

Counselling at Service Six

Information for Clients

It is important you are fully informed and know what the counselling service involves. So, we need to give you a lot of information:

- About our counselling service
- The commitment both you and our counsellor need to make
- The codes of practice we have to work to

We know it's a lot to remember, especially if you are feeling anxious or nervous so we have set out the main points in a question and answer style for you to read and think about.

At your first session your counsellor will go over these points with you and give you the chance to share any concerns or to ask any questions you might have. If anything is unclear please check it out with your counsellor. A space has been left should you want to make notes.

Boundaries

How long is a session?

Each session will ordinarily last for 50 minutes. Although this may be reduced to 30 minutes for younger clients. Sessions cannot be extended beyond the agreed time.

When will I get an appointment?

Service Six operates a waiting list where there is a potential to prioritise clients of greatest need. Once you've had your counselling assessment your details are put onto the waiting list. When we have an appointment free that is suitable for you we will contact you and offer you an appointment. It's not possible for us to say how long you may have to wait for an appointment because we offer open-ended counselling. However, if we've not been able to offer you an appointment after 8 weeks we will contact you to let you know and update your details if necessary.

If we have to leave a message when contacting you, we will give you a time by which you need to get back to us (usually 48 hours). If we do not hear from you, we will assume you no longer want counselling and take your name off the waiting list.

Remember to let us know if your contact number changes or we won't be able to get in touch to offer you an appointment.

What do I do if I can't keep an appointment or I am late?

We expect clients and counsellors to turn up for the session on time. If you can't make an appointment for any reason you need to tell us as soon as possible. We understand that in exceptional circumstances you might not be able to give us much notice. However, we may not offer you further appointments with the counsellor if you don't let us know you won't be attending an arranged counselling session.

If you know you're going to be late for an appointment you need to contact us to let us know. Once you arrive, your session cannot be extended and will end at the usual time. If you don't turn up for a counselling session and you don't let us know we will assume you don't want counselling anymore. If you contact us after a missed appointment and say you want to carry on with the counselling it is likely you will be put back onto the waiting list.

Please remember to let us know if you can't make an appointment. If you don't let us know, you risk losing your appointment and being put back on the waiting list for counselling.

If you don't turn up for an appointment and don't contact us we won't contact you to ask whether you want to carry on with the counselling. We believe it's up to you to decide what is right for you. But, if you do change your mind and decide you want more counselling, please get in touch with us and we'll arrange for you to see someone for another counselling assessment.

What if my counsellor is ill?

If your counsellor is ill or can't keep the appointment for any other reason, we will try to contact you or leave you a message 24 hours before your appointment. In exceptional circumstances we may not be able to give you this much notice.

How many sessions will I have?

Initially you will be offered 6 counselling sessions. When you had your assessment you will have said why you wanted counselling and we are aware that more than 6 sessions will be needed for some clients. You and your counsellor will review the counselling at the end of the 6th session and you will both decide whether more sessions are needed. If this is the case you will be offered a further 6 sessions, making a total of 12 sessions.

If after 12 sessions you and your counsellor agree that you need further counselling, this will be arranged between you and your counsellor with further reviews as necessary.

Please be aware that your counsellor cannot work with you if you are under the influence of alcohol or illegal drugs.

Confidentiality

What is Confidentiality?

Confidentiality in counselling is about offering someone a safe space to talk about what is going on for them, knowing that as a general rule the counsellor will not share what is said with anyone else, this includes parents and teachers.

Is everything confidential?

Confidentiality will be broken where there is the threat of an act of terrorism or drug trafficking. It may also be broken if the counsellor thinks you or someone else is at serious risk of being harmed by someone else or, if you are threatening suicide.

Your counsellor will, where possible, tell you if they feel it is necessary to break confidentiality, discussing with you why they feel confidentiality needs to be broken.

Would my counsellor ever talk to anyone else about things I tell them?

Your counsellor will discuss their work with you, and with their supervisor and line manager. This is essential and part of good practice. Discussion of your issues and concerns is always carried out in a respectful and caring way, and your identity remains anonymous.

If the counsellor believes you require specialised help and that you would benefit from being referred to another service, this would always be discussed with you first. Usually such a referral would only be made if you agree and give written permission. However, as stated above, if you are believed to be a threat to yourself or others or are threatening suicide, confidentiality may need to be broken without your consent.

Please note: The breaking of confidentiality is very rare.

Can anyone read my records?

Records containing your contact information are kept in a locked filing cabinet as are your counsellors working notes of your sessions. Working notes never show the client's name and only your counsellor has access to them. You have the right to see these notes if you so wish.

What happens if I meet my counsellor outside of the counselling sessions?

To ensure that confidentiality and boundaries are kept, neither the counsellor or you will acknowledge each other outside of Service Six.

Other Points

- Your counsellor will only see you in the role of counselling.
- If you need to use other services within Service Six your counsellor will contact the member of staff who will be able to help you.
- Your counsellor will inform you if they become aware of any conflict of interest which would prevent them from working with you e.g. your counsellor may come into contact with you in another area of your life - school or sporting activities.
- You will be kept informed of other available services that may be of help to you.
- The time you spend in our support service will always be private and free from interruption.

Contacting us

If you want more information or need to let us know about any changes in your contact details or your availability for counselling you can contact us in the following ways:

Phone/Text: Jane (Counselling Administrator) 07780 998905

Email: counselling@servicesix.co.uk

Please use this space to write anything you need to ask your counsellor: