



GUIDELINES FOR REFERRALS TO BILINGUAL COUNSELLING SERVICE

This is an adult counselling service for Turkish speaking clients or clients of Turkish, Kurdish and Cypriot Turkish origin in Hackney. (Clients must either be a resident in Hackney and/or be registered with a GP surgery in Hackney.)

The type of referrals which are accepted include:

- Psychosomatic problems
- Depression
- Insomnia
- Suicidal thinking
- Anxiety, panic attacks
- Relationship problems
- Bereavement, loss
- PTSD, trauma
- Isolation
- Psychosexual problems

PROTOCOL FOR REFERRALS

- 1- The clients should be referred to the counselling service in writing by their GP, a health professional or service providers in the voluntary sector.
- 2- Unless it is an emergency, each client is sent an opt-in letter. Only when clients respond to this letter they are sent an assessment appointment.
- 3- Emergency cases are always given priority and aim to be seen within 2 weeks. However, routine cases depending on the waiting list are offered an assessment within 4 weeks.
- 4- Following the assessment session clients are put on a waiting list and allocated to one of our counsellors within 12 weeks. They are offered 6 to 12 sessions of individual counselling depending on their needs. Each session lasts 50 minutes.
- 5- If the client does not attend two consecutive appointments without informing us, she/he will be taken off the counselling list and the GP will be informed.
- 6- Both after assessment and at the completion of counselling, following the agreement with the client, the counsellor will provide a brief feedback letter to the referent and client's GP.
- 7- Referrals should be sent to Derman Counselling Service, by email to talkingtherapies@derman.org.uk or post to The Basement, 66 New North Road, London, N1 6TG.

Referrals are not accepted for:

1. Clients under 16 years old
2. Clients who cannot travel to GP surgeries or health centres
3. Clients who are actively psychotic
4. Clients with learning difficulties
5. Drug and alcohol misuse as a primary problem
6. Clients with violent/abusive behaviour
7. Clients who need long term intervention or psychiatric treatment

Strategy for addressing accessibility limitations

1. If the client is under 16 years old, **we will refer them to most appropriate children and young people's services with the collaboration of other professionals in the area.**
2. If the client cannot travel to the GP surgeries, **we will refer them to suitable home-based psychological intervention service.**

3. If the client is actively psychotic or needs long psychiatric treatment, **we will refer them to the psychiatrist from Mental Health Trust with the liaison with his/her GP.**
4. The client with learning difficulties might need more specialised services. **We will, therefore, refer them to most appropriate learning difficulties services.**
5. If the substance misuse is a primary problem for the client, **we will refer them to drug specialist mental health services.**
6. We do not accept violent/abusive behaviour towards Derman staff. **We try to reduce the risk of violence by providing suitable training and information to staff and by giving all staff with personal alarm. Clients with violent behaviour would be warned and not to be seen while abusive.**
7. We provide counselling service from different GP surgeries in Hackney and Derman office. **Some of the premises do not have wheelchair access; however, Derman will ensure that to find an accessible and appropriate venue for persons with disabilities.**

Please also see our **Counselling Onward Referral Guidelines and Resources list** for Turkish, Kurdish and Cypriot Turkish Communities.

The Basement, 66 New North Road, London N1 6TG

Tel: 020 7613 5944 Tel / Fax: 020 7739 7893

E-mail: services@derman.org.uk Website: www.derman.org.uk

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