

Patient Guide
Counselling & Psychotherapy
at Brandon Centre



This guide contains information about your care here that is important for you to know. Please do not hesitate to ask us if there is anything you don't understand or would like us to explain.

About the Brandon Centre

At Brandon Centre, we're here for young people. We believe all young people should be able to access the highest quality mental health and well-being support in a safe and welcoming environment.

Our mission is to maintain and develop an accessible, flexible, and specialist service in response to the psychological, wellbeing, and social needs and challenges of young people.

Counselling & Psychotherapy Service

Our Counselling and Psychotherapy Service lies at the heart of our work, having been a key part of the centre since it was founded in 1969.

We offer a free counselling and psychotherapy service to young people aged 16-25 either residing or with a registered GP in Camden or Islington. The service is staffed by our team of experienced counsellors, psychoanalytic and psychodynamic psychotherapists, and clinical psychologists, who are passionate about working with young people.

Young people come to us with a wide range of difficulties including anxiety, depression, trauma, suicidality, relationship problems, and difficulties regulating their emotions. We work with young people from very diverse cultural backgrounds and work in a sensitive way, understanding challenges through different cultural lenses.

Our approach is based on a psychoanalytic understanding of adolescent development, however we offer both exploratory (psychoanalytically informed) and structured (CBT informed) psychotherapies, depending on the needs and preferences of the young person.

Our work is evidence-based and we routinely monitor and evaluate our interventions with young people, using a range of psychometric outcome measures and feedback questionnaires.

Locations

We deliver in-person sessions at Brandon Centre, as well as two local Islington youth hubs – Platform and Lift. We also deliver sessions online or over the phone.

Brandon Centre	Platform, Islington	Lift, Islington
26 Prince of Wales London NW5 3LG	Hornsey Road Baths 2 Tiltman Place London N7 7EE	45 White Lion St London N1 9PW

Contact

Phone number – 02072674792;

Text number – 07520633477

Email: counselling@brandoncentre.org.uk; reception@brandoncentre.org.uk

BC Centre Hours

Monday	9:30am-7pm
Tuesday	9:30am-6pm
Wednesday	9:30am-7pm
Thursday	9:30am-5pm
Friday	9:30am-5pm
Saturday & Sunday	Closed

Confidentiality

All treatment at the Brandon Centre is completely confidential within the team, whatever your age. This means that we will not tell anyone that you have been here or why you have been here without your permission.

When you register with one of our services, we might think it is important that we work with other services and share information to give you the best care possible. We will tell you about this and give you opportunities to raise objections.

The only times that we might break your confidentiality is if we were required to do so by law or if a member of staff felt that you or another person were at immediate risk of serious harm. We would always try to discuss this and any concerns about your welfare with you first.

Missing Appointments

If you are unable to attend your appointment with us, please let us know as soon as possible via text, email, or phone call. If you do not attend your appointment and do not let us know beforehand, you will be sent a text checking if you are ok and confirming whether you will be able to keep coming to sessions. If you miss 3 or more sessions in a row, we will send you an opt-in text message asking you to contact us within the week. If we do not hear from you by then, we will discharge you from the service. You will be welcome to re-refer yourself to Brandon Centre when you're ready to re-engage, so long as you are under 25 and a resident of Camden or Islington.

If you know in advance that you will not be able to attend an extended period of weekly therapy sessions (e.g., traveling abroad for over 2 weeks) or you will be moving out of the Camden and Islington area before your sessions are due to finish, please let us know as soon as possible, ideally before beginning treatment.

Therapy from Start to Finish (1)

Referral

We accept self-referrals, referrals from parents or carers, and referrals from professionals (e.g. GPs, family workers, etc.).



Referral Reviewed

Our intake manager will review your referral to ensure that we are the best service to fit your needs. If we require any further information from you, we may be in touch via phone.



Referral Accepted & Assessment Waiting List

Once your referral is accepted, you will receive a text message confirming that you are on the waiting list for a psychotherapy assessment.



Assessment Appointment

We will text you offering an assessment appointment when one becomes available. We will ask you to confirm by a certain date, otherwise the appointment will be offered to another young person.

Our assessment appointments can be in-person at the Brandon Centre or a local youth hub, on video via Microsoft Teams, or over the phone. Assessment appointments last approximately 90 mins, and you'll be asked a bit more about your current difficulties and what you're hoping to gain from therapy. We'll also ask about your preferences for weekly therapy sessions (day/time, face to face vs. online, gender of therapist, structured vs. exploratory approach).

Prior to your assessment, we will text you a link to a registration questionnaire.


You will receive a text reminder the day before your assessment appointment. If your assessment appointment is online, you will also receive an email with the link to the Microsoft Teams meeting.



Therapy from Start to Finish (2)


Therapy Waiting List

You'll be put back on the waiting list until a suitable weekly therapy slot becomes available.




