

Service Rule

Togetherall

Plan holder: Just for you.

This service is provided on behalf of Westfield Health by Togetherall.

To access Togetherall please log into your online portal.

If you are worried, stressed, anxious, feeling low or not coping Togetherall is a safe online space for you to explore things that are troubling you and get support in confidence.

Togetherall provides safe, 24/7 anonymous support. You can share experiences with other members of the online community, express yourself in words or images, browse a library of information and follow courses on topics including managing anxiety, positive thinking and problem solving.

You can also assess yourself using a range of tests on emotional health, and issues surrounding healthy lifestyles, recording your results over time. Trained counsellors (called Wall Guides) are on hand at all times to provide extra support.

The service is easy to use and completely anonymous, so no one will know you are using it unless you tell them.

Togetherall gives you access to their **Support Network**, which includes:

- **Online community support:** you are able to start or join forums on topics ranging from depression and anxiety to relationship issues, work stress, abuse, self-harm, eating disorders and more;
- **Peer groups:** you can start 'invitation-only' forums and talk to a selected group;
- **Peer support networks:** you can make 'friends' and create a support network to get useful information, motivation and a means to improve self-awareness;
- **Creative therapies:** employing art and writing therapies, you are able to express yourself on 'bricks' that are posted to Togetherall where you can choose to share and discuss the underlying 'story'.

Self-directed learning gives you access to a wide range of information on wellbeing as well as self-assessment tools and self-help exercises.

Guided self-help and support - the Wall Guides are available 24/7, trained and supervised by the Provider's Clinical Lead. They offer:

- **Additional support:** immediate support from the Wall Guides who are trained counsellors; and
- **Online courses:** courses that are based on therapeutic approaches such as interpersonal therapy and cognitive behaviour therapy.

If there's anything about these rules that you don't understand please contact our friendly Westfield Health Customer Care Team on **0114 250 2317** and we will be happy to help.

Service Rule

Your service/s are being paid for by the employer/organisation detailed within your welcome communication and online portal. If your relationship with your employer/organisation comes to an end, you will no longer have access to your service/s.

A service may also be cancelled at any time if:

- you are not eligible
- there is use of a service that is fraudulent or that it is intentionally false, and/or misleading
- you or (anyone using a service) acts in a threatening or abusive manner e.g. violent behaviour; verbal abuse; sexual or racial harassment, towards a member of Westfield Health staff or one of our suppliers
- you fail to abide by any of the service rules detailed below

From time to time it may be necessary to amend the rules relating to a service. If any changes are made you will be given reasonable notice, except when it is not possible to do this. For example, changes required by law. If it is intended to completely withdraw a service you will be given reasonable notice.