



The Therapy Working Agreement

This is a mutual agreement between Lizzie Elshaw (Counsellor) and in respect of their therapy – covering both counselling and clinical hypnotherapy.

Sessions and contact: I offer an initial free 20 minute consultation to discuss what you would like out of your therapy. We will then agree if you would like to proceed with either ongoing or single session therapy.

Single session therapy consists of single 50 minute sessions, booked at a mutually agreed time. Sessions take place on an adhoc basis and as such and I would be unable to keep the same slot open each week for you. If this is the way you would like to work, you may at any time change to ongoing sessions if you'd prefer. Payments for single sessions are required within 48 hours of the time of booking to confirm the appointment.

Ongoing sessions also last 50 minutes and are a commitment of weekly sessions at the same time and day (as agreed between us) until an agreed ending has been reached. Payments for ongoing sessions are required within 48 hours of the time of booking to confirm your next appointment.

Regardless of the way you would prefer to work, the whole session time belongs to you, whether you choose to attend or not.

If you make contact with me outside of my normal working hours, I will respond to you in full during my next working day. I may, if I feel it is needed, send a holding message which confirms receipt but then a full response will come later.

How sessions work:

By phone: I will contact you at our agreed time each week. If I am unable to get hold of you on my first try, I will try a further 2 times at 5 minute intervals. If after these tries I have had not contact with you, I will assume you are not intending to attend.

By Google Meet: I will send the 'Meet' link to your email at some point the day before your session. If you do not connect with me within the first 15 minutes I will endeavour to make contact with you via phone call. If there is no answer I shall follow up with a text and assume you are not intending to attend. If I fail to hear from you in the first 15 minutes of your appointment, I will leave the Meet.

For both instances: It is important you are in a room by yourself which is quiet and confidential for your sessions. By the nature of therapy and to ensure you get the most from it, others are not to be present. Sessions are not to be recorded.

If I cannot get hold of you after the above, it will be your responsibility to contact me. I will only be available for the agreed time of the session, no time will be added if you are late.

Face to Face: Your appointment will be at a mutually agreed time, date and location which I will confirm via text or email. I will be ready to accept you at the agreed time only. Please do not arrive early as I may be with another client.

For telephone and face to face sessions, I will send a text or email reminder the day before the confirmed and pre-paid session.

Cancellation: I understand that therapy can be challenging, frustrating and emotional, but I would ask you to make a commitment to attending regularly and keep absences and session changes to a minimum.

If you need to cancel a session, I will require at least 24 hours notice otherwise 100% payment of the agreed session fee will be kept.

If you miss the session without notice, I will class this as a missed session and also keep 100% of our agreed fee for the session.

It is your responsibility to ensure sessions are paid for within 48 hours of booking. This is the only way to secure your session. If sessions are not prepaid, you may lose your space.

My commitment to you:

Both counselling and hypnotherapy involves your commitment, your honesty both with yourself and myself and a genuine desire to change. On my part, I have a genuine healing intent and provide commitment, honesty and utmost respect for you as an individual as well as my therapeutic skills.

I will only book sessions for times which I know I am able to attend. With regards to holiday/training/workshops, I will give you as much notice as possible and if appropriate, offer you another session convenient to us both.

If in the event I am unwell and need to cancel your session, I will contact you as soon as possible to make you aware and to reschedule our appointment.

Endings: When you feel ready to end our sessions, I ask for at least 2 weeks notice so we can look to review and round off our sessions.

Right to Refuse: Please do not attend sessions under the influence of alcohol or any drugs. If you do, I have the right to cancel the session and keep the session fee.

I will also not tolerate any abusive or aggressive language towards myself. Whilst I encourage emotions to be explored, if I feel your behaviour is inappropriate, and if after discussing this with you it continues, I have the right to cancel/end our sessions.

Confidentiality: I agree to keep everything we discuss confidential. There are a few exceptions where I may need to break confidentiality as outlined below:

If you are deemed to be an immediate risk of harming yourself or others, I will have to break confidentiality by contacting the relevant services although I will always try to discuss this with you first. Other reasons for breaking confidentiality are a) If terrorism related information is disclosed, b) Money laundering information is disclosed, c) Drug trafficking information is disclosed or d) if there are serious concerns regarding another person's safety.

As a member of the British Association for Counselling and Psychotherapy (BACP) and the National Council for Hypnotherapy (NCH), I am required to have regular supervision and will need to discuss my work with a supervisor on a regular basis. However, I will not disclose anything that would enable you to be identified. Supervision sessions are to allow me to gain support and guidance in my work and also to check I am working ethically and competently.

I keep brief notes after each session, which will be anonymised and securely stored. These notes will be protected under Data Protection Act 2018 and ICO regulations. See my Privacy Policy for more details.

If I am unable to contact you or continue sessions due to severe illness or death, a colleague will contact you on my behalf. They will only have access to your name and telephone number provided and will not know any content of our sessions.

Ethics: I am a member of the BACP (# 395360) and the NCH (#12945) whereby I abide to their frameworks of ethics. I am also committed to Continuing Professional Development (CPD) and have regular supervision of my practice.

Complaints: If you have any complaints then I would encourage you to bring these to our sessions so we can look to resolve them together. However, if you feel unable to do this, you are able to contact the BACP or the NCH through their websites.

Fees: The initial meeting of 20 minutes will be free. This is usually over telephone.
My fee for individual ongoing 50 minute sessions is £60.
My fee for single individual 50 minute session is £60.

My fee for couples therapy is £70 for a single session of 50 minutes. Double sessions are available upon request.

I am able to offer a 10% discount for block payments for 5 sessions on both single and couple therapy. Please note if a block of 5 is purchased, but not all 5 are used, the session cost will revert back to full price in terms of working out refund.

Payment: After making a booking I will send you a payment link via Monzo Banking to make your payment via secure bank transfer. Payments are to be made no later than 48 hours after booking your session. Pre-paying for your session is the only way to secure it.

Contact outside of sessions (Social Media & Outdoors): The therapeutic relationship is to remain professional and so I will not accept or send any personal 'friend requests' on any social networking site as this can blur the boundaries and compromise the professional and confidential nature of our relationship. However, I do have professional accounts which you are free to follow.

It is not out of the realms of possibility we could bump into each other outside of the therapy 'room'. If we were to see each other in the real world, I will not acknowledge you in order to keep our relationship confidential. If our paths do cross on any social media platform then we can discuss this in the next session.

See my Digital Policy for more details.

If you need to contact me for cancellations or changes to sessions, please use my details below. I don't always have my phone to hand, so I may not reply straight away.

Phone: 07341 831678

Email: Lizzieelshaw@turningtides-therapy.co.uk

If you are in a medical emergency please contact 999. In times of crisis or when feeling suicidal please contact one of the helplines below:

The Samaritans: 116 123 (24/7)

CALM on 0800 58 58 58 (5pm–midnight every day)

Text 'Shout' to 85258 for text-based support.

We will go through the main points of this agreement in our initial session and also address any questions that you may have.

Please complete the client details form to confirm you are in agreement with this Contract.