

# Supportive Space

## Counselling & Psychotherapy with Natalie Duncan

### **Information & Working Agreement**

**\*Please note that by signing this I will assume you have read this contract in full\***

**Please read this document carefully as it contains important information about my professional services and business policies.**

My aim, as your counsellor, is to be compassionate, respectful, and genuine, endeavouring to create the therapeutic conditions for you to achieve your goals.

**Sessions:** Each session will last 50 minutes; if you are late for a session, you may only have whatever time is remaining. If you know in advance that you are going to be late for a session, please send me a short text as I may leave the building or terminate the videocall if I have not heard from you after 15 minutes into the allocated time slot.

If you are unable to keep an appointment, please let me know as soon as possible. **Please note that cancellations made with less than 48 hours' notice, and non-attendance, are charged at full fee.** You will not, of course, be charged for any sessions cancelled by me. **Sessions are payable at least 24 hours prior to the session and sessions not paid for may not go ahead.**

#### **Sessions Fees:**

**Face-to-Face Daytime (up to a 4pm start) - £80**

**Face-to-Face Evening (from a 5pm start) - £85**

**Online - £75**

#### **Payments are to be paid to:**

**Supportive Space**

**Account number: 48404275**

**Sort Code: 04-03-33**

#### **Mettle Bank**

Your session slot is exclusively yours for the duration of your therapy. This means that I am unable to offer it to someone else. Therefore, should you miss more than two consecutive weeks of therapy, unless arranged, you may lose your slot. You have the option to pay to keep your slot in your absence, if you are going to be away for longer. In the event of planned holidays and time away, I can keep your slot open for two weeks at a time unpaid.

You have the right to stop coming to counselling at any time. It is helpful if this is discussed with me in advance, so that feelings about an ending can be worked through and any outstanding issues discussed.

I reserve the right to terminate a session if I believe either of you to be intoxicated with alcohol or drugs, or if there is any threat of harm to me or others in the building.

Appropriate communication is expected (with my help) and so I cannot allow raising of voices or any physical or verbal aggression. Only one person will be able to speak at a time. I will need to treat both clients with equality and fairness, and so I will need to receive emails from each before the therapy starts and I will communicate with both whilst the therapy continues.

**Confidentiality:** Confidentiality is of paramount importance within the practice, and I fully appreciate that you will be trusting me with sensitive and personal information. I will maintain your confidentiality unless there is serious risk of harm to you or others, or there is a statutory obligation for me to disclose. **An example of this is if domestic abuse is disclosed or I suspect that physical abuse and coercive control is taking place. These are criminal offences and cannot be dealt with in a therapeutic space.**

I require **GP details** or in rare cases the details of your individual therapist in case the therapeutic frame is compromised, for example in cases of domestic violence or related safeguarding issues. Please note that **violence** in sessions or threats of violence are not permitted in sessions and during our work at home neither; interpersonal violence is considered a crime within England and Wales.

**GP Details:**

I consent to any relevant information being forwarded to my GP, should my therapist deem it necessary

**GP Name:**

**GP Address:**

**GP Tel no:**

In accordance with the British Association of Counselling & Psychotherapy (BACP) guidelines I am required to have monthly clinical supervision. From time to time, I may discuss our work with my clinical supervisor; this is standard practice and supports my work with you. My supervisor is also bound by a code of ethics and our sessions are confidential.

If you require, I will confirm to a third party that you have attended counselling, stating duration and what themes have been explored. Reports may be written on

request, and you will be charged a standard rate of £50. I cannot make any comments regarding risk issues.

Following each session, I may make brief factual notes if necessary. These will not be shared with anyone without your permission, or unless I am legally obligated to do so. Your GP or any other health professional will not be contacted without your permission or knowledge unless I believe, in my professional opinion, that you are at serious risk of harm. If you reveal during your sessions that someone else is at risk, you will be encouraged and supported to take necessary action. If you are unable or unwilling to do so, I reserve the right to break confidentiality and contact the relevant agency.

If I see you outside of therapy, I will not approach or acknowledge you unless you signal that you would like me to do so.

**Overseas Clients:** I am insured to work with international clients. Supportive Space is based in the UK and as such complies with its responsibilities in accordance with UK laws and any dispute or difference in relation to this agreement shall be subject to the exclusive jurisdiction of the UK courts.

**Social Media:** I have an Instagram account (**supportive\_space\_therapy**) that clients can follow me on, should they wish. The purpose of this account is to provide content for clients and others in relation to wellbeing and mental health. I will not be able to interact with you on this platform and it is for information-sharing only.

**Clinical Will:** In the event of my death or illness of sufficient severity to prevent me communicating directly with you, a third party will access your details. They will communicate with you and support you in making alternative arrangements where this is desired. This person will be a Counsellor or Psychotherapist and will be bound by the confidentiality agreement above.

**Data Privacy:** It is a requirement of my insurance policy that client consultation records are taken and retained for a period of five years. For this reason, your general information (name, contact details & GP details) will be kept on a GDPR compliant platform (Writeupp). These are kept for the purposes of preventing serious harm to you or to others and to protect me in the event of a claim being made against me. Information will only be shared when there is a risk of harm or there is a statutory obligation for me to disclose. For example, in the case of terrorism, drugs trafficking, money laundering or if I am ordered by the courts to disclose information. Brief session notes are also kept on a GDPR compliant platform (Writeupp).

All information forms and notes are deleted after five years.

**Data Subject Access Request Procedure:** You have the right to access all personal data which has been collected about you. This request can be made in person or in writing. There will be no fee for requesting access to this information and will be provided within a month of your request. **Please note, requests are treated as dual consent and will need to be given by both parties in the event personal data, such as session notes are requested.**

**Ethical Framework:** I abide by the BACP Ethical Framework, a copy of which can be found at: [www.bacp.co.uk](http://www.bacp.co.uk)

Print Name.....

Signed.....