



# Counselling and therapy

Updated 22/11/2019

This factsheet provides an overview of counselling and therapy services available in Harrow, particularly free and low-cost options. It also explains some aspects of counselling and therapy, such as confidentiality and how to make complaints.

Please note: the terms 'counselling' and 'therapy' are often used interchangeably and are not clearly defined. In this factsheet we have used 'counselling and therapy' to describe the range of talking therapies available. Please contact individual services to ensure they are offering the sort of service you would prefer.

## How can counselling or therapy help me?

There are many reasons why someone may want to access counselling or therapy. You do not have to have a mental health condition to benefit from seeing a counsellor or therapist. A counsellor or therapist will help you deal with difficult thoughts, feelings, relationships or events, in a safe space where there is no right or wrong answer and you will not be judged. They will not usually give advice; instead, they will help you understand your problems and find your own solutions. Counselling or therapy can help you to develop healthy ways to cope with the challenges of everyday life.

## Types of counselling or therapy

There are many different types of counselling or therapy available – they are collectively known as 'talking treatments' or 'talking therapies'. Common types include cognitive behavioural therapy (CBT), psychodynamic therapy and bereavement counselling. If you would like to know more about the different types to help decide which is best for you, visit

<https://www.mind.org.uk/information-support/drugs-and-treatments/talking-therapy-and-counselling/types-of-talking-therapy/#.XdfKjpP7Sxl>.

## How to access counselling or therapy via the NHS

### Low to Moderate Anxiety & Depression

If you are over the age of 18, are experiencing low to moderate anxiety or depression and are under the care of a GP in Harrow, you can be referred to the Harrow Talking Therapies Service, previously known as Harrow Improving Access to Psychological Therapies (IAPT) service. This service is able to provide Cognitive Behavioural Therapy (CBT), short term counselling, online therapy, Behavioural Couples Counselling and workshops on a variety of different topics.

People seeking help with difficulties other than depression or anxiety, or whose difficulties require more specialist or intensive treatment which cannot be provided in a primary care setting, can be directed to the appropriate specialist or secondary care mental health services.

The easiest way to access this service is to refer yourself using the online referral form or to call the service on 020 8515 5015. The online referral form can be found at: [www.cnwtalkingtherapies.org.uk/refer-yourself](http://www.cnwtalkingtherapies.org.uk/refer-yourself). If you are unable to self-refer, you can request your GP to refer you to this service. After you have completed the online referral form, you will be contacted for an assessment within a few weeks. Please note that there is a waiting list to access therapy from the Harrow Talking Therapies Service which is currently at a minimum 8 weeks but will vary depending on demand and the service required.

### **Harrow Talking Therapies Service**

12-14 Station Road, Harrow, HA1 2SL

[www.cnwtalkingtherapies.org.uk/h1-harrow-2](http://www.cnwtalkingtherapies.org.uk/h1-harrow-2)

Tel: 020 8515 5015 / 5016 | Email: [harrow.iapt@nhs.net](mailto:harrow.iapt@nhs.net)

### **Moderate to Severe: Various**

If you are currently under the care of local NHS Mental Health Services, you can discuss the possibility of being referred for counselling or therapy with your psychiatrist or care co-ordinator. This option will depend on your diagnosis and your recommended treatment plan.

Harrow Psychotherapy Service provides assessment and treatment to help people with complex difficulties, who are keen to understand themselves better.

Assessment may be followed by one of the following treatments: individual psychotherapy, group psychotherapy, cognitive behavioural therapy, cognitive analytic therapy, or family therapy.

### **Harrow Psychotherapy Service**

Mental Health Unit, Northwick Park Hospital, Watford Road, Harrow, HA1 3UJ

[www.cnwl.nhs.uk/service/harrow-psychotherapy-service](http://www.cnwl.nhs.uk/service/harrow-psychotherapy-service)

Tel: 020 8869 3502

The Clinical Health Psychology Department focusses on psychological problems that arise from physical illness or pre-existing psychological problems that complicate the management of the physical illness. They offer treatments such as cognitive behavioural therapy or motivational interviewing, to optimise coping, quality of life and physical healthcare treatment.

**Clinical Health Psychology Northwick Park Hospital**  
Northwick Park Hospital, Watford Road, Harrow, HA1 3UJ  
[www.cnwl.nhs.uk/service/harrow-psychotherapy-service](http://www.cnwl.nhs.uk/service/harrow-psychotherapy-service)  
Tel: 020 8859 2326 / 2324

## Organisations that offer counselling services in Harrow

There are a number of voluntary sector organisations with counselling services in Harrow which offer low cost counselling or at a discounted rate varying on a sliding scale from £7.50 to £50 dependent on income. Again with low cost counselling there is likely to be a waiting list. For some of these services, there is an eligibility criteria based on individual circumstances. It is advised to contact these services to get an understanding of the likely cost for your financial situation. Most services will invite you to an initial assessment to understand your needs, this is also an opportunity for you to judge if you comfortable to work with the therapist.

