Counselling Services in Cardiff and the Vale of Glamorgan

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Please note
- All agencies use a measurement tool, usually Core 10 or PHQ9 unless otherwise stated
- This is not an inclusive list - for other services please see Directory of Mental Health Services in Cardiff and the Vale of Glamorgan on www.cavamh.org.uk

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Counselling Services in Cardiff and the Vale of Glamorgan 2014 (Public /Third Sector)

Cardiff & Vale Primary Care Counselling Service

**Type of Organisation**
NHS: Cardiff & Vale University Health Board

**Covers**
GP Practices covered by Cardiff & Vale University Health Board.

**Aims and Objectives**

Our aim is to provide an accessible, effective, equitable, efficient and empowering high quality counselling service to clients in GP practices across the Cardiff and the Vale locality. Our goal is to achieve excellence in providing safe, effective, efficient and compassionate care.

Our counsellors aim to provide a sound therapeutic environment in which a client is able to explore a number of psychological issues which may be causing emotional distress or impairment in their normal daily functioning. Counsellors' work collaboratively with clients with the aim of alleviating this distress and facilitating change. The client may work towards a number of achievable goals set out within the therapy process.

**Summary of Service:**

Free NHS provided counselling service accessed via referral by local GP. Providing 6 sessions of brief focused counselling for individuals aged 18+ with mild to moderate mental health difficulties. A wide variety of evidence based therapeutic approaches are utilized throughout this service and all counselors are trained in the delivery of CBT.

**Waiting list/ Process for Supporting People Waiting:**

Clients are generally sent an information leaflet and requested to opt in to the service and to supply information on their availability. Waiting times can vary across the GP surgeries, although we aim to keep these within 12 weeks.
Evidence base—e.g. accreditation, monitoring systems, quality assurance etc

All counsellors are qualified to at least Diploma level and are either accredited/eligible for accreditation with the BACP. As an organization the Primary Care Counselling service of Cardiff & Vale University Health Board adheres to the ethical framework of the BACP and the NHS code of ethics.

Access Arrangements
Access to the service is via referral from the individual's GP, Monday to Friday, times may vary.

Contact
Primary Care Counselling Service
Psychology and Counselling Dept.,
Whitchurch Hospital,
Whitchurch,
Cardiff
CF14 7XB
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Cardiff Mind

Registered Charity No: 1020633
Company No:2803045

Areas: - Cardiff

Aims & Objectives
Cardiff Mind promotes positive wellbeing through empowering and supporting people to access opportunities to give them independence and quality of life

Service
A: Person centred counselling

B: CBT for mild to moderate anxiety and/or depression only

Waiting list / Process for supporting people waiting
6-7 months for person centred counselling
12 months for CBT

Cardiff Mind offers a wide range of community based mental health services including courses and support groups

Evidence base
We are organizational members of BACP and adhere to their ethical code
Also subject to Mind’s national Quality Assurance processes

Contact
Cardiff Mind
166 Newport road,
Cardiff
CF24 1DL

Tel 029 2040 2040
Email: admin@cardiffmind.org
The Amber Project (Church Army)

Registered Charity Church Army Nos: 226226 and SC040457

Covers:
- Cardiff and Surrounding Area (including The Vale of Glamorgan).

Aims and Objectives
The counselling element of The Amber Project aims to offer appropriate, accessible counselling to young people (aged 14-25) who have experience of self-harm.

Service
Working on an integrative model the project offers a free counselling service to young people who are self-harming or who have a history of self-harm.

It does not work exclusively with self-injury but places self-harm within a broader context.

Waiting list/ Process for supporting people waiting
All referrals are responded to within 21.
Waiting times for counselling vary throughout the year.
The project also runs a number of workshops and offers informal one-to-one support.

Evidence base
- All counsellors are members / student members of BACP.
- All counsellors receive supervision in line with BACP recommendations (plus additional sessions if required).
- Clients fill in an Evaluation Form on completion of counselling.
- The Rickter Scale Board is used by those counsellors who have been trained in its use.

Access Arrangements
We take referrals from a number of sources including G.P.’s, CAMHS and School Counsellors.

