How to make an appointment

- Firstly speak to your Carer Support Coordinator and they will make the referral to the Volunteer Coordinator.
- The Volunteer Coordinator will then write to you to confirm you are on the waiting list and give you the name of the Volunteer Counsellor who will be in touch with you as soon as an appointment becomes available.
- In the first session the counsellor will make an assessment to how many sessions will be offered and confirm the date place and time. This can always be revisited if necessary.
- If you cannot make a session then please contact the Volunteer Coordinator as soon as possible so that we can possibly offer the session to another Carer.

Please contact Andrea Emerson on 0191 500 6010 or email andrea.emerson@dccarers.org for further information.

If you need to speak to someone urgently then please call The Samaritans on 08457 90 90 90

LOTTERY FUNDED

Registered Charity Number 1069278 Registered Company Number 3534933

your local charity supporting carers

Durham County carers support

Durham County Carers Support Counselling Service

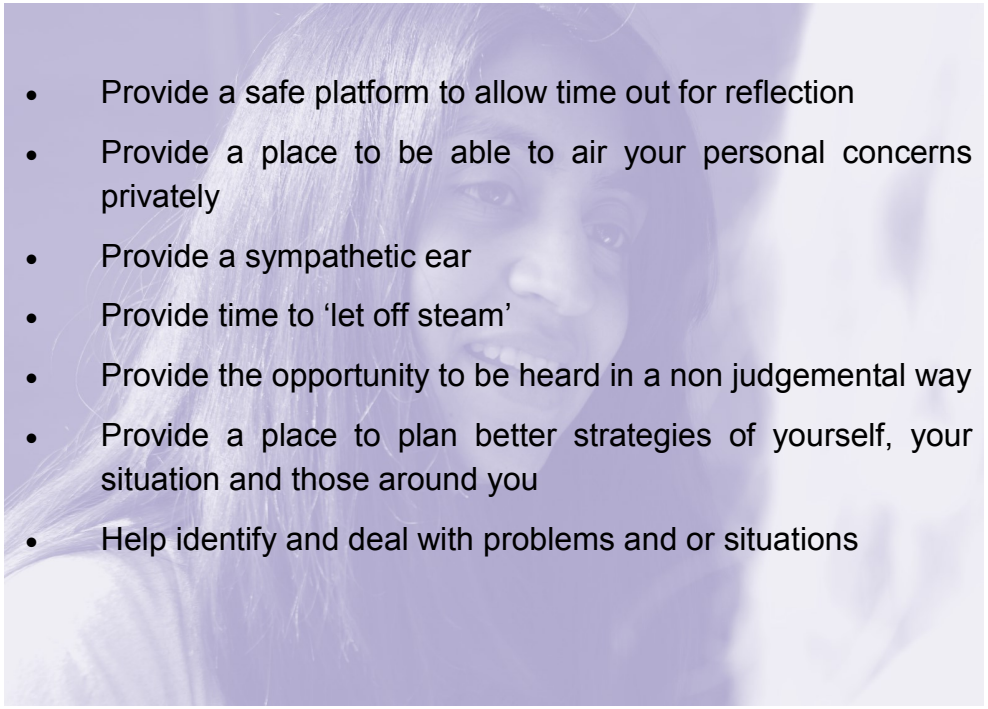


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What is counselling?

Our Counsellors create a comfortable non-judgmental environment that is characterised by the counsellor being genuine, displaying empathy and having an acceptance of the person regardless of circumstance. The result is that the client gains better coping skills and confidence through various techniques.

What can counselling do for me?



- Provide a safe platform to allow time out for reflection
- Provide a place to be able to air your personal concerns privately
- Provide a sympathetic ear
- Provide time to 'let off steam'
- Provide the opportunity to be heard in a non judgemental way
- Provide a place to plan better strategies of yourself, your situation and those around you
- Help identify and deal with problems and or situations

Is this the right service for me?

While DCCS tries to accommodate all our Carers needs, there are times when unfortunately we will be unable to offer sessions, most commonly in the cases of issues which are entirely separate from the caring role or Carers who are suffering with clinical depression and those who have experienced historical sexual abuse. In this instance DCCS would signpost Carers to the most appropriate service that would be much more specialised in these issues.

Please note that the counselling service is not a replacement, substitute or addition to mental health or psychiatric services. Therefore if Carers are currently undergoing counselling or therapy it is suggested that this is completed with the current practitioner and leave a period of reflection before seeking further sessions from DCCS.

Limits of confidentiality

Counsellors always attempt to keep the details of their clients confidential. This confidentiality also covers the clients identity, this means no one outside of the organisation knows that you are accessing our service.

However there are some exceptions that may prevent this.

- The client is in imminent danger and not divulging this could put theirs or someone else's safety in jeopardy
- The client divulges information in connection with serious criminal behaviour, i.e. acts of violence.
- The counsellor may share information with their professional counselling supervisor, but this will be done anonymously.
- DCCS staff may enquire or need to know if there is a need for extra support or additional services and with the Carers permission will ask their Carer Support Coordinator for help with this.