

If you have any suggestions or comments to make about this service, you may approach the counsellor directly or you may wish to contact the Rethink Area Service Manager for this service, by letter or telephone.

#### Information on mental health

For more information about Rethink publications and other products on mental health, please visit [www.mentalhealthshop.org](http://www.mentalhealthshop.org) or call 0845 456 0455.

#### Diversity and equality

Working together to value difference and release talent.

#### Confidentiality

We believe in respecting and maintaining your confidentiality. We will not share personal information unless we have your permission or we have to because of our duty of care to protect your health, safety and wellbeing and that of others.

#### Acknowledgements

We thank our partner agencies who support and fun our work.

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**Working together to help everyone affected by severe mental illness recover a better quality of life**

Rethink Carers Counselling Service  
Courtyard House  
1d Church Road  
Croydon CR0 1SG

Phone 020 8649 6281

Email [croydoncounselling@rethink.org](mailto:croydoncounselling@rethink.org)



## carers counselling service

## free counselling service for carers

For further information on Rethink

Phone 0845 456 0455

Email [info@rethink.org](mailto:info@rethink.org)

[www.rethink.org](http://www.rethink.org)



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## About Rethink

Rethink, the leading national mental health membership charity, works to help everyone affected by severe mental illness recover a better quality of life. We provide hope and empowerment through effective services and support to all those who need us, and campaign for change through greater awareness and understanding.

## What is counselling?

People seek counselling for many different reasons. Counselling is not just for people who are experiencing a crisis. The counsellor does not judge, nor offer advice, but works to provide a secure place where you can talk about how you are feeling, in a way that is not always possible with family and friends. The counsellor works to see things from your point of view, and by doing so, tries to help you see your own options more clearly. The counsellor will aim to allow you to explore your options and work towards helping you to put your decisions and choices into action.

Our volunteer counsellors are students who wish to gain full qualifications in counselling. They receive regular supervision in support of their work with you and to monitor their competence from a fully qualified counselling supervisor. They are fully insured and abide by the Code of Ethics and Practice for counsellors of the British Association for Counselling and Psychotherapy (BACP).

The counselling theoretical approach used throughout the sessions is known as Integrative Counselling incorporating a wide range of theories.



## How long does a counselling session last?

Sessions last for 50 minutes and are held on Tuesday mornings, Thursday mornings and Thursday afternoons.

## How many sessions will you be offered?

The first session that you will be invited to will be an introduction session where you will meet with the counsellor and agree how to work together. You will be offered a further five weeks and if both parties agree to continue, you would then be offered a further six sessions.

## How do you book an initial session?

- Call Rethink Carer Counselling Service.
- You do not need to discuss why you would like to come for counselling.
- You may even prefer to use a different name when booking.
- You will be asked to complete an application form and sign an agreement with the counsellor.

## How much will the counselling cost?

**The session is free to carers.**

## What if you need to cancel your appointment?

- Please note that you must give Rethink Carers Counselling Service at least 24 hours notice, or more where possible, when you wish to cancel an appointment.
- We will try to offer you an alternative time if you cannot make your appointment. However, if two sessions in a row are missed, we may be unable to offer you further sessions.