

## **CLIENT INFORMATION**

**Aim of Counselling:** The aim of counselling is to provide you with an opportunity to explore any personal and relational issues in a safe space. My role is to help you through this process without judgement or telling you what to do, however, I may on occasions offer information or suggestions. It may be helpful to set therapeutic goals during the early stages of counselling, but I will be guided by you on this, as only you know what you want to achieve and how realistic this is. If at any time I feel I can no longer help you, I will offer to give you the details of someone who can. In the same way, if you feel I can no longer help you, please ask to be referred.

Feedback is always welcome so please feel free to be honest about how you are finding counselling.

**Confidentiality:** What is discussed in counselling is private to ensure an open exploration of the worries that have brought you to counselling. I keep confidentiality in line with the British Association for Counselling and Psychotherapy (BACP) Ethical Framework for the Counselling Professions (2018)\*. I am a registered member of the BACP. I keep client records (short summaries about what happens in sessions) and I abide by the General Data Protection Regulations, (please see the Information Commissioners Office website, <https://ico.org.uk/>, for more information.)

I receive monthly supervision to provide the best possible service to you. My supervisor works to the same standards of confidentiality as I do and is also a member of the BACP.

**Exceptions to Confidentiality:** There are some things that I am not able to keep private and I must pass on any information to the relevant people in cases where human safety is concerned, including the following cases:

1. If I feel you may harm yourself or another person.
2. If I think that you, a child, or a protected adult is at risk of harm or abuse.
3. If the courts instruct me to give information.
4. If you share information about a proposed act of terrorism or another illegal act.
5. I may need to pass on your name and contact details to NHS test and trace should I test positive for COVID-19 or I am in close contact with someone else who tests positive.

If I feel that either you or someone else is in danger or at risk of harm, I will first attempt to discuss with you my decision for talking to someone else and breaking confidentiality. Depending on the situation this may be your doctor, the person in danger, a Social Worker, and/or the Police. However, in the case of an emergency, I hold the right to break confidentiality without talking with you first if I think that the importance of the situation requires me to act immediately to safeguard you or others.

In certain cases, you may ask that I share information concerning you. In these cases, I will need written permission from you before I can carry out your request.

**Sessions:** Sessions last 50 minutes (children and young people 30-45 minutes) and would ideally be weekly, on the same day and time. It is expected that the session will begin at the agreed time. If you are late, I will do my best to give you the full time, but this may not always be possible. If you feel that you may be late, please text or call me, if you can, to let me know.

**Session Fees:** Sessions are charged at £40.00\*\*. I accept cash, cheque, PayPal, or bank transfer. Payment will be required at the end of each session, although if you want to, you can pay in advance. Online and telephone sessions will be invoiced using QuickBooks, and I would expect it to be paid prior to our next session.

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**\*\*Concessions:** I can offer concessions if you would struggle to pay the full fee. Please ask.

**Non-payment and late payments:** If you forget to pay, I will follow up with a reminder.

**Number of Sessions:** You do not need to commit to a set number of sessions, although it would be useful if you could complete a few sessions before judging the effectiveness of counselling. After this, we can verbally contract for however many sessions feels right for you. We can review every sixth session if you would like to.

I understand that your life circumstances may suddenly change and at any point you may want or need to stop therapy. Whatever the reason, I respect your decision but ask that you give one week's notice before finishing. If notice is not possible, please contact me by phone, text or email me to let me know.

**Cancellations:** If I have to cancel a session, I will try to provide you with at least 24 hours' notice, wherever possible. You will not be charged for the session, and I will try to offer you an alternative time. I would like you to give me 24 hours' notice if you are unable to attend, however, in the event of an emergency, or other similar situation outside your control, please deal with your situation first and notify me at the earliest convenient time. I will follow up with you typically within 48 hours of a missed appointment.

**Sessions that are missed without notice, or less than 24 hours' notice, are charged at 50% of the agreed fee.** If you miss two consecutive sessions without notice, I will assume that you wish to stop therapy and our contract will be ended. That does not mean that you cannot contact me in the future to carry on with therapy if you change your mind.

**Contact between sessions:** In instances where you need to contact me between sessions to rearrange or cancel sessions, calls or texts can be made to **07725 302523**. If I am unable to take your call, please leave a message on voicemail. Calls and text messages will be responded to as time permits between sessions within normal operating hours. My email address is **dwcounselling@icloud.com**.

Generally, contact should be limited to messages regarding attending sessions. If you feel you need to contact me outside of sessions for other reasons, e.g., issues that have arisen due to our work together, then this is something that we should discuss during a session.

**Holidays:** I will try to give you a minimum of 2 weeks' notice of any holiday dates or when I will be unavailable. I require, if possible, 2 weeks' notice from you.

**Complaints:** Should you wish to make a complaint about the service you have received please contact the BACP at [www.bacp.co.uk](http://www.bacp.co.uk). My membership number is 721915. Complaints should be made directly to the Professional Conduct Team 01455 883300.

(<https://www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/>)

I would be happy to discuss any issues regarding my service with you if you feel it to be appropriate.

\*see <https://www.bacp.co.uk/events-and-resources/ethics-and-standards/ethical-framework-for-the-counselling-professions/> or search BACP Ethical Framework.

## *Delia Warmington, Counselling & Supervision*

The Data Protection Act 1998 was replaced by the General Data Protection Regulations (GDPR) from May 25th, 2018, and because I record information about you, I am required to get your permission to hold such records. I am registered with the Information Commissioners Office as a data controller.

The information I collect includes, but is not limited to:

*Name*

*Date of birth/Age*

*Address, email, and phone number*

*Current GP and meds (if any)*

*Details of previous counselling (if any)*

*Current job or school/college*

*Other information that is relevant to the issues that have brought you to therapy.*

I make notes following sessions. These are mostly reminders for me of the theme of the session and any thoughts I may have on the issues raised.

I use the 10to8 online appointment booking service. The information I upload is your name, your email, or your mobile number. It is used to book appointments and to send automatic reminders. I also use QuickBooks which I may use to send invoices. The only information I input is your name and email address.

All my information is kept locked up and there is no-one else who has access to it. The exception to this is if I should be seriously ill or injured, or in the event of my death, a nominated colleague will be authorised to contact you on my behalf. This will only apply while sessions are ongoing. Some information is kept digitally, and all my digital devices are pin and/or password protected. I am required by my insurance company to keep records for five years from the end of therapy sessions, after which they will be destroyed.

The information I hold on you is for the sole purpose of providing a therapeutic counselling service to you. I will not pass on any information regarding you to a third party unless specifically told to do so, either by you (in writing) or by a court order. I see a supervisor once a month and if I need to discuss our work together, you will be anonymised. My supervisor is also a member of the BACP, working to the same standards of confidentiality as I do.

I try to be as open as I can be in terms of giving people access to their personal information. You have a right to ask me to delete your personal information, to limit how I use your personal information, or to stop processing your personal information. You also have a right to ask for a copy of any information that I hold about you and to object to the use of your personal data in some circumstances. You can read more about your rights at [ico.org.uk/your-data-matters](http://ico.org.uk/your-data-matters).

I ..... give Delia Warmington permission to collect data as outlined above for the purpose of providing me with a therapeutic counselling service.

\_\_\_\_\_ Signed \_\_\_\_\_ Dated \_\_\_\_\_