

Age Concern Cardiff and the Vale of Glamorgan is committed to providing direct services, information, support and advocacy for older people throughout Cardiff and the Vale of Glamorgan.

The Counselling Service is part of Age Concern's Ageing Well Programme which aims to promote positive health in later life through physical, social and emotional well-being.

Interested?

If you would like to talk to the co-ordinator about receiving counselling or if you are interested in helping older people by becoming a volunteer counsellor contact us at:

91-93 Caerphilly Road
Birchgrove
Cardiff
CF14 4AE
Tel: 029 2052 1125

 029 
2052 1125

AGE
Concern

**Counselling
Service**
for the over fifties

Telephone lines are usually
staffed Monday - Friday
9.30 am - 4.00 pm

An answer machine is
available for messages when
no one is available to take your
call.



www.age-concern-cardiff.org.uk

Age Concern Cardiff & the Vale of Glamorgan
is a registered charity.
No. 260189

All donations are greatly appreciated.

Age Concern Cardiff & the Vale of Glamorgan

Who needs counselling?

The Age Concern Counselling Service aims to provide support for adults aged 50 and over, who are experiencing emotional difficulties, such as:

- Anxiety or stress
- Physical problems
- Depression
- Bereavement or loss
- Family relationships
- Self-esteem

The service gives older adults the opportunity to talk, in confidence, about what is troubling them and to explore their feelings with a trained counsellor. This enables problems to be seen in a clearer light and helps in making appropriate decisions where necessary.

Who are the counsellors?

Most of the Age Concern counsellors are volunteers who freely give of their time and their experience.

They have all received training in listening and counselling skills.

What is counselling?

Counselling involves:

- A meeting between a client and a counsellor in a private and confidential setting, usually the client's home
- Exploring the areas that cause difficulty, distress or dissatisfaction
- Being accepted and listened to with patience and understanding
- Developing a relationship based on acceptance, respect and mutual trust
- Building confidence and hope for the future

The aims of counselling are:

- Openly expressing feelings to someone who can accept them non-judgementally
- Accepting the reality of one's situation and finding ways of coping or making changes to improve it
- Clarifying various options so that decisions can be made

How is counselling arranged?

The majority of our service users contact us directly and we receive referrals from other areas of Age Concern. A person's doctor, social worker, or health visitor may make referrals to us.

After an initial visit, counselling sessions are arranged at the mutual convenience of the client and an allocated counsellor. These are usually on a weekly basis for about an hour at a time.

The counselling session can take place in the person's home or if preferred in designated counselling rooms. Usually a counsellor will visit a client for about 6 weeks and then review the need to continue.

What will it cost?

The Counselling Service does not charge for its visits, so any contributions that clients are able to make towards the administration, supervision and travel expenses are much appreciated.

Age Concern is a registered charity and, as such, is mainly dependent upon voluntary gifts and donations.

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