with physical health issues and for health professionals.



"If it wasn't for Open Secret, I wouldn't be the strong person I am today."

Our Open Secret service is a specialist service offering support to individuals who have experienced childhood abuse and trauma. Open Secret services are available in many areas of Scotland and we are continuing to expand. Open Secret offers counselling support, befriending, advocacy, EMDR/EFT and groupwork. Open Secret delivers a specialist prison project, offering support to survivors of abuse/trauma in Scottish Prison Service establishments throughout Scotland. Part of the role of Open Secret is to raise awareness of childhood abuse working towards challenging the stigma faced by survivors. We actively campaign for the rights of survivors both at a local and national level, and we ensure that we are survivor led.



"Wellbeing Scotland, isn't just life changing – it's life saving."

Wellbeing Matters works with both children and adults to offer support to individuals whose life experiences have had a negative impact on their health and wellbeing. We recognise that there are many life circumstances that can impact on someone's ability to cope, and support is often needed to enable recovery. Life challenges can include bereavement, health issues, workplace bullying, relationship difficulties or any situation that has a negative impact on wellbeing. The service offers specialist counselling using a client centred integrative approach. The service is also working towards offering additional elements including befriending, groupwork and complementary therapies.



"I wish I'd done this years ago, my life would have been so different."

In Care Survivors Service offers support to individuals who have experienced childhood abuse/trauma whilst in a care setting. Our In Care Survivors service offers counselling, EMDR/EFT, befriending, groupwork and advocacy support with a specialism and successful track record in supporting in care survivors of abuse to access their records. The ICSSS team have specialist training in working with complex trauma and they are able to respond to individual needs. Clients accessing ICSSS are actively involved in campaigning to ensure an appropriate support landscape for survivors and they have active groups where they provide peer support.



behind every scar
there is an untold story
of survival

Children & Families Services



"This service has made such a difference to me and my life."

Our Children and Families Service offers support to children aged 5 – 18 who have experienced life circumstances that have impacted on their wellbeing. The service provides support to children and non-abusing parents who require support, ensuring a positive and supportive environment for children and young people. Some of the presenting issues include abuse/trauma, domestic violence, bullying, coping with parent's health issues, bereavement, family separation and substance misuse. The Children & Families Service offers a range of support including therapeutic play, art therapy, counselling, befriending and groupwork.



"In going through this process, I have become stronger, happier and much more confident in myself, I've learned to take control."

Stronger Together works with young people aged 11 – 24 who have experienced or are at risk of abuse and/or exploitation, including risks from online grooming, sexting, sharing of images online and trafficking. Stronger Together offers awareness raising sessions for young people, parents and professionals on child sexual exploitation and grooming and offers individual counselling/support and groupwork to young people.

call 01324 630 100

Training & Development Services



Wellbeing Scotland have been working with abuse and trauma for over 22 years and we have developed further specialist skills in working with mental health, wellbeing and physical health. Our practice is informed by feedback from our client group. We have a vast range of expertise in working with issues of abuse/trauma and supporting vulnerable individuals and families.

We can offer bespoke training and consultancy to other organisations on working with the impact of trauma.

For more information on our training and development services contact us on **01324 630 100** or email training@wellbeingscotland.org

"The content of the training was pitched at just the right level and the experiential elements really made you reflect."

email info@wellbeingscotland.org

What kind of support can I expect?

Counselling/Support Work

Counselling support offers individuals a safe, boundaried, confidential space to explore how experiences have impacted on an individual and/or their family. Some of the issues explored may be around distressing thoughts and memories, including traumatic flashbacks. Counselling is client centred and it can involve setting goals for recovery, addressing the impact experiences are having on health, wellbeing and quality of life. Our counselling services work towards empowering individuals and families to identify areas and difficulties in their lives which they would like to be different, assisting them with the ability to achieve their goals. Our counselling approach recognises that everyone's experience is individual to them and the support offered will be framed around an individual's personal needs and goals.

