

## Professional Standards

The Service adopts the Code of Ethics & Practice of the British Association for Counselling and Psychotherapy (BACP) ([www.bacp.co.uk](http://www.bacp.co.uk)).

The counsellor receives regular confidential clinical supervision for their work.



**Tel:** (01656) 649 557

**Fax:** (01656) 768775

**E-mail:** [talkingconnections@mhmwales.org](mailto:talkingconnections@mhmwales.org)

**Address:** Mental Health Matters Wales, Union Offices, Quarella Road, Bridgend, CF31 1JW

**Additional support mechanisms that are available include: GP surgeries offer access to confidential counselling**

## Cost

Many people are concerned about the cost involved in counselling, all our Counsellors are all volunteers, we ask clients to value the sessions and make a donation. Our current minimum contribution:

<b>Waged</b>	£15.00 donation
<b>Unwaged</b>	£8.00 donation

What you decide to give is confidential to you. MHMWales is a charity we aim to support everybody who comes to us for help and this is a non-profit making services. We charge this fee to help recover the administration and volunteer costs of each session.

## Other MHMWales Services

### Community Connections

Community Advocacy available to people affected by mental Health in the Bridgend area  
**Tel: 016565 649557**

### Finding Connections

Offers a unique way to cope with mental illness through a 3 week programme  
**Tel: 016565 649557**

### Information Services

Providing a range of mental and emotional wellbeing services  
**Tel: 01656651450**  
**Web: [www.grapvines.info](http://www.grapvines.info)**

# Talking Connections



Registered Company Number: 6468412 | Charity Number: 1123842

## What does the Service Offer?

At certain times in our lives many of us experience emotional difficulties that affect our ability to cope with daily life or the quality of our life and relationships.

Counselling can help you to express your feelings, to clarify your thoughts and to understand yourself better. It assists you to identify choices and to make changes in your life so that you manage them more effectively.

Counselling is a talking therapy that enables you to find your own answers. The counsellor's role is neither to provide solutions nor to give advice. Counsellor and client work together to explore different ways of dealing with things

## How can I access the service?

The Initial Enquiry Service provides a single point of entry, where individuals who are unsure of what help and support they need, can speak to one of our staff, either in person, via email or over the telephone. This service offers a 20 minute Needs Assessment which will assist with signposting to appropriate services if needed. If it is felt that the counselling service is appropriate for you. You will be matched with a counsellor.

## How to use the Service.

The service is available to anyone looking for help and support with a mental health problem.

The Initial Enquiry Service can be accessed by visiting or telephoning our office.

## How does the Counselling Service work?

The Project Co-Ordinator will take a referral request and you will be placed on the waiting list for a Needs Assessment.

You will be offered an assessment and up to six counselling sessions. Each session can last up to 50 minutes. Appointments are offered to clients in the order in which they are received. There are no priority appointments.

Short term counselling is not appropriate for personality or behaviour disorders or severe or enduring mental health conditions. If you feel that you are in need of immediate help you may wish to consult your GP.

**The Counselling Service is not an emergency service.**

## Confidentiality

The service is entirely confidential. No-one will be informed about your sessions with the counsellor, nor will any form of feedback be supplied or report written be forwarded on your sessions.

What you say to the counsellor is confidential; however, there are exceptions to this confidentiality agreement which the counsellor will discuss with you at your first session.

In order to assess how a helpful talking connection is, there are confidential feedback forms available on the internet, allowing MHM Wales to gauge how helpful the counselling service is.

