

# Counselling

Information and advice about counselling services in the Swansea area



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# What is counselling?

Counselling is a **talking therapy** that allows a person to talk in a confidential and safe environment.

'**Counselling**' is a specific type of therapy in its own right, but can also refer to talking therapies in general.

Counselling is the best known and most readily available of the talking therapies.

Counselling aims to help you deal with and overcome issues and can provide a safe space for you to talk about and explore difficult feelings.

The counsellor is there to support you and respect your views, not give advice. They will try and help you to find your own insight and understanding of your issues or needs.

Your counsellor should be experienced and professionally qualified.



*Talking therapy is a broad term that covers all the psychological therapies that involve a person talking to a therapist.*

There are many different types of **talking therapy** that you may hear about. The common ones include:

**Psychotherapies and counselling** which are used by a qualified mental health professional to treat emotional issues and mental health conditions

**Cognitive Behavioural Therapy (CBT)** which aims to change the way you think (cognitive) and behave (behavioural) in order to help with your problems.

**Relationship therapy** where couples, family members or work colleagues that are having difficulties with their relationship can work together with a therapist to resolve issues.

## **Counselling is not...**

- An advice service or persuasion towards the therapist's point of view.
- Judgemental. Counselling is a safe and confidential space where you can talk without judgment.
- The therapist sorting out the problems of the client. Instead the therapist facilitates the client coming to solutions themselves.

*Please note that in situations where there is a safeguarding or child protection issue the therapist may need to share information you have disclosed. This will be discussed at your initial session and at disclosure.*

# Self-help

Self-help can be a useful first step. It means being active in and contributing to your own health and well-being.



## Living Life Well Programme

The Living Life Well Programme runs two taught courses called **Stress Control** and **ACTivate Your Life**. Taught courses are delivered in a lecture style (not a group therapy); as such they contain no discussion of personal problems. This allows people who feel uncomfortable talking in front of others to attend without any concerns.

For people that prefer more interaction the service runs a standalone workshop based on the **5 Ways to Wellbeing**. The service will also be delivering other workshops from 2017 onwards. The workshops encourage participation, however this is voluntary and some people will feel more confident than

others at speaking.

**When and where?** The service has a rolling programme of courses and workshops throughout the year in Bridgend, Neath Port Talbot and Swansea and offers morning, afternoon and evening courses.

**Who can attend?** We all have mental health, just as we have physical health– so anyone and everyone is welcome to attend to help enhance their psychological wellbeing.

**How do I join?** The courses and workshops are free, self-referral and open access, so there is no need to book on or register, simply choose what you want to come along to and turn up. Feel free to bring someone along and spread the word.

Please contact the ABMU Living Life Well Programme for a copy of an information pack which will give you tell you everything you need to know:

**Email:** [living.lifewell@wales.nhs.uk](mailto:living.lifewell@wales.nhs.uk)

**Phone/Text:** 07967612246

**Website:** <http://www.wales.nhs.uk/sitesplus/863/page/47545>

# Stress Control

Stress Control helps people to understand how stress and associated problems such as low mood, anxiety, panic and sleep affect them. The aim of the course is to help turn you into your own therapist; you are the expert on you but the course is here to guide you in improving your understanding and management of stress.

The course is based on **Cognitive Behavioural Therapy** which looks at the connection between thoughts, feelings, bodily sensations and behaviours to help people discover what may be maintaining their stress and learn ways to manage it more effectively. The course is run weekly over six sessions for approximately 90 minutes with a break halfway through the session.

## **The six sessions:**

Session 1: What is stress? The first steps

Session 2: Controlling your body

Session 3: Controlling your thoughts

Session 4: Controlling your actions

Session 5: Controlling panic feelings and medication

Session 6: Controlling your sleep, wellbeing and controlling your future

# ACTivate Your Life

ACTivate Your Life teaches people how to have a better life, a life with less suffering and greater freedom to do the things that matter to them. The aim of the course is to help you understand why your struggles to overcome your problems may have been making things worse. You will learn a lot about how your mind works and you'll discover that your mind often works against you, but you can stop your mind spoiling things for you.

The course is based on **Acceptance and Commitment Therapy** which teaches people how to reduce their suffering and how to lead a richer, more fulfilling life by accepting the things they cannot control and making a commitment to do the things that they really care about. The course is run weekly over four sessions for approximately 2 hours with a break halfway through the session.

