

Contact the Your Call appointment line

from Monday until Thursday between 11am and 3pm on

0808 801 03 62

Calls are free from home telephones and from most mobile networks. The number is withheld and will not appear on your phone bill.

This information is available on request in a range of formats including:



Outside our opening hours you can leave a message and someone will get back to you. If you need to contact someone right away you can contact:

- **Samaritans**- National telephone number: 08457 90 90 90. Textphone number 08457 90 91 92
- **Your own doctor**
- **NHS 24**- National telephone number: 08454 24 24 24. Textphone number 18001 08454 24 24 24.
- **Breathing Space**- Freephone 0800 83 85 87(6pm to 2am Monday to Friday; 24 hour service at weekends)

Your Call is one of the services provided by the Lothian Centre for Inclusive Living (LCiL), and is funded by the Long Term Conditions Alliance Scotland (LTCAS).



LCiL is a charity registered in Scotland No. 129392



Telephone counselling for disabled people

by disabled people

call our
appointment line on

0808 801 03 62

Free, confidential counselling
for disabled people
in Scotland



Your Call

Telephone counselling
for disabled people
by disabled people

Who can use 'Your Call'?

'Your Call' is available to disabled people who are resident in Scotland and are 16 years of age or over. The service will also work with family members who are resident with a disabled person.

What is counselling?

Counselling offers an opportunity to talk in confidence about problems or issues that concern you. These issues can be current, or concerned with past events. Counselling aims to help individuals become more aware of their personal resources, more skilled at coping with difficulties and thus more able to live independently.

Who are the counsellors?

'Your Call' has a team of professionally qualified disabled volunteer counsellors. They know what it means to live as a disabled person in Scotland, and are experienced in helping disabled people from many different backgrounds with a wide range of personal issues.

Do I have to pay for Counselling?

No. The service is free of charge to disabled people in Scotland and resident family members.

Do you only work with clients over the telephone?

Yes. We do not currently operate a face-to-face service.

How do I make an appointment?

Call the 'Your Call' number (0808 801 03 62) during opening hours, and press option 1 to speak to a 'Your Call' administrator. They will ask you for some contact details and then set up your initial appointment with a counsellor at a time which is convenient.

How long will I wait for an appointment?

We try to offer a first appointment within 10 working days. However you may have a longer wait if the service is being heavily used.

What can I expect at my first appointment?

Your initial appointment will last up to one hour. Your counsellor and yourself will decide how the time is used. One of the aims will be to ensure that counselling is right for you at this time. You may also have questions about counselling. With your consent, the counsellor will ask for background information on your situation and on the issues you would like to discuss. You may then contract to work together for further sessions.



"The telephone service is very accessible..."

"Having a disabled counsellor means they understand your situation better..."

"It has given a big boost to my confidence"

Your Call clients

What are your opening hours?

The 'Your Call' appointment line is open Monday to Thursday 11.00 am - 3.00 pm.

Counselling appointments

take place within these hours, and some evening appointments are also available.

Outside of these hours you can leave a message on our answering service and someone will return your call as soon as practicable.

How many sessions can I have?

Your Call offers an initial contract of up to twenty counselling sessions. We also have a policy of reviewing the work every five sessions, to ensure that it is still useful to you.