

Counselling Agreement - Alannah Jade Counselling Ltd

Welcome to Counselling

Taking the step to begin therapy is a significant and personal decision. This agreement provides essential information to help you understand the counselling process and what you can expect. My aim is to provide you with a safe, supportive, and confidential space to explore your thoughts, feelings, and experiences.

Your First Session

The first session is an opportunity for us to discuss what has brought you to counselling and what you hope to achieve. This allows us both to assess whether we are the right fit to work together. If I believe your needs would be better supported by a different service or specialism, I will provide guidance on seeking appropriate support.

About Your Counsellor

I am a fully qualified and insured counsellor and a registered member of the **National Counselling and Psychotherapy Society (NCPS)**. This means I adhere to their **Ethical Framework**, ensuring a professional, safe, and ethical practice. I hold an **Enhanced DBS Certificate**, and I am fully insured for public and professional indemnity.

What You Can Expect from Your Counsellor

- A **safe, non-judgmental** space to explore your thoughts and emotions.
- A professional commitment to **confidentiality** (within legal and ethical boundaries).
- Respect for your autonomy—you are in control of your own journey.
- Sessions that are **collaborative and tailored to your needs**.
- A transparent and clear approach regarding boundaries, scheduling, and communication.

Health & Availability

I live with a **chronic health condition**, which, on occasion, may require me to cancel sessions at short notice due to a **flare-up**. If this happens, I will prioritise rebooking your session **at the earliest opportunity** and will communicate this with as much notice as possible. Thank you for your understanding.

Therapy Options & Expectations

I offer **Face-to-Face, Online, and Outdoor Therapy**. Each format comes with specific expectations to ensure the best possible experience. **Please read what is relevant for your session type.**

Face-to-Face Therapy

Location: Bridgewater House, Surrey Road, Nelson, BB9 7TZ

- Upon arrival, please **wait on the black sofas in the reception room**.
- **Do not enter the main building until I come to greet you.**
- **Do not ring my buzzer**, as this could interrupt an ongoing session.
- **Do not visit the office unless I have escorted you inside.**
- If you have a session **after 5 PM**, please note that **you will have to wait outside until your designated time.**

Online Therapy

- Sessions are conducted via **Microsoft Teams**.
- A **Teams link** will be sent **either the day before or the day of your session**, depending on timing.
- **You must be alone in a quiet, private space** during the session.
- **Sessions cannot take place in a car** for safety reasons and due to an inability to verify your location.
- If your environment is unsuitable or disruptive, I **reserve the right to terminate the session.**

Outdoor Therapy

- Outdoor therapy is available in **pre-approved, risk-assessed locations**.
- Due to the unique nature of outdoor sessions, an **additional client agreement** will be required.
- These agreements are determined on a **client-by-client basis**.

Information About Sessions:

- Sessions are open-ended; you decide when you're ready to end.

- Each session lasts **fifty-minutes** unless otherwise adjusted for therapeutic reasons.
- If you arrive late, we will continue for the remaining time only—**sessions cannot be extended as this impacts other clients.**
- To maintain a focused and disruption-free environment, we ask that mobile phones are kept on **silent** during sessions. If you are expecting an urgent or emergency call, please inform me at the start of the session.
- Contact outside of sessions is strictly limited and must be pre-arranged.
- Preferred method of contact: hello@alannahjadecounselling.co.uk
- **Phone calls are not accepted unless pre-arranged. Clients cannot randomly call me, they will not be answered.**
- If you are unhappy with the service, please discuss this with me. If unresolved, you may file a complaint with NCPS.

Cancellations & Rescheduling:

Life is unpredictable, and I understand that sometimes things come up. I aim to be as flexible as possible while also maintaining the structure necessary to offer a reliable service.

- If you need to cancel or reschedule, please **provide at least 48 hours' notice.**
- **Cancellations with less than 48 hours' notice will be charged the full session fee.**
- **Sessions cannot be rebooked until the missed session is paid for.**
- If I need to cancel unexpectedly (e.g., due to illness), I will prioritise rescheduling you as soon as possible.
- **If repeated cancellations or non-attendance occur, I may need to review whether counselling is the right step at this time.**

Payments:

- Each session costs £65.
- Session fees are reviewed **every October** to ensure fair pricing and sustainability.
- **Prepayment is required—sessions may be automatically cancelled if payment has not been made. We do not have the capacity to chase payments.**
- Payments can be made via:
 - **Monzo Payment Link** (sent when booking).
 - **BACS Transfer:**
Alannah Jade Counselling Ltd
Sort Code: **04-00-03**
Account Number: **55725474**
- Cash is no longer accepted.

Confidentiality

- I follow the **NCPS Code of Ethics and legal confidentiality requirements**.
- Confidentiality does not apply if:
 - I am legally required to disclose information.
 - There is a risk of harm to yourself or others.
 - There are concerns regarding child protection, vulnerable adults, terrorism, or drug trafficking.
- I may discuss your case in **clinical supervision** (without revealing identifying details).
- **Session notes** are securely stored in accordance with **Data Protection laws**. You have the right to access your records during therapy.
- I maintain professional social media pages where I share **psychoeducation and business-related content**. Clients are welcome to engage with these posts; however, I do not respond publicly to comments. If you need to discuss something privately, please reach out through the appropriate channels.
- If referred by a solicitor or insurance company, I may be required to provide copies of therapy records (with your consent).

Endings:


- Therapy can be difficult and emotional, and you may feel the urge to stop suddenly. I encourage discussing this first.
- While we appreciate the sentiment, we kindly ask that clients do not give gifts at the end of therapy. A **card** is always welcomed if you wish to express your gratitude, but we are unable to accept any other forms of gifts.
- If I determine therapy is no longer beneficial, I may also recommend ending our sessions.
- Sessions will not take place if you arrive under the influence of alcohol or non-prescribed drugs.
- Any threats or acts of violence will immediately terminate this agreement.


Data Protection & Privacy

I keep confidential records about all clients, stored securely in compliance with **Data Protection laws**. I am registered with the **Information Commissioner's Office (ICO)** for handling personal data. My **Privacy Policy**, detailing how I collect, store, and dispose of your information, is available upon request.

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