

Emergencies

Cogwheel is not a 24 hour service. In an emergency you need to use the Emergency Services (999). Otherwise try your GP or GP out of hours service. Advice or support may also be available from the NHS Direct 0845 46 48 or the Samaritans on 08457 90 90 90. For matters of child protection please contact the emergency services or your local childrens' social work team.

Complaints

Cogwheel has a procedure for complaints. If you feel you have a cause for complaint please discuss this with your counsellor first if possible. If this doesn't resolve the issue or it isn't possible to talk to your counsellor please contact the office.



Counselling in the Community

Client Information Leaflet on Children's services- Information for Parents

The Cogwheel Trust is an established charity which has been providing professional counselling services to people in Cambridge and the surrounding area since 1988

The Cogwheel Trust
47-51 Norfolk Street
Cambridge
CB1 2LD

Tel: 01223 464385

Email: admin@cogwheel.org.uk

Website: www.cogwheel.org.uk

Reg. Charity No.: 1157141

Where to find us



47-51 Norfolk Street, Cambridge CB1 2LD is 5 minutes' walk from the Grafton Centre, across East Rd from Burleigh St. You need to walk in through the gateway of 47-51 Norfolk St and the entrance to Cogwheel is on the right hand side. Walk into the modern, glass-fronted, ground-floor, entrance hall. Please use the Cogwheel entry-phone, which is on the wall next to the door to the disabled toilet, to notify the Cogwheel office that you have arrived.

Buses: The Park and Ride buses all stop at the Grafton Centre after 9 a.m. Drummer St. Bus Station is within walking distance of Norfolk St.

Parking: Grafton Centre Car Park is nearby. There is metered parking in Norfolk Street.

This leaflet is for you if you are a parent or a carer of a child or young person who you may feel from benefit from counselling.

What is children's counselling?

At times children, young people and families may need extra support if they are going through a difficult time. Counselling gives children a space to talk and play through whatever is on their mind. It can be difficult decision to seek emotional support for a child. Counselling is a non-judgemental and confidential space to explore how a child is thinking and feeling about things.

Will it just be talking?

No. We understand that many children (and adults) find it hard to talk about our feelings. Our children's counsellors are professionally trained to use many creative activities to help children express themselves. This can be talking, but can also be using play, art, and writing, alongside other techniques. The sessions take place in a child friendly room with a selection of toys and games available. Children can play freely with whatever they chose and may talk and say as much or as little as they want to.

What shall I say to my child about coming to counselling?

Some children will be happy to come for counselling, and others won't want to come! How you explain it to your child will depend on the age of your child and the specific difficulties they are going through. We can talk further with you about this on the phone.

How long will the sessions and the course of counselling last?

Sessions are 50 minutes long. Counselling can be short, medium or long-term. The length will be decided between you and the counsellor and will depend on the need of your child and resources available.

What about when my child has started?

Once your child has settled into counselling, we would encourage parents/carers to wait in the waiting room. We encourage parents to show an interest in your child's counselling, but not press them into talking about it if they don't want too. This can be difficult for parents, as they may feel anxious about what has been talked about in the session. Your child's counsellor may be able to provide you with feedback if this seems to be in the best interests of the child and your child is happy for this to happen.

Confidentiality

Your children's counselling is strictly confidential except where there are risks to them or someone else's health and safety. We reserve the right to contact your child's GP should there be health and safety concerns. We would always try and talk to you first before doing this, where appropriate.

Practicalities:

First steps

To make a referral to cogwheel for your child please telephone the number on the front of this leaflet. We have a short questionnaire for you to either complete either on the telephone or on-line.

This will be followed with a telephone call from our children's liaison worker. This is a chance to explore together if Cogwheel seems like the right place to help and support your child. We are not always able to offer the specialist help needed for severe mental health issues.

Assessment

An assessment is the first appointment and we can see parent/carers alone, or along with the child/young person. The assessment is a time for you to meet and learn about us and for us to get an idea of your particular situation and gain some general details from you.

Waiting List

There will be a wait after the assessment to be allocated an on-going counsellor. Where possible we aim for this to be the same counsellor that carried out the assessment. You should be told at the assessment how long you are likely to be waiting.

Contribution

As a charity we are mainly dependent on client contributions. We therefore ask parents/carers to contribute towards the cost of each session (including the assessment). This contribution amount would normally reflect your annual household income but this can be negotiated on a sliding scale where there is financial hardship. Contributions are collected at each session unless otherwise arranged. We can accept cash or cheques

Cancellations and missed appointments

We need at least 2 working days notice 'notice of cancellation. This gives us time to allocate the counsellor and room to someone else waiting for an appointment. If we do not have at least 2 working days' notice, we still request a contribution for the booked appointment.

We also provide an information sheet about counselling which is for children to help explain what counselling is.

If you have any more questions please contact Helen Blake, our children's liaison worker on the telephone number on the front.