

# Ryedale Counselling Service



About our services



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*Ryedale Counselling Service is indebted to Barrie Tuck, Kirkbymoorside Camera Club, who created and donated all the pictures used in this booklet*

## What is Counselling?

Counselling is an opportunity to talk about difficult issues and situations - and your thoughts and feelings about them - in a safe and confidential environment - with a trained professional who will listen in an accepting and non-judgmental way.

The issues people typically bring to counselling include:

- **Anger**
- **Anxiety**
- **Bereavement**
- **Chronic Ill-health**
- **Depression**
- **Disability**
- **Loss**
- **Major Life Changes**
- **Panic Attacks**
- **Relationships**
- **Sexuality**
- **Stress**
- **Trauma/Abuse**
- **Work Issues**

Counselling can help you to:

- Look at those areas in your life that are causing you distress;
- Recognise what inner resources and external support you have;
- Identify what further resources and support you can get for yourself;
- Develop a different approach to your life and to those around you.

Sometimes, counselling simply means that you are able to see the same situation in a new light, which in itself is helpful.

The counsellor will not give you advice, or act for you, but may suggest other sources of professional help.

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## Am I eligible for the service?

If you live in Ryedale, or are a patient of Norwood House surgery, Scarborough, you can be referred by your doctor or any other NHS Worker.

You can also self-refer by calling us on **01653 690 124**.



If you live in Scarborough you can be referred by your doctor or any other NHS worker to our service at the Castle Health Centre.

We will try to arrange an assessment appointment within 28 days of the referral. Castle Health Centre clients may have to wait longer however.

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## **Where? When?**

We offer day-time (including Saturday mornings) and evening appointments and a choice of male or female counsellors at **Ryedale Community House, Malton.**

We also provide day-time appointments at the following surgeries:

- **Derwent Practice, Norton**
- **Helmsley Health Centre**
- **Norwood House Surgery**
- **Pickering Medical Practice**
- **Sherburn Surgery**

Our counselling service at the **Castle Health Centre** runs on Monday and Wednesday afternoons.

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## **Is it free?**

Yes, counselling is currently free due to grants from the NHS and the Big Lottery. However, we shall be introducing charges for missed appointments from October 2011. As a charity, we welcome donations, including donations from clients referred by their doctor, as this helps us to continue our service to everyone.

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## **How many sessions will I get?**

Counselling is typically short term i.e. up to eight sessions. Appointments are normally weekly and between 50 and 60 minutes.

Our specialist counselling service, however, offers long term counselling to people who have experienced or been affected by domestic violence, sexual assault or rape, or childhood sexual abuse.

## **Counselling requires commitment...**

We aim to give a month's notice of any planned breaks, for example, when the counsellor is on holiday. However, sometimes we may have to cancel a counselling session at short notice, for example, if the counsellor is ill.

If you think you will miss a session, please let us know as soon as possible so we can offer your appointment to someone else. This will help reduce our waiting list – and our costs. If you can't attend a session at Ryedale Community House for any reason, we can offer you a telephone session instead.

If you do not attend the assessment, or if you miss more than one counselling session, we are unable to guarantee you another appointment.

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## **About our counsellors**

All our counsellors are trained to at least diploma level, or equivalent, and are members of the British Association for Counselling and Psychotherapy (BACP). We support our counsellors by providing external supervision, professional liability insurance, learning and development opportunities and line management support.

The counselling team is diverse in terms of age, gender and counselling approaches, for example, Person-Centred, Humanistic, Integrative, Transactional Analysis, Gestalt and EMDR (Eye Movement Desensitisation Reprocessing<sup>1</sup>).

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## **Trainee Counsellors**

We provide Placements to students who are completing their counselling or psychotherapy training. All our trainees have a thorough understanding of counselling theory before they start working with clients. We provide Trainees with a high level of support, for example, a monthly supervision group and mentoring, in addition to the support that they get from their training provider.

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<sup>1</sup> EMDR is one of two NICE-approved treatments for symptoms of Post-Traumatic Stress Disorder (PTSD). NICE stands for the National Institute of Health and Clinical Excellence.



## Confidentiality

As an Organisational Member of BACP we are bound by its Ethical Framework for Good Practice in Counselling and Psychotherapy, the Ethical Guidelines for Researching Counselling and Psychotherapy (where organisations undertake research) and subject to the Professional Conduct Procedure for the time being in force.

