

CROSSREACH

Care you can put your faith in

CrossReach Counselling: Moray Service

Community Mental Health & Wellbeing for CYP

Clair Rochester
Counselling Manager

Christina Smiley
Head of Service



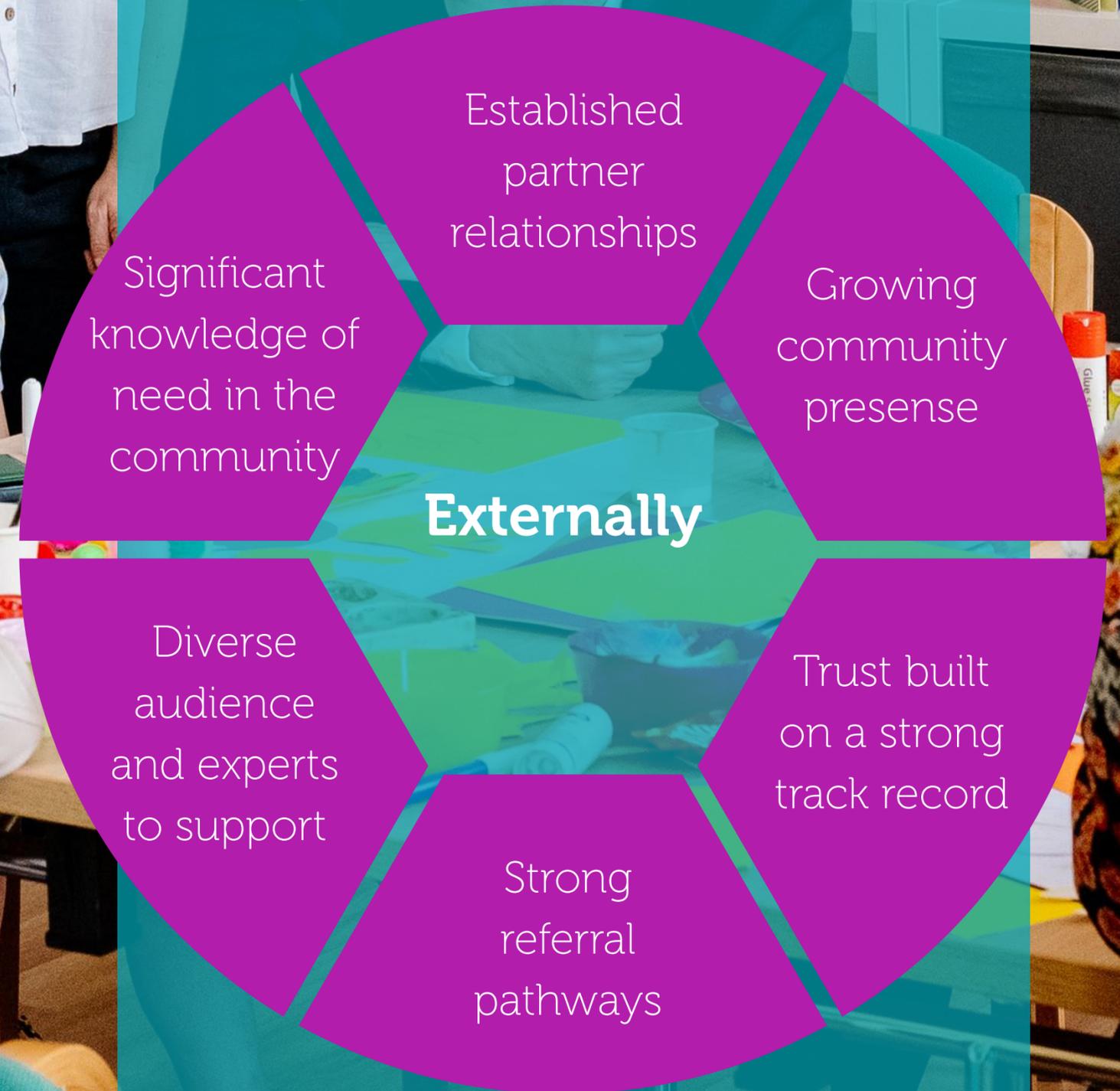
Love from CrossReach

Our specialisms

- Perinatal Counselling
- CYP Counselling
- General Adult Counselling
- Addiction Recovery Counselling
- Workplace and Student Counselling
- Therapeutic Training

