



# LegalMind

Supporting Mental Health &  
Resilience in the Legal Community

## Frequently Asked Questions (FAQs)

### ***What is LegalMind?***

LegalMind is an independent, low-cost mental health support that is accessible to solicitors and their partners/dependants, across Ireland, at any time of the day or night. It is there for you and your colleagues through any personal or professional challenges.

### ***Who runs LegalMind?***

LegalMind is provided by high-quality, mental health service providers - Spectrum.Life in partnership with Spectrum Mental Health. Both organisations use best practice standards, robust clinical and risk governance policies/procedures, and follow a professional code of ethics. The support is a permanent support and is based in Ireland.

### ***What types of mental health support does Legal Mind offer?***

LegalMind offers three levels of supports:

- preventative supports for individuals who want to maintain wellbeing and mental health
- early intervention supports for individuals who are concerned for their mental health
- treatment and response support for members facing more complex mental health issues

### ***How does LegalMind work?***

You can call LegalMind at any time of the day or night and talk to a mental health professional about any issues that you or your family may be facing. This is called “in the moment support”. During this consultation, the counsellor and you will collaboratively explore the most appropriate next steps to consider and supports available for you. Further low-cost supports include a series of face-to-face, online video or over the phone therapeutic sessions. See above for types of support available.

### ***How long until my first appointment with a mental health professional?***

After the “in the moment” phone support you may be offered a date to speak with a mental health professional (psychologist, counsellor, or psychotherapist) within 48 hours, who is within a 30-kilometre radius of your home. The appointment will be scheduled to take place within five working-days of making the call.

### ***What do you mean by low-cost service?***

Initial “in the moment” support over the phone and your first appointment with a mental health professional will be free. After that, you will pay a reduced fee of €30 per therapeutic session.

### ***Is there a limit to how long I can benefit from this mental health support for, at this low-cost rate?***

A clinical governance team within LegalMind oversee cases and advise on when it is appropriate to end mental health supports on offer. When to end support and how to end it will be discussed between you and the professional you are working with before it happens.

### ***How do I access LegalMind?***

Call LegalMind’s freephone number 1800 81 41 77 to speak with a mental health professional and to work out a plan that feels right for you. If you prefer, you can also access LegalMind’s counselling service through a live chat function on their portal/phone application.

You can register [here](#) to gain access to LegalMind’s online portal or phone app for information and content about physical wellness, wellbeing, mental health, and wellbeing events. To register on the portal/phone app, please use the organisation code – well2020.

When creating your password for access to the LegalMind portal, remember the password must contain at least 1 number, 1 letter, 1 upper case letter, 1 lower case letter and be at least 8 characters long.

You can find further information on LegalMind and other supports on the Law Society Professional Wellbeing [Hub](#).

### ***Who can avail of this service?***

All solicitors with a practising certificate in Ireland can access LegalMind “in the moment” support. Their partners and dependants can also avail of “in the moment” support. Dependents includes children over the age of 16 still living at home.

Solicitors with a practising certificate can be referred onward for further supports (following on from “in the moment” support) to a mental health professional. Partners and dependents, however, will NOT be eligible to be referred onto further supports.

### ***How will LegalMind verify that I can use the service?***

LegalMind will simply ask you if you are a member of the Law Society or if you hold a solicitor practising certificate. If your answer is yes, then you can continue with the support being offered.

### ***Will any information I share with LegalMind be shared with anyone else or any other organisation?***

LegalMind is provided by a high-quality, mental health service provider - Spectrum. Life in partnership with Spectrum Mental Health. Both organisations use best practice standards, robust clinical and risk governance policies and procedures, and follow a professional code of ethics. Any information you share with LegalMind is kept confidential and is not shared with anyone or any other organisation outside of LegalMind.

There are statutory limits to the above confidentiality guarantee, however. These include statutory reporting obligations regarding child protection issues or where there are grounds for believing that you will cause harm to yourself or others. In these circumstances, LegalMind will make every effort to discuss breaking confidentiality with you before sharing any information.

***How are mental health appointments taking place now, during the Covid-19 pandemic?***

Currently, therapy sessions are taking place via online video and/or phone. Face-to-face therapy sessions may resume once restrictions are lifted and allow for this.

***What extra services does LegalMind provide?***

In addition to the above, you can call LegalMind to avail of financial advice, consumer advice, career guidance, mediation, life coaching and health advice.

In the event of a critical incident in your workplace, LegalMind also offers support and advice over the phone. A critical incident is a disturbing event that is outside the range of usual human experience, causing unusually strong emotional reactions and which also have the potential to interfere with a person's ability to function normally (e.g. sudden death of a colleague/client, suicide of a colleague/client, news of terminal illness of a colleague/client etc.).

Just call the freephone number - 1800 81 41 77.

***How is LegalMind different to LawCare and Consult a Colleague?***

LegalMind is a mental health support provided by mental health professionals. This contrasts with LawCare and Consult a Colleague who offer peer support from peers; individuals who have training in the area of mental health but who are not mental health professionals.

LegalMind, LawCare and Consult a Colleague are all valuable services that complement each other. In some cases, you may want to speak to a peer. In others, you may want to speak to a mental health professional.

***How is LegalMind different to an Employee Assistance Programme (EAP)?***

LegalMind is not an EAP. This service enhances mental health supports already available through firms' EAPs. In contrast to EAPs which provide support for short-term/non-complex issues, this service provides support for all types of mental health concerns from short term and or non-complex to long-term and or more complex issues. Spectrum.Life partnered with Spectrum Mental Health to create this unique service for you.

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