

This document sets out the basis on which Wellbeing Practice's conducts and delivers counselling services for adults, young people, and their parents, in accordance with the BACP Code of Ethics and Guidelines. By attending a session with any Wellbeing Practice recognised therapist, you are agreeing to these terms of contract.

1. Introduction

Welcome you to our counselling service, where we are committed to providing professional and ethical mental health support. This contract sets out the framework for counselling for adults and young people (including their parents). We adhere to the guidelines and principles of the British Association for Counselling and Psychotherapy (BACP).

2. Confidentiality

Confidentiality is paramount in our counselling services. All information shared during sessions will be treated with the strictest confidence, in accordance with the BACP guidelines. Our commitment to confidentiality includes, but is not limited to, the following principles:

- **Data Protection:** Your personal data will be handled in strict compliance with the General Data Protection Regulation (GDPR) and other relevant data protection laws. We will explain how your information is processed and stored during our initial sessions.
- **Limits to Confidentiality:** It is important to note that there are circumstances in which confidentiality may need to be breached. These exceptions include situations where there is a significant risk of harm to you or to others. We are legally and ethically bound to report such concerns to the appropriate authorities.
- **Consultation and Supervision:** Our counsellors engage in regular professional consultation and supervision to ensure the highest quality of care. During these sessions, your identity and personal details will remain confidential, and any information shared will be anonymised to protect your privacy.
- **Release of Information:** We will not release any information about your counselling without your written consent. If you wish for information to be shared with other healthcare professionals or individuals, we will request your explicit, written permission.

We understand that trust is the foundation of the counselling relationship, and we are committed to maintaining your trust by upholding strict confidentiality throughout our work together.

3. Boundaries and Professionalism

Our counsellors will maintain professional boundaries, ensuring that our relationship remains therapeutic and respectful. We will not engage in dual relationships that could compromise your well-being.

4. Informed Consent

Before beginning counselling, you will be informed about the counselling process, its potential benefits, and any risks involved. Consent will be sought to proceed.

5. Duration and Frequency

The duration and frequency of counselling sessions are tailored to the unique needs and preferences of each individual, including young people. We understand that young people may have specific requirements and considerations, and we aim to provide a flexible and supportive approach.

- **Initial Assessment:** The counselling journey often begins with an initial assessment. During this assessment, we will work together to identify your goals, challenges, and preferences. For young people, this assessment may involve parents or guardians, depending on the young person's age and maturity. We strive to create a safe and comfortable environment for all involved.
- **Number of Sessions:** The number of sessions required will be discussed and agreed upon collaboratively. Typically, we suggest 6 sessions initially then reviewed to move forward. This may vary depending on the nature of the issues and the goals set. For young people, we recognise that progress may be more effective with shorter, more frequent sessions to accommodate their attention spans and emotional needs.
- **Frequency:** The frequency of sessions can be adapted to suit individual needs. For young people, we are sensitive to their school schedules and other commitments. We aim to strike a balance between providing consistent support and ensuring their daily routines are not disrupted significantly.
- **Regular Reviews:** We conduct regular reviews of the counselling process to assess progress and evaluate whether the counselling goals are being met. For young people, this allows us to adapt the approach as needed to address their evolving needs and development.
- **Termination and Transition:** The decision to conclude counselling will be made in consultation with the client or their parent/guardian, in the case of young people. We want to ensure that the counselling process concludes at an appropriate and beneficial time. For young people, this may involve planning for a smooth transition to self-guided coping strategies or alternative support systems.
- **Feedback and Adjustments:** Your feedback is highly valued. If you feel that the frequency or duration of sessions is not meeting your needs, please communicate this to your counsellor. We are open to adjusting the counselling plan to better align with your requirements.

We understand that young people may have distinct needs and may require a different approach compared to adults. Our counsellors are experienced in working with young people and are committed to providing age-appropriate, effective, and sensitive support that respects their developmental stages and individual circumstances.

6. Fees and Payments

Details about fees, payment methods, and any cancellation policies will be clearly communicated to you before counselling begins.

These will include:

- 48 hours' notice to cancel a session, after this time they are chargeable events.
- Payments must be made prior to the session by at least 48 hours as confirmation of your attendance.
- The session fee will be agreed at your initial consultation or prior to a session.

7. Data Protection

We comply with data protection laws. Any personal data shared will be processed securely, and you will be informed about how your information is handled.

8. Termination

Counselling may be terminated by mutual agreement or in circumstances deemed necessary by the counsellor. The reasons for termination will be discussed with you.

9. Feedback

If you have concerns or feedback about our services, we encourage you to discuss them with us, please contact a senior therapist either by telephone or email as found on our website. We will take your feedback seriously and address any concerns in line with BACP procedures.

10. Code of Ethics

Our counsellors adhere to the BACP Code of Ethics, which outlines the ethical principles and standards of conduct that govern our practice.

11. Safeguarding

We are committed to safeguarding the well-being of young people and vulnerable adults. If concerns about safeguarding arise, appropriate actions will be taken in line with legal and ethical obligations.

12. Accessibility

We aim to provide accessible and inclusive services. Please inform us of any specific requirements you may have.

13. Records and Documentation

In line with the United Kingdom's data protection regulations, including the General Data Protection Regulation (UK GDPR), we take the utmost care in managing and securing all counselling records and documentation. Here's what you need to know:

- **Secure Storage:** Your personal information and counselling records will be stored securely and confidentially. We adhere to UK GDPR requirements regarding the secure handling and storage of personal data.
- **Access to Records:** You have the right to access your counselling records upon request. We will provide you with a copy of these records in accordance with UK GDPR requirements.
- **Data Retention:** Your counselling records will be retained for a specific period, as mandated by UK GDPR, and in compliance with the BACP guidelines. Once the retention period has expired, your records will be securely and permanently disposed of.
- **Sharing Information:** We will not share any information from your counselling records without your explicit, written consent, except in situations where confidentiality must be breached in accordance with ethical and legal obligations.

Your privacy and the security of your information are of the utmost importance to us. We are committed to upholding UK GDPR and other relevant data protection regulations to ensure the confidentiality and integrity of your counselling records.

14. Consent for Minors

For young people under the age of 18, we require the consent of a parent or guardian for counselling, except in exceptional circumstances where the young person is deemed competent to provide informed consent.

By attending a session provided by Wellbeing Practice, you acknowledge that you have read, understood, and agreed to this contract for counselling services. If you have any questions or concerns, please feel free to discuss them with your counsellor. We are committed to providing you with professional and ethical support as you work towards improved mental health and well-being.

To ensure consent a link to this document is included with every invoice and booking confirmation, also a hard copy is available from you counsellor or on request from Wellbeing Practice.