EMDR/EFT

EMDR/EFT is an extremely effective therapy which enables the brain to reprocess difficult and traumatic memories in a safe way without having to take part in any in depth discussion of the traumatic event which took place. EMDR is extremely effective in reducing the trauma symptoms related to traumatic flashbacks. EFT is like emotional acupressure and is a great therapy for managing anxiety and many people have also reported it being effective in pain management.

Befriending

Many individuals can feel isolated and would welcome opportunities to build on their self esteem and confidence, particularly in relation to building relationships with others and socialising. A befriender meets with a client on a regular agreed basis to take part in organised activities. Activities are agreed between the client and the befriender which the client would find helpful to build their confidence and self esteem. Activities will be identified by mutual agreement, will support individuals to enhance their opportunities for social, educational and recreational interactions to help improve their wellbeing and quality of life.

Groupwork

Many individuals tell us they have found it helpful to share their experiences with others who have had similar experiences. Groupwork offers opportunities for individuals to support each other within a safe environment. Different groups are developed and run in accordance with needs identified by clients but have included writing groups, art groups, women's only groups, men only groups, relaxation groups, gardening groups and health based groups.

Practical Support/Advocacy

Many individuals can find it difficult to focus on their mental/physical wellbeing if they are also struggling with practical issues such as benefits, housing, court processes, or ongoing health issues. They do not always feel confident to ask for help or know where to go to access appropriate support. Our advocacy support will help individuals to identify the issues they require support with and help individuals identify and gain access to other agencies who can help with specific issues. Where possible the worker will offer support for example in making a report to the police.

How to access our services

Referrals can be made by individuals or by other professionals or family members with the individual's permission. Referrals can be made by calling our main office on the number on the back of this leaflet or contact can be made via email to the email address on the back page.

An initial appointment will be made directly with the client to have an informal chat about the client's experiences to identify which service or range of services would best suit their needs. The first appointment will allow the worker to answer any questions the client may have about using the service.

If a client is referred by another agency we will only maintain contact with the referrer if the client requests us to do so or if this is agreed in advance as part of a multi-agency support pathway for the benefit of the client.

Confidentiality

We have a strict policy on confidentiality and transparency which includes the requirement that we do not release information about our clients without their knowledge and that we are transparent around any sharing of information in relation to child protection, adult protection or risk of harm issues.

Our confidentiality policy is explained in full to clients upon engagement with the service, including the exclusions to confidentiality in relation to child and adult protection.

Service Satisfaction/Complaints

Wellbeing Scotland are committed to the quality of our service delivery. We continuously evaluate our support services and actively invite feedback from individuals. In some circumstances we will gain feedback from referrers if the client gives permission to make contact. If anyone is unhappy with our service we have a formal complaints procedure which is available from any of our offices and is also available on our website. Our complaints policy complies with COSCA requirements.

Our full complaints procedure details who to contact, how to submit complaints, how these will be dealt with, timescales for responding to complaints and our complaints appeals process.



FUNDRAISING CHALLENGE!

Can you fundraise for us?

Generating independent income is a priority for us and a continuous challenge as demand for support increases.

Can you help?

If you have an idea to raise funds or would like to get involved to help support vulnerable individuals and families whilst having some fun and gaining new experiences we want to hear from you.

Contact us on 01324 630 100 or email
fundraising@opensecret.org



Get involved!

Wellbeing Scotland rely on the support of volunteers in many roles to enhance the support services we provide.

We use volunteers in the following roles:



call
01324 630 100

email
info@wellbeingscotland.org

web
wellbeingscotland.org

Main office:

98 Thornhill Road
Falkirk
FK2 7AB

Our other offices:

Stirling
Unit 7
Stirling Arcade
King Street
Stirling
FK8 1AX

Clackmannanshire
14 Bank Street
Alloa
FK10 1HP

West Lothian
Civic Centre
Howden South Road
Livingston
EH54 6FF

Our office opening times are: Mon–Thu 9am–5pm, Fri 9am–3pm.

Wellbeing Scotland is a registered Scottish charity No. SC024065. Company Registration No. SC365238.

