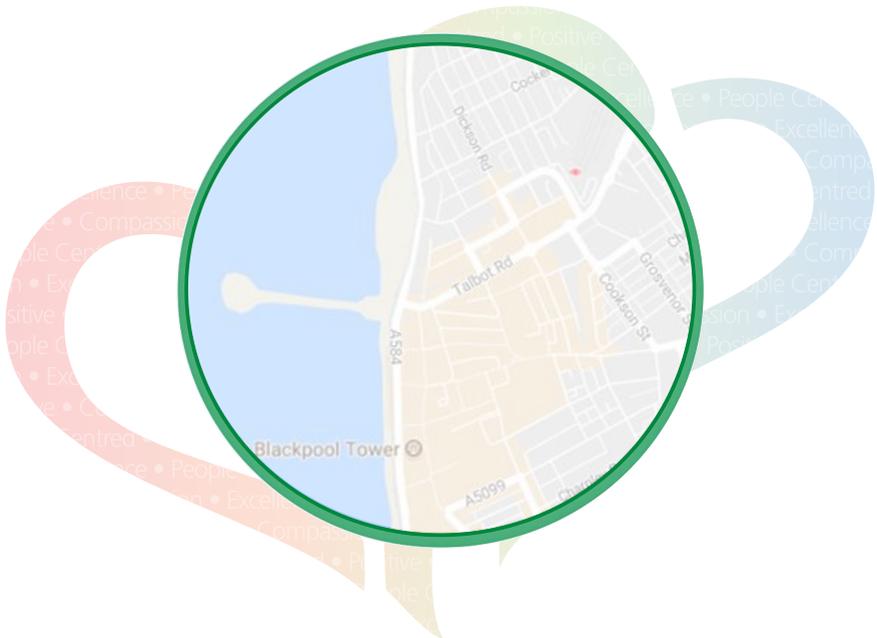


# Youtherapy



## What is counselling?

Counselling is a type of therapy that allows a person to talk about their problems and feelings in a confidential and trusting environment.

A counsellor is trained to listen with empathy (by putting themselves in your shoes). Counsellors at Youtherapy will help you to feel comfortable during the session: sometimes by creating artwork, or even playing games while talking about how you're feeling. We also offer appointments where you can 'walk and talk' outside, as well as a choice of venues where you can be seen.

## Can counselling help me?

At Youtherapy counselling is offered to young people aged 11-25 years. Support can be offered if:

- You have found yourself in a situation that makes you feel anxious, depressed, unhappy, confused or angry.
- You are aware of a behaviour you would like to change.
- You are struggling with situations in your life, such as:
  - Abuse
  - Bullying
  - Family problems
  - If someone has died
  - Pregnancy
  - Sexuality
  - Self-harm



We are here to provide a safe, confidential environment for you to explore those issues.



## Who are the counsellors?

Youtherapy are a team of counsellors who are fully trained with years of experience and work according to the British Association for Counselling and Psychotherapy Ethical framework. This means you can be sure that you are talking with professional people who understand what you are going through.

## Confidentiality

At Youtherapy we keep conversations between you and the counsellors private. This way you can be confident about talking openly and honestly to us so we can provide you with the best support.

Sometimes we might need to share information about you with others to keep you safe. Information will only be shared on a need-to-know basis if we think you are putting yourself or others in danger. Your counsellor will always try to tell you if this needs to be done.

## How can I make an appointment?

You do not need to be referred by someone else to come to Youtherapy; you can arrange to come and see us yourself. To make an appointment:

- Phone us on **01253 955858**, or
- Attend a drop-in session at 26 Talbot Road, Blackpool on **Wednesdays, 3pm-5:30pm**



## What happens next?

After you have got in touch, you should be offered your first appointment within 6 weeks. We will do our best to give you an idea of how long you will have to wait. At your first appointment you will meet one of our counsellors and find out how counselling can help you.



If you decide that counselling is for you, we will put you on our waiting list for an ongoing appointment. If you are on the waiting list and feel you really need our support before your appointment, you are welcome to come to a drop-in session on Wednesdays.

## Do my parents have to come with me?

It is up to you whether you bring someone with you. The sessions are for you alone, but for the first appointment, some people bring a parent, some bring a friend or partner, and some come on their own - it's your choice!

## Useful contact details

Young People's Service  
26 Talbot Road  
Blackpool  
FY1 1LF  
01253 955858

## Other useful contacts

Childline 0800 1111  
Mental Health Helpline 0800 9154 640  
Samaritans 116 123

Hospital Switchboard: **01253 300000**

## Patient Relations Department

The Patient Relations Department offer impartial advice and deal with any concerns or complaints the Trust receives. You can contact them via:

Tel: **01253 955589** or by Email: **patient.relations@bfwh.nhs.uk**

You can also write to us at: **Patient Relations Department, Blackpool Victoria Hospital, Whinney Heys Road, Blackpool FY3 8NR**

Further information is available on our website: **www.bfwh.nhs.uk**

## References

This leaflet is evidence based wherever the appropriate evidence is available, and represents an accumulation of expert opinion and professional interpretation.

Details of the references used in writing this leaflet are available on request from: **Procedural Document and Leaflet Coordinator 01253 953397**

## Options available

If you'd like a large print, audio, Braille or a translated version of this booklet then please call: **01253 955588**



Our Four Values:



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