A full list of counselling services available in Harrow are listed in our online Mental Health directory: <http://directory.mindinharrow.org.uk/Pages/Quicklinks?ID=16>

### **Communicare Counselling Service**

Christ Church, Redford Way, Uxbridge, UB8 1SZ  
Tel 01895 256056

Email: [ccsenquiry@btinternet.com](mailto:ccsenquiry@btinternet.com)

Web: [www.communicarecounselling.co.uk](http://www.communicarecounselling.co.uk)

Counselling service with sliding scale of costs from £20 per session according to clients' means.

### **Need to Talk Counselling Services**

The Bridge, Rethink Mental Illness, Christchurch Avenue, Harrow, HA3 5DB  
Tel: 020 8863 5565

Email: [info@needtotalk.london](mailto:info@needtotalk.london)

Web: <http://needtotalk.london/>

Long Term and Short Term counselling available one to one, group sessions and workshops.

### **Harrow Carers**

376-378 Pinner Road, Harrow, HA2 6DZ  
Tel. 020 8868 5224

Email: [admin@harrowcarers.org](mailto:admin@harrowcarers.org)

Web: <https://harrowcarers.org/mental-health/>

Counselling for carers in Harrow of all age groups (aged 11-90). Harrow Carers request a donation to cover costs.

## Relate

Civic Centre Complex, Station Road, Harrow, HA1 2XH

Tel. 020 8427 8594

Email: [info@relatelondonnw.org.uk](mailto:info@relatelondonnw.org.uk)

Web: <https://www.relate.org.uk/london-north-west-and-hertfordshire>

Specialists in relationship counselling and family therapy.

## Seeing a counsellor or therapist privately

If you are looking for private counsellors and psychotherapists, there are website directories of recognised professional bodies that enable you to search for trained counsellors and therapists in your area who provide different styles of therapy. Private therapists usually have sliding scales, however the scale starts at a higher minimum payment than low cost counselling. A typical standard fee is £20 to £60.

You can conduct searches using the following websites:

The Counselling Directory <http://www.counselling-directory.org.uk/>

The British Association for Behavioural and Cognitive Psychotherapies [www.babcp.com](http://www.babcp.com)

The UK Council for Psychotherapy (UKCP) [www.psychotherapy.org.uk](http://www.psychotherapy.org.uk)

It's good to Talk – British Association for Counselling and Psychotherapy (BACP) [www.itsgoodtotalk.org.uk/](http://www.itsgoodtotalk.org.uk/)

Some employers have arrangements with agencies that provide counselling for their employees, often over the phone. If you have access to this, you may need to check that confidentiality is fully observed, with no details other than your name and the number of sessions passed on to the employer.

## Services for Specific Groups

If you feel that a general counsellor may not understand your ethnic background or culture, there are organisations which offer counselling especially to people from minority ethnic communities. There are also counselling organisations that offer counselling for lesbian, gay, bisexual and transgender people. There are also other counselling services available for those with specific needs. A full list of these can be found on our online mental health directory.

<http://directory.mindinharrow.org.uk/>

### **Yakeen Counselling at Diwa Asian Women's Network (DAWN)**

1 St Kilda's Road, Harrow, HA1 1QD

Tel: 020 8427 9796

Email: [yakeen\\_dawn@yahoo.co.uk](mailto:yakeen_dawn@yahoo.co.uk)

Website: <http://www.dawncharitabletrust.com/>

Providing low cost counselling for the South Asian community, including one-to-one counselling and a counselling group for men.

### **EACH Counselling and Support**

Vine House, 1 - 2 Factory Yard, Hanwell, West London, W7 3UG

Tel: 020 8577 6059

Email: [info@eachcounselling.org.uk](mailto:info@eachcounselling.org.uk)

Website: <http://www.eachcounselling.org.uk/help-and-information/how-we-can-helpyou/talking-therapies>

Provides ethnic specific low cost counselling in a range of languages.

