

Client Feedback

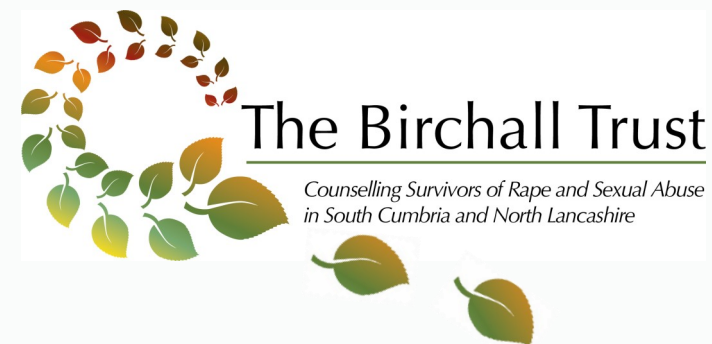
"The Trust saved me at the most desperate time in my life. I had nowhere to turn or who to turn to. Birchall Trust helped me from day one. I am happier back at work, in my daily life – I am me again. I would not have been able to be me had it not been for The Birchall Trust."



"The whole team are very supportive and make you feel safe and understood."

"The counsellor was fantastic, very gentle and kind. This is an excellent service. I am so glad I attended, my life has been changed."

"Has been very helpful in my time of need ... with this being my second time back I was glad to have my old counsellor ... it really helped, I am very thankful for this service."



We have counselling rooms in the following areas
Barrow, Kendal, Morecambe, Lancaster

Head Office

60 Hartington Street

Barrow in Furness

Cumbria

LA14 5SR

Telephone Number: 01229 820828

Email: enquiries@birchalltrust.org.uk

Text Number: 07860025347

Website: www.birchalltrust.org.uk



As a Charity we rely funding and a list of all our funders, supporters and partnership are available on our website.

A Registered Charity No. 1109637 Company Limited by Guarantee, registered in England and Wales No. 5424196

**Under 18's
Counselling
Service**

Our contract with
you
Returning
Client

About The Birchall Trust

All our counselling is free of charge, although as a charity we do welcome donations of any size. The length of counselling we can offer for a returning client is up to 12 sessions and you can discuss your needs with your counsellor as you progress. Counselling is always dependent on and subject to the amount of funding available.

To help you, the counsellor and The Birchall Trust track your progress and we will ask you to complete simple forms each month that help you and your counsellor see how you are doing. You and your counsellor will review your progress at week 6 to discuss your future sessions before completing counselling.

Brief notes will be completed by your counsellor after each session and these will be stored securely on our database. In line with our policies and procedures you are able to read your notes at any time. All documentation held on file by The Birchall Trust is kept for 7 years after children have reached the age of 18 years and will then be securely destroyed in line with GDPR after this date. If the child is a looked after child (CLA) notes will be kept longer term.

You and your parent/guardian will be provided with an evaluation form at the end of your counselling. We would be extremely grateful if you could complete this as client feedback is vital to the continuation of the service and its development.

All members of The Birchall Trust team have up to date Enhanced Disclosure and Barring Service (DBS) Certification; our counsellors are qualified and experienced. They undertake continuous professional development including safeguarding training and are also members of a relevant professional body, such as the British Association for Counselling and Psychotherapy (BACP) and adhere to their Ethical Framework. Copies available on request.

The Birchall Trust is also an organisational member of the British Association for Counselling and Psychotherapy.



Confidentiality

Confidentiality is of the utmost importance to us as an organisation and we have policies and procedures which all members of The Birchall Trust's team adhere to. Your information remains confidential within The Birchall Trust.

However there are times when confidentiality may need to be broken and these include requests under:

- The Prevention of Terrorism Act 2005
- Proceeds of Crime Act 2002
- Children's Act 2004
- If we believe that you or someone else are in danger of harm

If you are going through a court process we may be contacted by the police or the court for copies of your counselling session notes. We ask you to give us your consent to share information in your best interests but on some occasions we are legally obliged to share your notes without your consent.

In any instance we will always seek to discuss sharing of your information with you before doing so. Your counsellor or a member of The Birchall Trust office staff will always be happy to discuss these issues with you.

What do we ask of you?

Please be punctual for counselling sessions. Please do not arrive more than 5 minutes before the sessions. As we do not have waiting rooms.

Please cancel your session at least 24 hours before if you can't make it. Your counsellor travels into The Birchall Trust especially for the session. Please ring the office on 01229 820828, text 07860 025347 or email : enquiries@birchalltrust.org.uk, to cancel.

For counselling to be beneficial it is important that attendance at sessions is on a regular basis. Irregular or sporadic attendance may result in us closing your file.



If 2 counselling sessions are not attended and you have not cancelled the session we will assume you no longer wish to attend and close your file. We will write to notify you of this.

If you wish to end your counselling as it is no longer required, please inform the counsellor or the office so this appointment can be offered to someone on the waiting list.

What we offer you

The Birchall Trust is a counselling service only. What we can offer you is a weekly, one-hour session of therapeutic support. Unfortunately we are not able to offer support outside of the counselling sessions.

We understand that some people may sometimes feel like they need to talk to someone outside of your regular session, and that you have developed a good relationship with your counsellor. However our counsellors are not available between sessions and any communication or enquiries about additional support requirements should be made through the office.

In line with standard professional practice our Counsellors/ Play Therapists are not able to communicate with you at any time outside of your weekly session.

Your session will be on the same day, at the same time, in the same place, with the same Counsellor/Play Therapist every week. Only under exceptional circumstances would we expect this to change.

Complaints, compliments or queries

If you would like to share a complaint, compliment or query about The Birchall Trust, please feel free to contact the office at any time.

