About Your Wellbeing Support Service

Important information for residents

Your Wellbeing Support Service is an independent and confidential service funded by Heathrow and delivered independently by Bupa.

It is designed to give eligible residents access to short-term emotional wellbeing and mental health support when they need it.

This page explains how the service works, what support may be available, and a few things we ask of everyone who uses it.

Eligibility

The service is available to eligible residents aged 16 or over who live in the Compulsory Purchase Zone or the wider village of Harmondsworth.

More than one eligible person from the same household can use the service. Partners and dependents aged 16 or over who live at the same address may also be able to receive support. Eligibility is determined by Heathrow.

When you first contact the service, Bupa will ask for your 'service verification code'. Your service verification code is included on the flyer you received from Heathrow in the post. If you do not have the code, Bupa may be able to check your eligibility using your postcode and address. Further support can only be arranged once your eligibility has been confirmed.

Determining appropriate care

When you call, a member of Bupa's team will check that you are eligible to use the service. You will then be able to speak confidentially with a qualified professional about what is happening and the support you may need.

Depending on your circumstances, you may be offered immediate emotional support during the call. Bupa may also carry out a brief assessment to help identify the most appropriate next step for you.

The support offered will be based on your individual needs and Bupa's professional clinical judgement. This could include:

- one-off emotional or therapeutic support;
- telephone or video counselling;
- face-to-face counselling;
- cognitive behavioural therapy, often known as CBT;
- support from a clinical psychologist; or
- online wellbeing and computerised CBT programmes.

Not everyone will need or be offered the same type or amount of support. Bupa will discuss the options that are considered appropriate for you following an assessment.

Level of support

The service is intended to provide short-term support. If counselling is considered appropriate, this will usually consist of up to eight telephone, video or face-to-face sessions for the issue you have contacted the service about.

In some circumstances, Bupa may recommend further counselling, CBT or clinical psychology support. The type and number of sessions offered will depend on your needs, Bupa's clinical assessment and the support available through the service.

Using the service does not automatically guarantee a particular treatment or number of sessions. Bupa will decide what form of support is clinically appropriate, how long it should continue and when the support provided through the service should conclude.

Service exclusions

Your Wellbeing Support Service offers short-term emotional wellbeing and mental health support. It is not a replacement for ongoing treatment, specialist mental health care, or existing clinical support arrangements.

The service is not designed to provide:

- emergency or crisis support;
- psychiatric treatment;
- long-term or indefinite therapy;
- secondary or tertiary mental health care;
- treatment for severe, complex or enduring mental health conditions; or
- specialist treatment that falls outside the support offered through the service.

If Bupa considers that your needs would be better supported elsewhere, the team may explain the other services available and signpost or refer you to an appropriate provider.

If you need urgent help

Your Wellbeing Support Service is not an emergency or crisis service. If you or someone else is experiencing a significant deterioration in your mental health that requires urgent support, please contact NHS 111. For any medical emergencies call 999.

Confidentiality

The conversations you have with Bupa are confidential, and Heathrow will not receive details about the support or treatment you receive.

Bupa may provide Heathrow with anonymised information about how the service is being used. This could include overall numbers of people using the service and general trends. Information will not be provided where there is not enough data to protect residents' anonymity.

Bupa will only share information about your treatment with your NHS GP with your consent, or where this is considered clinically necessary under its safeguarding responsibilities.

There are limited circumstances where Bupa may need to share information without your consent. For example, this may happen if a professional believes that you or another person is at risk, or where information must be disclosed by law. Wherever appropriate, Bupa will discuss this with you and give you an opportunity to ask questions.

Using the service respectfully

We want the service to feel safe and supportive for residents and for the people delivering it.

Please treat Bupa's clinicians, employees and service partners with courtesy and respect. Bupa may pause or end someone's access to the service if they behave abusively or inappropriately, repeatedly miss appointments without notice, make excessive late cancellations or use the service in a way that is not clinically appropriate.

If you cannot attend an appointment, please let Bupa know as soon as possible by emailing yourwellbeingsupportservice@bupa.com.

Please try to give at least 24 hours' notice. This allows the appointment to be offered to someone else. Repeated late cancellations or missed appointments may affect Bupa's ability to continue arranging support for you.

Using online services and materials

Some support may be provided using video appointments, Microsoft Teams, webchat or other secure online tools. Availability and performance may occasionally be affected by technical issues outside Bupa's control.

Information, programmes and resources provided through the service are for your personal use. Please do not copy, publish, sell, share or adapt them for commercial use, and do not share passwords or access details with anyone who is not eligible to use the service.

The service may also direct you to information or websites provided by other organisations. These external resources are managed by their respective providers, so Bupa cannot guarantee that their content will always be accurate, complete or available.

Questions about the service

If you have a question about your appointment or the support you are receiving, contact Bupa:

- Telephone: 0800 029 1087
- Email: yourwellbeingsupportservice@bupa.com

If your question is about whether your address is eligible, contact Heathrow using the resident contact details provided with your access code.