

Counselling Services in Cardiff and the Vale of Glamorgan

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Please note

- All agencies use a measurement tool, usually Core 10 or PHQ9 unless otherwise stated
- This is not an inclusive list - for other services please see **Directory of Mental Health Services in Cardiff and the Vale of Glamorgan** on www.cavamh.org.uk or www.DEWIS.wales

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Cardiff & Vale Primary Care Counselling Service, Cardiff and Vale University Health Board

The Primary Care Counselling Service provides brief focussed counselling, extended counselling, and IPT for clients **referred by their GP** with low mood, depression and associated anxiety.

Counsellors can also provide information and links to other primary care and third sector services.

The Primary Care Counselling Service is managed from a base at CRI, Cardiff. The service is a "Digital First" service meaning you will be offered a digital (video) appointment using the Attend Anywhere platform. Telephone appointments are sometimes agreed, and face-to-face appointments may still be available if there is a demonstrable need for this. If you wish to access counselling, please discuss the appropriateness of a referral with your GP.

A related service providing mental health assessment is the [Primary Mental Health Support Service](#)

Our counselling service provides:

- [Counselling](#) and CBT
- Extended Counselling/CBT
- [Self Esteem Course](#)
- Interpersonal Therapy for Depression (IPT-D)
- Trauma pathway (EMDR, TF-CBT, Narrative Therapy)

Useful Resources

- [Walking for Health Scheme](#)
- [Education Programme for Patients \(EPP\)](#)
- [Exercise Referral Scheme](#)
- [Sexual Assault Referral Centre \(SARC\)](#)
- [Remploy](#)
- [Living Life to the Full Website](#)
- [Glasgow Steps Website](#)
- [Get Self Help Website](#)
- [Walkfree](#)
- [Reading Well](#)
- [Stepiau](#)

For further information, please contact:

Administration

Psychology and Psychological Therapies Directorate

Cardiff Royal Infirmary, Glossop Road, Cardiff CF24 0SZ

Cardiff Mind

Registered Charity No: 1020633

Company No:2803045

Areas: - Cardiff

Aims & Objectives

Cardiff Mind promotes positive wellbeing through empowering and supporting people to access opportunities to give them independence and quality of life

Service

Person-centred counselling

Waiting list / Process for supporting people waiting

Currently there is a 5 months waiting list for the person centred counselling, offering up to 16 sessions

Cardiff Mind offers a wide range of mental health services including guided self-help courses, psychoeducational courses, and support groups. Whilst these are stand-alone services, they can also offer support to people whilst waiting for their counselling to commence. Cardiff Mind currently has approximately 65 counsellors comprising of qualified and student counsellors. The student counsellors are from local colleges and universities who are training at a minimum of a level 4 diploma. All counsellors receive external clinical supervision in line with BACP guidelines, and can access additional supervision if required.

Evidence base

Our counsellors are all individual and organizational members of BACP and adhere to their ethical code of practice, in addition to Mind's national Quality Assurance processes.

To be eligible to access this service, the client needs to be 18 years or over, and live in the Cardiff area.

We also have a fee-paying service which offers person-centred, integrative, systemic, humanistic existential and CBT counselling. Clients are usually seen within 2 weeks. All counsellors practicing in this service are fully qualified and BACP registered. This service does not replace our free service.

There is a cost of £40 per session, and the number of sessions is open ended. Proceeds from the fee paying service are put back into our free service, helping to reduce the waiting time on the free list, as we are a non-profit organization.

Both services operate between the hours of 9am-8pm Monday to Friday, and 9am – 1pm on a Saturday.

Contact : Counselling Coordinator / Trainer

Cardiff Mind,

166 Newport Road,

Cardiff.

CF24 1DL.

Tel 029 2040 2040

CCAWS- Community Care and Wellbeing Service

- **Registered Charity No**
Community Care & Wellbeing Service (CCAWS) 1177025
- **Area Covered:** Cardiff & South East Wales
- **Aims and Objectives**
CCAWS is a mental health and wellbeing charity based in Cardiff, specialising in culturally sensitive counselling services for the BAME communities of Cardiff & South East Wales.
- Our vision is *'A stronger community built on resilience and an increased awareness of mental and social well-being'*.
- Our mission is *'to help people learn and develop mental, emotional, social and spiritual strength for life'*.
- **Service** - Integrative counselling service, Humanistic, Pluralistic, CBT. Culturally and faith sensitive counselling. We have a number of bilingual counsellors, who can speak Urdu, Punjabi, Bengali & Arabic. We also have trained volunteers in other community languages who can translate in a counselling session.
- **Waiting list/ Process for supporting people waiting**
Average 6 month waiting list for free counselling service. Private counselling service available at £35 per session (no waiting list).
- **Access Arrangements-** To refer for our counselling service, please contact us by email or telephone. You can also self-refer via our website contact form.
- **Contact details**
Tel: 02920345294 / Text: 07549 281635 Email: info@ccaws.org.uk Website: www.ccaws.org.uk

