

## What does it cost?

The service is free to you as we receive funding from the local health services to provide a certain level of service. Although we receive funding in this way we are not part of the local Health Service and do not operate in a similar way. The funding we receive is to provide a contracted number of sessions only, and we always have more demand than we can cope with - which is why we have waiting lists.

\*We are always pleased to receive donations from people using our services. Please ask if you wish to make a donation.



## What if I do not get on with my counsellor?

We hope you will be allocated to a counsellor you feel you can work well with. However inevitably from time to time there are personality differences and a person feels that the counsellor they are seeing is not someone they can work with. In this case we would ask that you let us know and we will try to make the change over as soon as we can.

## How long does counselling last?

Each session is fifty minutes long. We can offer up to ten sessions to each person that we help. Counselling has to be time limited but we hope you will receive enough sessions to support you with your issues. In unusual circumstances we may offer a few more sessions. Sometimes you may complete your counselling in fewer than ten sessions. This is negotiated with you.

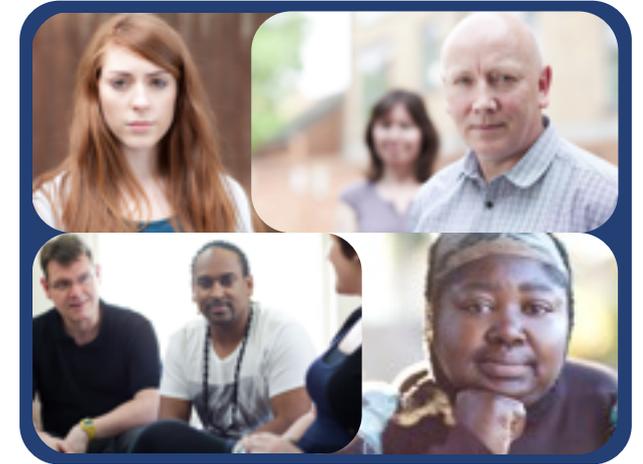
## What if I have a complaint about the Service?

North Staffs Mind has a complaints procedure which you can ask to see. We will seek to deal efficiently and speedily with any complaint and try to find some resolution which offers you what you need.

Our counsellors work to the British Association for Counselling and Psychotherapy ethical framework and we are an accredited member.

We always seek feedback on the service we offer, and you will be sent an evaluation form at the end of the counselling. We welcome constructive feedback and all compliments / comments are passed on to the counsellor involved (unless you request otherwise).

# Adult Counselling Services



North Staffs Mind  
83 Marsh Street  
Hanley  
Stoke-on-Trent  
ST1 5HN



T 01782 252100  
F 01782 252212

W [www.nsmind.org.uk](http://www.nsmind.org.uk)

We're Mind, the mental health charity. We're here to make sure anyone with a mental health problem has somewhere to turn for advice and support.

Reg. Charity Number 700788 Company Limited by Guarantee Reg. in England 2294089



# North Staffs

## How can counselling help me?

We believe that mental distress is often the result of difficult events and situations. We all struggle at times, but sometimes the struggle becomes too much and we can become overwhelmed with stress, depression, anxiety, and more. This can cause severe mental health problems to arise. We work on the principle that the individual should have a place to talk over these difficulties before they become so severe that medical intervention is necessary. Sadly many people approach us only once breaking point is reached. Recovery can then take longer but we believe that individuals are resilient and with support can get life back on track.

The counsellor is someone trained to listen and help you sort out what you want to do about the problems in your life. He/She will help you identify how the circumstances are affecting you, how other people may be contributing to your difficulties and also how you may be contributing to your own problems. Counselling can provide a safe place to talk about your fears and goals and offer an opportunity to explore alternatives and to look objectively at your options.



## What counselling is not...

The relationship with the counsellor is a working one, it is not a friendship. We hope you will feel safe and supported in making decisions. The sessions are not advice sessions, although a counsellor might offer strategies for coping with symptoms (such as panic attacks, etc.)

## Is North Staffs Mind the right place for me?

We are not the only agency offering counselling and you might find one of these listed below offer a more appropriate service for your need.

**Healthy Minds Service** 0300 123 0907 (opt 2)  
Healthy Minds is consortium of combined health, North Staffs Mind and Changes, providing a range of therapies.

### Bereavement Issues

**The Dove Service** 01782 683153  
(they also provide support for those living with or affected by serious illness)

### Sexual Abuse / Rape

**SAVANA** (for men and women) 01782 433204

### Drug / Alcohol Issues

**Stoke Recovery Service** 01782 956119  
**One Recovery - Staffordshire** 01782 637658  
**Lifeline Stoke** 01782 283113

### Relationship Issues

**Relate -** 0300 003 2368  
**Marriage Care -** 01782 213018

### Group support for mental health issues

**Changes** 01782 413355  
A local user led service offering various groups aimed at helping people recover from mental health problems.

### Private Therapists

There are many counsellors / psychotherapists in private practise. If you need an immediate service you are much more likely to be able to access private counselling quickly. We cannot recommend any one but you can find reputable therapists through the British Association of Counselling and Psychotherapy on 01455 883300 or at their site; [www.bacp.co.uk](http://www.bacp.co.uk)

## What if I think Mind is the most suitable place for me?

Please ring us to book an assessment. This assessment is to find out about what you want, and for us to explain how we work. We will also ask if you wish to see a male or female counsellor and check your availability for sessions. The counsellor you speak to for this assessment will not necessarily be the one you end up seeing for your actual counselling, but they will help you decide if counselling is the right approach for you. Once that is agreed upon you will be added to the waiting list.

You can choose if your assessment is carried out by phone or face to face.

## How long is the waiting list?

You will always have to wait several weeks - this varies but is rarely less than 10 weeks. We apologise for this delay but we see over 1000 new clients every year and we have very limited funding to deliver the service. We can sometimes offer an appointment more quickly but we cannot guarantee this.

The more available you can be then the less time you are likely to wait, if you restrict when you can come it makes it harder for us to find a suitable appointment.

We work Monday to Friday 9:00am to 5:00pm, also evenings and Saturday mornings by appointment only.

## Is what I say confidential?

We undertake to keep the session confidential within certain limitations. The counsellor will discuss their work with a "supervisor" - to ensure they are working ethically and effectively. You will not be identifiable to the supervisor. There are also certain legal requirements where we would have to breach confidentiality - for instance under anti-terrorism legislation, the Proceeds of Crime Act or if we are concerned about child protection issues.