



## A parent / carers guide to counselling services



Contact the Jigsaw Project via the Family Support Team on Tel: 0191 374 6183  
or email [thejigsawproject@stcuthbertshospice.com](mailto:thejigsawproject@stcuthbertshospice.com)

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[www.stcuthbertshospice.com](http://www.stcuthbertshospice.com)

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Helping children & young people deal  
with grief, loss and bereavement

This leaflet aims to cover parent/carer's most frequently asked questions about what to expect from counselling. It is a guide only, so if you have any further questions please contact the Jigsaw Project via St Cuthbert's Hospice Family Support Team on 0191 374 6183.

## What is counselling?

Counselling/or therapy offers a safe place for children and young people to explore difficult feelings and thoughts which may be creating difficulties. The counsellor will use creative play therapy and/or talking therapies to work with the child or young person to enable them to discover, understand and express any concerns they may have.

## Is it confidential?

The Jigsaw Project at St Cuthbert's Hospice operates in accordance with the British Association for Counselling and Psychotherapy Ethical Framework. This means that whatever your child shares with their counsellor will be kept in confidence; however, the counsellor may break confidentiality if they believe that they are any welfare concerns about the child, or anyone else. This is because as an organisation we

## Will I be kept informed about my child's progress?

If appropriate, the counsellor may request for you to attend a session to review the counselling process.

## How long are the counselling sessions?

Each session will last for approximately 50 minutes and will normally take place in one of the counselling rooms at St Cuthbert's Hospice. We will offer up to a maximum of 10 sessions which includes any cancelled appointments.

## When will my child see a counsellor?

We will try to be as flexible as we can, and can offer evening and some weekend appointments if necessary. However, our normal working hours are Monday-Friday 9am -5pm. Appointments within schools can be arranged.

## What if I have concerns about my child's counselling?

If you have any concerns regarding your child's counselling sessions we recommend that you discuss this with the counsellor, and hopefully you will both be able to resolve any issue. If this is not possible then you can contact the Manager of the Family Support Team at the Hospice.

