

Frequently Asked Questions...

What is telehealth?

Telehealth allows you to talk to a Mindspace clinical support worker through a phone or video call rather than seeing them in person. The Mindspace clinical support worker will listen and help you with strategies to get through tough times.

What can I get help with?

During times of uncertainty, like COVID-19 you might feel overwhelmed with what's going on around you. Mindspace can provide advice if you feel isolated or worried, or if you are struggling with the changes in your home, school or work. Our clinical support worker will listen and provide strategies for any mental health challenge you are experiencing.

Why are Mindspace transitioning to online and phone services?

We've taken this step to ensure the safety of young people, their family and friends, and staff working in Mindspace due to COVID-19.

How do I make an appointment?

You can call Mindspace at 094-9067001, text us at 086 1844995 or visit www.mindspacemayo.ie to make an appointment.

What equipment do I need for my appointment?

You will need a laptop, tablet or mobile and internet connection for online video appointments. Your clinical support worker will let you know if you need a specific App, and can work with you to overcome any barriers like data, credit or internet access. If you prefer chatting over the phone, then just a mobile or landline.

What information do I need to share in the appointment?

You can share whatever information you are comfortable sharing. Accessing phone or online appointments doesn't mean you need to share any more or less than you feel comfortable sharing. Ensuring you feel safe, and that you trust the mindspace worker and the platform remain our highest priority. Ask any questions you might have in relation to privacy, or confidentiality and your mindspace worker can help.

Online & Phone Service

(Telehealth)



In response to COVID-19, Mindspace are adjusting their service delivery to incorporate online and phone counselling (telehealth).

Frequently Asked Questions...

Do I need my parent's permission?

You can generally make decisions on your own about the support you receive however in some cases we may need a parent or legal guardian to give consent for you to access our service (e.g. if you are under 18 years). If you would like more information about our consent process, please speak to a mindspace worker.

What if my family are at home?

Try to find a quiet place, preferably one by yourself, where you feel comfortable chatting and won't be as distracted. If you can't find a space inside maybe even your backyard. If you are comfortable let your family know you are on a call and ask for some space. If this feels too much, please let your worker know so that they can support you to figure out how best to manage this.

Are the online and telephone services confidential?

Yes, Mindspace is committed to protecting your privacy. When you talk to someone at Mindspace nothing said or written can be passed on to anyone outside the Mindspace team without your permission. There are a few exceptions, such as if we are concerned about your safety or the safety of someone else. In these instances, the Mindspace worker will explain to you in detail about what needs to happen and what additional supports you may need to help you be safe.

Is phone and online as effective as in-person counselling?

Yes, phone and online counselling services are an effective way of supporting young people to understand and manage their mental health issues.

Phone and online counselling (telehealth) sounds strange, what if I'm not comfortable with it?

For some people, it can be strange at first, however your clinical support worker will help you feel comfortable and become familiar with the process. Phone and online services can be a positive experience, as people may feel less self-conscious. If you're not comfortable, let us know. Once we understand your challenges we are much better placed to address them and support you to access sessions in a way that works for you.