

**TLC: TALK, LISTEN, CHANGE**

# Welcome

We know taking the first step to having counselling can be tough.

We have 40 years' experience supporting people with their mental wellbeing, relationships and more.

You're in good hands.

**bacp** | Accredited  
Service

Charity No. 512710



# A Little About Us

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Hi  
Welcome to TLC.

Firstly, thank you for choosing to have your counselling with us. From this point on, it's our job to make this as simple as possible for you.

We genuinely do what we do because we care about people's wellbeing and want you to get what you need from counselling.

We know that your circumstances are unique to you, but believe that with our experience we're going to be able to help you tackle what's going on. This pack is the first start.

In the following pages you'll find useful information about counselling, our top tips on how to prepare for your sessions and all those practical bits and bobs you'll need to know about too.

Again, thanks for choosing us and we hope your sessions give you what you need to move forward.



# A Little You Need to Know

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Other than your consultation appointment, you will have the same counsellor every week.



Sessions will be booked at the same time, once per week.



Your sessions will last 50 minutes each time.



We have frequently asked questions available on our website.

**FAQ's**

# Virtual Counselling

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How can you get the most out of your sessions when you'll be talking to your Counsellor through Teams, or over the phone?

We know people can sometimes feel nervous about their sessions and it's completely normal.

TLC

## TOP TIPS

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Set time aside.

We don't just mean for the counselling itself, we mean either side of it.

If you can, try to give yourself at least 5-10 minutes before and after your session. The time before allows you to get comfortable and in the headspace to think about what you want to discuss.

The time after allows you to process your session before going back into day-to-day stuff.

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We find the below can often help...

**Privacy:** Do you have private space for your session, where you feel safe and comfortable and won't be overheard or distracted? We know this can be more difficult due to Covid-19 restrictions.

*If you live with others...*

*Can you use headphones in a less busy room in the house?  
Can you ask your housemate/partner/family member to leave your accommodation to take a walk or pop to the shops?  
Could you ask those in your household to wear headphones and distract themselves with videos / TV or music.*

**Comfort First:** Wear what you feel comfortable in. Also consider where you would feel comfortable and safe to talk about what you want to bring to your sessions.

**Hydration at Hand:** Fancy coffee, builders brew, herbal tea, water... whatever your taste... have it with you. It can be comforting to hold a hot drink, keep nervous hands busy, ensure you don't get a dry mouth, and encourages you to relax into your environment.

**Internet:** Making sure you have a good connection to the internet will give you better video and sound. We recommend closing down other tabs and applications that are open as this can help Teams run faster. If this may cause issues, maybe opt for phone counselling instead of Teams sessions.



Never had online counselling before? No problem!

[Learn more here](#)



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**I have really benefited from having my counselling on the phone, as otherwise I suspect I would not have been as open as I have been.**

- Counselling Client

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continued...

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### **Technical Glitches:**

Crashing, freezing or a bad connection - this can happen from time to time! If you're in a session and this happens, the counsellor will try to re-connect. If they can't, they will call you on the mobile number you provided and you can discuss whether you would like to continue the session via phone or reschedule.

Please note – this call will be from a withheld number, so be prepared to answer it if your Microsoft Teams goes down.

### **Confidentiality:**

If you have Zoom counselling, rest assured that whichever counsellor you see through TLC will adhere to our [policies on confidentiality](#). Your counsellor will always run the session from a private and dedicated space, ensuring your confidentiality is protected, and your session will never be recorded.

### **Online Safety:**

Your safety is a priority for us and we want you to be able to access your appointments as safely as possible.

To learn more about online safety, click below

**Online Safety**

Click bubble to read

**Online Safety & Domestic Abuse**

Click bubble to read



# What to Expect

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Many people have questions about counselling, especially if they've never experienced it before and have just taken their first step to booking a session.

How will it help?  
Will I just be talking about my past?  
Will it work?  
Will my Counsellor judge me?  
Will they tell people what I say?

If you're feeling nervous or your mind is filled with questions like above, you're not alone. Our blog 'busts myths' on what counselling is, what it isn't & what to expect.

How To: Get the Most Out of  
**Your Counselling Sessions**

Why Have Counselling?  
**Busting 10 Myths**  
& What to Expect

Click bubble to read

Click bubble to read







# What to Pay

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Unless you are eligible for funded sessions, you will need to pay for your appointments and will have likely already discussed this with our team.

What you pay depends on how much you earn and we offer flexibility to try to ensure everybody can access the services they need.

Our priority is to support as many as we can, and this is the way we are able to do this.

Please be reminded that we do take pre-payment for the full cost of all sessions.

[\*\*Tell me more  
about payments\*\*](#)

# Cancelling or Rescheduling

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Need to move things around a bit?  
That's fine, just let us know!

TLC

## TOP TIPS

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Put Yourself First!

Things get busy, life gets in the way, especially at the moment.  
We know things can sometimes slip people's minds.

We recommend adding your sessions to your calendar and setting an alarm on your phone the day before. This will give you the small reminder you need and make sure you're taking that time for yourself.

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We have a 48-hour cancellation policy.

If you need to cancel or rearrange an appointment, please give 48 hours (2 working days) notice from the time of your appointment—weekends not included.


If you cancel or change your appointment within 48 hours (2 working days) or do not attend your appointment on the day, you will not be refunded for that appointment and will be charged as normal for your next appointment.

If your sessions are paid for by our charity or another organisation, this will come out of the number of funded sessions you've been allocated.

### **How to get in touch to cancel, reschedule or just general enquiries**

For questions about your appointments or anything counselling related, just email or call us and our friendly team will be able to help, or put you in touch with someone who can.

enquiries@talklistenchange.org.uk 

0161 872 1100 





# Additional Support

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We're looking forward to supporting you through counselling.

If you need some immediate support in the meantime, you may find the following helpful.

## SAMARITANS

Samaritans:  
A free, non-judgemental listening  
service available 24/7  
116 123  
[www.samaritans.org](http://www.samaritans.org)

## TLC

TLC  
Resources for those experiencing  
or affected by domestic abuse  
[www.talklistenchange.org.uk](http://www.talklistenchange.org.uk)

Covid-19 specific resources and guidance  
[www.talklistenchange.org.uk/covid-19](http://www.talklistenchange.org.uk/covid-19)



# THANK YOU FOR CHOOSING TLC

## Privacy

We are committed to protecting and respecting your privacy in line with the EU General Data Protection Regulation 2018 & the Data Protection Act 2018. To learn more about how we keep your personal information secure, click below

[Learn More](#)

Got something to tell us?

We'd love to hear from you as we're always looking to improve our service. Just email us directly or fill in our short online form to tell us what you think.

[Feedback](#)