

West Town Counselling Services Agreement

21 West Town Lane, Bristol, BS4 5DA

Email: andy@westtowncounselling.co.uk Phone: 07746 162 739

I reserve the right to periodically amend this agreement and my fees. If this is done, you will be advised and offered a new contract; if you have concerns if offered an amended contract, please let me know.

Therapy Offered

The therapy provided is talking therapy which offers a confidential space to explore thoughts and feelings about your situation in order that you may draw your own conclusions – this differs from advice-giving. Therapy may include psychoeducation and ‘homework.’ I sometimes incorporate creative approaches; however, this is not art therapy which is distinct. My methodology is known as Pluralistic and blends theory from humanistic, cognitive, and psychodynamic approaches.

Sessions

We agree to weekly 60-minute sessions on _____ at ____ am / pm, which will be face-to-face / online. When working face-to-face, sessions will take place at the premises on West Town Lane.

Regular attendance is important as it takes time to establish a therapeutic alliance. I suggest attending 6 sessions initially with a review after this time. If sessions are frequently missed, we will discuss the reasons to see if a solution can be found; however, therapy may need to end if a solution is not possible or sessions continue to be missed. Endings can be difficult for many people, so I would suggest between 4 – 6 sessions to bring the work to a close when the time comes.

Fees and Payments

The agreed weekly fee for our sessions is £____. This fee is due to be paid by 6pm on the business day (Monday – Friday) prior to the session, by bank transfer, or the session may not go ahead.

Full details will be provided if we agree to an initial session.

Cancellations and Holidays

Cancellations need to be made with 48 hours’ notice (Monday – Friday). Any sessions cancelled with less notice will be charged at the full rate of the session. **Example:** If your session is on Monday, I request to be notified by 6pm on the Thursday evening preceding the session.

If I am unable to attend a session at short-notice, I will make every effort possible to notify you prior to the session and there will be no fee applicable; if you have already processed a payment for the session, this can be used towards the next session or I can return this to you. I request as much notice as possible for any annual leave, and I will provide the same.

Confidentiality, Privacy and Note Taking

Generally everything discussed during our sessions will be completely confidential; however, there are specific circumstances in whereby I am legally required to break confidentiality and make a report to the authorities. These include knowledge of or involvement in serious organised crime: terrorism, drug trafficking and money laundering. I also have a duty of care to my clients and the public, so there may be other circumstances in which I might choose to break confidentiality; in these instances, I may or may not discuss this with you first.

As part of my practice, I undertake monthly clinical supervision and elements of my work may be discussed in these sessions. After each session, I write factual notes about what we have discussed which are stored in a secure, encrypted, web-based system designed for therapists. You have a right to see these notes. I ask that you submit any requests for your notes in writing and I will provide these within 7 days of the request. More details about your rights can be found in my full privacy policy, available on my website: www.westtowncounselling.co.uk/privacy.html, which forms part of this agreement. If you would like a hardcopy, please let me know.

Referrals

There may be an exceptional circumstance whereby a conflict of interest arises or a dual role is created between us which would make working together inappropriate. It may also become clear that I am not the therapist best suited to your needs. In these instances, a referral to another therapist or service may be necessary. Abusive behaviour towards myself will not be tolerated and therapy will be brought to an end without referral if this happens.

Complaints

If you have a complaint which you feel you can address directly with me, please feel free to do so; alternatively, I am a member of the National Counselling and Psychotherapy Society, and you can make a complaint directly to them using the details below. Details of the procedure can be found on their website. My membership number is: NCS19-07896.

Professional Conduct Department
National Counselling and Psychotherapy Society
19 Grafton Road
Worthing
BN11 1QT
Telephone: 01903 213 683
Email: conduct@nationalcounsellingsociety.org

Signatures

The parties named in this document confirm their understanding and acceptance of the terms set forth above, dated: _____.

Signed by Andrew Hughes.

Signed by _____.