



Contract Practitioner's name: Carolyn Disney (**IMBACP**)

Name of private practice: Carolyn Elizabeth Counselling

Contact details: Mobile: 07359629920

Email: carolynelizabethcounselling@outlook.com

Website address: www.carolynelizabethcounselling.co.uk

Please read the information below carefully as it forms an agreement on how we will work together and outlines my professional obligations regarding confidentiality.

At our first session, I will set some time to discuss this agreement and answer any queries you may have. I will ask you to sign the agreement to show that you understand its contents.

Qualifications: I am an Individual Member of the British Association for Counselling and Psychotherapy (BACP) and abide by their Ethical Framework. Please see - www.bacp.co.uk/ethical-framework for more information.

I also hold an Accredited Membership with National Counselling & Psychotherapy Society (NCPS) Membership number: NCS23-04187.

Anti-discriminatory practice: I am committed to providing an anti-discriminatory service. I strive to ensure that this practice is present in all our work together.

The way that I work.

There are a variety of approaches to the way practitioners work with their clients. I have been trained as an integrative counsellor, meaning I take elements of various therapies and tailor an approach for each individual. I believe that everyone comes with a different story, so one style of therapy does not fit all.

Duration and notice of termination.

I provide short- and long-term therapy, and we can discuss the planned duration of our work together during our initial session. We will review your progress at every 4th session, and I require **one** session notice if you wish to terminate your therapy with me.

Holidays

I require 2 weeks' notice of any holiday arrangements. I will provide you with at least 2 weeks' notice of my holidays.

If you require my urgent professional services between sessions, I can be contacted during my normal working hours by email or text.

My working hours are:

Monday – Friday 09:00 – 17:30

I will endeavour to reply to you as soon as possible, but there may be a delay. If you are unable to wait for me to reply, or require emergency or urgent professional assistance outside my normal working hours, please contact NHS direct telephone 111, your GP, the emergency services or the Samaritans freephone 116123.

Fees

I charge a fee of **£25 for a 30-minute session or £40 for a 50-minute session.**

I do offer reduced fee rates for students studying a recognised BACP qualification; this fee is **£35 per 50 minutes**. Please note that this must be agreed upon before our first session, and I require proof of study, such as a letter from your education setting with details of your registered course, for me to offer this service.

I review my fees on an annual basis, this is carried out in April of each year and will give you 1 calendar month's notice of any proposed increase.

Bank details

[Payment is required at the time of booking for your first session. Payments after your first session can be made on the day or before your next session.](#)

Name: Ms Carolyn E Disney

Account number: 74702491

Sort Code: 60-23-05

Bank: Natwest

Cancellation policy

I require 24 hours notice of cancellation via text or email to avoid an invoice being produced and a fee charged.

If you arrive late, unfortunately, I will not be able to extend the session, as this will impact other people's appointments that are booked. Please could I ask that you do not arrive before your appointment time as I do work with other clients and feel it is important for them as well as yourself to have that space to leave the appointment.

Letters and reports

I am willing to write any relevant letters and reports but will require your written permission for me to do this. I charge a fee for writing letters or reports, and this is based on the time it takes me to write the document. We can discuss this should the situation arise.

Supervision

All members of BACP are required to have regular supervision. My work continues to be supervised to ensure that it is safe, ethical, and effective. Aspects of our work may be discussed during these sessions, but no full name will be used, and identifiable details removed. My supervisor is a member of (insert name of supervisor's professional body) and as such they are bound by the same confidentiality rules as myself. In keeping with the requirements of BACP's Ethical Framework I have appointed a trusted colleague to take over the administration of my practice in the event of my death or incapacity, and to deal with my appointments and destroy my notes in a confidential manner. This colleague is also a member of BACP and is bound by the same professional confidentiality rules as set out in their Ethical Framework.

Confidentiality As a member of BACP I am bound by their Ethical Framework to protect a client's confidentiality. Therefore, everything that we discuss is confidential except in certain circumstances, which are listed below.

Record keeping confidentiality As a member of BACP I am required to keep accurate and appropriate notes of our work together. I record my session notes securely on a laptop that is only used by me, and this is password-protected at both the level of the individual document and the laptop itself. Any paper documents are locked in a robust non-portable cabinet to which only I have access. I am registered with the Information Commissioner's Office (**ICO Registration: ZB312671**) and any information that I keep is subject to the Data Protection Act 2018 (DPA 18) and United Kingdom General Data Protection Regulation UK-GDPR see Information Commissioner's Office: <https://ico.org.uk> and BACP's Privacy notice. <https://www.bacp.co.uk/privacy-notice>.

Exceptions

Harm to self or others I reserve the right to break confidentiality if I think that you have become a danger to yourself or other people. I will attempt to discuss this with you and

my supervisor first, but this may not always be possible. For legal and ethical reasons, I am not bound by confidentiality if in good faith I feel that I can assist in the prevention or detection of a serious crime, this includes safeguarding issues regarding children or vulnerable adults, crimes regarding substantial financial gains and losses, and acts of terrorism. I do have a 'Keep Safe' policy In certain cases where you may have declared a clear and definite intention to end your life, or if I have reason to believe this to be true, we may after a careful discussion agree to put in place a 'keep safe policy' where you will agree to take certain measures, such as get in touch with your mental health crisis team, or talk to the Samaritans as a way of safeguarding and ensuring your safety.

Attending under the influence I am unable to deliver effective therapy to clients who try to attend sessions under the influence of non-prescribed medication or alcohol. In such a case I would discuss the issue with you, and we would agree on a period of abstinence before the session from the non-prescribed medication or alcohol, and add this period to the contract.

Complaints

Complaint If there is anything that you don't understand about this agreement, or if you would prefer it in a different format, please let me know.

Similarly, if you are not happy with any of our sessions or the standard of my work, I hope that you will feel able to talk to me about this.

If you feel unable to talk to me or in the event of a serious complaint, please contact BACP's Get Help with Counselling Concerns service (formerly Ask Kathleen), which provides confidential telephone and email guidance on what to do if you have concerns about your therapy or therapist.

Phone 01455 883300 or 07811 762114 or 07811 762256. Please leave a message or email gethelp@bacp.co.uk, or write to BACP, 15 St John's Business Park, Lutterworth LE17 4HB.

I have read this contract carefully and I understand and agree to its contents.

Signed client.

Date

Signed therapist.

Date

A copy of this contract will be given to you.