Mindworks Surrey



Youth Counselling Service for 12–24 year olds

West Surrey and North East Hampshire



Welcome to the Youth Counselling Service

We provide a short term, free, and confidential counselling service for 12–24 year olds in West Surrey and North East Hampshire.

Our trained counsellors will give you the time and space to talk about anything that is worrying you. We are experienced in dealing with a wide range of issues such as anxiety, panic attacks, depression, difficult family relationships/ friendships, low self-esteem, bullying, sexuality, and anger.

Each person is offered six appointments, each lasting up to 50 minutes. Throughout your counselling you will be offered a review to assess your therapy goals. If needed, you may be offered more sessions (up to 12 sessions in total).

What is counselling?

Counselling is about helping you make sense of your thoughts and feelings. We can help you look at difficulties and problems that you may be experiencing and work through any concerns.

Counselling may help you feel better about your life and help you cope with future problems you may experience.

Please be aware that we are not an emergency service and we do operate waiting lists. If you have an urgent need, please contact the crisis team on **0800 915 4644** or your GP.

Who will I be seen by and how do I know that they are qualified to treat me?

Our core team and volunteer counsellors are all professionally trained and registered with the British Association of Counsellors and Psychotherapists. We are non-judgmental and respect your privacy and dignity. For more information, visit **www.bacp.co.uk**



How do I get more appointments?

At the end of each appointment, your counsellor will offer you another appointment. You can make one, say no, or go away and think about it.

If you are unsure, your counsellor will give you a date to call by for the next appointment. If you don't make contact by that date, your counsellor will offer the appointment to the next person on the waiting list.

What if I want to come back at a later date?

If you wanted to come and use the service again, there is a recommended period of three months before you can re-refer to the service.

Is the service confidential?

Our appointments are confidential, which means that your counsellor will not share what you talk about with anyone you know, including your family or friends. However, for anyone who is at significant risk of harm (this means being harmed by someone else, seriously harming yourself, or harming someone else), your counsellor will have to break confidentiality.

Your personal details are confidential and held securely by the service. If your counsellor feels it would be helpful for you to see someone else for specialist help, they will discuss this with you and possibly refer you on.

You can learn more about how we might share your details at **www.sabp.nhs.uk/sharing-your-info**

How do I cancel or change my appointment?

If you are not able to come to your appointment, please let your counsellor know on the mobile number or email address they gave you, or by contacting the team using the numbers below.

If you don't turn up for a session and do not contact us within 48 hours, your slot will be released to someone else. If you contact us at a later date, you will be placed back on the waiting list. If you continue to cancel or not turn up to your appointments, this may result in your referral being closed to our service.



Get in touch

To make a new referral for yourself or someone else, or for general enquiries, please call to leave a message for the team on **0345 600 2516** or **07827 992 764**. We will respond to you within four working days.

If you are currently having counselling and wish to cancel or rearrange your session, please contact your counsellor directly on the mobile number you were given at the start of your sessions.

In case of crisis

Our free Crisis Line for children and young people is available 24 hours a day. It is open to young people aged six and older who are experiencing an emotional or mental health crisis, as well as their parents or carers.

Please call **0800 915 4644.**

My Safety Plan

If you find yourself struggling or feeling distressed with your thoughts and feelings, it can be helpful to create a plan to keep yourself safe. The Mindworks website has a printable My Safety Plan template and a short video that explains how to fill it out and when it can be used.

If you would like this information in another format or another language:

Call: 01372 216 285
Email: leaflets@sabp.nhs.uk

Confidentiality and information sharing

We may need to share information about people who access our services with relevant Surrey CYPS services in order to provide care and advice. This will only take place if we have received permission and it is considered necessary.



Other useful numbers

NHS 111
Call 111, available 24 hours every day

Sane Line
0300 304 7000 (4.30pm to 10.30pm every day)
www.sane.org.uk

Family Lives
0808 800 2222
www.familylives.org.uk

Childline
0800 1111

BEAT (Eating Disorders Association Youth Line)
0808 801 0711
www.b–eat.co.uk

RASASC (Rape and Sexual Abuse Support Centre)
0800 0288 022
www.rasasc.org

Papyrus (Prevention of young suicide)
0800 068 4141
www.papyrus–uk.org

Surrey and Borders Partnership NHS Foundation Trust
18 Mole Business Park, Leatherhead, Surrey KT22 7AD

Tel: 0300 55 55 222 Textphone: 020 8964 6326
www.sabp.nhs.uk @sabpnhs www.facebook.com/sabpnhs