## **The four sessions:**

Session 1: ACT 1 you are not your mind

Session 2: ACT 2 Facing up to your life

Session 3: ACT 3 Being mindful

Session 4: ACT 4 Living wisely, living well

# 5 Ways to Wellbeing

The 5 Ways to Well being workshop explores evidence-based actions which promote wellbeing and discussed how we can incorporate such actions into our daily lives. The workshop runs for approximately 90 minutes.



## Connect

Connecting with friends, families and others around us is important for enhancing wellbeing. Connecting will not only benefit you, but others too!



## Give

People who invest time to help others rate themselves as more happy. An act of kindness, small or large can enhance wellbeing and is hugely rewarding.



## Learn

Learning can increase wellbeing and provide a sense of achievement. Discovering and learning new things is interesting and allows your self confidence to grow.



### **Take Notice**

Take some time to notice your surroundings, be curious, be in the moment and not the past or the future. Having this awareness can have positive effects on wellbeing.



### **Be Active**

Exercise is beneficial for both physical health and wellbeing. Discover something you enjoy which suits your level of fitness and mobility. Try to do 30 minutes a day.

## **Computerised CBT (CCBT)**

Cognitive Behavioural Therapy available in a computerised format which can be worked through at your own pace. If you don't have internet access you can access computers with the internet from your local library.

[www.lltff.com](http://www.lltff.com)  
[www.moodgym.anu.edu.au](http://www.moodgym.anu.edu.au)

## Books on prescription

The book prescription Wales scheme created a list of recommended self help books on a range of issues such as bereavement, eating disorders, low self-esteem and trauma. The scheme allows a GP or associated health professional to prescribe a book available from your local library on a specific topic that might be a problem for you; alternatively you can usually access such books without the need for a prescription.

[www.nhsdirect.wales.nhs.uk/  
lifestylewellbeing/bookprescriptionwales](http://www.nhsdirect.wales.nhs.uk/lifestylewellbeing/bookprescriptionwales)

## Wellbeing Through Work

**Do you need health and wellbeing support at work?** If you are going through a difficult physical or emotional time and would like support, then why not talk to our friendly and experienced health and employment advisors today? You can access our help if you: work for an employer, are self employed, volunteer for no more than 16 hours per week, live or work in the areas of Bridgend, Neath Port Talbot or Swansea.

**Telephone: 08456017556**  
**Email: [wtw@wales.nhs.uk](mailto:wtw@wales.nhs.uk)**



## Mindfulness and relaxation

Mindfulness is a mind-body approach, sometimes also called “**present-centredness**”, and can help us in becoming more aware of the present moment, enjoying the world around us more, and understanding ourselves better. Mindfulness can bring about reductions in stress and improvements in mood. Reminding yourself to take notice of your thoughts, feelings and senses and the world around you is the first step to mindfulness. There are several mindfulness programmes that you can pay to attend but once you understand the basic principles you can practise mindfulness anywhere, anytime! You can find out more about mindfulness at [www.mind.org.uk/mindfulness](http://www.mind.org.uk/mindfulness)

Alternatively you can download free guided mindfulness audio mp3s at <http://www.freemindfulness.org/download>

or find information about free mindfulness apps for smart phones at <http://www.freemindfulness.org/apps>

**Relaxation** is different from mindfulness as it involves clearing your mind. Try and find a space where you can spend time relaxing every day. Try and put away electronic devices and read a book, take a bath or just have a cup of tea and put your feet up. Taking the time for yourself is important and can greatly reduce stress.

## Self Help Guides

Self help guides can provide useful information and techniques about dealing with a wide range of issues such as anxiety, assertiveness, depression and sleep. A few choice websites have been selected below and many of the guides can be accessed in other formats such as audio, sign language and different languages.

**[www.selfhelpguides.nth.nhs.uk/abmu/](http://www.selfhelpguides.nth.nhs.uk/abmu/)**

(also check out the 'Local Services in Swansea' section and the 'Mental Health Services Directory for Swansea')

