

### **Equality**

We are an organisation that actively opposes oppression and discrimination against people; and provide our service to all members of the community.

### **Data protection**

All personal information given to us will be held in the strictest confidence according to the Data Protection Act.

### **Complaints**

If you would like to tell us about any difficulties you experience with our service, or if you are dissatisfied with the quality of the service we provide, or you may discuss this with your counsellor or the Counselling Co-ordinator.

**If you would like to see a counsellor or to find out more about the service, contact the Counselling Co-ordinator:**

**Jennifer Williams**

#### **Phone/Text:**

07970 216564

(Please leave a message with your name and safe phone number - information will not be given about which service you have applied for to third parties at callback)

#### **Email:**

[jennifer.williams@cadwyn.co.uk](mailto:jennifer.williams@cadwyn.co.uk)

Our team of counsellors are qualified practitioners or are in the final stages of training. All counsellors receive regular supervision in accordance with the BACP good practice guidelines.

Each counsellor has a current enhanced Criminal Records Bureau (CRB) check.



## **Counselling Service**

**We all have times in our lives that we need some help; where things seem too much or you feel out of control and unable to regain it.**

**At times like this, talking to a counsellor can help.**

#### **What is counselling?**

- Counselling offers a space for you to talk about your worries and difficulties.
- It helps you explore your feelings and looks at how you may wish to change things in your life.
- You may want to use counselling for:
  - Resolving problems
  - Making choices
  - Coping with changes
  - Gaining insight and understanding
  - Improving your relationships with others
  - Working through difficult feelings
- Types of difficulties may include:
  - Family difficulties and relationships
  - Abuse
  - Trauma
  - Bereavement
  - Anxiety
  - Bullying
  - Health related difficulties
  - Low self Esteem
  - Anger
  - Self harm

...or other issues that are troubling you.

#### **Is counselling private?**

Counselling is a confidential service; information is kept between yourself and your counsellor.

There are some safety and legal exceptions to this but your counsellor will discuss this with you before entering your first session.

Our counsellors will also discuss their counselling work with their clinical supervisor to make sure they are working to a high standard.

#### **Is this service for me?**

Our counsellors work in a way that respects you as an individual and your own values and beliefs.

Our counsellors use either integrative counselling or cognitive behavioural therapy. Your counsellor will give you more information about this when you meet for the first time.

#### **How to make a referral:**

Referrals can be made via a member of staff at Cadwyn or Gwalia. No referrals will be accepted without your consent.

The Counselling Co-ordinator will be in touch with you to acknowledge your referral as soon as possible.

See the back of this leaflet for our contact details.