

REFERRAL PATHWAY POLICY

At Patchouli Therapy, I acknowledge the responsibility of my professional capabilities as a counsellor/psychotherapist. To ensure that I adhere to the best practice, I may need to refer you to other services or organisations. At any time during the sessions, I may need to refer you to another therapist who may be better equipped with the expertise that would be more beneficial to your therapeutic journey. I will discuss the reasons for the referral with you before doing so.

In what circumstances would I make a referral pathway?

- When I feel that I am compromised in the session due to an external factor or personal circumstances, I may be unavailable for professional services for a specified period.
- When I feel that the therapeutic relationship has broken down, and we are unable to re-establish the therapeutic alliance.
- When the services I provided are no longer suitable for your therapeutic needs, for example, you initially selected online sessions and later find that Face-to-Face sessions might be more beneficial.
- If you or I feel that you would benefit from other therapeutic interventions or approaches.
- If you have stopped responding to therapy and have not booked a session, your profile on the portal will be archived, and I assume that you have moved on and referred yourself elsewhere. You may be referred.
- When I feel uncomfortable, threatened or harassed during our session, or outside of our sessions. I may refer you if we are unable to re-establish the therapeutic alliance.
- When boundaries are compromised, I may refer you if we are unable to re-establish the therapeutic alliance. In this instance, where you made unreasonable requests concerning boundaries, for example, we worked online together, and you requested a home visit for a face-to-face session, which disrupted our therapeutic alliance. I only work online and do not offer home visits.
- If your presenting issues are beyond my training or specialisation, a referral to another specialist is crucial. For example, if a therapist primarily works with anxiety and a client presents with severe psychosis, a referral to a specialist in psychotic disorders is appropriate.
- If the therapeutic relationship is not progressing or if there's a lack of rapport, a referral might be necessary. This could be due to a personality clash, a lack of trust, or ineffective communication. I may refer you if we are unable to re-establish the therapeutic alliance.
- A client's needs can evolve during therapy. If your issues become more complex or if they require a different therapeutic approach, a referral to a more suitable professional is warranted.
- If you pose a risk to yourself or others, or if I feel unsafe, a referral to a crisis centre or a professional specialising in safety concerns is crucial.
- Referrals are also necessary when I experience countertransference, where my own personal issues interfere with my ability to provide effective therapy.

Crisis, Emergency, and Urgent Support Organisations

- Mental Health Matters Tel: 0800 616171
- Samaritans 24-hour helpline Phone: 116 123 English speakers Phone: 0808 164 0123 Welsh speakers
<https://www.samaritans.org/how-we-can-help/contact-samaritan/talk-us-phone/>
- <https://www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/dealing-with-a-mental-health-crisis-or-emergency/>
- <https://www.rethink.org/advice-and-information/living-with-mental-illness/treatments-and-support/crisis-teams/>
- <https://www.mind.org.uk/information-support/guides-to-support-and-services/crisis-services/crisis-teams-crhts/>
- In a mental health emergency call 999 or 111

Referral Organisations - Locally to Bucks

- Free Counselling Support for adults and young people around Berks and Bucks. <https://number22.org/>
- Free Bereavement Support (Death, Loss and Grief) at the Florence Nightingale Hospice for Bucks. <https://fnhospice.org.uk/>
- TVPS support HIV awareness for Berks and Bucks <https://www.tvps.org.uk/>
- Sexual Assault and Abuse Support around Bucks 01296 392468 support@saassbmk.org.uk
- Bucks Mind 01494 463364 (Monday to Thursday, 10 am – 3.30 pm, and Friday, 10 am – 2 pm). Email us at counselling@bucksmind.org.uk (adults 18+) OR ypcounselling@bucksmind.org.uk (young people 13-21)
- <https://www.bucksmind.org.uk/>
- Trust House Reading – provides specialist support services to women, men and children living in Berkshire who have been affected by rape and sexual assault. Phone: 0118 958 4033 <https://www.trusthouse.org.uk/>
- Domestic Abuse Stops Here) Provides support for women & men, advice, and safety planning for individuals affected by domestic abuse. www.thedashcharity.org.uk Helpline: 01753 549865
- Men's Matters – Located in Slough, Men's Matters offers support groups for men over 50, aiming to reduce isolation and improve mental well-being. www.mensmatters.org