Cruse Bereavement Support - Cardiff & Vale

Third sector- Bereavement Support

Covers: - Cardiff and Vale of Glamorgan

Aims & Objectives

Our mission is that we support people through one of the most painful times in life – with bereavement support, information and campaigning.

Values are crucial to the culture of any organisation. Our values underpin everything we do. Whether we're talking to a client or to a member of our own team, we always strive to be kind, inclusive, ambitious and genuine. Grief does not discriminate and neither do we. Everyone's experience of a bereavement is different and we honour everyone's differences

Summary of Service Offered

We offer six sessions of bereavement talking therapy, either by phone or zoom or face to face.

We offer group support.

We hold an Understanding your bereavement presentation.

We support anyone aged 7 and older.

We offer a service to bereaved people that have been bereaved by a sudden or unexpected death.

Access Arrangements

People can make contact via our main website www.cruse.org.uk or ring our referral number Cruse Bereavement Support 0300 1111 003 or contact our National Helpline, 0808 808 1677.

We only take self-referrals. If you are referring a child this would need to be done via the legal guardian of the child.

Contact

Cruse Bereavement Care, 83 Caerphilly Road, Cardiff, CF14 4AE.

www.cruse.org.uk. Cardiff@cruse.org.uk

Headway Cardiff & South East Wales

Supporting adults with acquired brain injury and their families.

Registered Charity - South Wales (Regional) 1063221

Covers: - Cardiff and SE Wales

General aims & objectives

- To increase awareness and understanding of acquired brain injury (ABI) and its consequences
- To provide information and support for people with ABI, their families and carers and professional people
- To promote improved approaches to brain injury screening, acute care, assessment, rehabilitation and community reintegration
- To assist people with ABI to maximise their independence
- To support those with ABI so that they can attain the highest possible quality of life

Aims of Counselling Service

- Explore difficulties they may be having with someone who is detached from the situation
- Understand more about themselves, their feelings, and the way they respond in situations and relationships
- Be aware of their choices
- Help you to identify where they can change things for the better

Summary of Service Offered

Counselling for adults with acquired brain injury and their family members or partners. There is a subsidized charge for this service of £90 for 6 sessions.

Waiting list/ Process for supporting people waiting

There is a waiting list for this service which varies. We try to acknowledge all referrals within 2 weeks. People may access our other services while they wait for counselling. Where appropriate we refer people to other services such as Community Neuro Psychology or Neuropsychiatry. Our Counsellor will conduct an initial assessment to gauge an individual's appropriate for Counselling, the likely benefits to them, and whether they require a qualified Counsellor, or it is appropriate for them to receive the service from a Student Counsellor.

Evidence base

Our Counsellors/Students are all members of the BACP and adhere to their code of practice, receiving monthly external supervision in accordance with their requirements. Our qualified Counsellors have specialist knowledge of the impact of acquired brain injury. Occasionally we will host student placements who must be studying at level 3 Diploma or above.

We use Core 10 to evaluate the service and personal outcomes delivered.

Access Arrangements –

We accept referrals from any source including self-referral if individuals have evidence of acquired brain injury, or their family member has, and this underlies the issues they are experiencing. Referrals can be made by phone, or through our general online referral form. Referral is dealt with internally. Sessions are by appointment at Rookwood Hospital on Tuesday mornings, although they can be offered over the telephone or online if this is the preference. Our Counselling room is wheelchair accessible and there is parking immediately outside.

Contact

<https://headwaycardiff.com/our-services/referrals/>

Tel: 029 2057 7707

Platform Wellbeing

Registered Charity No. 1000889

Covers: UK

Summary of aims & objectives:

Platform Wellbeing is a counselling and wellbeing space in the heart of Cardiff, offering counselling services, CBT, therapies & workplace wellbeing training - created by the Platform, the Charity for Mental Health and Social Change. All profits are reinvested into Platform to support mental health and community projects.

