

**IN AN EMERGENCY**

The South London and Maudsley Trust provide a 24 hour emergency help line. Freephone Number: **0800 731 2864**.

**TELEPHONE HELP**

If you feel low and need to speak to someone you can telephone Mind in Croydon on: **020 8763 2064** Monday to Friday 9.00am to 5.00pm.

Your call will be dealt with as quickly as possible. You will be given time to talk about your problem(s) to someone who has specialist training, sometimes that is all that is necessary.

Mind in Croydon also operate a helpline on: **020 8668 2210**. This line is staffed from 9.00am to 5.00pm Monday to Friday, and offers practical advice and information. We can tell you what services are available, what your rights are and what specialist organisations exist.

**IS THERE ACCESS FOR DISABLED PEOPLE?**

Mind in Croydon has a room with access for people with mobility problems. We also have access to an induction-loop system so we can offer counselling to people with hearing impairment.

**The Mind in Croydon Counselling Service is a member of the British Association of Counselling and Psychotherapy and all counsellors adhere to BACP Ethical Framework for Good Practice in Counselling & Psychotherapy.**

The counselling service aims to promote good mental health by providing a high quality professional service in a confidential and safe setting.

**We are committed to promoting and achieving equal opportunities. We welcome everyone regardless of sex, colour, ethnic origin, religion, age, race or disability.**

Mind in Croydon was established in 1967 and is at the forefront of developing ways to work with people with mental health problems and their families in the Croydon area. It aims to increase understanding of the difficulties faced by those with mental health problems and to express the views of its members on mental health issues and service.

**COMPLAINTS PROCEDURE**

In the event that you feel you have not received the standard of services expected please write to the Counselling Services Manager. Full details of our complaints policy can be found on our website: [www.mindincroydon.org.uk](http://www.mindincroydon.org.uk)

**HOW TO CONTACT US**

Mind in Croydon is in Purley, close to the town centre and Purley Station.



Mind in Croydon  
26 Pampisford Road  
Purley  
Surrey  
CR8 2NE  
Tel: 020 8763 2064

Email: [counselling@mindincroydon.org.uk](mailto:counselling@mindincroydon.org.uk)  
Website: [www.mindincroydon.org.uk](http://www.mindincroydon.org.uk)

Mind in Croydon is a registered charity no. 1073880



For better  
mental health

**Mind in Croydon**



**Counselling Service**

**020 8763 2064**

**WHAT IS COUNSELLING?**

Is there a particular area in your life that is causing distress? Counselling can provide you with an opportunity to talk about it with someone who is trained to listen. It can help you to make sense of the feelings experienced and enable you to see the difficulty in a more manageable way.

A counsellor is someone who is trained to listen without passing judgement or giving advice. They will help you to discover your own potential and find your own answers.

**CONFIDENTIALITY**

What you discuss with the assessor and counsellor is confidential to the service. However, there may be times when we need to speak to your GP, Psychiatrist or another professional. We will discuss this with you first. We only break this policy if there is a perceived danger to self or others.



**WHO IS ELIGIBLE?**

If you are over 18 and live in the borough of Croydon, you are eligible to apply for counselling at Mind in Croydon.



**THE SERVICE**

We offer a range of services, including:

- Face to face individual counselling (for up to 20 weeks)
- Anxiety Management Group Programme.
- Anger Management Group Programme (TBC).

**HOW DO I ACCESS THE COUNSELLING SERVICE?**

Please telephone **020 8763 2064** and give your name and address. You will be sent further information on the counselling service, how it works and what you can expect from it.

If, after reading the information, you decide you would like to proceed, a short questionnaire will be sent to you for completion. The questionnaire aids the counsellor in making a decision about the best way forward for you.

We endeavour to send an assessment appointment to you as soon as possible upon receipt of the completed questionnaire. This session will provide you with an opportunity to talk about your needs and difficulties and to come to a decision about your future.

**If you would benefit from further counselling, we will arrange for you to see a counsellor on a regular basis.**

There is a waiting list. How long you have to wait will depend on your needs and availability.

Many counsellors have specialist skills in areas including:

- Anxiety
- Depression
- Work related issues
- Bereavement
- Family Issues
- Relationships
- Sexual Abuse

Our counsellors regularly attend clinical supervision and receive further training on courses, seminars, conferences and workshops.



**OPENING HOURS**

The Counselling Service is open:

Monday	9.30am to 5.00pm
Tuesday	9.30am to 5.00pm
Wednesday	9.30am to 5.00pm
Thursday	9.30am to 9.30pm
Friday	9.30am to 5.00pm

**IS THERE A CHARGE FOR COUNSELLING?**

You will be asked to make a contribution. The current suggested **minimum** contribution if you are waged, is £15.00 and unwaged is £5.00 per session.

These contributions will be discussed at assessment and with your counsellor.

You may also consider the following alternative sources of support:

**Local Contacts:**

**Croydon Pastoral Foundation**  
020 8760 0665

**Off the Record**  
Free ‘Youth Counselling Service’ for ages 14 - 25 yrs  
020 8251 0251

**Drop In**  
Free, confidential advice & counselling for ages 13-25 years  
020 8680 0404

**Rethink - Carers Counselling Service (Croydon)**  
020 8649 8286/9339 option 4

**Welcare - Family Support Service**  
0208 688 5151

**Croydon Carers Information Line**  
020 8649 9339

**RASASC**  
**Rape and Sexual Abuse Support Centre**  
020 8683 3311

**National Contacts**

**BACP**  
**British Association of Counselling & Psychotherapy**  
www.bacp.co.uk

**Rethink Advice Line**  
020 8974 6814

**National Drinkline**  
0800 917 8282

**Talk to Frank - Drug Helpline**  
0800 77 66 00