



Counselling Service - Information Sheet

When you self-refer, or are referred to Eating Matters, we will aim to contact you within 2 weeks to invite you for an initial chat with one of our senior counsellors. This is an opportunity for you to talk about your concerns and to ask any questions you may have and also for us to assess if we are the best service to support you. The counsellor you see at Initial Assessment may not be the counsellor you see for regular counselling.

How much will I need to pay?

We are a registered charity and we need client donations to enable us to continue to provide our service.

We ask for a voluntary donation of £10 for an Initial Assessment and a minimum of £20 per counselling session depending on individual circumstances. However, we will never turn anyone away for financial reasons and if you are unable to make a donation this can be discussed at your Initial Assessment.

Confidentiality

The service is confidential. Your counsellor at Initial Assessment will explain what this means and can answer any questions you may have. You will also be asked to sign a Client Consent Form. If a counsellor believes you are at risk of harming yourself or anyone else they may need to contact your GP or other medical advisor or the centre Manager. Where possible, your counsellor will discuss this with you first. All counsellors must have supervision with an Independent Supervisor which is a professional requirement and is also a confidential relationship. All personal records are kept securely in accordance with the Data Protection Act 1998.

Cancelling appointments

If you need to cancel your appointment please contact Eating Matters on 01603 665974 as soon as possible, giving us at least 48 hours notice where possible. We are then more likely to be able to use this session to see another client. If you do not attend your session or cancel at late notice more than 3 times, it is our policy at Eating Matters to discharge a client from our service.

Counsellors Qualifications

All of our counsellors working at the centre on a permanent basis are qualified to at least Post and Graduate Diploma level, some hold Masters Degrees in counselling and are either BACP, BPC or UKCP accredited or are BACP registered. We also take counsellors on placement during their training for their Diploma or Degree in Counselling.

Parking

We do not have any parking at the centre but there is on street metered parking on Colegate or alternatively Colegate or St Andrew's car parks are within a 2 minute walk.

Complaints Procedure

If you have a complaint please discuss this with your counsellor or the Manager or alternatively please ask for a copy of our complaints procedure which is available from any of our staff.

Ending of counselling sessions

The ending of your counselling sessions should be mutually agreed between you and your counsellor. A planned ending is important for your recovery. If at any time you wish to stop your counselling or take a break please do talk to your counsellor about this.

Workshops for Emotion-Driven Overeating

We run small group workshops throughout the year to help people with eating issues such as binge eating and emotional overeating.

For the dates of the next workshops and for more information please visit our website eatingmatters.org.uk or call us on the number detailed below.

How you can support our work

We currently receive some statutory funding from the NHS for our adult services and from Children in Need for our Children's services but this does not cover the full cost and is not guaranteed. We therefore have to raise additional funds. You can make a donation at the centre or online through www.justgiving.com/n-e-d, or directly into our bank account- Account name: Eating Disorders Association- Norfolk, Sort Code: 30-96-17, Account Number: 71255068

Contact details

T - 01603 665974 (admin) T - 01603 767062 (Helpline)

e-mail - eatingmatters@norfolkeda.org.uk

website - eatingmatters.org.uk

address: 34A Colegate, Norwich, NR3 1BG

Eating Matters is the trading name for
Norfolk Eating Disorders Association
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