We all have times when life gets on top of us, for whatever reason. Platform counsellors work with several approaches helping you find ways to move towards a positive mental health recovery.

Services:

Platform Wellbeing offers a large team of professional and trainee counsellors. Low-cost counselling is available to those on means-tested benefits, or students with no other income. This is provided by trainees who are in the final stage of their professional training, at least Level 4 Diploma. Our qualified counsellors provide therapy on a commercial basis to everyone else.

Clients pay £5 per session for low-cost counselling, £15 for the assessment and from £55 per session for commercial counselling.

Counselling is available online and by telephone from Monday to Friday 9am to 8pm and Saturday 9am to 1pm. Some face-to-face counselling is available in our Cardiff and Swansea offices

Waiting list/ Process for supporting people waiting

All referrals are responded to within 3 working days.

Waiting times for counselling vary throughout the year. Currently, there is an 18 week wait to see a qualified counsellor.

Counsellors speaking the following **languages** are available at Breathe:

Bengali, German, Hindi, Norwegian, Polish, Urdu, Welsh, English.

Evidence base

- All counsellors are members / student members of BACP, BPS or similar.
- All counsellors receive supervision in line with BACP recommendations. They are encouraged to attend group supervision in addition to individual supervision.
- We use CORE10 to monitor clients' wellbeing.
- Clients fill in an evaluation form on completion of counselling.

Access Arrangements:

Self-referral, plus referral from organisations we work with, such as Platform, Taff Housing, Salvation Army, etc.

Contact:

Tel: 029 2044 0191

hello@platformwellbeing.com

<https://platformwellbeing.com/>

Recovery 4 All

Offers free support and counselling to any individual who is experiencing gambling harms and free educational classes to professionals and young people around gambling and gaming.

Includes Individual Sessions- Face to Face/Telephone/Zoom

- Advice and information
- Free software to help you to self-exclude
- Relapse Prevention
- Free sessions for friends and family who may be affected by someone else's gambling
- Welsh Speaking Counsellors

Contact:

You can call directly into the service on 0330 1340 286 - referrals are accepted from individuals, agencies and other professionals.

www.recovery4all.co.uk

gamblingservice@recovery4all.co.uk

Ty Hapus

Registered Charity: 1191582

Covers: S Wales

Ty Hapus provides counselling to residents of South Wales through the medium of face to face and Video or Telephone counselling.

Aims and Objectives:

To offer free integrative counselling to individuals over the age of 14 who know a person with a diagnosis of dementia.

We know that a diagnosis of dementia can be a challenging time for many families and counselling can be an invaluable opportunity to talk openly in a safe space without judgement.

Service:

We offer 8 free sessions of integrative counselling to persons over the age of 14 (relatives, friends or carers) who know someone with a

diagnosis of dementia. Counselling can take place in person, online or via telephone

Waiting list/Process:

Waiting times can vary across the year, referrals will be responded to usually within in 14 days of contact.

Evidence Base:

- All counsellors will be registered with the BACP as full or student members
- All counsellors will receive regular supervision in lines with the BACP ethical guidelines.
- Clients are asked to complete a pre therapy form and an evaluation form on completion to ensure client's needs are met and so we can continue to improve our service.

How to access:

Counselling through Ty Hapus can be accessed via self- referral using one of the contact methods listed below.

Contact:

Tel: 01446 738 024

Email: enquiries@tyhapus.org.uk

Y Cwmni Siarad/The Talking Company: YCS

Registered Charitable Incorporated Organisation (CIO) Charity number 1182049

Covers: Cardiff

Aims & Objectives:

YCS's mission is to contribute to the well-being of communities in Wales by providing counselling and other therapeutic services to people in need, especially those who experience difficulty in accessing services.

Our organisational values embody our individual values of compassion, open-mindedness, ethical practice, facilitating change through improved well-being and mental health through inclusivity.

Our counselling service has a long history of supporting people across Cardiff and South Wales.

YCS's vision is to ensure counselling and therapeutic services are accessible to all, especially those who have difficulty accessing services.

Our values being:

- Compassion – We want to understand
- Open-mindedness – We accept you for who you are
- Ethical – We work to the highest standards
- Change – We aim to improve well-being and mental health
- Inclusive – We are here for all

Our low-cost counselling service offers a private and accepting space in which clients are supported to improve their psychological and emotional wellbeing.

