



Farnborough College of Technology
Counselling Service

College Mental Health Support Information for Parents and Carers

Information for parents & carers on counselling

What is counselling?

The opportunity to talk about things that are of concern to a young person, in confidence with a qualified counsellor. What is spoken about will depend on the individual, but common themes are: stress, relationships, change, loss and distressing, traumatic events.

What does a counsellor do?

Counsellors are trained to listen without judging and to help people sort out their thoughts and feelings about whatever is concerning them.

Who are the counsellors?

They are professionally qualified and experienced counsellors who have experience in working with young people.

Why have a counsellor in college?

A college-based service brings counselling to young people in a place that is familiar, safe and secure. If young people are able to receive emotional support from a qualified professional, they will have greater opportunity to fulfil their potential.

How long will counselling last?

The counsellor can offer up to 3 sessions initially which can be extended if necessary and appropriate.

Where and when does it take place?

In a private room within the College during the college day, term-time only. Sessions last 50 minutes, and appointment times can be varied, so that time is not lost from any one subject.

Is it confidential?

A key feature of our service is that information discussed in the counselling session is treated confidentially. Counselling is a time when it's OK to talk about concerns without fear of them being discussed elsewhere. This includes not discussing the work with parents, unless the young person requests or gives consent for this. This can be hard for parents to accept at times but, ensuring the confidentiality of work is crucial for establishing trust that the young person feels confident to speak openly and freely about what is concerning them.

However, if a student appears to be at risk of significant harm it may be appropriate to seek help from other agencies/services to keep them safe. The counsellor would aim to discuss this first with the student concerned.

All counsellors receive supervision of their work with young people to ensure the quality of their practice and this is confidential.

What if I don't want my child to receive counselling?

If a young person requests counselling and can understand what is involved in the process, then they have the right to access counselling. We would, however, prefer that we have your support for the work, and we are always happy to talk with you about any concerns that you may have about the idea of counselling. However, we cannot discuss with you what is said in the counselling sessions.

What if they refuse to have counselling?

The decision whether to take up the offer of counselling is entirely voluntary for young people, just as it would be for an adult.

Can I support the counselling work?

Yes, and we welcome this. Our experience shows that the most helpful thing a parent/carer can do is to show an acceptance of counselling as a normal and useful activity, and to show an interest if their child wishes to talk about it, but **not** to press them if they don't. We acknowledge that this is not an easy task, and it is quite natural for parents to feel anxious about what may be said in the sessions.

It is always our hope that talking with a counsellor will lead to greater openness with parents and families, and you will need to allow a little time for this to happen.

Here are some comments made by students who have been to counselling, which helps us understand how young people benefit

- "Having counselling has helped me a lot. I have been able to discuss my problems instead of locking them away, which is what I used to do. It has been a very big help to me."
- "It helped me understand my problems and to overcome them."
- "It really helped me to talk more to my family and people around me."
- "The counselling has helped me to feel confident in myself."

What to expect when you visit the College Counselling Service

What's counselling about?

Sometimes we all have problems that are worrying. Think of a confusing jigsaw when all the pieces are difficult to match together. Talking about a problem in counselling is like sorting out all the pieces, so we can begin to build a picture that makes more sense to us.

Sometimes it's difficult to talk to parents, friends or tutors about things that are making us anxious. A counsellor is someone who you can talk to in a different way, someone who will listen to you very carefully, who will not judge you or tell you what to do. The counsellors at College will encourage you to believe in your own ability to resolve your issues and help you to find your own answers. Counselling is about helping you to work things out for yourself, making decisions and choices and helping you to look at things differently. It can help you to feel better about yourself.

What kind of things do people talk about in counselling?

Whatever matters to the student and whatever is worrying for them. It could be lots of different things. Here are some examples:

- ▶ Parents separating
- ▶ Making friends/Keeping friends
- ▶ I'm feeling angry but I don't know why
- ▶ Bullying
- ▶ A tough time at college
- ▶ Death of someone special
- ▶ Feelings about yourself

How will I know if counselling is right for me?

You can meet the counsellor for one or more sessions to find out for yourself. You can ask questions and see if this is a suitable option for you. The counsellor will talk to you about where and when to come and how often you will meet. Counselling is voluntary. You have the choice to come or not. Whatever you decide will be OK.

My problems and worries are private. Will other people know what I have talked about?

