

ABOUT US

Derwent Rural Counselling Service (DRCS) was started in 1989, and provides confidential professional counselling for anyone suffering from anxiety, depression, family problems or emotional distress.

We are a registered charity (No. 1002355) and are not part of the National Health Service.

There are more than ten fully qualified counsellors who receive regular counselling supervision and who all abide by the Ethical Framework for Good Practice in Counselling and Psychotherapy of the British Association for Counselling and Psychotherapy (BACP).

The counsellors work in Bakewell and Matlock and occasionally at other locations. The manager is based at Newholme, in Bakewell.

The counsellors are very experienced, with a broad range of expertise. However, they are aware that they will not always be the most appropriate source of help for clients, and they will let you know if they feel that someone else would be better able to help.

CONFIDENTIALITY

The service is independent and confidential*. Any factual information is kept under lock and key. Statistical information stored on the computer is coded. We are registered with the Data Protection Agency.

Cases and general issues will be discussed at counsellors' supervisions but never with names or any identifying facts divulged. If you have been referred by a GP or other health professional we will ask your permission to inform your GP or other health professional that you have attended your first appointment and when you have finished counselling.

*There are some exceptions to the confidentiality rule, which will be explained at the your first session. The main exceptions are if:

- there is any mention of current child abuse,
- a counsellor is genuinely concerned that there is a likelihood of serious harm to yourself or others
- the counsellor would be legally liable to civil or criminal court procedures if the information were not disclosed.

In cases of child abuse or serious harm to self or others, your counsellor will have to let Social Care (in the case of child abuse) or your doctor know. The counsellor would discuss this with you first unless there were exceptional circumstances.

FINANCIAL

We are a registered charity. We do not charge a fee for appointments starting before 5 pm but we do depend on client donations to keep going.

It costs DRCS approximately £38 to provide an hour of counselling. We have some funding but not enough to cover all our costs, which is why we have to ask for donations.

Clients often ask if we have a guideline for donations. We suggest that clients consider a donation for each session that is equal to £1 for every £1,000 of household annual income, but this is a rough guide.

We trust clients to give what they feel is appropriate to their financial situation. Nobody *has* to give anything, and there are some clients who genuinely cannot afford to contribute much toward the cost. However, we do depend on clients giving in line with the guidelines if they can afford to.

The first time we meet with you, we will ask if you can give a donation for each counselling session and how much you are able to give each time. Thank you.

APPOINTMENTS

Making appointments – Your first appointment will be made by telephone. We will have asked when you first rang in whether we could leave messages if you were out. If we leave a message, please respond as soon as you can as it helps us sort out the appointment as quickly as possible and we can offer it to someone else if you can't take it. Generally, you and your counsellor will set the next appointment at the end of each session.

If you forget the date or time of an appointment – Please ring 01629 – 812710. We'll happily check for you.

Cancellations – Please try to give us at least 24 hours notice if you know you cannot keep an appointment. You can ring us on 01629-812710. If no one is in the office, the answer phone will be on.

If you fail to attend an appointment and don't bother to cancel, or wait until the last minute to do so, it costs DRCS money and deprives another client of an appointment. So please remember to cancel in good time if you can't attend.

What happens if you forget to cancel and do not attend the appointment – We understand that everyone has the odd memory lapse. Please ring us and ask for another appointment. If we haven't heard from you after several days, we will ring or write to offer another appointment.

However, if you forget to cancel and do not attend twice within a three month period we will assume that counselling is not right for you at the moment and we will not follow up. You may ring in for another appointment and we will accommodate you as best we can but you may have to go back on the new client register and wait for the next available counsellor.

COMMENTS AND COMPLAINTS

The manager will welcome comments and complaints about any aspect of the service.

Occasionally, a client may find it difficult to work with the counsellor assigned to him or her. If this is the case, please don't be shy about mentioning it to your counsellor or to one of the office staff. We will arrange for you to see a different counsellor.



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Bakewell, Derbyshire DE45 1AD

01629-812710 drcs@drcs.org.uk

What is counselling?

Counselling offers an opportunity to talk about problems or difficulties that prevent you from enjoying life. Often people find they have lost their self-confidence and have started to doubt their own ability. The counsellor will not judge or criticise you, or give advice, but will listen and help you understand why you feel as you do.

There are no easy answers but by supporting and encouraging you, the counsellor can help you find a clear way through your difficulties. The counsellor will help you realise what strengths you have and what actions you could take to improve things.

British Association for Counselling and Psychotherapy
(BACP) Accredited Service
Registered Charity No. 1002355