Summary of service offered:

We offer both online and in person counselling, our in-person counselling is currently available Tuesdays and Thursdays, 9am - 7pm and Wednesday 10am-5pm, in Cardiff.

Our online service is open across Wales.

Our low-cost service is delivered mostly by final year students at level 4 or above and we also have some qualified counsellors who continue to volunteer with YCS post qualification, we average 30 volunteer counsellors at any time.

We are a member of the National Counselling and Psychotherapy Society.

Waiting times:

We are usually able to match clients with counsellors within one month of accepting a referral and aim to keep our waiting times below 3 months in total. How long a person waits will be influenced by their availability and preferences such as times available or gender of counsellor.

Evidence base:

- All YCS counselling is provided by counsellors who are either qualified or are currently training, using recognised therapeutic approaches with evidenced effectiveness.
- All counsellors are members / student members of the British Association of Counselling Practitioners (BACP) or the National Counselling and Psychotherapy Society (NCPS).
- All counsellors receive supervision in line with BACP/NCPS recommendations (plus additional sessions if required)
- The effectiveness of our counselling is evaluated using the Core 10 outcomes measure used by counsellors both in formulating their assessment and measuring the impact of the effectiveness of the counselling delivered.

Access arrangements:

We accept referrals direct from our website or by phone or email using the contact details below. There is someone in the office 3 days every week, so if you contact us with a message we will reply or call you back within 2 working days. There is disabled access at our Cardiff office. Clients are assessed via a telephone assessment with the Counselling Manager, to ensure they are allocated to the most appropriate counsellor.

Contact

YCS Therapy Centre

31 The Parade

Roath

Cardiff.

CF24 3AD

Tel mobile: 07379 672870

Email: admin@ycscounsellingwales.co.uk

Website: <https://www.ycscounsellingwales.co.uk/>

Summary of Counselling Services

Cardiff and Vale University Health Board

- **Cardiff and Vale Primary Care Counselling Service (C & V)**
Service to clients in GP practices across the Cardiff and the Vale Locality

Third Sector

- **Cardiff Mind (C)** Tel 029 2040 2040
Person centred counselling
Also fee based service offering person centred and integrative approaches
- **CCAWS (C)** Tel: 02920345294 / Text: 07549 281635 Email: info@ccaws.org.uk
Specialising in culturally sensitive counselling services for the BAME communities of Cardiff & South East Wales.
Website: www.ccaws.org.uk
- **Cruse (C&V)** Tel: 029 2022 6166
Bereavement service, & friendship groups
- **Headway (C&V) Tel: 029 2057 7707**
Service for individuals or couples affected by acquired brain injury i.e. survivors and family members.
- **Jacob Abraham Foundation Tel 029 22404736**
www.jacobsfoundation.org.uk
Providing 1-1 counselling for anyone who is experiencing suicidal thoughts, ideations, or have made attempts, and postvention support for anyone who has been affected by suicide.
- **Platform Wellbeing** Tel 029 2044 0191 hello@platformwellbeing.com *offering counselling services, CBT, therapies & workplace wellbeing training.*
- **Recovery 4 All (C&V)** Tel: 0330 1340 286 - gamblingservice@recovery4all.co.uk

Free support and counselling to any individual who is experiencing gambling harms and free educational classes to professionals and young people around gambling and gaming

- **Ty Hapus-** Tel: 01446 738 024;
Email: enquiries@tyhapus.org.uk
Provide a counselling service for persons 14 and over who have a family member with a diagnosis of Dementia.
- **Y Cwmni Siarad/The Talking Company: YCS (C & Bridgend)**
Tel: 07379672870 admin@ycscounsellingwales.co.uk
Providing a low-cost counselling services to adults aged 18+

Please note this is not an inclusive list - for other services please

See **Directory of Mental Health Services in Cardiff and the Vale of Glamorgan** www.cavamh.org.uk Tel: 029 2022 2000

or DEWIS- www.dewis.wales

or **Infoengine**

<https://en.infoengine.cymru/>

This leaflet has been produced by Cardiff and Vale Mental Health Forum Counselling Services Group

Contact c/o Cardiff and Vale Action for Mental Health:

Tel: 029 2022 2000

07522 914210

Linda@cavamh.org.uk