

Service Contract

Professional Registration

We are bound by the Codes of Ethics and Practice of the British Association of Counselling and Psychotherapy (BACP). A copy of the code of practice and ethics is available on request, or may be viewed on the BACPs web site <https://www.bacp.co.uk/media/3103/bacp-ethical-framework-for-the-counselling-professions-2018.pdf>

Session Format & Payment

You (either individually, as a couple or as family) and your therapist will meet for weekly sessions of 50 minutes each at an agreed day and time. This will be your weekly slot whether you are able to attend or not and will not be offered to someone else until an ending is agreed or treatment is terminated. If for any reason you are late for a session, your therapist will see you for the duration of the remainder but will be unable to work beyond the allotted time as this will disrupt the clinic for other patients who may be waiting.

We ask that you advise your therapist of any planned breaks or missed sessions, as well as that you contact us to advise should you be unable to attend a session at short notice. **As your slots will not be offered to someone else until an explicit ending is agreed we will invoice you for these missed sessions unless expressly agreed otherwise with your therapist.** Should sessions be missed due to your therapist being on break or unforeseen circumstances involving your therapist, you will not be invoiced for missed sessions. Your therapist will advise you of upcoming breaks in good time.

Subject to availability your therapist might agree a more flexible session format with you (e.g. clients who work shift patterns or only want intermittent sessions). We cannot guarantee that your therapist will have this availability and in the event of such an agreement availability might be limited. In such case we will require 48 hours notice of cancellation of sessions, **failing which such missed or unattended session will be invoiced.**

You will have agreed a fee with your therapist. Payment of your session is due prior to or on the date of your session. Payment can be made via BACS, or using a contactless or chip-and-pin card at the session. We accept visa, master card, Google Pay and Apple Pay. Our banking details are Well In Mind Ltd, HSBC, account number 30207675, sort code 40 11 65. Please use your surname and initial as reference. Please note fees might be increased annually with good advance notice.

If outstanding invoices are not being paid within 7 (SEVEN) days Well In Mind Ltd reserves the right to terminate therapy. Please note unpaid amounts may be collected through legal processes.

In the event of being offered low-cost or pro-bono sessions such sessions may be limited in quantity and be offered on a short-term basis. These sessions may be with a counsellor in training.

The cost of therapy includes any written materials we may supply, but excludes the cost of any books that we might suggest you read. Any suggested reading will have to be acquired by yourself. It will never be a requirement and only suggested for optional further exploration.

In the event that a private health care plan or insurance is being used to fund your treatment, therapy will not commence until approval in writing has been received from the private health care organisation or you are able to provide the relevant authorisation code. Any such agreements will have to be arranged and finalised by yourself. Should your health care plan or insurer fail to make payment of any sessions you will remain liable for such outstanding amounts.

Therapist qualification

All our therapists are registered with the British Association of Counselling and Psychotherapy and are fully qualified to offer therapeutic support. Confirmation of such registration can be seen on our website. Well In Mind Therapy does support counsellors in training to offer low-cost therapy during completion of their professional qualification. Such counsellors in training have completed all theoretical requirements to offer such counselling support. To ensure ongoing quality of care counsellors in training are closely supported by a clinical supervisor and receive weekly professional supervision.

Continuing professional development & clinical supervision

As part of our code(s) of practice we are required to carry out continuing professional development and to engage in regular on-going clinical supervision. This is to ensure an ethical and professional service to clients. Our therapists may discuss your case in supervision but would not use any identifying details.

Research, publishing & training

In the event of research, published case studies or any other academic/peer publications being done you will be advised accordingly prior to any such research and your express permission to include anonymised accounts of sessions will be obtained. You will have no obligation to give such consent and have the right to a full and transparent explanation of the purpose, scope and result of such research, case studies or publication.

Please note that as a matter of course counsellors in training are required to write anonymised case studies and reflection based on their ongoing client work for review by supervisors and professionally qualified tutors. Any such trainee case studies will be fully anonymised to remove any possibility of identification and will remain within the remit of their ongoing qualification. Ongoing attendances will be considered consent to such professional qualification requirements. No such case studies will be made public or offered for general publication without your express permission and you will not be obligated to give such consent.

