Douglas Youth Counselling & Wellbeing Service

What happens at my first appointment? And other frequently asked questions.

At Insight we understand that it quite often takes courage to make that first step towards speaking with a counsellor. Your first appointment gives you an opportunity for to think about whether counselling is for you. The information below may answer some of the questions you may have.

Where will I see the counsellor?

The appointments are at Douglas Community Centre

Where do I go on arrival?

For your first appointment the counsellor will be expecting you and will meet you in the reception area

Do I need to bring anyone else with me to this appointment?

If you are aged 15 or under a parent/carer or other responsible adult usually attends the first appointment with you. At first the counsellor will meet with you on your own and then, usually towards the end of the appointment, will speak with the person who has attended with you to discuss future appointments and arrangements. This person can be present for the whole appointment if you are worried about meeting with the counsellor on your own.

Will I be expected to take time off school to attend?

The counsellor will aim to see you outside of school hours and is available at the following times:

 Monday 4.30 – 6.30

 Thursday 3.30 – 6.30

It’s helpful if you can arrive 10 minutes before your first appointment to complete a form.

What will the Counsellor ask me?

You’ll be asked a range of questions, for example, about your family and school life. It is helpful for the counsellor to know as much as possible about you to make sure that counselling is the right option to help your situation. We want to understand how you see your problems and what changes you would like to make in your life. If you wish to continue with further sessions the counsellor discusses an agreement with you and helps you to identify things you would like to change and goals you would like to work toward.

Will I see the same counsellor at future appointments?

You will see the same counsellor for all your appointments. On rare occasions the counsellor might think you may benefit from help from another service and consider referral on to another agency. If so, the counsellor will discuss this with you first.

When will I see a counsellor again?

Your counsellor will aim to see you on the same day and time each week. Appointments usually occur weekly, unless you both make a different arrangement. Progress is regularly reviewed with you, for most young people, up to 10 appointments are usually enough, however you can continue for longer if needed.

What training/qualifications will my counsellor have?

Young persons’ counsellors are qualified to a minimum of Postgraduate Diploma level and have specialist qualifications and experience of working with young people.

Will you need to tell anyone about me seeing a counsellor?

All you share with your counsellor remains confidential and is not disclosed to anyone else. There are some rare exceptions to this which the counsellor will talk to you about.

• Clients who are at risk of harming themselves or others

• Disclosures of child abuse or any other form of risk to the wellbeing to yourself another child

• Involvement in terrorism or other criminal activity

All counsellors are required to receive regular supervision of their practice during which counselling work is discussed. This is to help ensure the counsellor is on the right track with you and at all times you identity is not disclosed.

Do you keep records and can I have access to them if I wish?

Insight uses a secure database and all information concerning clients is held and processed strictly in accordance with the Data Protection Act (DPA) 1998. Information is anonymised when used for statistical purposes and Individual identity is always protected. We need your consent for this record keeping and discuss this with you. Clients may have access to their records and there is a procedure to follow to enable this.

What if I’m unhappy with the service I receive?

Insight welcomes all feedback and has a complaints procedure to follow if you are dissatisfied with the service you receive. Please ask your counsellor or the reception staff for more information if needed.