**[www.cci.health.wa.gov.au/resources/consumers.cfm](http://www.cci.health.wa.gov.au/resources/consumers.cfm)**

**[www.moodjuice.scot.nhs.uk](http://www.moodjuice.scot.nhs.uk)**

**[www.signhealth.org](http://www.signhealth.org)**

Centre for Clinical Interventions  
• Psychotherapy • Research • Training

## Other Useful Websites

**[www.actionforhappiness.org](http://www.actionforhappiness.org)**

**[www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)**

**[www.getselfhelp.co.uk](http://www.getselfhelp.co.uk)**

**[www.rcpsych.ac.uk/](http://www.rcpsych.ac.uk/)**



## Useful Telephone Numbers

**C.A.L.L (Community Advice & Listening Line)**  
0800132737

**NHS 111 (new service which combines NHS Direct and GP Out of Hours Service)**  
111

**DAN24/7 Wales Drug and Alcohol Helpline**  
0800 80 23456

**MEIC Young People's Helpline**  
0808 80 23456

**Samaritans (free phone number)**  
116 123

**LGBT Cymru Helpline (support for lesbian, gay, bisexual and transgender individuals)**  
0800 8402069

**Silver Line (helpline for older people)**  
08004708090



## Local Counselling Services

### African Community Centre

The African Community Centre offers free one to one counselling, group counselling and creative group therapy for refugee and asylum seeking men and women who have experienced trauma.

Contact: [01792 470298](tel:01792470298)  
[info@africancommunitycentre.org.uk](mailto:info@africancommunitycentre.org.uk)  
[j.duarte@africancommunitycentre.org.uk](mailto:j.duarte@africancommunitycentre.org.uk)

### Cancer Information and Support Services (CISS)

CISS offer free, confidential, person centred and integrative counselling and CBT for anyone affected by cancer including patients, carers, family and friends. CISS can also provide home and hospital visits and information on cancer.

Contact: [01792 655025](tel:01792655025)  
[help@cancersupport.wales](mailto:help@cancersupport.wales)  
Or visit [www.cancersupport.wales](http://www.cancersupport.wales)

## Kids Cancer Charity

Kids Cancer Charity is a registered charity that offers free play therapy, counselling and bereavement groups for children aged 3-19 years who have cancer themselves, have a sibling or close relative with cancer or have been bereaved by cancer.

Contact: [01792 480500](tel:01792480500)

[Judith.may@kidscancercharity.org](mailto:Judith.may@kidscancercharity.org)

Or visit [www.kidscancercharity.co.uk](http://www.kidscancercharity.co.uk)

## LGBT Cymru Helpline

LGBT Cymru offers counselling and advice one to one, or via email, telephone and instant messenger to lesbian, gay, bisexual or transgender individuals and their families and friends. There is a minimum charge of £10 per one to one session (email, instant messenger and telephone services are free) although each person will be assessed individually.

Contact: [01792 828057](tel:01792828057) (Swansea office)

[0800 8402069](tel:08008402069) (helpline)

[line@lgbtcymruhelpline.org.uk](mailto:line@lgbtcymruhelpline.org.uk)

## New Pathways

New Pathways is a registered charity that offers therapy and workshops in Swansea. Counselling is available for adults aged 18+ affected by rape, sexual assault or sexual abuse. New Pathways also offer Children's Counselling for children between the ages 3-18 as well as workshops for children and young people on a wide range of topics.

Contact: [01685 379310](tel:01685379310)

[enquiries@newpathways.org.uk](mailto:enquiries@newpathways.org.uk)

Or visit [www.newpathways.org.uk](http://www.newpathways.org.uk)

## Relate Cymru

Relate Cymru is a registered charity which offers relationship counselling for individuals, couples and families; young people's counselling and sex therapy. Counselling available face to face, by skype or by phone.

Relate Macmillan provides free counselling for individuals/couples/families affected by cancer. There is a charge for non-funded services with some reductions available for those on low income.

Contact: [0300 003 2340](tel:03000032340)

[enquiries@relatecymru.org.uk](mailto:enquiries@relatecymru.org.uk)

Or visit [www.relatecymru.org.uk](http://www.relatecymru.org.uk)

## Swansea Carer's Centre

Swansea Carers Centre offers free Counselling, CBT, Stress Control and facilitated carers support groups to unpaid carers who are over the age of 16. A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.

Contact : [01792 653344](tel:01792653344)

[admin@swansecarerscentre.org.uk](mailto:admin@swansecarerscentre.org.uk)

Or visit [www.swansecarerscentre.org.uk](http://www.swansecarerscentre.org.uk)

## Swansea Counselling Service

Swansea Counselling Service is a voluntary organisation that offers a range of talking therapies, such as CBT and person centred therapy, for people with a range of issues such as low mood, anxiety, and family problems.

The organisation offers therapies for free but does ask for donations to help with running costs, which is usually £5 for those on benefits or low income and £10 for others.