What you talk about is confidential. That means it's between you and the counsellor. It's your time and your space to be with someone who is there for you and nobody else. Obviously if you want to talk to anyone else about what you have discussed in the counselling session, is up to you. The counsellor will keep confidentiality unless you are at

risk of significant harm from yourself, from another person or to another. The counsellor may then need to talk to someone else to help keep you safe, but, will always try to talk with you about it first.

Will anything be written about me?

Keeping information about people safe and confidential is very important to the counsellor.

The counsellor will make some notes about what has been talked about in the session. These are kept safely in a locked filing cabinet. All information, written and discussed, is private and confidential unless there is an agreed or overriding need to share this information in your best interests.

A counsellor presents their work to a counselling supervisor regularly. This person checks that the counsellor is working well with you. We will not mention anything that could identify you to our supervisors.

How do I get to see a counsellor?

You can book an appointment by emailing counselling@farn-ct.ac.uk or by completing the self-referral form via the Intranet: <https://forms.office.com/r/aaqsHyFBZP> Alternatively, you can come along to the Learner Services Reception in E Block to book an appointment or call **01252 407069** and leave a message.

We aim to respond to requests for an appointment within one working day.

Drop-In Service

A daily drop-in service is available, whereby you can seek counselling support without an appointment. The service normally operates at the following times, subject to amendment due to emergencies or unforeseen circumstances. If the times are amended on the day, you will be asked to come back later but will still be seen:

DAY	TIME
MONDAY	10.10 – 11.10
TUESDAY	10.10 – 11.10
WEDNESDAY	1.00 – 3.00
THURSDAY	1.00 – 2.00
FRIDAY	10.10 – 11.10



Sources of Mental Health and Wellbeing Support

If you want to talk to someone about anything that's bothering you, someone who won't judge and will just listen to you, there are many places you can contact. Don't be alone, there is support out there for you.

COLLEGE SUPPORT – TERM TIME ONLY

Farnborough College of Technology counselling team

By appointment: Tel: 01252 407069 and leave a message or Email: counselling@farn-ct.ac.uk. Phones and emails are not checked daily. We are not an urgent service. If you have an urgent need see your GP or call Samaritans on 116 123. Further details on crisis support are in this leaflet.

A drop in service is available each day and timings are available from Learner Services Reception.

Student Health and Wellbeing Advisor

Tel 01252 407067 health.advisor@farn-ct.ac.uk

EXTERNAL SUPPORT

Covid-19 Pandemic Advice

Robust advice on how to manage the mental health and wellbeing challenges of the Covid-19 pandemic can be found here:-

- **'FACE COVID'**
Dr Russ Harris has written a set of practical steps for responding effectively to the outbreak, using the principles of acceptance and commitment therapy (ACT). Here is a link to a short YouTube video that outlines these tips <https://www.youtube.com/watch?v=BmvNCdpHUY>
- **The latest NHS advice on mental health and wellbeing can be found here:-**
<https://www.nhs.uk/every-mind-matters/>
- **The NHS Recovery College** has published a free to all course titled "coping during the pandemic". It can be accessed via www.recoverycollegeonline.co.uk
- **Young Minds** <https://youngminds.org.uk/blog/what-to-do-if-you-re-anxious-about-coronavirus/>
- **Mind**
<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>
- **Action for Happiness**
<https://www.actionforhappiness.org/news/how-to-keep-mentally-healthy-during-uncertain-times>
- **Mentalhealth.org.uk**
<https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak>

General Support

Whatever the reason you feel that talking to someone would help, here are some robust services that you can explore:

Samaritans <https://www.samaritans.org/> Tel: 116 123 FREE 24/7, 365 days a year . They also have a fantastic web based app that is free to use and has a lot of useful interactive advice about how to support your mental health using a mood tracker and evidence-based coping techniques. Its available at <https://selfhelp.samaritans.org/accounts/login/?next=/>

ChildLine www.childline.org.uk If you're under 19 you can confidentially call, email or chat online about any problem big or small. Freephone 24h helpline: 0800 1111. Sign up for a Childline account on the website to be able to message a counsellor anytime without using your email address. Chat 1:1 with an online advisor. They also have a free APP called FOR ME

The Mix www.themix.org.uk Essential support for under 25s on a range of topics. If you're under 25 you can talk to The Mix for free on the phone, by email or on their webchat. You can also use their phone counselling service, or get more information on support services you might need. Freephone: 0808 808 4994 (16:00-23:00 daily)

Young Minds www.youngminds.org.uk Robust mental health information and support.

