



Young Person's Guide

You will soon be coming to visit us at Gateway. This guide has been designed to help answer some questions you might have.

If you have any other questions or worries before you come to see us, either you or your parent/carer are welcome to contact us before our sessions begin.

We look forward to meeting you soon!

What is Gateway Psychology?

Gateway Psychology is a psychology service that helps children, young people and their families.

Those of us who work here are called psychologists or therapists. We can help you with difficult feelings, thoughts and behaviours. We also help your parents/carers to find the best way to support you.

What will it be like when I come to see you?

Before you come and meet us, we will usually speak to your parents or carers first. Together, we will think about the best way to help you before we start to try and change things for you.

We would also love to hear what you think about the idea of us seeing you. You might have some thoughts about what *you* would like us to try and help with as well.

Most of the time, your parent or carer will bring you to see us at our office in Stoke-on-Trent. We will usually see you (and sometimes your parent/carers as well) for about 1 hour.

We've designed our office to be a safe space for children, young people and their families. When we say 'office', we don't mean a space filled with desks and computers! We have lots of different therapy rooms, which are all comfortable, colourful and confidential – that means no one will be able to overhear what you say to your therapist during your sessions.



What will we do?

The main aim of the sessions with your therapist is to help with the problem – whatever that may be! Sometimes, you will meet with your therapist on your own (although your parent or carer will usually wait for you while you have your session). Other times, your therapist might meet with you and your family/carers too.

During your session, you and your therapist will talk a bit. You might also do worksheets, questionnaires and creative activities too.



Will my sessions be confidential?

When you see your therapist, we try to do everything possible to make your sessions a comfortable space where you feel like you can tell us anything. We understand that you might want to say things to us that you feel you can't tell your parents/carers or others.

Some sessions might be with you and your parents or carers. Of course, that means that they will be in the room with you and your therapist.

Other times, we might see you on your own. If we see you on your own, we usually provide brief feedback to your parents or carers about what we spoke about. We'll always discuss this with you first to make sure that you're comfortable with what we share with them. The only time when we might not do this is if we're worried about your safety.

How often will I see my therapist?

We will usually see you once a week. It could be more or less, depending on what is decided by everyone (including you!).

We will always try to find the best way of helping you. Sometimes, that can mean we just work with your parents or carers – meaning you and your therapist hardly ever meet! Other times, we may meet with you too. Your therapist will let you and your parents/carers know what we plan to do.

How long will the therapist be seeing me for?

It really depends on how long it takes for us to help with the problem! We will discuss this with you and your parents/carers at the start of your sessions.

We do a lot of different types of work here at Gateway Psychology. Depending on what type of sessions we're having with you, they could last for a few weeks (like assessments) and others might take a number of months (like therapy). Every person we see is different and your therapist will talk to you about what to expect when your sessions begin. It could even change once you've been seeing your therapist for a while.

What if I don't want to see my therapist?

We know that you might not always want to see your therapist or that you might have worries about starting your sessions with us. It is important that you tell your parents or carers about how you're feeling. If you can also tell us, that would really help too. We will really want to understand why it feels bad.

Most young people enjoy seeing us. They get to share the fun or exciting things they've done, and also tell us about what has gone well or not so well.

If you have any more questions or worries before seeing your therapist for the first time, then you are welcome to talk to us. You can call or email Gateway Psychology or you can ask someone in your family to do that for you.



What should I do if there's something I'm unhappy about with Gateway?

If something has happened or if you're really unhappy with us, tell the person you trust most about the problem. That could be a family member, your carers, a teacher, social worker or a friend. It would be great if you both feel you could tell your therapist about what has happened. You could try to talk to your therapist or write it down if that feels easier. The person you trust could help you to tell the therapist if you need them to.

We promise that we will take it seriously. We will try to work out a way to make it better.

If you don't feel like you can talk to us about it, you could contact one of the organisations over the page.

Health and Care Professions Council

Park House,
184 Kennington Park Road,
London,
SE11 4BU
Tel: 0845 300 6184
Web: hcpc-uk.org

Ofsted

Piccadilly Gate,
Store Street,
Manchester,
M1 2WD
Tel: 0300 123 1231
Web: ofsted.gov.uk

Children's Commissioner for England

Sanctuary Buildings,
20 Great Smith Street
London,
SW1P 3BT
Tel: 020 7783 8330
Web: childrenscommissioner.gov.uk

Other Enquiries

For all other organisations (including local services), please contact the Children's Services department at your Local Authority.

Thank you

If you would like to talk about anything else, please get in touch on 01782 919520 or via email contact@gateway-psychology.co.uk.