Contact: [07759689569](tel:07759689569)

## Swansea Psychotherapy Partnership

Swansea Psychotherapy Partnership (SPP) is a constituted association that offers therapy to individuals in Swansea and the surrounding areas aiming to improve the quality of people's lives and relationships. There is a charge of aprox. £30 per session. Therapists will offer some sessions on a cost basis (covering cost of room hire and supervision etc).

Contact: [07791 034138](tel:07791034138)

[Stugriffin.sg@gmail.com](mailto:Stugriffin.sg@gmail.com)

Or visit [www.swanseapsychotherapy.org.uk](http://www.swanseapsychotherapy.org.uk)

**If you are a student..** your College or University usually has a Student Wellbeing service where they can offer support and advice to help you with a range of issues.

**If you work for ABMU NHS Health Board...**

The Health Board has their own Employee Wellbeing Service including a Staff Counselling Service. Details can be found via the staff intranet page under the 'employee wellbeing section'.

# School Based Counselling

**The-Exchange** is the **Young People's Counselling Service** and offers a confidential counselling service to young people within local schools and the community in Swansea.

It aims to improve and enhance the emotional well-being and mental health of children and young people and accessible, equitable and flexible to meet the diverse needs and backgrounds of young people.

The-Exchange seeks to enable users to make informed decisions about their lives. Counsellors do not seek to advise young people or to influence their values or beliefs. They offer counselling in an understanding environment that is respectful and sensitive to the young person's values and beliefs and to their background, upbringing and culture.

The standards and extent of service provision have been informed by in particular the British Association of Counselling and Psychotherapy (BACP) Guidelines for Good Practise in Schools.

Contact: [01792 346323](tel:01792346323)  
[admin@the-exchange.biz](mailto:admin@the-exchange.biz)  
[www.exchange-counselling.wales](http://www.exchange-counselling.wales)

## Private counselling

If you would like to explore accessing help privately you should ensure that the professional you see is experienced and qualified. This means that they will be a member of a recognised professional body. These bodies hold registers of approved practitioners who are governed by an ethical code and robust conduct and complaints procedures. These organisations include:

**UK Council for Psychotherapy**  
[www.psychotherapy.org.uk](http://www.psychotherapy.org.uk)

**British Association for Counselling and Psychotherapy**  
[www.itsgoodtotalk.org.uk](http://www.itsgoodtotalk.org.uk)

**British Psychological Society**  
[www.bps.org.uk](http://www.bps.org.uk)

**British Psychoanalytic Council**  
[www.pschoanalytic-council.org](http://www.pschoanalytic-council.org)

**British Association for Behavioural and Cognitive Psychotherapies**  
[www.babcp.com](http://www.babcp.com)

You can search the organisation's website for a registered therapist in your area.

## Emotional Support

There are some services which provide a trained and experienced volunteer or member of staff to listen and provide support to you, but which may not be qualified or registered counsellors.

The **Samaritans** operate a listening service in Swansea for any issue. You can contact them on **116 123** (free phone) or **01792 655999** or email **jo@samaritans.org**. You can also drop in to **17 St John's Road, Manselton, Swansea, SA5 8PR**

**Cruse Bereavement Care** in Swansea provides support to anyone who has been bereaved. You can contact them on **01792 462845** or email **morgannwg@cruse.org.uk**.

There is also a **National Cruse Bereavement Helpline**, open daily between **9.30 a.m. - 9.00 p.m.** on **08701 671677**.

**Maggies Cancer Care Centre Swansea** offer a drop in service as well as free practical, social and emotional support for anyone affected by a cancer diagnosis. You can contact Maggies on **01792 200000** or find more information at **www.maggiescentres.org/swansea**.

Alternatively you can drop in at Maggies at **Singleton Hospital, Sketty Lane, Swansea, SA2 8QL**.

Maggies are open **Monday — Friday between 9am—5pm**.

# Notes

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# Notes

The information provided is to help you to make an informed decision in relation to your own need and circumstances. You must consider whether you feel they are the right option for you at this time.

The information contained in this resource was correct at the time of publishing (February 2017)

**You can download an electronic copy of this booklet on: [www.scvs.org.uk/mhds](http://www.scvs.org.uk/mhds)**

**Contact SCVS on 01792 544000 / [scvs@scvs.org.uk](mailto:scvs@scvs.org.uk) for more information.**

**Web: [www.scvs.org.uk](http://www.scvs.org.uk)**

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