Young people can also self-refer to the project; they can contact us by
text, telephone, letter or by e-mail (via the 'Contact Us' section on our web-site)

**Contact:**

The Amber Project,  
Room 1,  
Quaker meeting House,  
43 Charles St  
CF10 2GB

**Tel** 029 2034 4776  
**Text/Phone** 07905 905437  
e-mail: amber.project@churcharmy.org.uk

[www.amberProject/.org.uk](http://www.amberProject/.org.uk)

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**Counselling South Wales**

**Company No:** 05476585

**Areas:** - Cardiff, Vale of Glamorgan and R.C.T.

**Aims & Objectives**

Counselling South Wales aims to promote positive wellbeing through the provision of a high quality counselling service with experienced counsellors using a wide range of theoretical approaches.

Our objective is to offer a confidential and safe therapeutic environment where clients are able to explore the psychological issues that are causing emotional distress or stopping them from living their lives the way they want.

**Service**

- 1:1 counselling using an integrative approach
- 1:1 CBT counselling
- Couples Counselling
- Workshops for depression/self esteem and mindfulness
- Clinical Supervision for BACP registered counsellors
Integritive approach for issues such as marriage/relationship difficulties, depression, anxiety, stress, panic attacks and low self esteem. Bereavement/loss and anger management issues. Experienced in offering therapy for phobias, smoking cessation, PTSD and OCD. Also experienced in offering therapy for physical, sexual and emotional abuse and self harm.

How to access the Service/ Waiting list
Initial assessment followed by long or short term therapy (up to 26 weeks)
Current waiting times – 4/6 weeks
Day and evening sessions available.
Fees: A fee is charged for individual and couples counselling.

Evidence base
All counsellors are qualified at Diploma level and are members of BACP. Counselling South Wales adheres to the BACP Ethical Framework of Good Practice.

Contact:
Counselling South Wales
1Summerland Crescent
Llandough
Penarth
CF64 2PJ

Tel: 029 20705162
Email: counsellingsouthwales@sky.com

Crossroads Care in the Vale (EMI)

Registered Charity No. 1061381

Covers: Vale of Glamorgan

Aims & Objectives
To provide emotional support to carers who are caring for a family member or friend with dementia.
Service
A free counselling service providing one-to-one support to carers. Also for couples, following recent diagnosis / family counselling. Sessions can be held in a private room at the Crossroads office, or at Crossroads Day Centre, St John Bungalow, Barry Island or in the carer's own home. Telephone counselling is also available, as is a range of social and support groups.

Waiting List?
No waiting list.

Evidence base
The current counsellor is registered with BACP and is an integrative counselor, working in all modalities in a flexible manner to meet the needs of the client. Feedback requested in annual service evaluation questionnaire sent to carers.

Access
The counsellor is available 5 days a week and can make appointments to suit the client. Messages left at other times will be responded to as soon as possible. Tel (029) 2070 0057 (option 6).

Referral
Carers can self-refer. Referrals are also made by the Crossroads Care Team Coordinators, the Memory Clinic and the Carer Support Workers within the Vale of Glamorgan Council.

Contact
The Counsellor
Crossroads Care in the Vale (EMI) Ltd.
West House
Stanwell Road
Penarth
Vale of Glamorgan
CF64 2YG

Contact Susie by telephone or email.

Tel: (029) 2070 0057 (option 6)
Email: susiemoreton@crossroads-vale.org.uk
See more on www.crossroads-vale.org.uk
Counselling Services in Cardiff and the Vale of Glamorgan 2014 (Public /Third Sector)

Cruse - Cardiff and Vale

Third sector- bereavement support

Covers: - Cardiff and Vale of Glamorgan

Aims & Objectives
Cruse Bereavement Care promotes the well-being of bereaved people and enables anyone bereaved by death to understand their grief and cope with their loss.

Summary of Service Offered

- One to support locally
- Friendship groups locally
- Leaflets
- National website for children and young people
- National website for advice on bereavement and coping with it.

Waiting list/ Process for supporting people waiting

There is currently a waiting list, however an assessment identifies people who need support quickly and it is possible to bypass the waiting list. People who are on the waiting list are contacted to check how they are and to advise on the anticipated length of the wait.

Evidence base
All volunteers supporting bereaved people are trained using an accredited training programme, they are supervised and there are monitoring systems and feedback in place.

