

## Counselling Service

# Your counselling sessions

Please take time to read through this leaflet, as it contains information that will help you get the most of your counselling.

### How many sessions can I have?

We can offer up to 15 counselling sessions. We try to make appointments at a time manageable for you, this will be the same time each week. Sessions last 50 minutes.

### What sort of commitment do I need to make?

For counselling to be helpful, continuity is very important. This will help you and your counsellor build a good therapeutic working alliance to enable you to feel safe to explore your thoughts and feelings. It is important to be able to commit to attending each week and arrive on time so you can make the most of each session.

### What if I can't keep my appointment?

If you need to cancel your appointment please call 07722 003352, if possible, 24 hours before your session time. We can then contact your counsellor.

If you miss your session on two consecutive weeks, we may need to bring the counselling to an end as we have many women waiting for support. You will however be welcome to return.

### Confidentiality

Counselling is a confidential service. This is important in order for you to build up trust with your counsellor and the service. Your counsellor will explain this and give you the opportunity to ask any questions. Occasionally we need to break confidentiality i.e. if we feel you, a child or another person may be at risk of harm. Where possible we would contact you first to discuss our concerns.

### What if I don't feel happy with my counsellor?

First of all, we encourage you to talk to your counsellor about your feelings. It is OK to say how you feel and you may find it helpful. If you are unable to do this or feel things haven't changed, please call to let us know. We can explore this with you and look at possible solutions.

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**Ascent**

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[...] I have made huge changes to my life - leaving an emotionally abusive relationship and starting a new life with much more confidence. I couldn't have done this without a non-judgmental understanding of my counsellor.

## Who are the counsellors?

They are qualified with a detailed understanding of domestic and sexual violence and its impact upon survivors.

All counsellors are a member of a recognised professional body and are accredited or working towards accreditation. They adhere to the BACP (British Association for Counselling and Psychotherapy) code of ethics and receive regular clinical supervision.

Our counsellors follow Solace Women's Aid's policies and procedures.

## Cost

This is a free service. We believe it is important all women can access counselling.

## Childcare arrangements

Children and babies are unable to come into counselling sessions. It is important to make arrangements for the care of your children whilst you see the counsellor.

On occasions, we receive funding to help towards childcare costs. Please understand that this is not always available. If you need support with childcare, contact us in advance to discuss.



**0300 330 5479**

9 am - 1 pm Mon-Fri



**counselling@  
solacewomensaid.org**



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