

## **Burton and District Mind Counselling Service Counselling Contract 2018/19**

1. Session Times and Frequency - I understand I will be seen for approximately 6 weeks at the appointed times.

- Each session will last for between 50 and 60 minutes.
- If you fail to attend your first counselling appointment without contact we **will not** contact you.
- If you fail to attend your session without contacting the counsellor or office within 48 hours we will assume the contract of work has ended.

**If you cannot keep an appointment, please contact Burton Mind on 01283 566696 giving as much notice as possible, if this is out of office hours please leave a message on our 24 hour answer phone.**

If you cancel your appointment without 2 hours' notice this may be counted as one of the six standard sessions. If 3 sessions are missed or cancelled no further sessions will be offered, the contract of work will end and your referring GP will be informed

**Counselling appointments are a valuable resource to our charity and we have other people waiting for them.**

If you are late for a session, the Counsellor will only be able to see you for the duration of the remainder of the session. However, if you are 15 minutes late, the Counsellor reserves the right to cancel the counselling session.

Your sessions are based on a reviewing/rolling cycle. At each review we will discuss progress and evaluate and identify if there is a need to extend counselling beyond 6 sessions.

2: Ethics and code of conduct - The Counsellor will abide by a professional code of ethics at all times, which is available on request.

3: Boundaries/Contact outside of sessions – Our counselling relationship will remain a professional one at all times, the boundaries of which will be clearly stipulated during the initial meeting. There will be no meetings or contact outside of the counselling relationship, unless on business directly concerned with your therapy. We shall not make contact with you or recognise you in other public places (unless this has been agreed with you.)

4: Confidentiality and Data Protection - The content of our sessions is strictly confidential. In exceptional circumstances, 'of such gravity that the confidentiality cannot be maintained', it may be necessary to seek help outside the counselling relationship. The practitioner retains the right to break confidentiality without prior consultation if the situation requires the practitioner to act immediately to safeguard the safety of yourself or others, in such events we will try to seek your agreement.

In the case of a disclosure concerning acts of terrorism, extremism, vulnerable adult/adult at risk or child protection issues, money laundering or drug trafficking, confidentiality will be breached and such disclosures will be passed onto the relevant authority without delay. Due consideration should be exercised before disclosing anything of a previously unreported criminal nature, as we may be obligated to contact relevant authorities.

Brief session summary notes to help link counselling sessions will be kept in accordance with the Data Protection act (1998) and GDPR. These anonymised counsellor notes are securely stored and can be viewed on request. We can discuss the disposal or erasure of any information at any point throughout our work with you. Anonymised summary notes are only discussed with the counsellor's external clinical supervisor, unless they are required under a court of law subpoena. For further information in regards to care records and disclosures, please request a copy of our confidentiality and data protection policy or for full guidance the BMA Ethics 'Access to Health Records' or NHS 'The Care Record Guarantee' document.

GDPR - Processing of personal data – Burton and District Mind have a legitimate interest to process minimal personal data. It is necessary for our contract to process a minimum data set, this data is to ensure our clients are local and eligible for our service, for monitoring our waiting list, performance against national targets, activity monitoring and for clinical

commissioning purposes. Client's names and addresses or personal details about the counselling sessions are not shared with our funders. We do not process this data after our work is complete within the reporting period. No data is sold or processed outside the UK.

5: Progress – During counselling it is necessary to monitor your progress; this is measured using PHQ9 & GAD7 evaluation measures, using a brief questionnaire with numerical scoring. After the final counselling session these scores will be sent to the referring GP, no personal information would be disclosed to a third party without your expressed written wishes (as explained in section 4).

6: Supervision – All Counsellors have external supervision with a professionally qualified clinical supervisor. This is to ensure an ethical and professional service is maintained for clients, your anonymity will be maintained throughout.

7: Commitment – **We agree to meet for counselling at an arranged time, once a week initially. In order for counselling to be effective, it is very important that you attend regularly.** A sense of commitment to the counselling process is essential. You may be asked to undertake work out of session, this is considered an important part of the counselling process and will help link the work in sessions. Engaging in this work regularly can bring significant improvements.

8: Endings - Counselling can at times be demanding, frustrating, and emotional. You may at times find the counselling process very difficult, and feel the need to end your counselling sessions. You are invited to discuss these difficulties rather than suddenly ending, as this could well deprive you of the chance of resolving and working through important issues. In the normal course of events you will probably know when you are ready to finish counselling and we will agree together on the work we need to do to prepare for this.

We will not suddenly or without warning end our contract, except in exceptional circumstances, which would become clear in the course of the/our work together, which we would be fully discuss at that time. Please note any threats or acts of violence will invalidate this agreement and counselling will cease. **Sessions will not take place if you arrive under the influence of alcohol or non-prescription drugs.**

9: Holidays and Cancellations - You will be notified of any planned holidays to be taken by your Counsellor. However, there may also be occasions when sessions may be cancelled because of illness or because of attending training sessions or meetings. We will try to give you as much notice as possible of any cancellation, and will offer an alternative time or date. Therefore, please notify us of any change in contact details.

10: Fees - Donations are gratefully received. Gift aid is reclaimable on all donations, details available on request.

11: Complaints – In the event of a complaint or concern about the service received, please discuss this with the Counsellor in the first instance. If you feel unable to do so or do not receive satisfactory resolution, please contact the Centre Manager, either directly on 01283 566696, or in writing at: Mind, 67 Branston Road, Burton on Trent, Staffs. DE14 3BY. Details of the Complaints Procedure are available from this address.

As the entire counselling relationship is built on trust and openness, a binding contract will not be effective until you have had an opportunity to read, consider and query any aspects of these terms and conditions. Only then will you be invited to sign a copy the counselling contract.

.....

I .....**consent to undertake counselling in accordance with the terms outlined above.**

**Client's signature:** .....

**I agree to provide a Counselling service in accordance with the terms outlined above**

**Counsellor's signature:** ..... **Dated:** ..... /..... /.....