My counsellor has given me hope for the future, to find peace and happiness

Our capacity to deliver

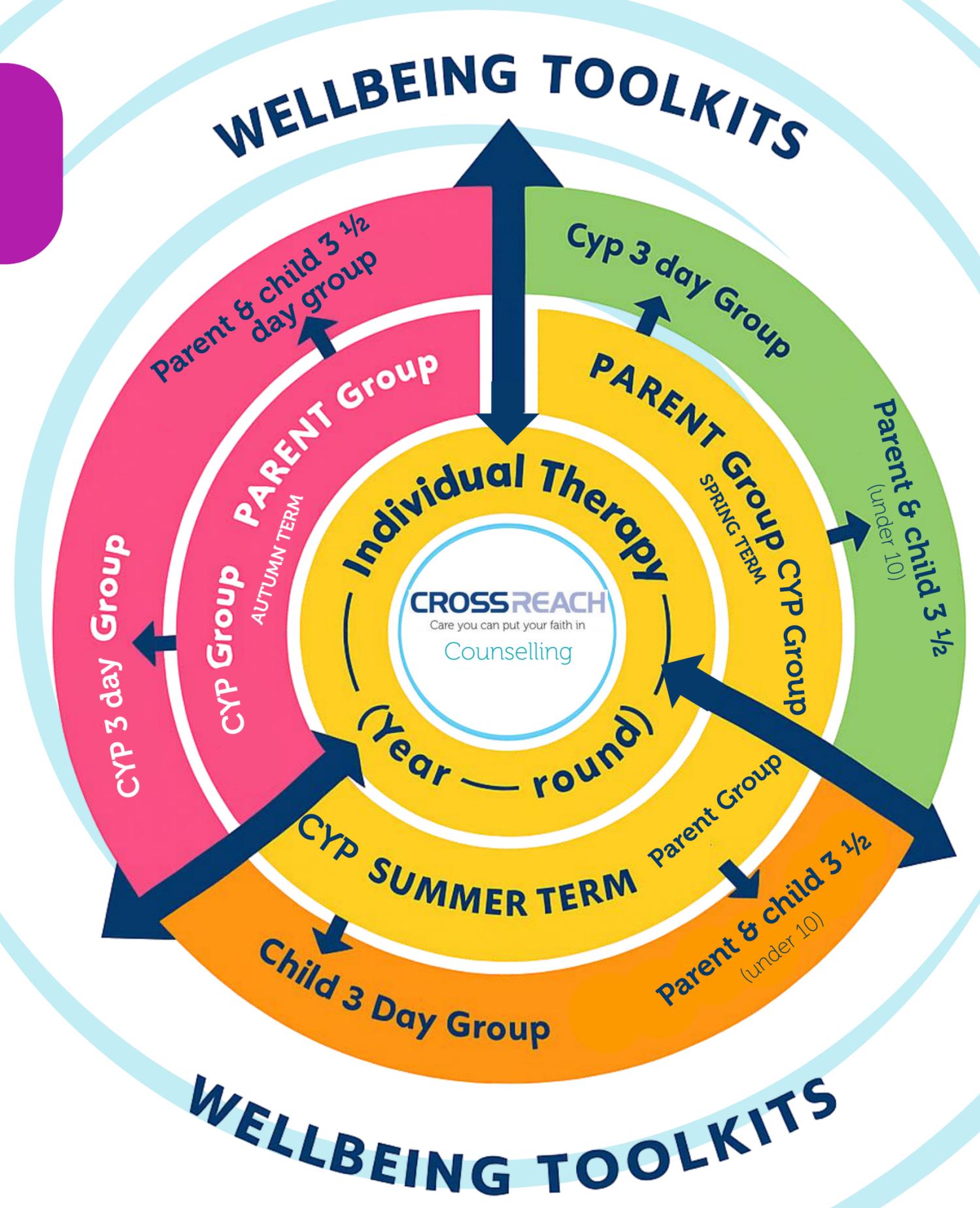


Overcoming barriers

- Visible, easily accessible, flexible support
- Fast and responsive referral pathways
- Work closely with local partners
- Co-developed with young people and families where appropriate
- No wrong door
- Clear escalation routes



Scaffolding of support



“Counselling has given me more confidence and mostly put a stop to self-harm and suicidal thoughts.”

“We spoke through a lot of different problems and how I can look at them differently and move forward. I can't recommend it enough.”

Our impact

94% of CYP reported improved psychological health

84% of CYP felt safer, 88% healthier and 77% more included

89% of adults showed improved psychological health

85% of adults reported improved quality of life

87% of adults felt their relationships had improved



Over **2000** individuals and families supported through

17,300

counselling sessions in 2024.

570 CYP supported that's over **6000** Therapeutic sessions

What clients say...

Dignity and Respect CrossReach staff treat me with respect	83 100.0%	The organisation protects me & makes sure my rights are upheld	75 90.4%
Compassion CrossReach staff are kind and caring to me	82 98.8%	I believe that CrossReach values & respects all people	77 92.8%
Be Included I receive the right information at the right time and in a way that I can understand	82 98.8%	I can have a say in how the service I attend could improve to benefit everyone	70 84.3%
Responsive Care and Support If I make a complaint or raise a concern it is acted upon	66 79.5%	The service I attend gets to know me well and I experience consistency and continuity	75 90.4%
Wellbeing I feel safe and am protected from neglect, abuse or avoidable harm	80 96.4%	I know how to raise an issue or make a complaint	60 72.3%
		I attend a service and organisation that is well led and managed	77 92.8%

"Perinatal Counselling with CrossReach Moray is making a huge positive difference for me. My eldest son also has mental health problems and additional support needs.

I am constantly fighting for support for him. It's an ongoing nightmare. He engaged in two creative outdoor therapy groups over the summer and October school holiday in 2023 and really enjoyed it.

It was a safe space for him and he always looked forward to going. My son doesn't find school a safe space, so he didn't engage in school counselling. He desperately needs support in the community"

Parent





I was really worried about him but now it feels like a weight has been lifted, you have been a life saver really. I couldn't have done it without you.

Granny

Craig is a 7-year-old boy who lives with his granny is a Kinship Care placement. He loves music and football and playing with his friends at school. Craig couldn't stay with his mum and dad anymore because their drug use meant they were struggling to keep him safe. Craig saw lots of things that scared him - arguing, fighting, drug use and a drug raid on his house. He even had to call an ambulance once because his dad was unconscious after taking drugs.

Craig was referred to Sunflower Garden, our specialist counselling service for CYP who are affected by parental substance misuse, to support him following his difficult experiences which he had not been able to talk about. He was scared to talk about anything in his past and the only emotions he felt safe to express were happy ones, often disassociating to protect himself from scary memories. In Counselling, Craig processed some of his earliest trauma through play therapy.

A year later Craig is thriving. He can identify how he is feeling and express it in safe and creative ways. He is sleeping and eating better, his capacity to learn has improved and he is showing more confidence in his class. We also supported his granny. She came for counselling and learned about trauma and explored some of her own experiences.

Thank You

Love from CrossReach