Referral Organisations - Nationally

- The Hub of Hope is a directory of mental health support services in the United Kingdom. <https://hubofhope.co.uk/>
- Stay Alive App - The Stay Alive app is a pocket suicide prevention resource for the UK. <https://www.prevent-suicide.org.uk/find-help-now/stay-alive-app/>
- SupportLine - Confidential Emotional Support for Children, Young Adults and Adults. <https://www.supportline.org.uk/>
- Suicidal Helpline. <https://www.samaritans.org/>
- Mind Mental Health Support. <https://www.mind.org.uk/>
- Sane Mental Health Support. <https://www.sane.org.uk/>
- Wellbeing and Mental Health Helpline Tel: 0800 915 4640 (Mon-Fri 7 pm-11 pm or Sat-Sun 12 pm-12 am)
- Action for Elder Abuse Tel: 0808 808 8141 or www.elderabuse.org.uk
- Action on Pain Tel: 0345 6031593 or email: painline@action-on-pain.co.uk <http://www.action-on-pain.co.uk>
- Age UK Tel: 0800 6781602 (open 8 am – 7 pm, every day of the year) <https://www.ageuk.org.uk/information-advice/health-wellbeing/#>
- Anxiety Alliance: www.anxietyalliance.org.uk
- Anxiety UK Tel: 03444 775774 or www.anxietyuk.org.uk
- The Bereavement Trust Free Helpline: 0800 435 455 (6 pm until 10 pm). If the line is engaged, please ring 0800 9177 416. <https://www.bereavement-trust.org.uk/>
- CALM (Campaign Against Men Living Miserably) Tel: 0800 585858 (Helpline open 5 pm-midnight) www.thecalmzone.net/
- Bipolar UK A charity helping people living with manic depression or bipolar disorder <https://www.bipolaruk.org/>
- No Panic – help with anxiety disorders and step-by-step programmes. 10 am-10 pm Helpline: 0300 772 9844 Youth helpline: 0330 606 1174 <https://nopanik.org.uk/>
- OCD Action Support for people with OCD. Includes information on treatment and online resources. Phone: 0845 390 6232. OCD UK A charity run by people with OCD, for people with OCD. Includes facts, news and treatments. Phone: 0300 636 5478 <https://www.ocduk.org/>
- Childline Tel: 0800 1111 or email: childline.org.uk
- Depression Alliance www.depressionalliance.org
- FRANK Tel: 0300 1236600 (24 hours a day, 7 days a week). Text 82111. Text a question, and FRANK will text you back. Honest information about drugs.
- GamCare Tel: 0808 8020 133 or www.gamcare.org.uk

- Big Deal – a place for young people & parents to find information and support related to gambling, either for themselves or someone they care about. Phone: 0808 8020 133 or 24-hour online chat support.
<https://bigdeal.org.uk/>
- National Gambling Helpline. Advice on dealing with a gambling addiction. 24/7 Helpline: 0808 2020 133
- Gender Identity Development Service (NHS) Tel: 020 8938 2030/1 or email: gids@tavi-port.nhs.uk
<https://gids.nhs.uk/>
- Harmless Email: info@harmless.org.uk www.harmless.org.uk
- LGBT Foundation Tel: 0345 3 30 30 30 or email: helpline@lgbt.foundation
- Macmillan Cancer Support Tel: 0808 808 00 00 <https://www.macmillan.org.uk>
- Survivors Trust London <https://survivorstrustlondon.org/group-therapies/>
- NAPAC Tel: 0808 801 0331 <https://napac.org.uk/other-support/>
- Polaris Children's Services has developed an expertise in working with vulnerable children and their families.
<https://www.polarischildrengeservices.co.uk/support/>
- Kooth - Online counselling and emotional well-being support service for young people is a safe, secure and anonymous means of accessing support with your emotional health and wellbeing needs from a professional team of qualified counsellors. Kooth also offers additional support, including discussion boards and magazines with peer-to-peer and community elements. For young people aged 11-18, up to age 25 if you have special educational needs and/or are a care leaver. <https://www.kooth.com>
- Shout – Free (on all major mobile networks), 24/7 crisis text service- Text SHOUT to 85258.
- Bullies Out – deliver workshops, peer mentor training and awareness raising about bullying across the UK.
<https://bulliesout.com/>
- Bullying UK – help and advice for children & adults dealing with bullying, including in the workplace.
<https://anti-bullyingalliance.org.uk/>
- Ditch the Label – anti-bullying charity supporting 12–25-year-olds through support mentors, resources and reporting of online abuse. <https://ditchthelabel.org/>
- Family Lives - Advice on all aspects of parenting, including dealing with bullying. Parenting advice videos, online parenting courses, live chat, and email support. Confidential helpline: 0808 800 2222 <https://www.familylives.org.uk/>
- Kidscape is a UK Charity, established specifically to help young people address bullying.
<https://www.kidscape.org.uk/>
- NSPCC is a Children's charity dedicated to ending child abuse and child cruelty. Phone: 0800 1111 for Childline for children. Phone: 0808 800 5000 for adults concerned about a child (24-hour helpline) www.nspcc.org.uk
- Refuge – a national charity supporting women, young women and girls to escape the cycle of domestic abuse and recognise warning signs. FREEPHONE 0808 2000 247 (24 hrs) <https://www.refugee-action.org.uk/>
- Respect – working with domestic violence perpetrators as well as male victims of domestic abuse.
<https://www.respect.org.uk/>
- LGBTQ+ The Albert Kennedy Trust – supports young LGBTQ+ 16–25-year-olds who are made homeless or are living in a hostile environment. <https://www.akt.org.uk/>
- Stonewall – a national charity supporting the rights of the LGBTQ+ community. <https://www.stonewall.org.uk/>
- Support U – dedicated support team based in Reading, providing resources for LGBTQ+ communities. Confidential face-to-face chat or call 0118 321 9111 <https://www.supportu.org.uk/ourservices>
- Rape Crisis – national helpline with specialist support for rape and sexual abuse. Find your local centre or call 0808 802 9999. <https://rapecrisis.org.uk/>
- The Survivors Trust – a national umbrella agency for over 130 specialist rape, sexual violence and childhood sexual abuse support organisations. Call 08088 010818. <https://thesurvivorstrust.org/>
- Self-harm - Alumina <https://www.selfharm.co.uk/>

Apps

- Mind Mental Health App - Mindshift App
- Bright Sky App - Calm App