



Health and Safety Policy

Rationale

This policy is designed to set out the procedures and response concerning any accidents or incidents within the counselling environment and is in place to safeguard both my clients and myself.

Accidents

The counselling environment is set up to ensure that it is a safe space, which will safeguard all parties who enter the premises. All reasonable care has been taken to ensure that there are no hazards or causes of danger for those who enter the space.

In the event of an accident occurring, I am a trained first aider and can administer basic care. In the unlikely event of a severe accident occurring, I would inform emergency services as required to ensure you get the appropriate support.

If an accident does occur within my premises, I would ask you to complete an 'Accident Report Form' (Appendix 1) so that I have a written account, preferably within 24 hours of the incident. I would also inform my insurance company of any significant occurrences.

Incidents

I appreciate that many people who access my counselling service may have heightened emotional states. However, any acts of aggression or violence towards the counselling environment or myself will not be tolerated.

In the unlikely event that this occurs, I may have to contact emergency services if I feel that either of us are in danger. Furthermore, it may result in the ending of our therapeutic working.

Fire Procedures

In the unlikely event of a fire within the building, there will be a clear evacuation route and I will be on hand to assist clients out of the building safely. If our evacuation route is blocked, we will take refuge in the safest part of the building until help arrives. I am trained in emergency fire evacuation procedures and am a trained fire marshal.

Smoking

The premises is non-smoking and all parties using the building are asked to respect this.



Lone Working

There may be times where we are the only persons within the building. To ensure the safety of both of us, an external person will have a record of the hours that I am working that day, and once the final session is complete, I will text them to let them know that all clients have safely left the building.

Working with Children and Young People

I am fully trained in safeguarding procedures and have extensive knowledge of this from my previous work experience. If there are any safeguarding concerns raised with the children or young people that I am working with, I will follow my Safeguarding Policy.

If I feel that it is necessary, I may video record my sessions with children and young people in order to safeguard both of us. These would be visual recordings only, with no audio permitted. If I were planning to record our sessions or your child's sessions, you would be fully informed before I did so.

Home Visits

In certain client circumstance, I may be able to offer home visits as part of our therapeutic work. This would be discussed at the time of enquiry, if required.

Prior to these visits taking place, I would conduct a risk assessment/ visit checklist (Appendix 2), to ensure that the environment was safe and confidential for both of us. If there was any physical or psychological risk to either of us, or indeed, we could not guarantee confidentiality, then a home visit would be deemed inappropriate.

Online Working

Online sessions will be conducted via a platform such as 'Zoom' or 'WhatsApp', both of which are end to end encrypted.

When working online, it is my responsibility to ensure I am working in a confidential space and the responsibility of the client to ensure that they are in a safe and confidential space.

If at any time, there is a risk to the confidential nature of the work during the online session, it will be paused and potentially ended.

I will send out invites or make the initial call connection for the sessions. If there are any technical issues when working online, such as loss of signal or connection, I would contact you via the mobile phone number you have provided



Appendix 1

Dragonfly Counselling Service Accident Form.

1. Injured Person		
Name: (or client ref)		
Address:		
Phone Number:		
2. Accident Details		
Date:	Time:	Location:
Description of Accident:		
3. Injury Details (including treatment/action taken)		
4. Witness Details		
Name:		
Address:		
Phone Number:		
5. Follow up Action (if required)		



Appendix 2

Home Visits Checklist

Client Reference:

Address:

Pre Visit Information	
Has a google map 'visit' to the property been conducted?	
Describe area for suitable parking.	
Is the property well lit and easy to access?	
Are there any pets on the property?	
Are there smokers in the house?	
Will there be anyone else present in the house during the counselling visit?	

During the Visit	
Check that the space is safe and confidential.	
Be aware of nearest exit if required.	
Details of person who is aware that you are conducting the visit.	
Ensure mobile phone is fully charged (and on silent)	
Only take items that you require with you.	
If someone other than the client opens the door, ensure client is present before entering.	
Ensure any pets are restrained.	

After the Visit	
Text named person to let them know you have safely left the premises and are returning to office.	
Review if there are any safety issues or concerns, which may present future home working with this client.	