Access Arrangements

A referral line is available on Monday, Wednesday and Friday between 10 and 12, outside these hours there is an answerphone and people will be contacted when volunteers are available.

It is also possible to email the office and volunteers will ring to take the
Counselling Services in Cardiff and the Vale of Glamorgan
2014 (Public/Third Sector)

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<td>referral</td>
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<td>Referrals are taken from statutory agencies, however the client will be assessed personally by phone or by pre-arranged appointment</td>
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<td>There is a national website for children to access</td>
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Contact
Referral Line: 029 2022 6166
Email: cardiff@cruse.org.uk
43 Charles St., Cardiff CF10 2GB

Children and Young People Website: www.hopeagain.org.uk
National website: www.crusebereavementcare.org.uk

Headway

Registered Charity - South East Wales (Regional) 1063221

Covers: - Cardiff and Vale of Glamorgan

Aims & Objectives
- To increase awareness and understanding of acquired brain injury (ABI) and its consequences
- To provide information and support for people with ABI, their families and carers and professional people
- To promote improved approaches to brain injury screening, acute care, assessment, rehabilitation and community reintegration
- To assist people with ABI to maximise their independence
- To support those with ABI so that they can attain the highest possible quality of life

Summary of Service Offered
Counselling for individuals or couples affected by acquired brain injury i.e. survivors and family members

Waiting list/ Process for supporting people waiting
Due to specialist nature of the service, we have managed to meet demand and there has so far been no necessity for a waiting list.

**Evidence base**
Post intervention questionnaire

**Access Arrangements** –
We accept referrals from any source including self-referral. The referral can be made face to face, by phone, in writing or by e-mail. Minimum information is required for monitoring purposes. The referral is dealt with by the Headway Cardiff office. Sessions are by appointment at Rookwood Hospital on Thursdays, although alternative arrangements can be made in exceptional circumstances.

Where considered appropriate, telephone counseling can be arranged. We have 2 fully qualified Counsellors who have experience in working with survivors of acquired brain injury and have the requisite knowledge of the impact of ABI on family members.

**Contact**
Julie Smith – General Manager
Headway Cardiff
Rookwood Hospital
Fairwater Road
Llandaff
Cardiff CF5 2YN

**Tel:** 029 20577707
**Email:** info@headwaycardiff.org
Ihsaan Social Support Association Wales

Third Sector, Charity No: 012942384 : Company Number, 0339343

Ihsaan Social Support Association – Minds at Ease (Project) & New Leaf (Project)

Covers: - Cardiff and Vale of Glamorgan, Newport, Swansea, Bridgend

Aims & Objectives
ISSA aims to support and enhance the mental, social and spiritual well-being of individuals and families form the BME and Muslim communities.

Service
Integrative counselling offered as well as Islamic counseling

Waiting list/ Process for supporting people waiting
Waiting list can be between 2-4 weeks dependent on counselor availability. Depending on support required, clients referred will be sign posted or given coping strategies until the time of the appointment.

Evidence base
Assessment tool is completed by clients at initial appointment, 5th session and final session. End of service evaluation form is completed by clients / service users.

Access Arrangements –
Individuals can self-refer by telephone or drop in to office; organisations and other services can also refer either by telephone, email or post a completed referral form.

Opening hours: Monday – Friday 9-5pm. There is an out of hours on- call service
**Journeys Toward Recovery**

Registered Charity Number. 1108411; company number 5181571

**Areas:** Counselling takes place in Cardiff, Graig-y-Rhacca, and, from November 2012, in Blackwood

**Aims & Objectives**
Journeys is the only organisation in Wales whose sole purpose is to offer support and understanding to people affected by depression, their friends, families and carers.
Journeys takes a holistic approach to overcoming depression through guided self-help, building the foundations for sustainable and long-term well being. Journeys provides information, practical resources, services and training that promote the development of skills and strategies to help people find their own route to recovery

**Service**
- One-to-one counselling (integrative and CBT),
- Peer support groups
- Depression Busting™ and self-help programmes and courses

**Waiting list/ Process for supporting people waiting**
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- Approximately 9-11 weeks but aiming to improve this to 7-9 weeks by November 2012
- Clients are sent a questionnaire to complete before first appointment
- Clients are offered details of peer support groups and our Depression Busting™ course

