

About our Counselling - After your initial meeting with one of our counsellors you will make a decision as to whether you are comfortable together, and whether counselling for you at the present time maybe beneficial. It is therefore important that you are fully informed and aware of what our counselling service involves. We have included all relevant information and tried to answer any queries you may have about the following:

- About our counselling service.
- The commitments of both you and the counsellor need to make.
- The code of ethics and good practice we need to work to.

We understand that this is a lot to remember, especially at times of distress and have tried to make the information as brief as possible. We would advise that you read it carefully and think about it. During your first session your counsellor will want to ensure that you have understood and agreed to all the points. You will discuss them together and the counsellor will answer any questions or concerns you may have. Our Counselling service provides you with a free, safe and non judgemental environment in which you may discuss any aspect of your life in the knowledge that you are being heard and understood. Counsellors at Wellingborough Mind will be qualified to a minimum of Advanced Certificate Level but may however be undertaking further training. You may ask your counsellor for details of their training and qualification. The lengths of the sessions are 50 minutes and usually happen once a week for six sessions. There will be a review at this point to see if any further sessions are required up to a maximum of 10 sessions. Everything that happens in the counselling session will remain confidential.

Costs - Counselling is free of charge however if you wish to make a donation to help us continue this service it would be greatly appreciated. Please see a member of staff or log onto our website www.wellingboroughmind.org.uk

Confidentiality - Your personal information is kept confidential and will only be shared with your consent to staff who are involved in your support. Wellingborough Mind is part funded by the Northants Primary Care Trust who require us to send our client data to them. If you do not wish to be included in this data please speak to a member of staff.

Complaints - Wellingborough Mind aims to provide an effective and appropriate service to all of its service users. When we get it right it is nice to be told. If you would like to register a compliment or complaint about Wellingborough mind or you have any suggestions about the service please Inform a member of staff in writing.

Any other Questions?

Should you have any further questions about your counselling or would like to request another counsellor please speak to a member of staff.

General Information

You will be given a appointment card when you start counselling so you can keep track of your next appointment.

NB - If you are unable to attend appointments, you should try to give as much notice as possible by either contacting or leaving a message on 01933 223591 or emailing admin@wellingboroughmind.org.uk.

Due to the high demand for this service If you miss more than two appointments we will have to give your appointment slot to someone else.

Fire and Evacuation

Should the Fire Alarm sound please exit the building via the nearest exit and wait in the car park of Bruce Carter and Sons opposite Wellingborough Mind. A plan of the building is shown on the notice board downstairs and in both counselling rooms please take a moment to familiarise yourself the layout. If you require any further information please contact us.

