



Renal Counselling

This leaflet is for patients with renal (kidney) conditions and outlines how the Renal Counsellor can help support you.

Who is the Renal Counsellor and what do they do?

The British Association for Counselling and Psychotherapy accredited Renal Counsellor works within the Renal Team, alongside the doctors, nurses, dietitians, pharmacists and social workers, who are involved in your care.

They can work with any patient within the boundaries of renal care, and can offer short term support for those who may be struggling mentally and emotionally due to their kidney condition. The Renal Counsellor can meet with patients on the renal unit or the wards and can offer video sessions or phone calls, if meeting in person is too difficult. .

How the Renal Counsellor can support you:

- A listening ear, offering empathy and compassion.
- Non-judgemental.
- Can help you identify any harmful coping mechanisms and, where possible, can suggest how you can change these for more positive ones.
- Offers strategies to help with unwanted or unhelpful feelings.
- Offers a course of appointments or one-off sessions.
- Can visit you on the unit or ward and can offer more private sessions outside of the hospital, where appropriate.
- Works within professional boundaries, protecting your confidentiality and rules relating to GDPR (General Data Protection Regulations).

What the Renal Counsellor doesn't do:

- Give medical advice.
- Tell you what to do or what to feel.

Living with kidney failure presents challenges and problems – it can be helpful to talk about those challenges to a professional counsellor.

Contacting the Renal Counsellor

If you would like to talk to the counsellor, please ask the renal social workers to refer you. The renal social workers can be contacted directly on 0118 322 8772 (Monday to Friday 9am-5pm. If you do not get an answer, please leave a message as they may be out visiting and will call you back on their return.

Please ask if you need this information in another language or format.

RBFT Department of Renal Medicine, October 2025. Next review due: October 2027.