Evidence base
- All counsellors have either completed or are working towards their certificate or diploma in counselling
- Counsellors are independently supervised by a senior counselling practitioner
- Evaluation forms completed by clients before and at the end of their counselling sessions

Access
- People can self-refer or be referred by a social worker or medical practitioner
- Once a referral has been made a client will be put on our waiting list and contacted once an appointment becomes available – we try to accommodate clients’ appointments to fit in with their work or home schedules
- Journeys is open Monday to Friday 9.30am to 5.00pm
- Counselling appointments are Tuesday to Thursday 11.00am to 4.00pm (last appointment) and Tuesday and Thursday evenings to 7.00pm (last appointment)

Contact
Tony Smith
tony.smith@journeysonline.org.uk

Jacqui Rafferty
jacquir@journeysonline.org.uk

38 Albany Road
Cardiff
CF24 3RQ

Tel: 029 2069 2891
SOLAS / Addiction Recovery Agency

Third Sector: Addiction Recovery Agency Charity no. 1002224

Covers: Cardiff, Vale of Glamorgan, Merthyr Tydfil

Aims and objectives
To provide information and support for anyone whose life has been affected by gambling and/or anyone whose life has been affected by someone else’s gambling.

Service
Advice and support
Free 1-6 individual Solution Focused sessions – referral on to other agencies and services where appropriate
Methods to tackle barriers to changing behavior
Help to identify the consequences of gambling
Methods to deal with feelings around the issues of gambling
Help with relapse

Waiting list/Process for dealing with people waiting
We aim to make initial contact with a client within a week and to offer an assessment date.
Referrals are accepted from individuals, agencies and other professionals.
Services are available to anyone over the age of 18.

Evidence base
Counsellor is a member of the BACP and adheres to their ethical code
Counsellor receives supervision in line with BACP
Pre and post intervention questionnaire
Evaluation questionnaire used to monitor client’s satisfaction with the service

Access
Referrals are accepted from individuals, agencies and other professionals.
Services are available to anyone over the age of 18
Opening times are Monday to Friday 9am – 5pm
**Contact**
Melissa Steyn  
Gambling Intervention Worker  
Spectrum House, 273 Cowbridge Road East, Canton, Cardiff, CF51JB  
Tel: 02920 388717  
Email: melissa.steyn@solas-cymru.co.uk

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**Tenovus**

Registered Charity No.1054015

**Covers:** Pan Wales service - Currently: Newport, **Cardiff**, Merthyr, Barry, Bridgend, Swansea, Llanelli & Carmarthen.

**Aims & Objectives**
To offer counselling and emotional support to anyone affected by cancer.

**Service**  
**Depending on location:** Face to face counselling, Art therapy  
**Wales wide:** Telephone counselling, Skype. Listening Ear, non-therapeutic intervention, for people requiring someone to talk to.

**Waiting list/ Process for supporting people waiting**
On referral into service, clients are contacted within 10 days and complete a telephone assessment with a counsellor and are advised of current waiting time in their area.

**Evidence base**
All counsellors have completed or are students on a BACP accredited course.

CORE evaluation completed with all clients during first, middle and end session, to evaluate outcomes. Service outcomes compiled on regular basis.

**Access Arrangements**
Contact via **Support Line 0808 808 1010** which is manned 7 days a week 8am-8pm
Referral
Self referral, and also GP/ hospital etc

Contact
For further information on counselling service, contact:
Helen French
Counselling Services Manager

Tel: 02920 520218

Email: Helen.french@tenovus.org.uk

www.tenovus.org.uk

The Vale Counselling Service

Third Sector  Counselling agency within the voluntary sector.

Area Covered  The Vale Of Glamorgan, Cardiff and the surrounding areas.

Aims & Objectives
We provide a free of charge counselling service to those over the age of sixteen.
Our counsellors are members of BACP and work within the BACP ethical framework. Counsellors are qualified and specialise in various different approaches, including:
Integrative Counselling (working with a relational model drawing upon and utilising Psychodynamic, Person-Centred and CBT concepts and therapeutic strategies); Cognitive Behaviour Therapy (CBT); and Person-Centred Therapy.

