

Confidentiality

Anything you say to the counsellor is confidential and he/she will not tell anyone else about it without your permission, unless they think that you or another person, may be at risk or in danger. If this is the case, the counsellor will need to discuss these risks with other professional people.

Please ask the counsellor to tell you more about confidentiality if you are worried about it.



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.

Counselling information for children and young people

Children and Adult Talking Therapy
Service (CHATTS)



*Excellent care,
healthy communities*



Sometimes life is tough

Life can be quite tough sometimes.

It makes a real difference having people around us who understand and respect us – such as family, close friends and sometimes other adults like teachers, or people you know less well, such as counsellors.

Someone to talk to

Sometimes, people with difficult worries or problems end up feeling angry, upset, mixed up or just feel really down.

If you have problems or worries and are finding it hard to find someone to talk to; think about speaking to a CHATTS counsellor.

What counsellors do

When you see a counsellor you will probably find it's quite different from talking to other people.

- Counsellors are completely outside your family or your group of friends and it can be easier to talk about your problems to people you're not close to.
- They will not criticise or judge you. He/she will respect you and listen carefully to what you have to say.
- The counsellor will not tell you what you should do. They will work with you to help you sort things out.

How do I get to see a counsellor?

- Tell a teacher that you would like to see a counsellor.
- A teacher or head of year can make an appointment for you and you will usually be seen during school time.
- A teacher may suggest that you see a counsellor.
- The counsellor will normally see you for a few weeks or until you think things are better for you. The sessions last for between 30 and 50 minutes and are usually held in a room at your school where you will not be disturbed. Alternative places can be arranged if you don't want to be seen in school.
- If you are at a primary school, you will need the agreement of your parents and/or guardians before counselling can begin.
- If you are in a secondary school, in most cases, you will not need the agreement of you parents.
- You may decide you do not want to see a counsellor right now and that's okay. You could ask to see one at any time in the future. If you think any of your friends are having problems or you are worried about them, you could let them know that they can see a counsellor.

