

It is to your advantage to attend each session and to be punctual. If for any reason you cannot attend, please get in touch using the contact details below.



How to get in touch

Head Office / Training & Resource Centre

147 Albert Road, Middlesbrough, TS1 2PS
Tel: 01642 218361 - Head Office

Tel 01642 203810 - Training & Drink Drive Rehabilitation Courses

Redcar & Cleveland

54a Station Road, Redcar, TS10 1AG
Tel: 01642 493838

Middlesbrough

3 Albert Terrace, Middlesbrough, TS1 3PA
Tel: 01642 221484

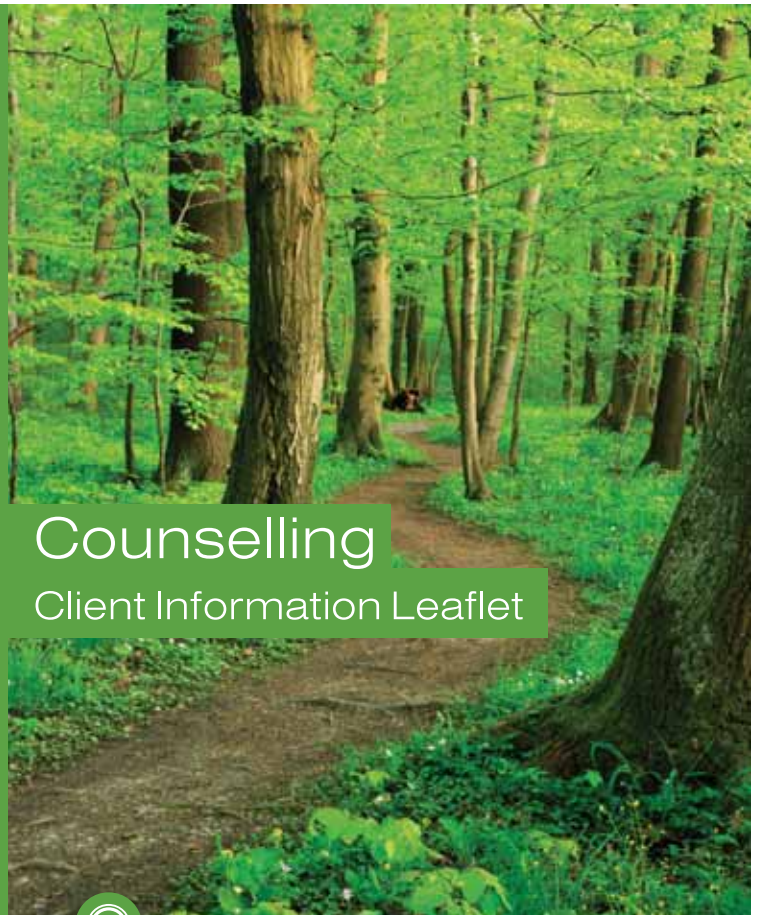
Hartlepool

200 York Road, Hartlepool, TS26 9EB
Tel: 01429 285690

GO ONLINE: www.thealbertcentre.co.uk



The Agency is a member of the British Association of Counselling & Psychotherapy (BACP) and closely follows its ethical guidelines for good practice.



Counselling Client Information Leaflet



147 Albert Road
Middlesbrough
TS1 2PS

CALL: 01642 218 361
GO ONLINE: www.thealbertcentre.co.uk



Mission Statement

'Enhancing the quality of life to people in North East by promoting sensible, safe drinking, raising the awareness of alcohol and drugs and their effects and by offering help to those suffering from the effects of alcohol and drug misuse'

Quality Mission Statement

'The Albert Centre will provide services that are responsive to the needs of the individual, family, community and local and national strategies. Each service will be effective, efficient and accountable. The organisation will be quality focused, setting standards above and beyond the national quality standards'

Who can use this service?

The service is for any person over the age of 18 years old who is experiencing problems with alcohol or drug misuse.

What is Counselling?

Counselling is private and confidential. There are times when it is not possible to talk openly with family and friends.

Talking to someone outside of the situation can help.

Individuals think, feel and react in different ways. The Counsellor will work with you to explore and understand issues that cause, affect or contribute to your unhappiness, worries, substance misuse or hinder your recovery; an integrative counsellor can work with each client to produce a unique therapy adapted to suit what that client wants and needs.

What can I expect?

The first meeting is to find out how any problems are affecting your life and see if counselling will be helpful. The counsellor will not tell you what to do, but will work with you to find out what is best for you.

What is expected of me?

A regular commitment of 50 minutes per week/fortnight, for initially 12 weeks.

The length of counselling will vary on the individual, some will need more and some will need less. This will be determined between you and your counsellor.

A willingness to be open about what you are thinking, feeling and how this affects your behaviour.

How confidential are the sessions?

The sessions are confidential between you and your counsellor. Information will only be shared to others with your prior approval. However exceptions, such as child protection issues, will be discussed with you in your first appointment. We have a Confidentiality Policy, which can be discussed with your Counsellor in more detail.

Can I change my counsellor if I am not satisfied with the one I have?

You have the right to change your counsellor, but if you make repeated requests to change counsellors we are unlikely to be able to grant your request.

How can I make an appointment?

Simply ask your Care Co-ordinator, who can make the referral, or you can make a self-referral.