

## The Service

The Low-cost Counselling Service is delivered by qualified and trainee counsellors who volunteer to take on this work. We currently have 40 counsellors, providing a service to around 120 clients a week.

The service is available to clients by arrangement in the daytime, evening and at weekends, at our offices in Dartford, Gravesend and Chatham.

## What kind of Counselling is available?

We have male and female counsellors who come from different walks of life and different cultural backgrounds, and we can offer counselling in different languages.

Our counsellors have been trained in a number of approaches. We strive to match the needs of the client with the skills and approach of the particular counsellor.

We offer open ended, long term therapy and we do not set rigid boundaries around the maximum number of sessions. When the client feels ready to end, they will discuss this with their therapist.

We also offer Group Therapy in Gravesend. This is a long term therapy group every Tuesday 12.00—1.30 for a charge of £10.00 per session. For further information please contact:

Faye Austen-Young

Fee paying Services Manager

01322 537367

We also provide an Anger Management course, where participants work in a group. This is an 8 week course for 2 hours per week. Charge for the whole course is £120 payable in full at time of assessment.

## How do I refer?

Self referrals, or referrals from any professional, are made to the office usually by phone. We will then contact you to discuss your needs, to explain the charging system, and to inform you of how long you can expect to wait before counselling will start. As this is a popular service, there is a waiting list. Sometimes we might suggest another service that is more appropriate to your needs.

## So, how much do you charge?

You will be initially contacted to have an assessment of which there is a standard £12.00 charge for.

Our policy is that clients will be charged per counselling session as follows:

£10.00 unwaged clients  
£15.00 Earning up to £20,000  
£22.00 plus £1 per £1,000 From £21,000 upwards  
Upper Limit - £47.00 Earning £45,000 upwards

This will be discussed during the first telephone contact.

## What is expected of clients?

Clients will be charged for each session that is booked for them. If you do not turn up to a booked session, we expect you to pay the next time for the session you missed. If you are going to be away on a planned holiday, we need 4 weeks' notice of this in advance.

We would also like clients to complete a feedback form at the end of the counselling, so we have some way of knowing how useful the service has been to you.

## Confidentiality

Confidentiality is a key part of the counselling relationship, and counsellors are trained to keep confidential the content of counselling sessions. However, from time to time a counsellor might have serious concerns about the safety of the client, or others. In these rare circumstances, it is appropriate for the counsellor to discuss this with us. All this is explained in the counselling agreement signed by clients.

## For further information contact:

Catherine Stafford  
Counselling Administrator  
North Kent Mind  
The Almshouses,  
20 West Hill  
Dartford Kent DA1 2EP  
Tel: 01322 291380

## Aims of the low-cost counselling service:

To offer a high quality, low-cost counselling service. Minimum age of clients is 15 years.

To provide clients with space and time to work with an individual counsellor to meet their individual needs.

To create positive changes in clients' lives by addressing specific problems, identifying ways of coping, developing personal insight, understanding thoughts and feelings, and considering the implications of actions that may be taken.

To encourage clients to make appropriate use of other services provided by North Kent Mind or other agencies.

To provide a counselling service which is also appropriate to the needs of people with significant mental health issues.

What clients said about the service:

**“The counselling has given me the help to heal a great deal of sadness. I've been on a wonderful, albeit painful journey of self-discovery. “**

**“enabled me to get my life back”**

**“I would like to say how over the years I have seen quite a few therapists/ counsellors and none of them come close to how [you have] been a massive help to me”**

**“always come away feeling calmer and more in control”**

## North Kent Mind's other services

### Wellbeing Services:

A range of open sessions, activity sessions, Coping with Life courses, self-development, support groups, mindfulness courses, recovery groups

### Psychological Therapies:

Talking therapies provided on behalf of the NHS: Counselling, CBT, Psycho-education, Guided Self-Help, and Group Work.

### Springboard Employment Services

A range of services to support people into employment, volunteering or training.

### Supported Housing:

Long and short-term supported housing.

### Education:

Placements for social work students, mental health nurse trainees and trainee counsellors. Mental health training sessions in various settings.

### Training Services

Mental health training.

All our leaflets are available in large print, Braille, or other formats, on request.

In North Kent Mind we are committed to continuously improve our services through quality review and service user feedback. .

01322 291380

[www.northkentmind.co.uk](http://www.northkentmind.co.uk)

North Kent Mind

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# Low-Cost Counselling Services