Therapy Offer

You will receive a text offering a weekly therapy slot when one becomes available. We will ask you to confirm by a certain date, otherwise the slot may be offered to another young person. If you're not happy with the offer, please let us know and we'll do our best to accommodate.



Weekly Therapy Sessions

These sessions will be with the same therapist on the same day/time every week. We typically offer 16 sessions. In certain circumstances, depending on clinical need, the number of sessions may be extended. You will receive a text reminder each week the day before your appointment. If you're unable to make it, please let us know beforehand by texting, emailing, or calling us.



Ending & Feedback Questionnaire

When therapy is coming to an end, our Assistant Psychologist will text you and ask you to complete our ending questionnaire. Completed questionnaires will be entered into a prize draw to win a £50 Amazon voucher. You can also sign up to become a BC Young Ambassador!

Other Services:

The Brandon Centre offers a number of other services for young people, families, and other professionals, including:

For young people:

Platform Counselling: short-term counselling (6-8 sessions) for Islington young people aged 13-25.

Young People's Brief Counselling Service (John Lyons Project): short-term counselling for young people from Barnet, Brent, Camden, Ealing, Hammersmith and Fulham, Harrow, Kensington and Chelsea, City of London, and Westminster aged 12-25.

Care Leavers: specialist psychotherapy service for Camden and Islington young people aged 18-25 with a history of care involvement.

BWell: health and well-being coaching for young people 12-25 years old.

Social Prescribing: linking Camden young people aged 16-25 to activities which may boost general health and well-being.

Brandon Connect: Therapeutic support for Islington young men 16-25 years old whose mental health is a barrier to being in education, employment, or training.

For parents and families:

Systemic Integrative Treatment: intensive community-based treatment programme for young people exhibiting significant behavioural difficulties.

Families, Food, and Feelings: online programme for parents and carers of young people aged 5-17 who are above a health weight.

Love and Limits: online programme for parents/carers of teenagers 12-16 with challenging behaviour.

ADHD Parent Programme: online programme for parents/carers of children aged 5-12 with ADHD.

CAMHS Waiting List Parent Support Group: online programme for parent/carers of young people 11-16 who are waiting for mental health treatment from CAMHS.

If you'd like to find out more about any of these services, check out our brochure: <https://brandon-centre.org.uk/wp-content/uploads/brandon-centre-brochure-2022.pdf> or call us at 02072674792.

Crisis Information

Please note, Brandon Centre is not a crisis service. If you need urgent support, we advise you to phone your GP or visit your nearest A&E department if you need to speak to a professional in an emergency. If you are a Camden or Islington resident, you can also call the Camden & Islington Crisis Team on: 0800 917 3333 or Camden & Islington Under 18's Crisis Team on: 0800 151 0023

Continuing Involvement – Young Ambassador Programme

After finishing therapy at the Brandon Centre, you'll be asked if you'd like to join our Young Ambassador programme. The Young Ambassador group is an opportunity for previous service users to partake in various projects and events to help improve Brandon Centre services for future young people. This can include a wide range of things including providing feedback on new initiatives, helping us with our social media outreach, sitting on staff interview panels, or joining our Leadership Board. All of these projects can help you build valuable skills and some are actually paid opportunities. You can become involved in any way that suits you! If interested, email youthambassadors@brandoncentre.org.uk.

Information Governance

Brandon Centre takes your privacy very seriously. We are registered with the Information Commissioner as a Data Controller and our registration number is Z7598448.

The information that you provide the Brandon Centre during your treatment will be used for the provision and administration of your care. We also collect information for other organisations and managing bodies (e.g. people who give us funding). Such information will always be anonymous. Strict confidentiality safeguards are in place, so that anyone outside of the Brandon Centre will not be able to trace any information directly back to you.

Data protection law provides you with a number of rights that Brandon Centre is committed to supporting you with – this includes:

- Right to ask for a copy of your information
- Right to object to us collecting, storing or using your information
- Right to have your information corrected
- Right to make a complaint

For more information, see: <https://brandon-centre.org.uk/privacy-policy>

If you have any further questions or concerns about your information, please contact our Data Protection Officer at emma.cooper35@nhs.net.

Patient Feedback

While you are at the Brandon Centre we will ask if you would like to tell us your views about the help you are receiving. Your responses will be kept confidential. We aim to provide you with the best possible service and value any suggestions about improvements we can make.

Complaints Procedure

If you are unhappy about any aspect of the service, you are invited to discuss your complaint with your therapist or another member of staff.

If you are not satisfied with the response, or if the complaint is against your therapist, you can email our Head of Mental Health, Dr Pavlos Rossolymos at pavlosrossolymos@brandoncentre.org.uk.

Alternatively, you can also complete our “Feedback, Compliments, & Complaints” form on our website: <https://brandon-centre.org.uk/feedback-compliments-complaints> or email feedback@brandoncentre.org.uk.

