

Therapeutic Agreement

Cancellations, missed Appointments and payments:

I welcome all clients to attend counselling on a weekly basis at the same time as and where possible (Hybrid model F2F video call or telephone).

I kindly ask you to let me know within 48 hours where possible if you need to cancel so as not to forfeit your payment. You can contact me by phone to cancel on 07816973092 or via email raushiacoles@outlook.com

There is a fifteen minute cut off point from when your scheduled session is due to start.

Please do be aware that if you were to miss two consecutive sessions without prior notice/ contact your counselling episode will be closed and details shredded.

Engagement

If remote sessions I ask that you are in a settled quiet, safe and confidential environment when contacted for your scheduled appointment.

Confidentiality

Your counselling is offered on a confidential basis, which means I will not inform others that you have accessed therapy and would not discuss the content of your sessions with anyone outside of the counselling arena other than my clinical supervisor without prior agreement. Your confidentiality is protected using an initial only for identification purposes and to ensure I am working ethically alongside the BACP.

Counsellors are legally obligated to break confidentiality in exceptional circumstances, where direct action is needed in order to safeguard yourself or to protect and ensure the health and well-being of others.

By exceptional circumstances I mean a disclosure of terrorism, current abuse, crimes committed at a specific place, time, etc. and where inaction could place yourself or another at serious risk of harm, or where there are live current child protection concerns.

In order to safeguard If I believe your life to be in imminent danger, for example if you disclose plans to end your own life. At this stage I will need to take appropriate action.

If you have any concerns about this confidentiality policy then please do not hesitate to contact me to discuss further.

Privacy Notice

The notice describes how I collect and store your personal data in line with current ICO/ GDPR guidelines in order to provide you with counselling support. If you have any further questions about this please do let me know.

If you need access to the information I hold on you for any reason please inform me in writing and I will formulate a report (dependant on size/length a fee may be attached to this function)

Notes and Supervision

I make a brief factual note of your session to note issues covered. These notes do not name or identify you, and are kept in a locked file and will be destroyed after five years.

I have supervision with a external clinical supervisor, in order to ensure my practice is safe and ethical and appropriate. You will not be identified in these sessions; the focus is on how I work therapeutically in order to support your process.

Professional Body

I am a accredited member of the British Association for Counselling and Psychotherapy; working within the BACP ethical framework:

https://www.bacp.co.uk/ethical_framework/

The BACP also run an independent service which could support and answer some general questions about counselling: "Get help with counselling concerns" 01455 883300 (option 2)

gethelp@bacp.co.uk

Feedback, Concerns

If you have any concerns about any aspect of your counselling I would encourage you to raise it with myself in order to explore and co-produce a way forward agreeable to us all.

I have read the Therapeutic Agreement and agree to working in this way.

Code:

Signature:

Date: