

James Ewens Counselling and Psychotherapy Agreement

The document details the terms and conditions concerning our work together and represents a mutual agreement between you, the client, and James Ewens Counselling and Psychotherapy. It contains important information for you as a client to be aware of and it is intended to be collaboratively discussed and made clear to you prior to the commencement of any therapeutic work.

About James Ewens Counselling and Psychotherapy

I offer counselling and psychotherapy informed by my training in Transactional Analysis psychotherapy and counselling, and professional mental health practice. I will offer a safe therapeutic space for you to explore and work through the issues that are important to you. We will work openly and collaboratively towards the outcomes you wish to achieve. The therapeutic approaches we agree to use and the outcomes we set to work towards will be mutually agreed and reviewed on an ongoing basis.

Professional Information

I am a registered member of the British Association of Counselling and Psychotherapy (*MBACP 380153*), an Individual member of the EMDR Association UK and I am a member with SMCP (South Manchester Centre for Psychotherapy). I hold professional indemnity insurance for my practice and adhere to the standards and ethics of the professional bodies I am registered with (copies available on request).

Appointment Information

- Appointments will take place by telephone or online (via Zoom) as agreed.
- Initial consultation (telephone): No Charge -20 minutes. This is an opportunity to identify if we can work together.
- Regular appointments: 50minutes: **£50** per session, payable in advance or on the day of the appointment by bank transfer (*Prices will be reviewed annually in January and clients will be given one month's notice of any price changes*).
- Appointments will not be able to be extended beyond the agreed time, for example due to lateness.
- Sessions can be for a fixed period or ongoing. This will be discussed at the initial consultation and regularly reviewed.
- I will call you on the number agreed at the arranged time. If there is no answer, I will call again 5 minutes later. If no reply I will class this as non-attendance.
- Please ensure you have a suitable private space to engage in appointment. I will discuss privacy and agree how will we work over the phone/online at the first appointment, including managing any difficulties with signal or dropping of calls.

Cancellations / Non-attendance

- Please contact me with more than 48 hours' notice in order to rearrange. If you cancel your appointment with less than 48 hours' notice, this will be charged in full.
- If I have to cancel a session due to illness or an urgent appointment or personal matter, this cancelled appointment will not be charged and I will endeavour to rearrange at a convenient time.
- If you do not attend a planned appointment and I have not heard from you within 24 hours I will attempt to contact you by phone the next day to discuss unless agreed otherwise. If I cannot reach you I will assume we are no longer working together and cancel your remaining sessions and inform you by voicemail/email.
- I will duly inform you in advance of any foreseeable breaks or gaps to sessions on account of holidays.

Contact outside of/between appointments

- Any contact between appointments is limited to session confirmation and changes only. I will endeavour to respond to texts or emails within 24 hours but this may not always be possible.
- I do not offer a crisis service and will not be available outside of our appointment times. Crisis and support service information is available on my website for you to use in the event you need to.

Ending Therapy

- You are able to end therapy at any time, but I ask that you contact me with as much notice as possible
- When you want to stop therapy, it is usually appropriate to continue for a mutually agreed number of sessions in which the ending of the work can be addressed and accomplished. An onward referral can be arranged where appropriate.
- If therapy is ended by myself, I will provide a full explanation and a month's notice wherever possible. With agreement I will provide a referral to another appropriate service.
- If there is an unplanned ending by myself due to for example serious illness, I will endeavour to contact you to advise and discuss alternative referral or other sources of support.

Confidentiality

I am committed to respecting and maintaining client confidentiality, and my duty of care to clients accessing my service incorporates the protection of personal data and information acquired during therapy from unauthorised access. However, it is important that you understand how client confidentiality is managed and maintained and the exceptions that exist.

Exceptions and limitations where I retain the right to breach confidentiality and potentially share information with outside agencies and/or services include statutory obligations, where I am compelled by law, where withholding information means I would breach my codes of ethics, and instances where I am trying to protect clients and/or others from serious harm such as:

- Where there are concerns of serious risks of harm to self and/or others
- When information is received related to terrorism (s.19 Terrorism Act 2000)
- Any information related to drug Money Laundering is disclosed (s. 52 Drug Trafficking Act 1994)
- Where there are legal requirements to breach confidentiality, including an order of the court, or when clinical notes are requested as a part of an ongoing police investigation.
- Where you, the client give consent for confidentiality to be broken and information to be shared

If there is ever any occasion when I am required breach confidentiality or share information with third parties I will endeavour to discuss this with you first where practically and safely possible.

Supervision

I am required by my profession and codes of practice to have regular supervision where I will discuss aspects of my clinical work. Supervision remains confidential between supervisor and myself. I will use first names or initials only to protect client anonymity.

Data protection / Privacy

- As part of my role I am required to keep accurate adequate, relevant, limited records for the duration of our work together. I will make brief factual notes of our sessions.
- Client information will be securely stored electronically in Cloud based software (Google Drive) which is password protected.
- Following the ending of our work together all records will be stored securely for 6 years.
- My privacy policy is accessible via my website (*written copy available on request*) which includes your rights as a client for accessing your own data.

Complaints

If you wish to complain about any aspect of the service, then please ideally speak to me in the first instance as in some cases your feelings can be resolved as part of our therapeutic relationship. However, if this is not possible (or you do not feel comfortable doing this) then you can contact the BACP via <https://www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/>

Acceptable conduct

It is not acceptable for clients to attend sessions whilst intoxicated and/or under the influence of alcohol or drugs. Nor is it acceptable to use violence or intimidation. I reserve the right to terminate any therapy in cases of unacceptable conduct.

Client Responsibility/Disclaimer

During counselling and psychotherapy, information or guidance may be imparted that could bring about positive change. Such information or guidance is given for you the client to consider. Although I (the therapist) will be supportive and helpful as possible in all decision making and change processes, any resulting choices and changes made by you client do remain your (the clients') responsibility. I cannot guarantee the therapeutic outcome and that my fees are payable in consideration of my time and expertise regardless of the therapeutic outcome.

Please be aware that counselling or psychotherapy treatments are not a substitute for professional diagnosis or medical care by a qualified doctor or other health care professional. Please check with your doctor if you have any concerns about your condition or treatment. Clients are responsible for assessing the outcome of their treatment and are advised to refer to NICE guidelines for further information.