

# Telephone Counselling Service

## **Counselling for carers**

Our counselling service is open to anyone aged 18 or over living in Edinburgh or Midlothian who provides unpaid help and support to a family member, child, relative or friend, who could not manage without that support. This could be due to age, a long term condition, disability, physical or mental health problem or addiction.

## **What is counselling?**

Counselling aims to provide a safe place for people to express their thoughts and feelings about what is happening in their life. It can support people in talking about and reflecting on the difficulties they are experiencing in their role as a carer and how this might be impacting on their life. It is not about telling people what they should be doing

## **Who is the telephone counselling service for?**

We are always aiming to find ways to make our counselling service more accessible for carers who experience barriers to attending in person. This might be due to mobility issues, living geographically remote or being unable to leave the person they care for alone in the home.

## **How does it work?**

As it is telephone counselling, you don't need to worry about travelling to your appointment. You just need a quiet place where you can talk to your counsellor; it is very important to ensure that you are not interrupted by anyone during your counselling session (50 minutes) for this arrangement to work.

You will have weekly appointments with the same counsellor and the service is confidential. We would ask for your consent so that your counsellor can phone you on your mobile or landline number. You can save the counsellor's mobile number if you wish and use text messaging for managing appointments, such as if you have to cancel a session. We do not offer a crisis intervention service and there are a number of helplines available for emergencies:

***Samaritans – 116 123 (24hr Freephone)      Breathing Space: 0800 838587 (Freephone)***

## **Cancellation policy**

Cancellation protocol is that the counselling session can be carried forward to the next week if you are able to give us a minimum of 24hrs notice. You can also choose not to answer the call if you do not wish to engage in counselling on the day. However, we would be unable to carry this session forward.

## **Voluntary contributions**

All counselling clients are asked if they are able to make a voluntary financial contribution to the weekly sessions. The amount you offer to contribute will be agreed with you during your intake session. We can provide you with details for arranging an electronic bank transfer or a standing order.