We will only break Confidentiality if:

- Written permission has been given by the client;
- We consider the client to be at serious risk of harm to self or others;
- There is a legal responsibility to disclose e.g. the Terrorism Act, 2000;
- We become aware that a child under 16 or a vulnerable adult is at serious risk of harm.

Wherever possible, we will discuss any plans to break confidentiality with the client *before* any action is taken.

For clients referred by their doctor, we will let the doctor know when counselling has finished and how many sessions were provided. Sometimes, the counsellor may wish to provide the doctor with further information, for example, to suggest referring the client to another source of professional help. In such cases the counsellor will ask the client's permission to include this in the letter to the doctor.

We normally seek parental consent when working with children aged between 13 and 16 (we do not provide counselling to children under 13). If a child is referred by their doctor, we expect the doctor to already have obtained parental consent.

To obtain a copy of our **Confidentiality Statement** contact us using the details on page 8 or download it from our website:

**[www.ryedalecounselling.org.uk](http://www.ryedalecounselling.org.uk)**

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## Monitoring and Evaluation

We use the CORE system to assess the quality of our counselling service. CORE stands for "Clinical Outcomes for Routine Evaluation". It is a professionally recognised measurement tool, developed over a number of years for psychological therapy and counselling services.

CORE is based on a set of questions designed to help us understand the difficulties that clients face. CORE also helps us decide which counsellor to assign to the client, or in some cases, whether the client should be sign-posted to some other source of professional support.

All information obtained from CORE is treated in the strictest confidence and no one from outside the organisation has access to any information from CORE about individual clients.

Sometimes we use some CORE information in reports for example to our Trustees, in which case the information is presented on an anonymous basis.

We ask all our clients for feedback. People tell us they like being able access a local and free-to-use counselling service, which offers a choice of venues, times and of female or male counsellors.

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### **If you are unhappy with our service**

If you are unhappy with any aspect of our service, we hope we will be able to resolve things informally with you. However, If you are not satisfied with the outcome and wish to make a complaint, please contact the Ryedale Voluntary Action (RVA) Chief Officer either by telephone (**01653 600 120**) or by letter (the RVA address is the same as for RCS, on page 8). The Chief Officer will acknowledge your complaint in writing within 7 days of receiving the complaint.

To request a copy of the **Complaints Procedure**, please contact RVA or download a copy from our website **[www.ryedalecounselling.org.uk](http://www.ryedalecounselling.org.uk)**

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### **Future plans**

We plan to offer **Couple counselling** at **Ryedale Community House, Malton** from January 2012. As we do not receive funding for this work, there will be a charge for this service. We will keep you informed about this and other developments via our website.



**Ryedale Counselling Service** was set up in 1995 by Ryedale Voluntary Action (RVA) to provide brief counselling to people aged 13 and over living in Ryedale, and where appropriate, in Scarborough.

RVA is a registered charity (number 1061069). Our generic counselling service is supported by grants from **NHS North Yorkshire and York** and the **Big Lottery Fund**. Counselling is provided free to clients but we welcome voluntary donations to help ensure that more people can continue to access counselling locally.

Thanks to a generous grant from the **Henry Smith Charity**, we also offers a specialist counselling service, which provides long term counselling for people who have experienced or been affected by domestic violence, sexual assault or rape, or childhood sexual abuse.

We have produced a series of leaflets, with the support of the Big Lottery Fund, on a range of issues, including Anger, Anxiety, Bereavement, Depression and Panic Attacks.

All of these leaflets, together with our **Annual Report**, can be downloaded from our website or we can post them to you.

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## Contact details

### Ryedale Counselling Service

Ryedale Community House, Wentworth Street,  
Malton, North Yorkshire, YO17 7BN

**t: 01653 690 124**

**e: [counsellors@rva-cvs.org.uk](mailto:counsellors@rva-cvs.org.uk)**

You can also  us using the name: **Ryedale.Counselling**

**[www.ryedalecounselling.org.uk](http://www.ryedalecounselling.org.uk)**

**[www.rite2talk.org.uk](http://www.rite2talk.org.uk)** [for children and young people]

