

## ● About SBCS Counsellors

Our counsellors who are all volunteers are thoroughly trained and professionally supervised. Throughout the year they undergo continuous training.

## ● At The End Of Counselling

SBCS is a Registered Charity and donations to the Service are gratefully received.

In order to find out if you are satisfied with the counselling received and also to continue to improve our Service, you may receive an evaluation form.

If you have a complaint or concern about the Service please let us know. We operate a complaints procedure, details of which are available from SBCS.

If you need further counselling at a later date, you are welcome to get in touch with us again.



## ● About SBCS

SBCS is a Charity and was founded in 1987.

SBCS abides by the British Association for Counselling and Psychotherapy BACP Ethical Framework.

SBCS is a confidential service and whatever you tell the counsellor will remain confidential within the service.

## ● SBCS Funding

SBCS is funded by Birmingham and Solihull Clinical Commissioning Group (CCG). Other funding comes from fundraising and donations. Donations are always gratefully received.

## ● More Information

### Office Hours

Monday to Friday  
9.30am – 4.30pm

### Out of hours:

Confidential 24-hours answer machine to take messages

**Ullswater House, Solihull Hospital**

**Lode Lane, Solihull, B91 2JL**

Tel 0121 424 5103

Website: [www.solihullbereavement.org](http://www.solihullbereavement.org)

Members of the British Association for Counselling and Psychotherapy.

Registered Charity No. 518753

Revised and Printed August 2020



**Solihull  
Bereavement  
Counselling  
Service**

**Information  
For Clients**

**0121 424 5103**

## ● What is Counselling ?

It is a confidential relationship based on mutual trust and respect in which you will be listened to with acceptance and understanding.

It allows you to share, clarify and understand some of your feelings regarding your loss.

It also allows you to explore your feelings and thoughts with someone who is not emotionally involved with you or your family.

It may help to reduce illness and other problems which can occur as a result of the bereavement.

## ● What Do I Do To Receive Bereavement Counselling ?

Anyone who is concerned about themselves, a relative or a friend can get in touch with us on 0121 424 5103 to talk about counselling.

We will arrange an appointment to meet and talk about your bereavement and to explain what SBCS can offer you.

## ● Where And When ?

Initially, we offer 6 sessions on a weekly basis, lasting for 50 minutes.

Sometimes further counselling may be necessary and this will be discussed and agreed between you and your counsellor.

Counselling usually takes place in the counselling rooms at SBCS or if you prefer we can provide telephone counselling.

## ● What If I Need To Contact My Counsellor Or Cancel A Session ?

If you cannot attend a session, please phone the office on 0121 424 5103.

We will contact you if you miss your initial appointment. If you fail to attend a second appointment, we will not contact you again.

If at all possible, please try to give us 24 hours notice. The Counsellors are not based at the office and we need time to let them know about the cancellation.

## ● It Will Help Us To Know If:

If you suffer from any health problem which may present itself during a counselling session.

If you are taking any medication which may have side effects which may affect counselling, e.g. drowsiness.

If you are having any other form of counselling from your GP Surgery, CPN (Community Psychiatric Nurse) or another agency. It could be confusing to receive support and/or advice from different people.

For confidentiality please let us know if another member of your family or a friend is receiving counselling from SBCS.

