

“She was very clever to only hurt me in places where the bruises wouldn’t show...”

“I believed him when he said it would be easier for him to take over my financial affairs and I trusted him. I feel so sad that the trust has been broken and I have been left with nothing.”

“I know the staff are busy but I find it really difficult to feed myself anymore and there are days when I eat hardly anything.”

“My husband has always been a bully but now I can’t walk away when he starts shouting and telling me how useless I am...”

If you would like to talk to a counsellor or make a referral, contact us at: **029 2052 1125**

A confidential answer-machine is available for messages when no one is in the office to take your call.

Funded by
**COMIC
RELIEF**

AGE
Concern

91 - 93 Caerphilly Road,
Cardiff CF14 4AE



**Age Concern Counselling Service
for ill-treated people
aged 50 plus**

Our mission is to improve the well-being of older people who have experienced or are experiencing ill-treatment

029 2052 1125

Action on Elder Abuse defines abuse as:

A single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person.

Types of ill-treatment

- Physical
- Emotional
- Financial
- Sexual
- Neglect



The Age Concern Counselling Service gives people aged 50 plus who are being or have been ill-treated, the opportunity to talk in confidence with a trained counsellor about their experience and their feelings.

In general, counselling is a **confidential** activity and things discussed in a counselling session are kept between the client and the counsellor. There are however exceptions to this. When it is necessary by law or if the client's experience is in the public interest, the counsellor may need to break confidentiality.

After an initial visit, counselling sessions will be arranged at the mutual convenience of the client and the counsellor. These are **usually on a weekly basis for an hour at a time**. The Counselling session can take place in the **person's home or elsewhere** if preferred. The service is offered free of charge however donations are much appreciated.

Referrals to the service can be made by professional staff e.g. social workers, doctors, nurses, police, care staff, voluntary organisations or older people who are being ill-treated.

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

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* Counselling
Service

for the over fifties



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.

029 - 2052 - 1125