

A Lifecraft Service

LIFELINE

Cambridgeshire & Peterborough
Crisis and Support Helpline

Need someone to talk to?

Freephone
0808 808 2121

11am - 11pm
365 days a year

We're here to support you



We care
We listen
We don't judge

We could be your Lifeline



Scan
to add
Lifeline to
your contacts



Confidentiality

We recognise your right to a confidential service. All conversations remain confidential within the service unless you give us permission to talk to others.

If you express the intention of seriously harming yourself or others, we might be legally bound to involve other organisations.

Our Privacy Policy is available at www.lifecraft.org.uk

Complaints

Talk to your counsellor, the Counselling Manager or another member of staff if you would like to make a complaint. We hope that most issues can be resolved informally with your counsellor, but our Complaints Policy (available on request) sets out how we respond to complaints.

About Us

Lifecraft is a registered charity in England and Wales Number 1195632

This service is funded by:
Cambridgeshire and Peterborough
Integrated Care Board

Lifecraft
CAMBRIDGESHIRE &
PETERBOROUGH

Counselling Service



We offer free professional counselling to our members for up to two years.

The Counselling Service is available as part of your free Lifecraft membership. It provides additional support alongside our groups and activities.

lifecraft.org.uk

01223 566957

counselling@lifecraft.org.uk



lifecraft.org.uk

What is counselling?

Counselling gives you the chance to talk about issues and concerns that may be difficult to discuss with people who are close to you. They could include anxiety, depression, suicidal thoughts, sexual abuse or other traumatic life events, as well as any general mental distress you are experiencing.

Your counsellor will listen to you and help you develop an insight into your problems. They will help you to draw on your own skills and strengths, even those you didn't know you had. They may offer information, but they won't tell you what you should think or do.

Counselling is a talking therapy.

We offer:

- Free weekly sessions of 50 minutes
- The same counsellor at the same time every week
- Up to two years of therapy



Please note that we usually have a waiting list for counselling. If you think it could help you, please talk to us as soon as possible.

Our Counsellors

Our counsellors are volunteers. They are either fully qualified or in the final stages of their professional training.

The counsellors all follow the BACP (British Association for Counselling and Psychotherapy) Ethical Framework for the Counselling Professions, as well as our own policies and procedures.

All of our counsellors have completed our Lifecraft counsellor training and have been through a rigorous selection process. They have regular professional supervision to make sure they have a high standard of professional and ethical practice.

Types of Therapy

Lifecraft counsellors use a variety of approaches, depending on their training and your needs. In addition to traditional talking therapies, we can sometimes offer art therapy, drama therapy or music therapy.

Important Information

- Use the contact details on the front of this leaflet, or talk to a member of staff, if you would like to access the counselling service.
- Before starting therapy, we will talk to you to make sure you understand how counselling works and discuss logistics, including your commitment to attend sessions.
- Most sessions are held in-person on a one-to-one basis, but online or telephone therapy may be possible in exceptional circumstances.
- Priority for counselling is usually given to members who regularly attend other Lifecraft groups and activities. If you are unable to attend our groups and activities, which are designed to support you and help you better support yourself, please discuss this at your assessment.