

## **Information about Children and Young People's Counselling** **for Parents and Carers**

### **Counselling**

Our team provides an initial assessment meeting with the child/adolescent and their parents/carers. This is a chance to discuss the difficulties they are experiencing. We will then offer counselling sessions for the child/adolescent. The counselling/holding sessions may use arts and play, as well as talking, to help the child/adolescent express their thoughts and feelings. By developing greater self-awareness, it is hoped that you/they can find new ways of managing the current difficult feelings and situations.

### **Times of Counselling**

Children's counselling sessions are for 50 minutes. Adolescents are booked for 60 minutes. However, this is only a guideline, and the timings will be completely led by your child/adolescent. This means if they feel they need to leave the session before it finishes it is OK.

### **Confidentiality**

Havens Hospices' counselling service for children and adolescents provides a secure and safe place to be able to express themselves freely should they wish to. Children/adolescents need to feel their worries, thoughts and feelings will be treated respectfully and in confidence. This means that your child/adolescent's counsellor will not normally discuss details of what they say and do in sessions, unless they consent to this. The only exception to this confidentiality would be:

- Where the child/adolescent has given their express consent to disclose information.
- Where the counsellor believes that the child/adolescent or someone else around them are at risk of serious harm if information is not passed on.
- Where they would be liable to civil or criminal procedure if the information was not disclosed.

In any of these cases the counsellor would normally encourage the child to pass on the information themselves. Our counsellor would always try to inform the child/adolescent that confidentiality would have to be broken to keep them safe.

**Every one of us**  
**Making every day count.**

Havens Hospices is registered in England and Wales as a company limited by guarantee.  
Registered address: Stuart House, 47 Second Avenue, Westcliff-on-Sea, Essex SS0 8HX.  
Company number 2805007 | VAT Registration Number 194 8870 48 | Registered Charity Number 1022119

### Commitment/Cancellations

10 counselling sessions will be offered in the first instance. Ideally these sessions will be weekly, on the same day of the week and at the same time of day. However, if circumstances change and they are unable to attend please call our office on 01702 220350 or the mobile number provided to you by the team member and leave a message as soon as possible. Likewise, if the team member is unable to attend, they will always try to let you know in good time. It is important that families are committed to the counselling process because it enables the child/young person and the counsellor to establish a meaningful therapeutic relationship. We do of course realise that life can be hectic and erratic at times, however repeated non-attendance disrupts the counselling process and therefore the therapeutic value for your child/young person is lessened.

### Reviews/Endings

During the time together, our counsellor will review their progress and if it seems like they will need further support, we can discuss this with them and we can also discuss possible options with you. If your child/adolescent feels for any reason that their counselling needs to stop, please encourage them to talk to our counsellor. If this isn't possible, please give our counsellor a call so that they can plan for a positive ending.

### Record Keeping, Data Protection and Access to Records

In order to provide you and your child/adolescent with the best counselling service it is necessary for us to collect and hold personal information about them. This includes their name, address and date of birth. The information also held by us includes contact details and the information you provide at our initial assessment. The counsellor will also keep notes of each counselling session, these counselling notes are anonymous.

Written accounts of sessions are held by the counsellor until the counselling support is completed. These records are retained and destroyed in line with the recognised professional body good practice guidelines and organisational policy

### Professional Standards

Our counsellors have completed full professional training. They are registered members of the British Association of Counselling & Psychotherapy (BACP) and works according to the BACP Ethical Code for Good Practice.

We also have student counsellors who are in the process of completing their training. This training involves the need to write about anonymous session material as part of a case study. If you have any concerns about your child / young person working with a student counsellor then please don't hesitate to contact.

### Complaints

Most things that you might be worried or concerned about can be settled quite easily by discussing the problems with our counsellor. If you continue to have problems, or are unhappy with the solutions proposed, you can also make a formal complaint to the hospice in writing.

If you have any questions or need to discuss anything, please do not hesitate to contact the Wellbeing Service on 01702 220321.