



Find Yourself Be Yourself Grow Yourself

## Full Contract

### 1. About me and what I am offering

I am a registered and accredited member of BACP, I offer Counselling and Clinical Supervision within the BACP 'Ethical Framework for Counsellors'. [www.bacp.co.uk](http://www.bacp.co.uk)

I believe no problem is too big or too small and if you are struggling, I can offer you are a safe place, with no judgement, empathy and lots of respect.

### 2. Our work:

For individual work: I suggest that we commit to working together to begin with for 8 – 10 weekly sessions.

For couples I suggest 6-8 sessions.

This gives us the opportunity to get to know each other and cover the issues you want to explore. If you miss more than 2 sessions at a time I may not be able to reserve your slot for you, and we may need to consider if Counselling at this time is right for you.

We will review our work regularly to check you are getting what you want from Counselling and what you would still like to achieve or overcome.

All sessions start at the time we agree and finish 50 minutes later (75 minutes for couples).

*I am not a crisis service. Please contact your GP, A&E, Samaritans, or your local crisis team if you need immediate help. I am only available at our agreed appointment times.*

### 3. Confidentiality:

The sessions we have are confidential. That means that what you talk about in sessions won't normally be told to anyone else. However, if I am concerned about your safety or the safety of another person I may then need to talk to someone else. If I can, I will talk to you about what I am going to do and say.

All counsellors who work under the BACP code of ethics have to undertake supervision which is an important part of their practice. Its aim is to check that the counsellor is working safely and to help improve their practice. I may talk about you in these sessions but I only use first names.

I keep brief coded notes of sessions to remind me of details and issues raised. These are stored securely and will be destroyed when no longer needed.

#### **4. Payment and cancellation:**

My fee which is agreed beforehand will be paid by Bank Transfer.

Fee for Individuals - 48 hours before your session, with a 48 hour cancellation notice

Fee for couples – a week before with a weeks cancellation notice.

If you need to rearrange or cancel a session you will need to give the notice period above by email or you will be charged for the session. If I need to cancel an appointment with you, I will give you as much notice as possible and you will not be charged.

In bad weather or other situations where it's unsafe to travel or be outside online sessions will be offered. If you don't want to meet online then you will be charged for your cancelled session if it is outside of the cancellation conditions.

*Payments to: Nicola Hughes Bank: Smile Account Number: 17349000 Sort Code: 089286*

#### **5. Online Counselling – if applicable**

Online Counselling is a way of having Counselling that uses technology. I offer video conferencing and the telephone to those in England, Scotland, Wales and NI. Due to legislation and Insurance, I am unable to work with those in other countries.

Misunderstandings may occur in Online Counselling due to a lack of facial expressions and tone of voice. We should agree to think the best of each other and then try to express how we are feeling so we can clarify the cause of a miscommunication.

I will be using a private space that no one will enter into while we are working together. I may use headphones with a microphone so you can hear me better and this also protects privacy. If you are using a laptop there is sometimes feedback which make it hard for me to hear you, please have earphones available in case this happens.

If you are connecting using a phone, please have this propped up or in a stable place, I won't be able to counsel you if you are bobbing up and down on my screen!

Connection interruptions may happen during our sessions together online and that we both will be active in trying to minimize this.

You can read [Finding Privacy](#) if you need help or ideas to protect your space.

<http://www.nicolahughes.co.uk/documents>

*Disclaimer: There is no guarantee that online counselling is 100% safe, but provided care and consideration is used, the risk that a third party can hack in to the communication is minimal. As far as I am aware my service providers are GDPR compliant but I cannot be responsible for their business.*

## **6. Outdoor Therapy – if applicable**

Counselling outdoors has great benefits physically, mentally and emotionally. In Outdoor Therapy we work with nature and whatever it provides for us on the day.

You agree to wear appropriate clothing suitable for walking in the weather on that day. You also agree to bring everything you may need with you. Water, sun cream, medicines, first aid kit, if you think you need them. If I don't think you are wearing suitable clothing, I reserve the right to cancel our session. You will not be refunded.

In the event that the weather is unsafe to work in or travel to our location such as bad snow, and gales we agree to work online or on phone. It is likely that I will text you regarding my decision. If you don't want to have a session then you will still need to pay.

I assess routes for risks and hazards and will inform you of any risks where necessary. However not all contingencies can be covered, and in working outdoors, you accept that risks may arise for whatever reason and that I have taken all reasonable steps to address these risks. Your personal safety is your responsibility.

It is your responsibility to inform me of any health conditions you have prior to our walk.

I will carry my emergency contact with me in case I become unwell and I will let you know where this is when we meet.

## **7. Face to Face – if applicable**

Our face to face sessions will take place in The Caravan Clinic which is on my driveway at 2 New Street Gardens, LS28 8AH. Please arrive on time and not early as I have no waiting room.

## **8. Social Media**

I won't befriend current or previous clients on social media, and I won't respond in detail to social media comments. This is to protect and respect the boundaries of the therapeutic relationship and keep you safe.

## **9. Complaints**

I hope I provide you with an excellent service however, it is possible that you may be unhappy with the support you have received. I encourage and welcome you to talk to me directly, if this is not possible you can contact the BACP through their 'Ask Kathleen service'. <https://www.bacp.co.uk/about-therapy/ask-kathleen/>