Confidentiality

Confidentiality will be maintained within the codes of ethics and legal requirements. Confidentiality does not apply where it would mean that your therapist might break the law or where withholding information means they would breach the codes of ethics. Confidentiality may be breached if your therapist considers there is a risk you may harm yourself or others. In such exceptional circumstances, where there is concern for your well-being or that of others, it may be necessary to seek help outside the therapeutic relationship. In such an event where your therapist might be considering breaching confidentiality, you will normally be consulted first.

In the case of a disclosure concerning acts of terrorism, vulnerable adult or child protection risk or drug trafficking, confidentiality will be breached and such disclosures will be passed onto the relevant authority without delay. Due consideration should be exercised before disclosing anything of a previously unreported criminal nature, as your therapist might be obligated to contact relevant authorities.

Notes may be taken during and after each session, which will be kept in accordance with the Data Protection Act (1998). These notes will be securely stored. Your therapist can discuss the disposal, retention or otherwise of any such notes at the end of your engagement should you so wish. They are disclosed to no one other than the clinical supervisor, unless required under a court of law subpoena. You have the right to inspect your records should you so wish, and this request will be fulfilled during a therapy session. Well In Mind Therapy is registered with the Information Commissioner's Office. Recording of sessions without express consent from both the therapist and yourself is not permitted.

Dual/conflicting relationships

The therapeutic relationship will remain a professional one at all times, the boundaries of which (such as contact outside of therapy sessions) can be agreed during your sessions. Therapists at Well In Mind Therapy are not permitted to accept services, excessive gifting and/or create personal relationships with clients who may have received therapeutic support from them. Personal relationships between a therapist and their client while representing Well In Mind Therapy is not permitted.

Ending therapy

Therapy can at times be demanding, frustrating, and emotional. You may at times find this process very difficult and feel the need to end therapy. We encourage you to consider this an aspect of therapy and to discuss this with your therapist in the moment in order to gain insight and benefit from these feelings. In the normal course of events you will probably know when you are ready to finish therapy, and will agree together on the work you need to do to prepare for this. You will at no time be forced to attend therapy or refused an ending.

Your therapist will not suddenly or without warning terminate your contract, except in exceptional circumstances, which would become clear in the course of the work together. This would be fully discussed at that time and your therapist will be honest and transparent with you at all times.

Notice of termination

In the event of you deciding not to return to sessions please note that we require a minimum of **48 hours explicit written notice of termination** of this contract in order to make your reserved slot available to other clients, failing which you will be charged for such unattended sessions until confirmation of ending is received. In order to avoid charging you for unused slots, should a reserved slot be unattended for 3 consecutive weeks without communication the reservation on the session slot will be released and it will be made available for use by other clients. In such instances you will be invoiced for the unused sessions, but for no further sessions after the reservation is released.

Causes for termination

Please note any threats, attempts of intimidation or acts of violence will invalidate this agreement and therapy will cease immediately. Such actions may be reported to the police if appropriate.

Session limitations & late attendance

Sessions will not take place if you arrive under the influence of alcohol or non-prescribed medication. This will be to ensure your wellbeing during sessions and that you are able to fully consent to any disclosures or work that you might do during a session. Please note that you will be invoiced for sessions unused due to intoxication.

In the event of late attendance you will be seen for the remainder of your session time available. Please note that session times can unfortunately not be extended past the normal session slot and you will be invoiced for the full session fee.

Clinical diagnosis & reports

Your therapist will not be able to make any clinical or occupational diagnosis on your behalf, or to any third-party agencies/services. Should you wish us to share any information with a third-party agency, service or person you will be asked to provide your express consent and clear instructions of the details you would wish to be shared. In the event of requesting a supporting letter confirming attendance or themes of distress, it will be up to each individual therapist to decide whether they are competent to write such a report - please discuss with your therapist in session.

Complaints & concerns

In the event of you being unhappy with the service you receive, please discuss this with your therapist, or alternatively contact Well in Mind Therapy in writing. If you feel unable to do so or do not receive satisfactory resolution, then you have the right to complain to our professional body, the BACP. Our complaints policy can be viewed on our website at www.wellinmindtherapy.co.uk.

Acceptance of contract

Please note that attendance of sessions after assessment constitutes acceptance of this Client Service Contract and its full conditions. This contract is issued upon enquiry and after assessment, and is available on our website for perusal.