

Counselling Service



For the over 60's and their carers

What is counselling?

What to expect?

Counselling is a reflective process, where the client is given the time to explore their thoughts, feelings and behaviour around any issues they might be struggling with.

“Thank you for helping me to deal with many of my long-standing issues” — Anonymous client 2022

Counselling helps by:

- Listening to what you say
- Helping you to explore and understand how you feel
- Assisting you to think about ways of coping

We have helped our clients with a wide variety issue's such as:

- Bereavement
- Stress of being a carer
- Anxiety
- Depression
- Trauma
- Long term health conditions
- Coming to terms with Dementia

Information agreed between you and your counsellor

Any special points to consider (e.g. contact arrangements, communication needs):

- Contract to agree to undertake counselling
- Day and time of counselling each week
- Where the counselling session will be
- Any assistance required for you to attend counselling
- Any communication difficulties

How can a counsellor help you?

- By allowing you a safe place to talk about issues you may be experiencing
- By listening to what you say
- Not judging you in any way, you are the expert on yourself
- To help you make sense of things and understand yourself better
- Allow you to resolve complicated feelings, or find ways to live with them
- To help you recognise unhelpful patterns in the way you think or act, and find ways to change them, or to cope with them (if you want to)
- By helping you to explore and understand how you feel

How to access our counselling service

Be referred by your GP (Manchester Postcode)



If you attend your GP and asked to be referred for counselling you may be offered a variety of services within your NHS area. The GP can help you find the most suitable service for your needs. They can do a referral using our form on our website and return it to counselling@ageukmanchester.org.uk

Be referred by another professional



We also take referrals from other counselling organisations, nurses, social workers, and community support workers and other charities. They can complete the referral online or speak to our counselling team to check suitability.

Call and refer yourself in (Self-Referral)



You can call us on **0161 833 3944** and speak to a member of our team who can take your details and complete your referral over the phone.

How we can deliver counselling

Our Day Centre's & Head Office



Crossacres Resource Centre, Peel Hall Road Wythenshawe M22 5DG

Openshaw Resource Centre, 10 Catherine Street, Openshaw M11 1WF

Brunswick Village Extra Care, 50 Brunswick Street, Manchester M13 9PE

City Centre Head Office, 20 St. Ann's Square, Manchester M2 7HG

Telephone



We are able to offer telephone counselling sessions, if this is more convenient for our clients.

It is the client's responsibility to ensure their environment is confidential and that there are no interruptions during the sessions.

Home Visits



We are able to offer counselling in your own home if you are classed as house bound. This is subject to a full risk assessment.

Counselling is not?

- A friendly Chat
- A coffee morning
- Able to offer general advice
- Run errands
- A handy-man/repair service
- A befriending service
- Able to offer practical help
- Able to offer Legal advice

During the initial assessment it may be deemed that you are better suited to an alternative resource such as a care service or befriending service. If this is the case the assessor can refer on to a more appropriate service.



Breathe easy tips

Sometimes anxiety, stress, pain and other factors can be alleviated by a few simple breathing exercises. They can be done almost anywhere and if practised regularly will become part of your routine.

Focused Breathing

- Sit or lie down comfortably.
- Close your eyes.
- Take a normal breath and exhale.
- Take a deeper breath, slowly allowing it to fill your belly. Slowly exhale.
- Continue, and concentrate on each breath, noticing sensations in the body and how each breath calms your mind.
- Let your mind wander

Pursed Lip Breathing

This way of breathing can be helpful if you have breathing difficulties, or if you are feeling particularly anxious it slows down your breathing and allows breathing easier overall.

- Breathe in normally through your nose
- Purse your lips as if you are going to whistle or blow out a candle
- Breathe out gently through your mouth, keeping your lips pursed
- Repeat

Breathing When You Have Pain

If you are experiencing pain, try some deep breathing and relaxation exercises to relieve some of that pain.

- Get as comfortable as your pain will allow
- Take a slow, deep breath, focusing on the breathing
- Allow the breath to fill your abdomen. Concentrate on the sensation
- Slowly exhale, concentrating on allowing the air to slowly leave your body
- Repeat



Comments and Complaints

We welcome comments at any time, there is also an opportunity to give feedback about your experience when your counselling finishes.

1. Informal complaint

You may choose to:

Discuss your concerns with the counsellor, so if there has been a problem in relationship, this can be addressed

Write to or telephone the Counselling Manager, or the Counselling Managers line Manager the Chief Executive.

2. Formal complaint

You can make a formal complaint on an Age UK Manchester complaints form, or by letter, sent in confidence to the chief executive to the address on the reverse of this leaflet. The chief executive will acknowledge your complaint within 5 days of receiving it after which it will be investigated and a report within 28 days.

We can make additional professional referrals to other services with your consent.

Insurance

All our counsellors carry their own Professional Risk Insurance. Age UK Manchester carries appropriate insurance cover for employees and volunteers in the course of their work for Age UK Manchester. Our insurance does not cover any loss or breakage that is not the fault of people working for Age UK Manchester.

Age UK Manchester's Mission

The purpose of Age UK Manchester is to improve and prolong the quality of life for older people living within the city of Manchester.

CONFIDENTIAL



Confidentiality

All employees and volunteers are bound by our confidentiality agreement to keep client information confidential and secure in line with GDPR and will not be shared without consent. However, confidentiality may be breached if there is a risk of harm to yourself or others.

Professional Standards

Age UK Manchester Counselling Service are organizational members of the British Association of Counsellors and Psychotherapy (BACP) we follow their ethical framework for good practice. www.bacp.co.uk

Complaints Procedure

It is part of our quality assurance process to make sure that any complaint is dealt with fairly and thoroughly

Who we are

Age UK Manchester's counselling service has been running for over 30 years and has helped over 200 people each year access support for mental health.

Our service is made possible by the generosity of our volunteers, who give up their time to give back to the local community.

We are the only service that offers counselling in our clients' home, for people who are housebound.

The service is free of charge. We also offer free counselling to carer's of anyone 60+ years.

Donations are very welcome.

Contact Us

Head Office: Counselling Service
Age UK Manchester
20 St Ann's Square
Manchester
M2 7HG

Phone: 0161 833 3944

Email: counselling@ageukmanchester.org.uk

Web: www.ageukmanchester.org.uk

