



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

UWTSD (2020)

Professional Relationships ECHC5004

The Exchange

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THE TCS
GROUP

EXCHANGE-COUNSELLING

Introduction:

- History of The Exchange.
- Their purpose, aims, mission statement and objectives.
- Culture of the Exchange.
- What support and training are available for trainees.
- Policies and Procedures.
- Any Critiques.



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History of the Exchange:



**THE TCS
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NHS COUNSELLING

- TCS has four different branches including the exchange:
 - Persona
 - Health-care counselling for adults which is under NHS- Counselling
 - Time for talking.
- “Specialising in counselling and emotional support to children, young people and their families” (The exchange, 2020, p.4)
- “By a desire to assist people achieve emotional and psychological well-being through facilitating their personal development.” (The Exchange, 2020, p.4).



Aims of the service:

- To improve and enhance the psychological well-being and mental health of children and young people.
- To offer a confidential emotional support and counselling service to children and young people.
- To enhance the capacity of partner agencies to support vulnerable young people by collaborating in the broad provision of that support.
- To be accessible.
- Equitable and flexible to meet the diverse needs and backgrounds of young people.
- To put the psychological and emotional wellbeing needs and agenda of the child/young person above all other considerations.

The Exchange, 2020, p.6).

Culture of The Exchange:

- Clients from the age of 18 plus.
- Level of suicidal ideation, rate of escalating the risk behaviour, high level of distress and low social support, core of 25 plus and “at risk” on the core 10 forms and looking after or looked after and accommodated.” (The Exchange, 2019)
- Offer 5 sessions of 50 minutes to each client after the entail assessment.

Training offered to trainee Counsellors:



- “These students contribute to the counselling services we provide though we implement strict policies for the selection, management and mentoring of these student counsellors while they are undertaking their accredited training.” (Exchange, 2019).
- “The supervisor will be qualified in supervision and will have experience of working with young people and their issues and be aware of developmental theories of adolescence and attachment.” (The Exchange, 2019)
- “Minimum of 1.5 hours per calendar month. Ratio of 8 hours counselling to 1 hour supervision with supervision every two weeks.” (BACP, 2020)



Expectations:



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- Ensure all trainees have a DBS check and certificate.
- Must be in a university training program
- Ensure they have their readiness to practice.
- Level 5.
- A member of the BACP

Economic Boundaries:

- The Exchange is a not-for-profit organisation.
- “Seen within tie scales that are not generally available to the NHS and GP Services”. (The TCS group, 2020)
- If a client misses or cancels a session they will lose that session and will be one hour done on counselling.



Policies and Procedures:

- Confidentiality is one of the most fundamental ethical and legal obligations owed by the counsellors to their clients” (BACP, 2019)
- “The-exchange has a clear policy that whenever the counsellor has concerns for the safety of client who has indicated thoughts of suicide that the physical safety of the client must be prioritised.” (The Exchange, 2019),
- Keeping within the Data Protection Act are all stored on a system called SINCHARTA,



Conclusion:

- The Exchange overall is a well-established organisation.
- There isn't too much information on how the organisation is funded.
- It is not clear that it is a free service.
- There is clear information regarding policies, procedures, client's age, length of services and all the support/ training and expectations there are for trainee counsellors.

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