Shout If you're experiencing a personal crisis, are unable to cope and need support, text Shout to 85258.

Shout can help with urgent issues such as:

- Suicidal thoughts
- Abuse or assault
- Self-harm
- Bullying
- Relationship challenges

All texts are answered by trained volunteers, with support from experienced clinical supervisors. Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus.

If your life is in imminent danger, please call 999.

Male mental health CALM Tel: 0800 58 58 58 – www.thecalmzone.net

Depression <https://www.studentsagainstd Depression.org/>

Domestic Abuse:

“**Silent 55**” is when a person calls 999 but cannot speak. The operator will ask for some form of noise to make sure there is someone on the end of the line or they can type 55 to confirm it is an emergency (if its too dangerous to speak.)

Details of Domestic Abuse agencies in your local area and helpful information on stalking from Aurora New Dawn. <https://www.aurorand.org.uk/>
https://www.policeconduct.gov.uk/sites/default/files/Documents/research-learning/Silent_solution_guide.pdf

Local Service: Hampshire:

IDASH: telephone: [0330 0165 112](tel:03300165112)

[https://www.hants.gov.uk/socialcareandhealth/domesticabuse.](https://www.hants.gov.uk/socialcareandhealth/domesticabuse)

Local Service Surrey:

Surrey Against Domestic Abuse: Telephone: [01483 776822](tel:01483776822)

<https://www.surrey.police.uk/advice/advice-and-information/daa/domestic-abuse/>

National:

<https://www.dvassist.org.uk/>

Drugs and Alcohol

Hampshire local support: Catch 22 T: 0845 459 9405 247Hants@catch-22.org.uk

Surrey local support: Tel: 0800 622 6662 Text: 07595088388

National support: www.talktofrank.com

LGBTQ+

www.stonewall.org.uk

Social isolation

[www.thestudentroom.co.uk,](http://www.thestudentroom.co.uk)

Eating issues:

BEAT www.beateatingdisorders.org.uk

Suicidal Thoughts

Papyrus <https://papyrus-uk.org/> Tel: 0800 068 4141

Self Harm

<https://www.selfharm.co.uk/>

<https://www.selfinjurysupport.org.uk/>

<http://www.lifesigns.org.uk/>

Panic, OCD, phobias

www.nopanic.org.uk. No Panic are the people to call if you are suffering from panic attacks, OCD, phobias, and other related anxiety disorders. Helpline: 0844 967 4848 (Daily 10:00 – 22:00 Charges apply). Youth Helpline for 13 - 20 yr olds: 0330 606 1174 (Mon - Fri 15:00 – 18:00 Charges apply) Having a panic attack? Crisis number with recording of a breathing technique: 01952 680835 (24 hr) Email: admin@nopanic.org.uk www.ocduk.org/ocd

Grief and Bereavement

Help is at hand for those experiencing grief, from Winston's Wish

<https://www.winstonswish.org/>

And from Cruse Bereavement Care <https://www.cruse.org.uk/>

Older people helpline

The Silver Line operates the only confidential, free helpline for older people across the UK that's open 24 hours a day, seven days a week, 365 days of the year. They also offer telephone friendship where they match volunteers with older people based on their interests, facilitated group calls, and help to connect people with local services in their area. The Silver Line Helpline – 0800 4 70 80 90

Free Counselling Services

Youth Counselling Service

Areas covered: West Surrey and North East Hampshire

Age range of clients: 12 – 24

Up to 6 sessions

Refer yourself by contacting

Tel: 0345 600 2516 or 07827 992 764

[https://www.sabp.nhs.uk/application/files/3215/9050/3683/A76074 Youth Counselling Leaflet P3i.pdf](https://www.sabp.nhs.uk/application/files/3215/9050/3683/A76074_Youth_Counselling_Leaflet_P3i.pdf)

Step by Step

Areas covered: North Hampshire and South West Surrey

Age range of clients 11-25

Information regarding how to access this service can be found by contacting

Tel: 01252 346120 or email counselling@stepbystep.org.uk

Website:- www.stepbystep.org.uk

YPI Counselling - Basingstoke

Areas covered: Basingstoke and Deane

Age range of clients: 11 - 25

Up to 12 sessions

Refer yourself via their website www.ypicounselling.co.uk/counselling-for-young-people

121 Youth Counselling

Areas covered: Blackwater, Derby Green, Yateley, Frogmore, Eversley as well as Fleet, Ewshott, Crondall, Church Crookham, Hartley Wintney, Odiham Hook, Rotherwick, North Warnborough.

