

Welcome to Your local First Steps service

Here at First Steps
we offer advice
and information
on common
mental health and
emotional issues.

More about us

We aim to help people find their way back to emotional well-being. The goal is to help people talk about and understand their emotions, thoughts and feelings, and make informed choices in addressing their mental health needs.

We are trained mental health advisors with backgrounds in a variety of professions. We offer a range of self-help resources, educational sessions and signpost people to other relevant local services.

We provide a range of services that include:

- information and advice from our website, phone-line, leaflets and briefing sessions;
- self-help booklets and recommended reading;
- workshops to help you understand common emotional issues and learn how to maintain and improve emotional well-being (Emotion Gyms);
- information on how to access local and national organisations;
- support for communities and local services in promoting mental well-being;
- a training programme for health, social care and voluntary services workers; and

- information about mental health for employers and employees regarding prevention, stress management and support for staff experiencing mental health problems.

We don't provide one-to-one support but can provide contact details and information for other local services. If you experience a crisis please contact your GP or an emergency service.

The First Steps service is for anyone aged 18 years or above who is looking to take the first steps to improve mental well-being for themselves, their friends or family members.

How does the service work?

You can simply access our website for information or call the freephone number for information about emotional well-being.

Emotion Gyms do not require a referral from your GP, you can just attend when you want to, these workshops are confidential and no personal details are collected. For more details of locations and dates of workshops please give us a call or visit our website.

Who will treat me?

Our team is dedicated to providing everyone with the best care we can.

Every member of our team has to provide evidence of their registration, training and criminal records status before they can work with you.

Your records

We record all the information about you confidentially on our clinical system.

Keeping healthcare records are important and they help to:

- record important clinical information;
- help health professionals to care for you; and
- improve public health and the services provided to you.

We will only share information about you with your consent unless required by law or the data is anonymised.

If you would like to know more about how we look after and use data or if you would like to know how to access your data please visit www.virginicare.co.uk or write to our information governance team at:

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