

## CONFIDENTIALITY

All personal material shared or disclosed to a counsellor or therapist is strictly confidential to the client, counsellor & the latter's clinical supervisor.

## CODE OF ETHICS

City and Hackney Mind Counselling and Psychotherapy Service is a member of the British Association for Counselling and Psychotherapy (BACP).

## CODE OF PRACTICE

The Trauma & Refugee Counselling Service is part of the long established Counselling Department at City and Hackney Mind. All of our work is underpinned by our framework of good practice policies. We are particularly committed to a policy of equality of opportunity that respects the identity, rights & value of each individual. To monitor & evaluate our clinical practice, all therapists receive regular inter-cultural supervision. We also implement the CORE & PH9/GAD7 assessment & evaluation procedures & clients are invited to complete our confidential feedback forms which prove invaluable in developing our services.

## CONTACT

**For further information or to make a referral please:**

**Telephone:** 0208 525 2319 or 0208 985 4239

**Email:** [counselling@cityandhackneymind.org.uk](mailto:counselling@cityandhackneymind.org.uk)

**Write to:** Trauma & Refugee Project Coordinator, City and Hackney Mind, 8-10 Tudor Road, Hackney E9 7SN

**Website:** [www.cityandhackneymind.org.uk](http://www.cityandhackneymind.org.uk)



# City and Hackney Mind

## Trauma & Refugee Counselling Project



## Information for Referrers



For better  
mental health

## WHAT DO WE DO?

Our Trauma & Refugee Counselling Service offers linguistically & culturally sensitive counselling, psychotherapy & support services for people in Hackney & the City, suffering from **TRAUMA**, (including Post-Traumatic Stress Disorder), following experience:

- of any **TRAUMATIC EVENT(S)** including: assault, rape, robbery, accident, fire, disaster, domestic violence, emotional, sexual or physical abuse, involvement in the immediate rescue/care of victims of a traumatic event, witnessing someone being injured/killed
- as an **ASYLUM SEEKER** or **REFUGEE**

### We offer :

- **Individual, weekly counselling** (by appointment only)
- **Information & Exploring Therapy Sessions** (insight into therapy)
- **Group counselling & support**
- **Prompt referrals & signposting** to appropriate internal & external support agencies

Voluntary contributions are welcomed but not essential & help with travel expenses may be given where appropriate & possible.

## OUR AIMS

- help alleviate the suffering of asylum seekers, refugees & general trauma clients by offering a safe, confidential & warm space where people can express their distress & explore thoughts & feelings
- facilitate people to rediscover their strengths & abilities & rebuild their self-esteem & confidence
- empower people to access better social opportunities, housing, education & employment, enabling them to experience improved emotional wellbeing & integration into society
- prevent those who have suffered from traumatic experiences, developing further mental health & social problems

## THERAPY PROVIDED IN THESE LANGUAGES

*English, French, Spanish, Turkish, Amharic*

Where possible & subject to preference, clients may be offered counselling in their first language with a bilingual counsellor/therapist (or interpreter's assistance). Languages offered vary depending on the needs of the clients & our current staff. Please call to check availability.

## WHO CAN BE REFERRED TO US?

Anyone who:

- Lives or works in Hackney or the City or has health, statutory, voluntary or community connections to the areas;
- is at least 18 years old; &
- is suffering from **TRAUMA** as a result of living as an asylum seeker, refugee or from any other experience.

## HOW TO REFER TO US

We accept referrals from: GP's, health, social services, housing professionals & other statutory, voluntary, community & faith-based organisations. We also accept self-referrals. If you wish to refer to us or would like further information, please contact us for a referral form/pack by:

- **Ringling:** 0208 525 2319 (if you reach our answerphone please leave a message with contact details & we will get back to you)
- **email:** [counselling@cityandhackneymind.org.uk](mailto:counselling@cityandhackneymind.org.uk)
- Completing an **online** referral form at: [www.cityandhackneymind.org.uk](http://www.cityandhackneymind.org.uk).

## WHAT HAPPENS AFTER REFERRAL?

We will send you written acknowledgement of your referral & invite the client to attend an assessment session. Depending on the client's needs & degree of distress, assessments may be conducted over more than one session. Within approximately four weeks from receipt of the referral, the client will be matched with a suitable therapist/counsellor & the referrer notified. Please note that this timescale may vary from time to time.

## OTHER SERVICES CITY AND HACKNEY MIND PROVIDE

- Information, Advice, Advocacy, Appropriate Adult and Welfare Rights Services
- Befriending and Carer Support Services
- Prescribed Drugs, BME, SureStart Counselling
- Employment and IT Training Projects
- Literacy/Numeracy Projects (including free ESOL courses)
- Housing Projects, Drop-in centre & Support Groups