Service
Our service's counsellors are experienced in working with such issues as anxiety, depression, stress, panic attacks, low self esteem, anger management, bereavement and loss, relationship issues, abuse, phobias and OCD.
Sessions are offered by appointment at various venues around the Vale Of Glamorgan and Cardiff, including Barry, Penarth, Llantwit Major and Cowbridge. There is no formal charge for counselling individual clients but donations are welcomed.

**Waiting list / Support for people waiting**
Waiting lists vary according to the venue to be seen at and the specialism of the counsellor that is required. We aim to make contact with a client as soon as possible after receiving their referral in order to arrange an assessment for them and to give an indication of waiting time. Enquiries about making a referral are made first to the administrator (preferably by e-mail) who will then send a Self Referral application form.

**Evidence base**
All our Counsellors have either completed a professionally (BACP) accredited (Postgraduate Diploma level) course or are undertaking a professionally (BACP) accredited course and all have membership of the BACP. Counsellors receive regular individual and group supervision as per BACP guidelines.

**Access**
The Service has no set opening times because appointments are made in relation to client needs and because various venues are used for counselling. In exceptional circumstances it may be possible for home visits to be arranged.

**Referral**
We accept self referrals. Sometimes clients are signposted to our service by other agencies. Referrals can be taken from Health Care Professionals.

**Contact**
Self Referral applications  glamorganvcs@hotmail.co.uk
or Telephone  0759 241 7043

All other correspondence/Professional referrals to
glamorganvcs@hotmail.co.uk
## Summary of Counselling Services

### Cardiff and Vale UHB

- **Cardiff and Vale Primary Care Counselling Service** (C & E Vale)
  
  *Service to clients in GP practices across the Cardiff and the Vale Locality*

### Third Sector

- **Cardiff Mind** (C) **Tel** 029 2040 2040
  
  *Person centred counselling*
  
  *CBT for mild to moderate anxiety and/or depression only*

- **The Amber Project** (Church Army)(C&V) **Tel** 029 2034 4776
  
  **Text/Phone** 07905 905437
  
  *Service to young people (aged 14-25) who have experience of self-harm - working on an integrative model*

- **Counselling South Wales** **Tel** 029 20705162
  
  *Counselling using an integrative approach including CBT & couples counselling and workshops for depression/self esteem and mindfulness*

- **Crossroads Care in the Vale** (V) **Tel:** (029) 2070 0057 opt.3
  
  *Service to carers who are caring for a family member or friend with dementia. Can inc. telephone counselling*

- **Cruse** (C&V) **Tel:** 029 2022 6166
  
  *Bereavement service, & friendship groups*

- **Headway** (C&V) **Tel:** 029 20577707
  
  *Service for individuals or couples affected by acquired brain injury i.e. survivors and family members*

- **Ihsaan Social Support Association Wales (ISSA)** (C&V) **Tel:** 02920 345 294
  
  *Integrative counselling & Islamic counselling for people from BME & Muslim communities*
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- **Journeys to Recovery (C based)** Tel: 02920 692891
  *One-to-one counselling (integrative and CBT), peer support groups Depression Busting™ and self-help programmes and courses for people affected by depression, their friends and family*

- **Solas / Addiction Recovery Service Tel:** 02920 388717
  *Advice and support; One to six individual Solution Focused sessions*

- **Tenovus (C) Tel:** 02920 520218
  *Counselling and emotional support to anyone affected by cancer, inc. depending on location, face to face counselling, art therapy Wales wide - telephone counselling, skype. Also Listening Ear, non-therapeutic intervention, for people requiring someone to talk to.*

- **Vale Counselling Service (C&V) Tel:** 0759 241 7043
  *One to One counselling (various therapeutic approaches), for those over the age of 16.*

Please note this is not an inclusive list - for other services please See [Directory of Mental Health Services in Cardiff and the Vale of Glamorgan](http://www.cavamh.org.uk) on [www.cavamh.org.uk](http://www.cavamh.org.uk) Tel: 029 20222000

**This leaflet has been produced by Cardiff and Vale Mental Health Forum Counselling Group**

Contact c/o Cardiff and Vale Action for Mental Health: Tel: 029 2022 2000

linda@cavamh.org.uk

Updated October 2014