In addition there are services that are specific to people with certain disabilities. It is now possible for people with learning disabilities to access counselling, and for help in gaining more control of their lives. For information regarding referrals please contact the Harrow Learning Disability Team on Telephone: 020 8424 1019 or Email: [socialservices@harrow.gov.uk](mailto:socialservices@harrow.gov.uk)

### **What if I have alcohol or drugs dependency?**

If you are having difficulties managing your intake of drugs or alcohol, your counsellor may refer you to a specialist service. For most counselling services, they ask you to refrain from using any substances prior to sessions and some will be unable to commence treatment until drug and alcohol dependency has been treated and is managed. Please see Mind in Harrow's directory of services for a full list for information on specialist providers: <http://directory.mindinharrow.org.uk>

### **Westminster Drugs Project (WDP)**

44 Bessborough Road, Harrow, HA1 3DJ

Tel: 0208 956 7170

Email: [harrow@wdp.org.uk](mailto:harrow@wdp.org.uk)

Website: <http://www.wdp.org.uk/find-us/london/harrow-0>

Specialist counselling along with a range of other services are available in Harrow for those with substance misuse difficulties.

## Confidentiality

As a general rule, anything discussed in the counselling or psychotherapy sessions will remain confidential. The only exception will be the therapist's own clinical supervision, where they will be able to discuss issues raised from their clients as a way to improve their approach. However your anonymity will be maintained. Confidentiality may only be broken if a client discloses a risk to themselves or others. The issue should be discussed with you before the information is shared.

## Code of Ethics

Any counsellor or psychotherapist should observe a code of ethics of which confidentiality and non-exploitation are fundamental. It is important that you check whether the therapist is registered with a professional organisation such as the British Association for Counselling and Psychotherapy (BACP) [www.bacp.co.uk/ethical\\_framework/](http://www.bacp.co.uk/ethical_framework/) or UK Council for Psychotherapy (UKCP) [www.psychotherapy.org.uk](http://www.psychotherapy.org.uk). These organisations have a published code of ethics which you can refer to.

## Complaints

If you have any concerns about the conduct of your counsellor or psychotherapist, the first step is to discuss the difficulty with your counsellor or therapist.

If, after discussion with the therapist, you still feel that you are being treated in a way that goes against the code of ethics, you may decide to make a complaint.

- ✿ Many counsellors and psychotherapists are accredited by, or members of, either the British Association for Counselling and Psychotherapy (BACP) or the UK Council for Psychotherapy (UKCP) both these organisations have written complaints procedures.
- ✿ If the counsellor or psychotherapist is employed by the NHS, then you can follow the NHS procedure for complaints. Central North West London NHS foundation Trust (CNWL) complaints procedure is available at <https://www.cnwl.nhs.uk/haveyour-say/feedback-compliments-complaints/making-a-complaint/>. If you require support to make a complaint, please read our factsheet on advocacy for more information.
- ✿ An independent organisation, Professional Boundaries (Witness) (formerly known as POPAN) also offers support, information and advocacy to victims of abuse by health care professionals and clergy.

### **British Association for Counselling and Psychotherapy**

BACP House, 15 St John's Business Park, Lutterworth LE17 4HB

Tel: 01455 883 300

Email: [bacp@bacp.co.uk](mailto:bacp@bacp.co.uk)

Web: [www.bacp.co.uk](http://www.bacp.co.uk)

### United Kingdom Council for Psychotherapy

UKCP, 2nd Floor, Edward House, 2 Wakley Street, London EC1V 7LT

Tel: 020 7014 9955

Email: [info@ukcp.org.uk](mailto:info@ukcp.org.uk)

Web: [www.psychotherapy.org.uk/](http://www.psychotherapy.org.uk/)

### British Association for Behavioural and Cognitive Psychotherapies (BABCP)

Full directory of psychotherapists available on the website

Imperial House, Hornby street, Bury, Lancashire BL9 5BN

Tel. 0161 705 4304

Web: [www.babcp.com/](http://www.babcp.com/)

### Professional Boundaries (Witness)

Support, information and advocacy to victims of abuse by health care professionals and clergy.

49-51 East Road, London, N1 5AH

Tel: 0203 458 4194

Email: [info@professionalboundaries.org.uk](mailto:info@professionalboundaries.org.uk)

Web: [www.professionalboundaries.org.uk](http://www.professionalboundaries.org.uk)

Please call Mind in Harrow on 020 8426 0929  
for a large print version of this factsheet or a summary translation.



Mind in Harrow's Mental Health Information Service is a part of SWiSH, a consortium of five local charities, offering the local Care Act Information & Advice Service for Harrow residents, funded by the Council. [www.harrowca.org.uk](http://www.harrowca.org.uk)

*This factsheet was produced by Mind in  
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Registered charity number 1067480