

If you are not able to keep an appointment, please ring as soon as possible during normal weekday working hours. It could save the counsellor an unnecessary journey, or the appointment could be offered to somebody else.

There is an Answer phone service outside normal working hours if you wish to leave a message.

Confidentiality

The information you give will not be shared with anyone else outside KCA without your permission, except in *exceptional circumstances*, for example if human life or a child's welfare is at risk.

If you would like more information about this service, please speak to your worker



What is Counselling?

KCA Head Office

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Kent ME13 8AT
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Training, Consultancy and Workplace

01474 326168

Finance

01795 590795



What is Counselling?

Your counsellor will help you talk through the things that are concerning you. The aim is to help you feel more in charge of your own life. This may mean making small or big changes over a period of time, and you will be supported while doing so.

It will probably take a couple of sessions for you to become familiar with the process of counselling. After that, counselling continues for as short or long a time as you and your counsellor agree – either way, it will mean a commitment of time and effort from you.

You will not be told what to do, but will be helped towards solutions that are practical, realistic and achievable.

Talking things through - and knowing you are being listened to in a safe environment - will help. It is up to you how much you want to share with your counsellor, and you have the right to make

your own decisions about change and/or whether you wish to continue with counselling. Each session usually lasts an hour, and you will normally see the same counsellor on each occasion.

Together, you and your counsellor will agree what you would like to address during the course of your counselling. Many people feel anxious about their first visit, and it may help to write down the things you want to talk about.

We ask that you are free of alcohol and drugs (apart from any prescribed by your doctor) on the day of your visit. If you think this will be difficult, please telephone us beforehand and we will offer advice.

Sometimes it can be a good idea for you to be seen by another organisation for support. Your counsellor will know of local resources and will discuss them with you.

After counselling ends, you may feel you want to come back at some point in the future - sometimes because you want to say how well things are going, or maybe new difficulties have arisen and you would like to discuss them. You will always be welcome to return.

Other therapeutic services available to you include Couple/Family Therapy and Group Therapy.

Arranging appointments

Just contact us and we can make an appointment for you to be seen as soon as possible – or, alternately, we can provide you with information about our services.