Permission to Pause
Counselling and Wellbeing

Pause Breathe Begin

TERMS OF SERVICE

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I offer open ended session to my clients; this means that there is no limit on the number of sessions you may have.

Clients initiate contact with Permission to Pause either through direct email or by phone.

After the client has enquired, a meeting time is arranged with the client for a complimentary assessment, which can be conducted either over the phone or online, depending on the client's preference.

Permission to Pause will then carry out a 15–30-minute assessment, the details of which are documented on a standard form.

In the final step, based on the assessment outcome, a client is either offered counselling sessions or is directed to other suitable services.

Payment

Payment should be made directly by the you the client via bank transfer. Invoices are provided 24hrs in advance of the appointment, and payment should be made by the client ahead of the session starting.

Continued late or non-payment may impact my ability to continue our sessions, but we can discuss this during our sessions.

Cancellations

In the event that you cannot attend a planned session, I kindly request a minimum of 24 hrs' notice. Failure to provide 24hrs notice will result in full session fee still being applied for the missed session.

Permission to Pause proactively reaches out to clients 24 hrs prior to their session to confirm their availability.

If the client continues to cancel our sessions over a period of more than 3 weeks, our sessions may be discontinued and future sessions cancelled.

If I need to cancel a session, I will let you know at the earliest opportunity, a client will never be charged for me cancelling a session.

Does Not Attend

If a client does not attend their session and does not notify me that they need to cancel I will implement the safeguarding procedures, starting first with the client and then on a case-by-case basis next steps aligned with the appropriate measures will be implemented.

If the client does not attend online, I will remain online for 15 minutes before logging off and recording the session as a Did Not Attend.

If the client does not attend a face-to-face session I will remain at the premises for 15 minutes before recording the session as a Did Not Attend.

All sessions which are recorded as Did Not Attend are subject to the full fee, however if the circumstances are exceptional, discretion may be used as to whether the fee applies.

This policy ensures that appointment times are respected and allows me to maintain a supportive and efficient counselling service for all clients.

First Meeting with a Client

During the first session, my primary goal is to create a comfortable and welcoming environment for you the client.

The session will involve an initial discussion where the client can share their reasons for seeking counselling, and I will outline the therapeutic process.

This is an opportunity for you to ask any questions and discuss your goals and expectations. Additionally, I will provide information about the business contract between Permission to Pause and the you, including confidentiality and any necessary administrative details, such as frequency, time, and place of meeting.

I aim to establish a collaborative and open dialogue from the outset, ensuring that the counselling experience meets individual needs and supports the autonomy of the client.

Going forward, sessions are mutually agreed upon and planned ahead.

External Referrals

The counselling process at Permission to Pause is continually evaluated and reviewed to ensure the best interests of the client. Occasionally, the initial assessment may indicate that my service may not be the most suitable for the your needs. In such cases, you might be referred to support that better aligns with your requirements. Reasons for referral may include situations where your difficulties extend beyond my expertise, or when you require assistance with non-counselling issues such as homeing, finances, legal matters, addictions, or other medical concerns.

Where necessary my Supervisor will support me in my decision-making process and where there is significant risk, I will take the appropriate action.

Assessment Tools

I utilise assessment and review tools as part of my practice, the most widely used is the Core 10 Assessment.

The Core 10 is comprised of 10 statements that provide valuable indicators and insight into the level of a client's psychological distress and overall wellbeing, this in turn supports the ongoing measurement and monitoring of a client's progress during the therapeutic journey.

In addition to the Core 10 I may also use in-house assessment tools that support either mine of my client's understanding, a full explanation and consent from you will be sought before use. All information will be stored inline with our confidentiality policy.

Client Reviews and Client Feedback

I want to incorporate my client's feedback into the work that I do, to support the working relationship between myself and you to facilitate continual improvement of my practice. I typically schedule a review with a client every six weeks, to ensure that we are meeting your requirements and achieving your therapeutic goals.

During the review I will be checking in on things like:

- Relationship – degree to which a client feels heard
- Goals and Topics – are we focussing on your priorities
- The approach or method – how you feel about my approach
- Overall – How you feel how we are progressing overall.

The outcomes of the review can support the working alliance relationship between counsellor and client. The assessment can also be used by me as a self-reflection tool both personally and within my supervision sessions and to establish where further support may be needed for both me and you.

Holiday and Planned Breaks

I will provide you with as much notice as possible for any planed holidays I have, and I aim to take no more than 2-3 consecutive sessions off in one go, but this isn't guaranteed. For client's planned holidays I would ask for as much notice as possible to allow me to plan our sessions accordingly.

Endings

Endings may occur for a number of reasons, e.g., the client decides to end the sessions.

We recognise that endings can impact not only the client but also the counsellor and I want to ensure that all parties receive the support required at that time.

Planned endings – Planned endings can be an opportunity to review the positive outcomes and progress with you. I will discuss with my supervisor if I have any planned endings upcoming.

Unplanned endings – if a client suddenly stops attending sessions it can be a cause for concern, and I will follow the sudden endings process as per the below:

1. If I have a contact number for my client, I will send a text message to ensure that they are OK.
2. I will send a follow-up email to the client.
3. I will inform my Supervisor.
4. If there is no response from the client, I will contact your next of kin.
5. If no response from next of kin I will send a final follow-up email.
6. I will record all actions are recorded within the client folder in line with the confidentiality policy.

Whatever the reason for the ending, I will update all documentation accordingly.