

How can I get a Counselling Session?

Firstly, give us a call or send an email to arrange an appointment for an initial assessment. We have a 24 hour answer-machine for you to leave a confidential message if we are not available in the office. Calls and emails will be returned during normal working hours.

If at the assessment we feel we are able to help you and you're not already receiving counselling elsewhere, we will arrange an individual appointment for you to meet one of our Counsellors. At this time, you will be able to decide with the Counsellor whether further appointments would be of help, if so, we can then arrange these accordingly. Occasionally, there may be a delay in this as we sometimes have a waiting list. If this is the case, we will let you know.

It is very normal to feel anxious about making the first phone call or attending your first appointment for counselling, and as such we make it our priority to put you at ease right from the beginning. You will be sent some information about Vine before your first appointment to help answer some of the more commonly asked questions about counselling. However, we are very happy to help in any way so if there is anything else you would like to know, then please don't hesitate to ask.

Although our Counsellors have extensive training and experience, as an organisation we are unable to offer counselling to anyone who is dependent on drugs or alcohol, or is a perpetrator of domestic or sexual violence. Also at present, we cannot offer counselling to couples, or to children and young people under the age of 18 years old. If we discover that we are unable to help, we may be able to refer you to someone else.

Where and when does Counselling happen?

Counselling sessions are held at The Refectory, Station Road, Congresbury, on a Tuesday (morning, afternoon and evening), Thursday (evening only) and a Friday (morning only). A Receptionist will also be on duty at each session to help make you feel welcome. Each appointment with the Counsellor will be 50 minutes to an hour in length.

What is our guiding principle?

Vine Counselling Services operate from a Christian ethos and foundation, but offers a service to everyone regardless of faith. We therefore seek to care for all people in line with our Equal Opportunities Policy.



(Charity number 1117796)

The Refectory,
Station Road,
Congresbury,
BS49 5DX

Telephone: 01934 876377

E-mail: vine.counselling@hotmail.co.uk

Need a listening ear?

From time to time we all face a crisis or life-changing event, for example through bereavement, redundancy, the breakdown of a close relationship, or the onset of serious illness. Also, there are times when life just seems hard and everything is a struggle. We now know that these crises, events and difficult times can lead us to feel loss of hope for our future, anxiety, depression and worthlessness. Sometimes, talking about these issues with someone who is outside of the situation can be really useful in helping people move forward again, with more confidence and self-belief.

What does Vine Counselling offer?

Vine Counselling Services can offer you a confidential appointment (or series of appointments) with a qualified Counsellor. We are also a recognised training organisation for mature students completing degree courses with local Universities, and as such have a small number of Trainee Counsellors (Students) working alongside our established team of qualified Counsellors. We are able to offer both short term and longer term counselling, and all of our work is guided by the individual needs of each client.

We are registered as a North Somerset based charity, although our clients mainly come to us from the following areas: Banwell, Berrington, Churchill, Congresbury,

Langford, Sandford, Winscombe, Wrington and Yatton. We will also accept referrals from elsewhere such as Weston-super-Mare, Nailsea and Clevedon if other counselling organisations or agencies are unable to provide appointments as required.

What are the safeguards?

We operate in a climate of acceptance and respect and value every person regardless of belief.

All Vine Counsellors seek to offer a high standard of counselling and hold, or are working towards, Diplomas or degrees in Counselling accredited by the British Association for Counselling and Psychotherapy (known as BACP). Vine Counselling Services is an organisational member of BACP.

We consider privacy and confidentiality to be an essential part of what we offer, and will respect all information given to Vine, its employees and volunteers. We follow guidelines set by BACP, the Diocese of Bath and Wells and comply with the Data Protection Act 1998.

We have a Safeguarding Officer and all relevant employees and volunteers have to complete a satisfactory Disclosure and Barring Service check. This has replaced the previous assessment process by the Criminal Records Bureau, and ensures that individual members of our team have been checked to the highest level, and have been

found to be people who are suitable to work within this specialist field.

How much will it cost?

Although Vine Counselling Services does not make a fixed charge for the help we offer, in real terms the cost of each counselling session is on average between £25 and £40. Because of this, we ask that you make a donation of whatever you are able to offer at each counselling session towards the cost of the help you have received.

Although the Counsellor does not receive payment for the voluntary service they are offering, the costs to Vine are incurred through paying rent for the premises we use, heating, lighting, training, Counsellor supervision and printing for example. We do not receive any Government funding, and as such we rely on donations and community grants to keep Vine open.

Your Counsellor will discuss this with you as part of your first appointment, and will also offer you a Gift Aid Form if you are a UK tax payer. However, we do not wish anyone to be excluded from receiving our help just because of the inability to pay, and as such welcome questions from you if this is a concern.