



Tivoli Institute counselling and psychotherapy service

Annual report 2022.

Approaching the counselling and psychotherapy service.

The first step for any prospective client is to set up an initial appointment. This appointment which is referred to as an 'Advisory Session' usually lasts 40 minutes. The therapist will discuss the issues that a client wishes to address and will explain how the psychotherapy process works. Following the initial appointment the client is placed on a waiting list while the clinical team/course managers seek an available vacancy from an appropriate therapist at a time convenient for the client preferably the therapist who carried out the initial assessment.. Once a matching therapist becomes available, the client is contacted and offered an appointment.

In 2022 we offered 392 initial appointments to new clients including initial appointments online . This was a 22% increase on 2021. During 2022, an average of 215 individual therapy sessions were scheduled each week . There had been a backlog of clients being unable to attend their scheduled in-person appointment due to Covid and self isolation requirements.

Approximately 11,100 therapy sessions took place within the service in 2022, the majority of them in Clarinda Park Dun Laoghaire as well as online...

Fees are based on what the client can afford to pay and are agreed at the first therapy session. No-one is refused on the grounds of inability to pay. Most, though not all of the therapists are students in training attending the Tivoli Institute MA in Psychotherapy(Clinical) which is awarded by SETU.

Issues Arising

Clients presented with a wide range of issues. These included:

- *relationship issues
- * Addiction including alcohol, drugs and sex addiction
- * abuse, physical, sexual and psychological.
- * depression

*anxiety, panic attacks

*bereavement and loss

*suicidal ideation

*health issues

*trauma

* low self-esteem

* personality disorder

Client profile

Our clients come from a variety of backgrounds as follows:

- Fulltime employed/self employed 35%
- Students 23%
- Homemakers 15%
- Retired 10%
- Unemployed 12%
- Carers 5%

Sources of Referral

The majority of our clients self-refer with the remainder being referred by a variety of caring agencies, the most significant of which are the General Practitioners in the Dun Laoghaire/Rathdown area. Feedback over the past 30 years from the referral agencies, in particular the GPs, has been very positive.. The service is well established as a significant support to the Primary Care system in Dun Laoghaire/Rathdown and in the wider area of south Dublin.