



Nottingham Trent
University

Human Resources

EAP and Wellbeing Services

(Legal and General/Spectrum.Life)

Frequently Asked Questions

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1. Overview

1.1. Why is the EAP provider changing?

EAP provisions have evolved and changed to take on a proactive approach and preventative role to looking after and improving our wellbeing. There were gaps identified- digitalisation and accessibility of the services, along with colleagues' feedback, that has led to a review of the services being provided.

1.2. What will happen if I am already receiving counselling from the previous EAP provider (WSM)?

You will be able to continue with and complete these counselling sessions. For any future EAP support, you will use the new provider Spectrum. Life. If you have any queries, please email the [wellbeing team](#).

2. The new Employee Assistance Programme

2.1 What do the new services include?

The core services include emotional, in-the-moment support, such as counselling as well as legal and financial support, a medical helpline and day-to-day information services.

The Health and Wellbeing platform and app provides you with a wealth of support for a healthy mind and body. All content is clinically approved and includes, webinars, podcasts, BeCalm programmes as well as a digital gym and healthy recipes.

2.2 Who is the EAP available to?

The EAP is available for you and your immediate family. Immediate family includes a spouse, partner, registered civil partner and children aged 16-24 in full-time education who are living in the same household. This **does not include** the Legal and Financial Support, which is available for the employees only.

3. Confidential Helpline

3.1 How can I contact the confidential helpline?

You can contact the confidential hotline in the following ways:

UK Freephone **0800 316 9337**

WhatsApp and SMS: **Text 'Hi' to 07481 360 046**

Calls, SMS, and WhatsApp to the numbers above maybe subject to roaming charges, when calling from outside the UK.

3.2 What happens when I call the confidential helpline?

The confidential hotline operation is 24 hours a day, 7 days a week. You will be provided with two options to select from.

Option 1: To access counselling services – this will usually be answered by a counsellor and this emotional, in-the-moment support is available 24 hours a day, 7 days a week.

Option 2: All other guidance - medical, legal, and financial. For this advice and guidance, a call back will be arranged, typically within 48 hours between 9am-5pm.

3.3 Am I guaranteed counselling sessions?

You will be referred by Spectrum.Life to short-term counselling where clinically deemed appropriate. Short-term counselling is designed to help with mild-moderate circumstances and will enable you to work through any roadblocks in a specific timeframe. Up to a maximum of eight counselling sessions can be provided as appropriate. When circumstances are more severe and/or a long-standing issue, more intensive, prolonged support may be required. This may mean that short-term counselling is not clinically appropriate.

3.4 How will Spectrum.Life support me if short-term counselling is not clinically appropriate?

If, as a result of your consultation short-term counselling is not appropriate, the advice line team will provide as much support as possible. They may direct you to local support groups/charities, your GP, self-directed internet-based CBT (ICBT). You can also agree to have a check-in call at a later stage with the advice team.

3.5 Is the EAP counselling service confidential?

The EAP is completely confidential. Employee counselling sessions are not reported back to their employer, making it easier for you to feel comfortable getting the support that you need.

3.6 What will the medical helpline provide?

This service is not to be used for a medical emergency. The purpose of this service is not to diagnose but to provide holistic support, that not only provides practical information and advice but also very importantly, addresses the emotional aspects to aiding recovery or enabling people to be the best they can be whatever their circumstances. The services cover all serious and long-term physical and mental illnesses, trauma and more.

3.7 How does the medical helpline work?

Upon calling the confidential helpline, where appropriate, the team will complete a referral which will be sent to the provider Red Arc. A personal nurse is selected, according to the specific medical condition. The same nurse is available by telephone on a long-term basis. Most importantly, the nurse has time to listen and the ways they can help are varied. Some examples may include long-term emotional support, help in understanding a condition and any implications, explanation of options for treatment, ensuring best use of mainstream services such as the NHS, specialist charities and social services. More information can be found on the [Red Arc website](#).

4. Health and Wellbeing Platform and App

4.1 How do I access the health and wellbeing platform and app?

You will need to access the [NTU/Spectrum.Life](#) website. If you haven't already signed up, you will need to click **New here? Sign up!**

Fill in your details and enter the organisational code **NTU Staff**. If you wish to personalise your experience, you can complete the Insights tool. Please note that if you are downloading the app, you will need to complete the sign up and insights on the platform first.

4.2 Where can I find out about the features of the platform/app?

There are frequently asked questions (FAQs) published on the [NTU/Spectrum.Life platform](#).

4.3 Who can I contact if I am experiencing problems or can't find the answer to a question?

You can get in touch with the [Spectrum.Life support team](#)

5. About Spectrum.Life

5.1 Who is the provider of the new EAP and Wellbeing Services?

Legal and General provide the benefit to NTU and [Spectrum.Life](#) who are a mental health, wellbeing, and digital innovator, are responsible for the Employee Assistance Programme, which includes the counselling services and the health and wellbeing app.

5.2 Where can I find more information about NTU's GDPR policy?

Information about NTU's GDPR policy is available to colleagues to review on [MyHub](#).

5.3 Where can I find more information about Spectrum.Life's Privacy Policy?

This is available to view on the [Spectrum.Life website](#).