

Informed Consent Counselling & Confidentiality Agreement

Please take time to read this document carefully; it forms part of the agreement between us.

COUNSELLING

Number of Sessions

The number and frequency of sessions offered will be discussed and reviewed regularly with you. You are free to stop your therapy at any time.

If during the course of therapy, it becomes apparent that you require different help and support for your circumstances then I may signpost you to specialist services and discuss this with you.

Fees, cancellation or missed sessions

I understand that there will be some circumstances where you may need to cancel or rearrange your appointment. I request 24 hours' notice of a cancellation or rescheduling unless we reach a different agreement. A cancellation fee will not be charged where sufficient notice is given. Likewise, I will provide notice should I need to reschedule your appointment.

If you need to contact me between sessions to rearrange or reschedule then please leave a text, call or email me I will get back to you as soon as possible.

If you miss a session without notice, then please contact me as soon as possible to reschedule. If you miss multiple sessions without notice, then our therapeutic agreement may be discontinued. I will endeavour to contact you should you miss sessions and after 2 attempts, or within 14 days, if there is still no contact then our agreement will be suspended/discontinued.

Payment

Payment should be made prior to each session or on the same day – unless specific arrangements have been made with you.

Payment Details: Will be provided

CONFIDENTIALITY

I require certain information to be able to offer you services this includes – name, address, contact details, date of birth and GP contact details.

Keeping your information

All the information you provide is kept securely by a confidential electronic file, together with any reports/letters and information discussed within the sessions, including any written notes pertaining to the session.

The information you share will be kept securely for an appropriate length of time – currently for GDPR and insurance purpose this is stated as 7 years. It will then be disposed of securely. All information stored is held in accordance with the General Data Protection Regulations (2017). We are also registered with the Information Commissioners Office (ICO)

Process session notes

Process notes of the sessions are notes that are made to help retain information and to be used where necessary for supervision. All counsellors must have regular monthly supervision to ensure they are practicing safely. My supervisor is bound by the same rules of confidentiality.

These notes, whether paper or electronic will be kept as long as necessary. For the duration of the work these notes will be anonymous and unidentifiable in terms of content – no personal data is shared with the supervisor. They will also be kept securely in a locked filing cabinet or as part of a password protected document.

Exceptions to confidentiality

There are some exceptions to confidentiality which are listed below

- When it would be in the wider public interest to share the information. For example, when an individual discloses the intent to commit a serious crime or gives any information about a serious crime which has been committed.
- If a counsellor believes a child or vulnerable person might be at risk of neglect or abuse by someone. In this instance a counsellor will seek professional advice and possibly to pass this information on to appropriate agencies.
- If you or someone else is at risk of serious harm to yourself or another person. For example, if you are feeling suicidal or actively planning to harm another person. In this instance the Counsellor may need to contact your GP
- In specific rare circumstances, a court order may order the release of either information or notes about your care.

Unplanned endings – contacting you

In the event that I am unable to continue to offer therapy due to exceptional circumstances then either myself or an appropriately qualified professional will contact you on my behalf to discuss a way forward. In this instance your name and contact details will be provided to the individual nominated by me to contact you on my behalf.

DIGITAL SECURITY & PRIVACY

Security

For Video counselling I use ZOOM. This is considered to be secure and encrypted. All sessions on Zoom are password protected and a separate link is used for each session. Please do not share your link with anyone else.

Whilst it is impossible to guarantee 100% protection from technology issues - I will make sure that my technology is secure, password protected with virus protection up to date.

I ask you to do the same and ensure that your technology is secure, password protected with virus protection up to date. It is recommended that your computer and emails are secure against unauthorised viewing by third parties and that you use a private computer and not a work or public computer.

Email counselling is only carried out using encrypted email – we use Protonmail which is a secure, encrypted email service.

Instant messaging is only used Via ZOOM due to its encryption protection.

If during a session we lose connectivity, either by phone or via Zoom - then I, the counsellor, will contact you immediately to try and reconnect and continue the session or reschedule.

Privacy during sessions

To maintain the integrity of sessions, and the therapeutic relationship please ensure you are alone in the room and able to commit to the session in the same way as you would if you were face to face with a counsellor.

This includes turning off/silencing mobile devices and not using other technology and not being interrupted during the session. Likewise, I will ensure that I am alone in the room and the session cannot be overheard or disturbed.

Audio or video recording

None of our sessions will be recorded by either client or counsellor without the explicit permission of the other. It is our standard practice to NOT record sessions.

SOCIAL MEDIA

I do not accept friend requests from current or former clients on any social networking sites. This is to ensure privacy and confidentiality and to not compromise the therapeutic relationship in anyway. I also request that you do not communicate with me via any social networking sites.

TELEPHONE & EMERGENCY PROCEDURES:

I am not able to provide crisis support between sessions and do not provide a crisis service. If, during the course of our work together you find yourself at risk of harming yourself or others we can discuss alternative help.

If you need immediate support, then please contact either your GP emergency service or The Samaritans (Freephone 116123).

HOLDING OF YOUR DATA – GDPR

Privacy Policy

Please see our privacy policy – which is available in full on the website – www.themindmob.co.uk Or a copy can be emailed to you.

Request to access your personal information

You have the right to request to see any personal information held about you. Any requests made will be discussed with you on an individual basis. Please be aware that for legal and tax purposes I will need to keep certain information. No information will be shared with third parties unless with your written agreement or for legal purposes.

COMPLAINTS

If you have concerns about your therapy, please try speaking to me first to see if we can sort this out between us. If you feel this is not possible then you can contact the British Association of Counselling and Psychotherapy (BACP) directly either by telephone (07811 762114 or 07811 762256), email (ask@bacp.co.uk) or via the Ask Kathleen service - . <https://www.bacp.co.uk/about-therapy/ask-kathleen/>

AGREEMENT

I have read and understood the counselling agreement.

	Counsellor	Client
Name (printed)		
Signature		
Date		