

How does my son or daughter get to see a counsellor?

- In many cases school staff may recommend counselling because they are worried about a child or young person.
- Counselling may be provided as part of an individual remedial programme agreed with the school.
- You can ask the school for your child to be seen and its staff will be happy to discuss this with you. Sometimes, the counsellor may also invite you in for a discussion about your child.
- A child or young person can also ask the school direct – they are always encouraged to discuss their need for counselling with their parents.

The CHATTS Team

The CHATTS Team was established to provide easy access to counselling support for students and staff. It is a constantly developing service. All counsellors working in the team are qualified and Disclosure and Barring Service (DBS) checked. They are professionally managed and supervised by the trust. Counselling sessions are paid for by the school.

Contact us

For further information or if you are unhappy about the service you get from your counsellor, please contact:

CHATTS
Kent Community Health NHS Trust
Unit 2
Whitfield Court
White Cliffs Business Park
Honeywood Close
Kent CT16 3NY

Phone: 01304 828746
Fax: 01304 828723

Customer Care Team

If you have a query about our health services, or would like to comment, compliment or complain about Kent Community Health NHS Trust, you can contact the **Customer Care Team**.

Phone: 0300 123 1807
8am to 5pm Monday to Friday. Please ask if you would like the team to call you back

Text: 07943 091958

Email: kcht.cct@nhs.net

Address: Customer Care Team,
Kent Community Health NHS Trust,
Trinity House, 110-120 Upper Pemberton,
Eureka Park, Ashford, Kent TN25 4AZ.

Web: www.kentcht.nhs.uk

If you would like this information in another language, audio, Braille, Easy Read or large print, please ask a member of staff. You will be asked for your agreement to treatment and, if necessary, your permission to share your personal information.

06.10.14

Counselling information for parents and guardians

Children and Adult Talking Therapy Service (CHATTS)



*Excellent care,
healthy communities*



Introduction

As parents we have a responsibility for helping our children through the challenges they face as they grow and develop towards adulthood.

However, no matter how good our relationship with our children, there can be times when they find it hard to share a worry or concern with us. At these times children and young people tend to look round for someone else to speak to, perhaps another family member, a trusted friend or a teacher and they are usually pretty good at getting help they need.

Sometimes it's hard to find someone to give them the support they need and this can affect their behaviour, or how they feel about themselves or people around them. At these times the opportunity to speak to a counsellor can be a real advantage.

The nature of counselling

The overall aim of counselling is to provide a space where children and young people can find solutions to their difficulties.

Counselling is tailored to the individual needs of the children and young people that we see. It may be about helping to build self-esteem; addressing and resolving specific problems; making decisions; coping with crisis; developing personal insight and knowledge; working through feelings or improving relationships with others.

What we offer

Qualified counsellors from the CHATTS Team visit schools regularly. The counsellors are carefully chosen for their ability to relate to children and young people and many are very experienced in this special area of work.

Counsellors can normally see a young person quickly with the minimum of delay and formality.

While the counselling work is confidential, it is made clear to children and young people that if they or another person is thought to be at risk or in danger, then the counsellor will need to discuss this further with other colleagues.

Counsellors work in partnership with schools and other agencies and information is shared' where appropriate.

Counsellors are also happy to give feedback to parents and teachers with the agreement of the child or young person.



What issues can counsellors help with?

It's hard to give firm guidelines but here are some of the reasons children and young people want to speak to counsellors:

There are often pressures on children around their school work and behaviour at school or possible issues of bullying or teasing. They often have concerns about their relationships at home and with their friends and teachers. They may feel bad about themselves and not really understand why.

As children and young people grow up they have to cope with the strong feelings and physical changes that are linked with the various stages they may go through. When they reach adolescence they also have to start making decisions about themselves and their future.

Regrettably, at any age a child or young person may also have to deal with the loss of someone significant to them or they may cope with a lot of painful thoughts and feelings if a family breaks down and/or when new partners are brought into a family.

The key thing is how well they manage to cope with these pressures. Often a young person will come to counselling because of changes in the way they behave or feel that they do not fully understand or because people around them are becoming angry or exasperated with them.