Age range of clients: 16-25

Refer yourself by contacting:

Email: 121@hartvolaction.org.uk

Tel: 01252 815652

Talkplus - NHS counselling

Areas covered: Those registered at an NHS surgery in Farnborough, Farnham, Fleet, Aldershot, Church Crookham, Blackwater and Yateley.

Age range of clients: 16 and over

Sessions: Depending on an assessment

You can refer yourself via the website www.talkplus.org.uk or by calling Tel: 01253 533355

Heads Together

Areas covered: East Surrey

Age range of clients: 14 - 24

Self refer by contacting

headstog@ymcaeast Surrey.org.uk or Tel: 01737 378481

Steps Youth Counselling

Area covered: Woking but available to any young person in Surrey

Age range: 16-25

Tel: 07885 969 774

Text: 07885 969 774

Website:- <http://www.surreycaretrust.co.uk/our-programmes-home/counselling/>

The Counselling Partnership (Low cost counselling)

Area covered: North Surrey

Tel: 01932 244070

Website: <https://thecounsellingpartnership.org>

Free Online Counselling Services via the NHS

If you are registered with a GP in Hampshire: www.hampshireyouthaccess.org.uk

If you are registered with a GP in Surrey: www.kooth.com

Private (paid for) Counselling Services

Some private counsellors will be offering therapy via email, telephone and online face to face platforms. You can find Registered and accredited private counsellors in your area that list their types of services at <https://www.counselling-directory.org.uk/> and www.itsgoodtotalk.org.uk

Crisis Support Hampshire

CAMHS: Tel: 0300 304 0050 Mon – Fri 9-5

Safe Havens **Opening hours may be affected by the pandemic, and you can check availability of Safe Havens via this link:** <https://www.cyphaven.net/>

Young Person's Safe Haven – 10-17 year olds

North Barn, 4 Hillside Road, Aldershot GU11 3NB

Open: Tuesday, Wednesday, Thursday, Friday, Sunday 18.30 – 20.30. Closed Bank Holidays

Adults

The Wellbeing Centre, 121-123 Victoria Road, Aldershot, GU11 1JN Open: Monday – Friday 6-11pm, Weekends and Bank Holidays: 12.30 – 11pm

Crisis Support Surrey

Mental Health Crisis Helpline

(Only available to people living in Surrey and North East Hampshire)
<https://www.sabp.nhs.uk/our-services/advice-guidance/getting-help-crisis>

Tel: 0800 915 4644 - Available 24 hours every day.

If they are engaged, leave a message and they will phone you within 30 minutes. Or to get someone to call you back text: 07717 989 02

Safe Havens **Opening hours may be affected by the pandemic, and you can check availability of Safe Havens via this link:** <https://www.cyphaven.net/>
<https://www.cyphaven.net/>

Up to 18 years CYP Haven Guildford, The Discovery Centre, 7 Ward Street, Guildford, Surrey, GU1 4LH
Open: Monday, Wednesday 4pm – 8.30pm Sunday: 12 – 6pm
There are Young Person's Havens in Epsom and Staines too, open at different times. Information available on www.cyphaven.net

Adults

Oakleaf Enterprise

101 Walnut Tree Close, Guildford GU1 4UQ

Open every day 6-11pm There are more safe havens in Surrey: Information is available on www.sabp.nhs.uk/safehaven

CAMHS One Stop: 0300 222 5755

YoungMinds Crisis Messenger

Provides free, 24/7 crisis support across the UK if you are experiencing a mental health crisis. Text YM to 85258. All texts are answered by trained volunteers, with support from experienced clinical supervisors. Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus.

Looking After Ourselves and Learning More

- Look at this great link for over 90 ideas for self care that have been suggested by young people <https://www.annafreud.org/on-my-mind/self-care/>
- Very interesting, accessible, philosophical perspectives on life are available at <https://www.theschooloflife.com/thebookoflife/> and they also have a YouTube Channel at <https://www.youtube.com/user/schooloflifechannel>
- There is also an amazing FREE course on the Science of Wellbeing available from Yale University no less! You can join the course free via this link <https://tinyurl.com/qkltlw9> Millions of people are enrolled already to learn more about happiness, gratitude and meditation.
- TED Talks have just launched a supportive subsection reaching out with hope to communities called TED Connects. Check these out <https://www.ted.com/about/programs-initiatives/ted-connects-community-hope>