

# Pupil Assistance Programme

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## Parent guide







## Dedicated caregiver helpline

Dedicated 24/7, 365 support and guidance for caregivers who may be worried about the emotional wellbeing of a child or young person.

**Caregivers can include:**

- 📍 Parents
- 📍 Legal guardians
- 📍 Teachers
- 📍 Academic support staff

The helpline provides immediate support for the wellbeing of the caregiver themselves too, as supporting a young person can bring about many different challenges. Trained counsellors will be able to provide advice on many areas for caregivers who are supporting a child or young person through:

- 📍 Generalised anxiety - Excessive worry about everyday matters
- 📍 Social phobias - Severe feelings of self-consciousness and insecurity in social settings
- 📍 Depression - Persistent feelings of sadness, anxiety, and/or emptiness
- 📍 Eating disorders
- 📍 Risk-taking behaviours, including substance use
- 📍 Suicidal ideation
- 📍 Self harm
- 📍 Attention Deficit Hyperactivity Disorder

0800 012 1571

Call anytime of day

## How do we support?

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Our counsellors will listen to the caregiver's concerns and understand what steps have already been taken, before providing tailored support on what action, if any, is needed next.

- ♥ Advice on seeking GP intervention and support
- ♥ How to source suitable counselling support
- ♥ Signposting within schools
- ♥ How to have difficult conversations with a child or young person
- ♥ How to identify stressors or triggers for the child or young person, and recommend ways to remedy these

HA | Wisdom Wellbeing will work closely with the school upon implementation of the Caregiver helpline, to ensure all relevant signposting information is collated in the event this is required when providing support to a caller. If a caregiver discloses concerns around risk or safeguarding matters, appropriate advice will be given, and HA | Wisdom Wellbeing will document this accordingly.

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# Hello and welcome to Wisdom

Your guide to health and mental wellbeing

As a member of the Wisdom Wellbeing community, you have exclusive access to our revitalised app – helping you track your wellness, improve your mental health, and stay resilient during tough times.

## Your health hub



### Interactive mood tracker

You will receive regular prompts to track your mood. By tracking mood trends, Wisdom can help you identify patterns and areas for improvement in your wellbeing.



### Four-week health plans

Wisdom will support you in your health goals, whether that be eating healthier, quitting smoking, sleeping better, or coping with pressure. Get started on your health plan and track your daily progress.



### Mini health checks

How are you feeling today? Take a minute to check in with yourself by using the health checks to assess and support your health and mental wellbeing.



### Breathing techniques

Our guided breathing exercises help you feel a sense of calm and relaxation to carry into the rest of your day.

## Wellbeing connected



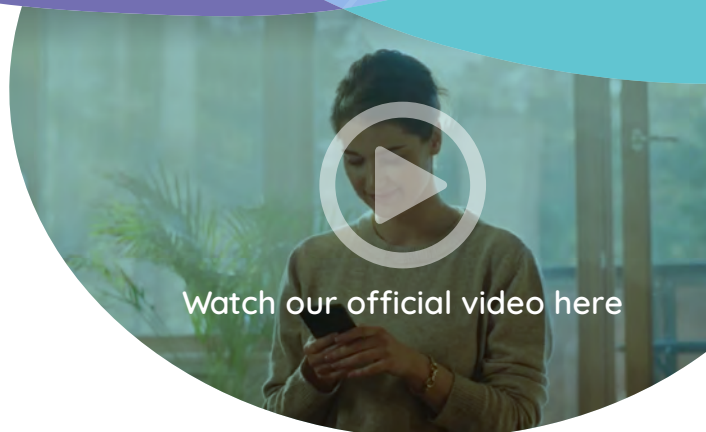
### Personalisation

Wisdom allows you to personalise your homepage so you can access tailored resources and learning materials based on your interests.

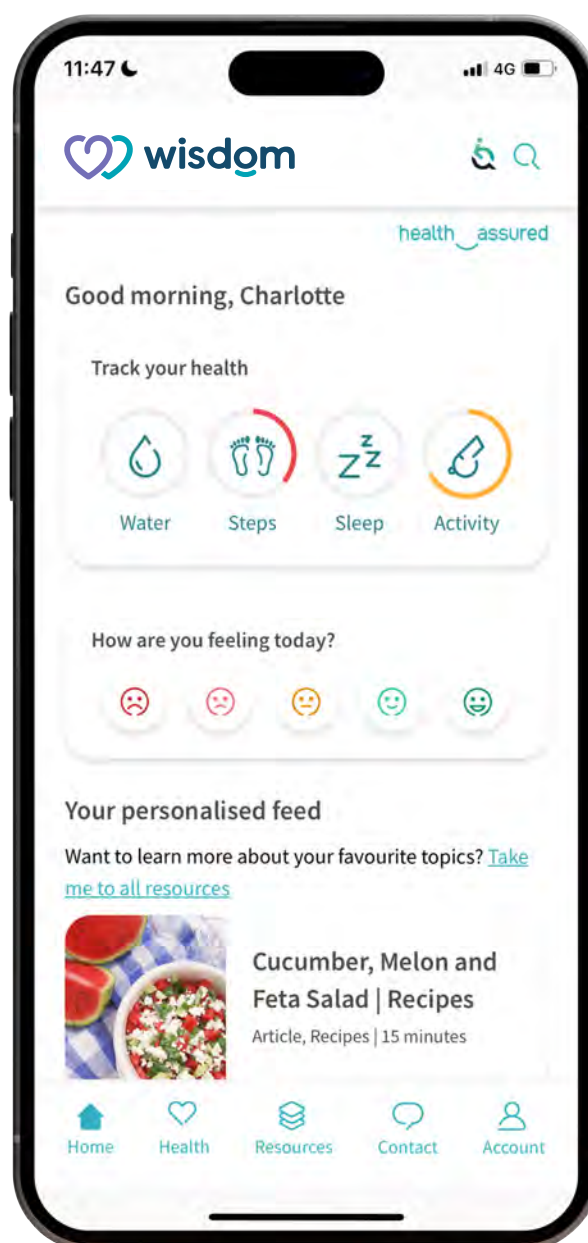


### Live chat

The Live Chat feature allows you to contact a dedicated wellbeing counsellor using live messaging and video calls. For further support, you can call our helpline - available 24/7, 365 days a year.



Watch our official video here



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