

# COUNSELLING

Summer 2009



## At St Barnabas we are:

### Non-discriminating

We see people regardless of their background, problem or circumstances

### Affordable

In every case we take into account our clients' ability to pay

### Experienced counsellors

We offer help with a wide range of issues

### Professional and Ethical

We are an organisational member of the British Association for Counselling and Psychotherapy

### Support for our counsellors

We offer training placements, have qualified supervisors and run training workshops

### Volunteers

As a charity, all our counsellors give their time voluntarily for us.

## Our Counselling Centre

Clients come to St Barnabas with increasingly complex issues. Some have already had experience of the mental health system, some are totally defenceless, vulnerable and at the end of their tether. Accompanying them on their road to a healthy recovery is what makes our work so rewarding.

Our clients are seen for as long as it takes and are not restricted to a set number of sessions. Clients can normally expect an intake appointment within ten working days with regular appointments commencing as soon as a counsellor becomes free matching issues and availability.

When we invited our clients to anonymously fill in a feedback form, and these are some of the comments that people added:

*"I think the job you all do is wonderful, my counsellor is fantastic."*

*"Excellent service, always a friendly welcome, thank you everyone. Coming to see [my counsellor] is my lifeline. With her help I have learnt so much about myself, understood the reasons for my behaviours and responses, and kept sane. Thank you so much."*

*"The work you have all done is inspiring. Please keep it up. I love you all."*

*"I have brought my vulnerable self out of that room. I no longer have a secret self."*

*It is amazing."*

It's comments like this that inspire us too. We aim to show

that we care from the moment clients walk through our door.

As we do not receive any statutory funding we do have to ask our clients for a contribution towards our running costs. Clients are asked to make payments based on their income and this is discussed at their intake appointment with a minimum of £12 per session. In some circumstances lower cost short term counselling can be negotiated.

We also offer a counselling service in the evenings for individuals and couples but this is subject to higher fees.

We operate to the BACP code of ethics and maintain client confidentiality unless there are issues involving criminal activities or risk of self harm or harm to others. Clients are asked to grant permission for us to contact their GP should a counsellor deem this necessary.

**Please can you display the enclosed poster in your waiting room and refer your patients to us if you think we can help.**

**In 2008 we made appointments for over 340 clients and our Counsellors provided 2784 sessions in total. We have had a core of 25 volunteer Counsellors for two years now and are probably running at our maximum efficiency given the number of rooms we have available for use. However later in 2009 we are hoping to create an additional room which should give us more flexibility and the opportunity to bring in more Counsellors.**

