

**Community
Counselling**

CCL Referral Policy

Referral Policy

Issues suitable for the brief (NHS and Big Lottery Fund), the Co-Payment, and EAP counselling services

- Anger
- Anxiety and panic
- Bereavement and other types of loss
- Emotional impact of physical illness, health problems or disability
- Mild to moderate depression
- Relationship difficulties
- Sexuality
- Significant life changes
- Work-related stress

Issues suitable for the Specialist Counselling Service

- Adults who have experienced Childhood Sexual Abuse
- Adults who have experienced sexual assault or rape
- People who have experienced domestic violence
- Post-Traumatic Stress Disorder (PTSD) Symptoms [but only where the practitioner is able to offer EMDR, which is one of two NICE recommended treatments for PTSD] n.b. CCL may not be able to offer EMDR in all counselling venues

Issues suitable for the Relationship Counselling Service

- communication problems,
- incompatibility,
- sexual difficulties,
- infidelity,
- parenting issues,
- financial issues,
- work-related issues.

Presentation symptoms suitable for EMDR treatment

- Persistent (i.e. beyond 6 months after trigger incident) intrusive thoughts or feelings, such as flashbacks or feeling overwhelmed by emotion
- Hyper- arousal: over-reacting to sudden noises or movements
- Panic attack related to traumatic incident
- Sleeplessness
- Avoidant behaviours
- Emotional numbness
- Loss of confidence in self
- Loss of ability to feel affection for others
- Inappropriate actions and reactions

Presenting issues

Clients who have been victims of any type of crime, including historic crimes are eligible for this service subject to approval by the Supporting Victims team within the OPCC (Office for the Police and Crime Commissioner) for North Yorkshire.

Presenting issues considered unsuitable for counselling: clients who:

- Are overtly suicidal/self-harming and require emergency intervention
- Have serious violent or aggressive tendencies
- Have incapacitating phobias/obsessive symptoms
- Have severe eating disorders
- Have a history of psychiatric breakdown
- Are abusing drugs or on a high level of medication
- Have alcohol as their main presenting issue
- Have severe learning disabilities
- Present with sexual dysfunction
- Have personality disorders
- Are actively psychotic
- Have a current serious mental illness

In addition, CCL may decide that clients are not suitable for counseling due to the complex nature of the presenting issues and/or because the overall level of emotional and psychological distress is too high – as measured by the CORE (Client Evaluations in Routine Evaluation) monitoring and evaluation system. Typically, this group of clients is likely to be experiencing chronic and severe depression.

CCL does not provide a crisis counselling service

Whilst CCL aims to provide an assessment within 28 days of receiving a referral¹, it does not provide a crisis counselling service. CCL will refer clients either to their GP or to the out of hours helpline for people experience a mental health crisis **[0333 0000 309]** in the event of a caller contacting CCL wanting immediate help.

Referral procedure

NHS Counselling Service

Who can refer?

Clients can be referred by their GP or another NHS worker, such as a Mental Health Primary Care Worker or an IAPT² practitioner.

How to make a referral?

CCL can accept referrals by the following means:

- GP letter [though use of the CCL form is preferable as this aids data entry]
- CCL Referral form [available on CCL website or Admin can post hard copies]

Prioritising clients

Whilst CCL does not offer a crisis counselling service, it will act upon requests from GPs and other NHS workers to give priority to certain clients³ where resources allow. CCL may also decide to prioritise clients e.g. at the assessment stage based on clinical need.

¹ For EAP-type contracts e.g. with Ryedale District Council, CCL undertakes to carry out an assessment within 12 working days of receiving the initial referral.

² Improving Access to Psychological Therapies

³ However, CCL cannot guarantee that clients will be provided with an assessment within set time - though CCL aims to provide an assessment within 28 days of a referral.

In addition, CCL may decide to decline clients for counselling – and refer them back to the GP - if the presenting issues falls within the category of issues not suitable for counselling or if the level of emotional and psychological need is too severe on the grounds that counselling in these circumstances may be maleficent

Returning to the service

The general guidance is that clients cannot return to the counselling service within **six-months** of completing a course of counselling with CCL.

The CO will consider any request for clients to return to counselling within the recommended six-month period on a case-by-case basis. Part of this assessment will be to look at whether the clients should be referred to another appropriate source of help.

Counsellors may, however, offer clients a single 'follow-up' session soon after the end of the formal counselling relationship if they consider this is needed as a review.

Specialist Counselling Service (SCS)

Who can refer?

Referrals to SCS follow the same procedure as to the NHS service with the addition that Clients can self-refer or be referred by any statutory or voluntary agency.

How to make a referral?

- CCL can accept referrals by via the telephone as well as via GP letter and the Referral form for this service

Returning to the service

Clients may return to CCL for counselling service within six **months** of completing counselling under the SCS. However, they cannot access the SCS a second time but can access the NHS or Co-payment counselling services, for example.

Big Lottery Funded service for Scarborough Borough District

Who can refer?

Clients can self-refer or be referred by any statutory or voluntary sector organisation.

How to make a referral?

Clients and referrers are encouraged to use the standard CCL referral form which is available via the website or can be posted or emailed to the client/referrer.

Prioritising clients

Due to the high demand for this service, CCL may prioritise clients only in exceptional circumstances.

Returning to the service

Clients may be referred back to the service six-months after the end of therapy.

Contract clients

Ryedale District Council (RDC)

RDC employees can self-refer or be referred by RDC.

Scarborough Sixth Form College

Employees can only be referred by the employer.

Oasis School of Human Resources

Clients can only be referred by Oasis School of Human Resources.

In all four cases above, CCL will accept referrals⁴ made over the phone, via email or by letter or form.

⁴ CCL has undertaken to provide the first appointment within 12 working days of receiving the referral.