

5. Sessions—how many and how long?

Each session normally lasts for around 50 minutes, although you can end the session at any time before then if you want to, without any need to explain why.

At the first session, you and your counsellor will agree how many sessions you will work together. This is usually an agreement to work together for 5 more sessions after the first one, with a check-in during the 3rd or 4th session to discuss whether you're ready to end counselling or if you'd like to continue.

If you do wish to continue working with your counsellor, you will decide together how many sessions you might like to have before another review.

You can change your mind at any time, without the need to explain your reasons.



6. Complaints

It is super-important to us that you feel you are being listened to and supported in a way that is respectful and kind.

We are members of the British Association for Counselling and Psychotherapy (BACP). If you feel that the service we have provided has not met the standards that are set out in the BACP's Ethical Framework please discuss this with your counsellor if you feel able to, or alternatively contact the BACP.



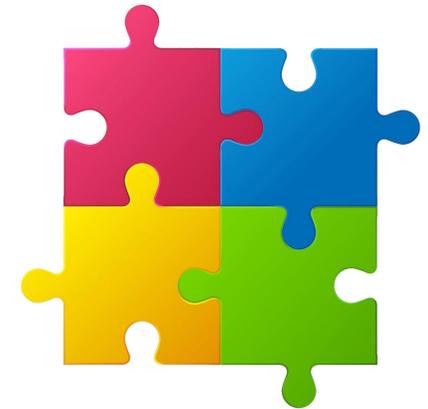
Springvale Wellbeing

Text the YoungMinds Crisis Messenger for free 24/7 support across the UK if you are experiencing a mental health crisis.

If you need urgent help text YM to 85258.

All texts are answered by trained volunteers, with support from experienced clinical supervisors. Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus

Young Person's Counselling Explained



Springvale Wellbeing

18 Lethame Rd
Strathaven
ML10 6AD

www.springvalewellbeing.co.uk

E: info@springvalewellbeing.co.uk

T: 07472 164574 (no emergency support provided)

1. What is counselling?

It can be really hard to make sense of our thoughts and feelings. Our inner worlds can feel like a real jumble. One way to think about counselling is that it's like getting some of that jumble out of your head and into a jumble in front of you. Then, little by little, your counsellor can help you to begin to make some sense of it—it's kind of like emptying a jigsaw puzzle onto a table and then beginning to see the picture as you work on the puzzle together.

What's important to know is that your counsellor doesn't know better than you when helping you to making sense of your experience: your counsellor will work *with* you rather than tell you what to think or do.

“Sometimes it's just good to talk confidentially with someone who isn't going to judge you—it can really change things...”

2. Confidentiality

In general, everything that you and your counsellor talk about will stay just between the two of you. However, if your counsellor is feeling *really* concerned about you (or somebody else that you've talked about) then it might be necessary to widen the circle of confidentiality and tell somebody else about what's going on.

Your counsellor would always try to let you know beforehand if it's thought necessary to tell someone else something, and would share the minimum amount of information that's necessary to keep you (or somebody you've talked about) safe.

3. Your Notes

Your counsellor will write brief, factual notes about your sessions together, e.g. “Amy was upset about an argument she'd had with a friend at the weekend and talked about this for much of the session, including the impact that it had on her sleep.”

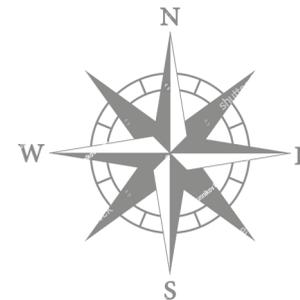
All client notes are encrypted by the software we use to create and manage client notes, called 'WriteUpp'. You can find their security policy at: <https://www.writeupp.com/security>

You can ask to see your notes at any time—simply ask your counsellor and we will print out all of your notes and give them to you within 30 days of your request.



4. The Journey

Most people come to counselling wanting to feel better, and counselling often helps. It's not unusual, though, for the journey towards feeling better to be a little bumpy, where at times you might even feel a little worse. This is perfectly normal and something that you can talk about with your counsellor.



You might find it helpful to think about how you can best support yourself on this journey to feeling better, by doing more of what you find comforting.

Here are some ideas:

- Giving yourself time and space to write down some of your thoughts and feelings, or creating a painting or drawing that expresses how you're feeling
- Creating a soothing playlist—music that helps you to feel calmer and steadier in yourself
- Using a meditation app (e.g. 'MBLC-YA' which is the Mindfulness Based Living app for Young Adults)