



**Talking to us can really help**  
Hounslow Youth Counselling Service

Updated:4/3/24

## HYCS' Guide to Face to Face Counselling Sessions at the HYCS' Centre, Isleworth.

HYCS is committed to ensuring we offer a safe and secure environment for *all* service users. It is important that you understand the nature of the service we can offer you - if you have any questions please just ask your counsellor.

### About appointments – general guidance

- **Advance Booking** – Sessions at HYCS for face to face counselling are pre-arranged, by appointment only.
- **Confidentiality** – The work we do together is confidential unless in some circumstances where we're concerned for your safety or the safety of others; we may need to talk to other professionals to get support. We will always aim to discuss this with you first.

### Attending your counselling appointment

- **Time** – try to arrive close to your appointment time as we do *not* have a waiting room.
- **Buzz for Access** - On arrival press the buzzer at the bottom of the stairs and a member of the HYCS team will meet you and show you to the counselling room.
- **Parents & Carers** - if someone is bringing you to your appointment, kindly ask them to wait outside the building as we do not have a waiting area.



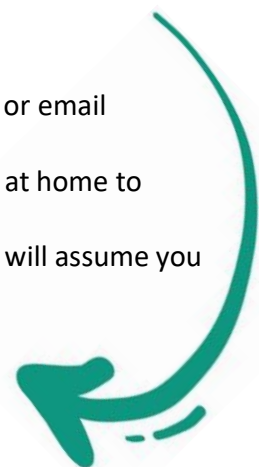
### In the counselling room

- **Session length** - your counselling session will usually be for 50 minutes (or less for some younger clients).
  - **Focus** – please switch off devices or put them on silent/airplane mode for the duration of the session to avoid distractions which otherwise can prevent you gaining the most from your session.
  - **No Recording – privacy commitment** - HYCS does *not* allow the audio or video recording of any session, *either by the counsellor or by any of our clients*, to support mutual trust in the confidentiality of the service.



### Cancellations, illness and missed sessions

- **Let us know** if you're unable to attend your session – call 020 8568 1818, txt 07784 481308 or email [ask@hycscounselling.co.uk](mailto:ask@hycscounselling.co.uk).
- **If you feel ill and are experiencing symptoms**, do consider whether you might need to stay at home to recover. Please look after yourself.
- **Missed sessions** - If you don't attend your first session *and* we have not heard from you we will assume you no longer want counselling. You will then need to contact us to re-register.



T 020 8568 1818 SMS 07784 481308  
E [ask@hycscounselling.co.uk](mailto:ask@hycscounselling.co.uk) [www.hycscounselling.co.uk](http://www.hycscounselling.co.uk)

78 St John's Road, Isleworth, Middlesex TW7 6RU

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### Reviews and ending your sessions

You can review progress with your counsellor regularly to check that you are getting what you need from sessions. This will help you decide when you are ready to end counselling.



### Counsellor's right to end a session

- The counsellor/HYCS reserves the right to end the session where it feels inappropriate or unsafe for either party to continue and they will reschedule if needed. The counsellor will let you know if this is the case.

### Amenities

- **Toilets** are situated on the ground floor of the building if needed.
- **Lift Access** - the HYCS offices are situated on the **first floor** of the building and lift access is available by arrangement - please just let us know in advance if required and we can provide details.

### Getting here – how to find us

HYCS' centre is based on the first floor at 78 St John's Road, Isleworth TW7 6RU, convenient for many bus and rail routes.

[Hounslow Youth Counselling Service \(HYCS\) - Google Maps](#)



- **Train**  
Nearest station is Isleworth on the London Road (approx. 5-10 mins walk)
- **Bus**



- **H37** and **117** bus stops are close to HYCS on St Johns Road (approx. 1-3 mins walk)
- **235** and **237** - bus stops on London Road (approx. 5-10 mins walk)
- **267** and **R62** - bus stops on Twickenham Road (approx. 5-10 mins walk)

- **Car**  
Limited car parking space is available at the centre or off-road parking in surrounding streets but this is restricted to residents at certain times or is metered parking - please see local signage.



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