

## WHERE CAN I FIND WILLOWS?

Willows reserves the right to limit, withdraw or refuse a service. As stated in our Withdrawal of Service policy document . View at Willows or our website.

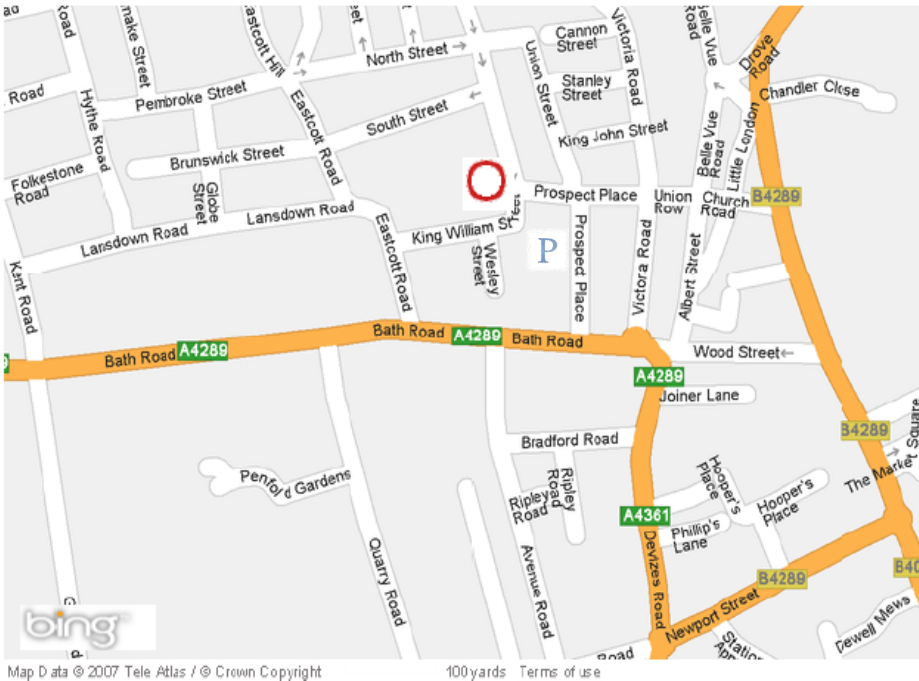
We are on several bus routes within Swindon.

If you travel by car there is a public car park across the road from Willows.

TEL: 01793 426650

Email: [willows@willowscounselling.org.uk](mailto:willows@willowscounselling.org.uk)

Website: [www.willowscounselling.org.uk](http://www.willowscounselling.org.uk)



## Willows Counselling Service

# Considering Counselling?

**Answering some of the common questions about counselling.**

**Christian Caring in the Community**

Christian caring in the Community

## WHAT IS WILLOWS?

Willows is a Charitable Trust with a Christian ethos offering a confidential service to all adults in and around the Swindon area. The service is offered regardless of gender, sexual orientation, ethnic or cultural background, to people of any faith, or none. We will not impose our Christian faith on you. Willows has a professionally trained and accredited team of counsellors who really care, who will listen to your concerns and problems and, if needed, will enable you to find a way forward that works for you. Your identity will not be disclosed to anyone although your Counsellor will discuss your situation within the Agency.

## WHO CAN COME TO WILLOWS FOR HELP?

We realise that it takes courage to pick up the phone and ask for help; you are not alone, many people have a need to talk to our counsellors for many and varied reasons. Our counselling team has experience in helping people with a wide variety of issues including broken relationships, loss, anxiety, depression, pain, loneliness, past trauma, and many other difficulties. We currently take clients aged 18 and over.

As a general rule Willows is not able to help clients with the following situations:-

- \* severe mental health problems
- \* severe addictions
- \* sexual offending behaviour
- \* marked personality disorder

For these conditions we would encourage you to seek help from a specialist agency.

## HOW DO I ASK FOR COUNSELLING?

You are able to make a request for counselling by telephone or in person. You will be asked some questions about your situation and your personal details. This information is received by our Co-ordinator who will match you with a suitable counsellor, according to your situation. Our receptionist will have made you aware of our terms and conditions of counselling and informed you of the cost of counselling. We will confirm this by post and, when we have received your Registration Fee, we will advise you of your counselling appointment as soon as possible or in some circumstances invite you for an assessment interview.

## HELP! I HAVE TO FILL IN A FORM

If you have difficulty understanding or completing any of the leaflets or forms then please contact the receptionist at Willows who will be happy to assist you.

## HOW LONG DOES COUNSELLING LAST?

Most counselling sessions last for 1 hour. Your counsellor will review the counselling with you after 6 sessions and if it continues, again at 12 and 24 weeks. How many sessions you require will largely depend on your situation. Counselling may continue for up to one year after which it may be extended in exceptional circumstances. You are free to stop your counselling at any time by notifying your counsellor. Clients making another referral straight after counselling has finished will be re-considered after a 3 month period has elapsed.

## HOW MUCH WILL COUNSELLING COST?

The receptionist will have informed you that we encourage everyone to contribute towards their counselling; between £15- £45 per session.

Before we arrange a first counselling appointment for you we ask for a Registration Fee of £10 or £5 \*concessionary rate. *\*This applies for senior citizens, students, those on benefits or in serious debt.*

## CAN I PREPARE FOR COUNSELLING IN ANY WAY?

Yes, you can think carefully about what is troubling you and decide the main areas in which you think you need help. You will be matched with a counsellor based on the information you give to us. Any additional issues may need further assessment.

Be prepared to be open and honest with your counsellor about your feelings and circumstances. We appreciate that this may be difficult, but you will not 'shock' your counsellor and your openness will enable him or her to help you more effectively. Your counsellor's only concern is to help you.

Most Willows counsellors work in a Person-Centred non-directive approach using an Integrative model; enabling them to draw on insights from Psychodynamic and Cognitive Behavioural Therapy and creative methods.

## WHAT IF I AM UNABLE TO GET TO MY APPOINTMENT?

You can contact the Willows office by phone between 9.30am and 4.30pm Monday to Friday, or leave an answer phone message at other times,. If you are unable to come to your counselling session, please ring and speak to a receptionist or leave a message on the answer phone. Please give us as much notice as possible so that we can inform your counsellor and avoid them making an unnecessary journey. If you would like to re book another time we will endeavour to make suitable arrangements.