

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, gender, 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 issues and their families in the Croydon Borough. It aims to increase understanding of the difficulties faced by those with mental health issues and to express the views of its members on mental health issues and services.

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



HOW TO LOCATE US

Mind in Croydon Counselling Service is situated in



Purley and is close to the town centre and Purley Station.

Mind in Croydon
26 Pampisford Road
Purley
CR8 2NE

Tel: 020 8763 2064

Email: counselling@mindincroydon.org.uk

Website: www.mindincroydon.org.uk

Mind in Croydon Charity no. 1073880

 mind in Croydon

*Therapeutic
Service*



020 8763 2064

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WHAT IS COUNSELLING?

Counselling can provide you with an opportunity to talk about a particular area in your life that is causing distress with someone who is trained to listen. It can help you to make sense of your feelings, experiences and enable you to see your difficulties 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 yourself or others.

WHO IS ELIGIBLE TO APPLY?

Clients 18 years and over with mild to moderate mental health issues and who live in the Borough of Croydon.

THE COUNSELLING SERVICE PROVIDES:

- Face-to-Face Individual Counselling (12 weeks)
- Carers Counselling (6 free sessions)
- Anxiety Group
- Anger Group
- Carers Workshops

HOW DO I ACCESS THE COUNSELLING SERVICE?

You can self-refer by using our online portal or QR code. The questionnaire aids the counsellor in making a decision about the best way forwards to support you. You can also self-refer by ringing 020 8763 2064 and giving your name and email address.

You will have an initial assessment where you will be given an opportunity to talk about your current difficulties and find out more about the service. After which a decision is made by our Therapeutic team, on what the most appropriate support is for you.

If our service is appropriate for your needs, we will arrange for you to see a counsellor on a weekly basis, same day, and time each week at our offices in Purley.

There is normally a waiting list. How long you must wait will depend on your needs and availability. The more availability you have, the sooner you can be allocated to a counsellor.

We can help you manage with any problems that are causing emotional distress. Many counsellors have specialist skills in areas including:

- Anxiety
- Bereavement
- Depression
- Family issues
- Relationships
- Abuse

OPENING HOURS

The Therapeutic Service is open:

Monday	9am to 5pm
Tuesday	9am to 9pm
Wednesday	9am to 9pm
Thursday	9am to 5pm
Friday	9am to 5pm

IS THERE A CHARGE FOR COUNSELLING?

You will be asked to make a contribution towards administration costs.

Assessment contribution - £10

Unwaged contribution - £5 per session

Waged - your weekly contribution is based on your earnings (0.1% of your gross annual income e.g. £23,000 = £23 per session).

The contribution amount will be discussed at assessment and with your Counsellor. The Carers Counselling Service is free.

IS THERE ACCESS FOR DISABLED PEOPLE?

Mind in Croydon have two rooms with access for people with mobility issues.

The Mind in Croydon Counselling Service is an accredited service of the British Association for Counselling and Psychotherapy and all Counsellors adhere to the Ethical Framework for the Counselling Professions.