



Soul Alchemy Client Counselling Contract

Counselling Therapy

I, Natalie Quinlan, operating under the name of Soul Alchemy Counselling & Psychotherapy Services, offer Integrative Psychotherapeutic Counselling. This modality uses a base framework of Person-Centred Therapy which allows the client to explore issues in a safe space. I am also trained in several other modalities including Cognitive Behavioural, Systemic, Attachment and Psychodynamic and will draw on these types of therapy if I feel it is necessary and appropriate. I practice psychoeducation and will offer information if I feel it will benefit the client, with the client's permission.

Appointments

Therapy appointments will be made and agreed at the initial consultation appointment. Sessions will be held weekly at the same time and on the same day to suit the client. Appointments are available Monday to Thursday between the hours of 9am and 8pm and Friday from 9am to 4pm. They will be conducted either by telephone or an agreed secure video calling platform. Where possible they will be held face to face in an agreed appropriate location suitable for counselling. It is the responsibility of the client to contact the counsellor at the agreed session time.

Sessions will last approximately 60 mins and I kindly request that clients attend on time as sessions cannot be extended if you arrive late. If you know that you are going to be late, then please let me know at the earliest opportunity.

How long will therapy last?

This depends on many factors. Therapy is not like a medicine, being there is no 'standard dose'. Some people feel they need to work with a therapist for one-or-two sessions, some people for weeks, some for months, and some for years. People have different needs and aims and work at different speeds. My approach is to discuss this with you throughout therapy to ensure that your needs are being met.

Clients may sometimes wish to take a break in therapy for holidays and other reasons such as finances and other commitments. I ask that clients make a commitment to therapy as I do to them and so while it is acceptable to take time off for short periods, when necessary, if a client wishes to take longer periods, then I am unable to hold their appointment slot indefinitely. The maximum length of time I will hold an agreed time slot will be two weeks unless prior agreement or exceptional circumstance occur which will be discussed with the client.

Medication and Medical Opinions

I kindly request that you to inform me in the first session and at any time afterwards if you are taking any medication of any kind or if your medication changes at any time during the therapy. It is very strongly advisable to make any changes to medication only after talking to your doctor(s). Please note that I am not a doctor nor a psychiatrist and am unable to offer medical opinions or diagnoses. I request and encourage you to address any concerns about your medication or any potential medical or psychiatric problems with your doctor(s). I also kindly request that you disclose any information pertaining to mental health teams or other services that you may be engaging with alongside therapy.

Concerns or Complaints

If you have any concerns or complaints about me or the therapy, please tell me so that we can try to resolve these together. I would always bring any complaints to my clinical Supervisor for an opinion (but still retain your confidentiality). However, my clinical Supervisor is not my 'manager' and it will still be for you and me to deal with any concerns or complaints you might have between us. If we cannot resolve things this way, and you feel you want to complain formally to someone, then you should contact my professional body, The British Association for Counselling and Psychotherapy, who will advise you further. They can be contacted at: <http://www.bacp.co.uk/> or by telephone on **01455 883300**



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Cancellations

Sessions can be cancelled or rearranged by contacting Soul Alchemy within a suitable notice period (at least 72 hours prior to the session). If sessions are cancelled at short notice (less than 24 hours) clients will still be liable for 50% of the session fee at £30 and will receive an invoice to reflect this cancellation charge. Sessions cancelled at short notice due to illness or other special circumstances will not be charged. Non-attendance without prior notice will still be charged. If client does not attend for 2 consecutive sessions without prior notice or persistently cancels, the counsellor will reserve the right to terminate the counselling arrangement.

Contact/Support between Sessions

Contact between sessions is only required when clients need to cancel/amend sessions already scheduled, and I will also contact clients weekly before sessions to send invoices. I ask clients to refrain from contacting me between sessions with information pertaining to therapy for two reasons; first, I cannot hold and support you in the same way that I would be able to do so with sensitive information if you were to bring that up during a session. Second, I cannot guarantee the confidentiality of any information shared in an email, so I kindly request that there is no sharing between sessions because of GDPR.

Also, I need to remind you that Soul Alchemy is not a crisis intervention service as it does not have the capacity to support this. If additional sessions are required outside of the agreed times and days, please email or text to arrange additional sessions. If you do feel you are in crisis and need to reach out, please see the below list:

- Samaritans: [Samaritans | Every life lost to suicide is a tragedy | Here to listen](#)
- NHS mental health crisis: [Where to get urgent help for mental health - NHS \(www.nhs.uk\)](#)
- Centre for Mental Health: [Helplines and crisis contacts | Centre for Mental Health](#)

Social Media

Soul Alchemy Therapy has social media presence on Facebook and Instagram which clients are welcome to connect with. I, Natalie Quinlan do not befriend clients personally on social media as this is unethical and compromises the therapeutic relationship. This applies both during therapy and once therapy is complete.

Confidentiality

All information disclosed during sessions is completely confidential. Soul Alchemy will keep basic information about clients in a secure digital database and held in line with the General Data Protection Regulation 2018. All digital records are kept in password protected files and paper data is kept in a securely locked box. Client data is anonymised to protect identity and all data and records held about you will be securely destroyed after 3 years of our contract ending. You have a right to request information about any data I hold about you, please go to ico.org.uk/your-data-matters for more information.

The British Association of Counsellors and Psychotherapists (BACP) requires members to have monthly supervision as part of its ethical practice. The purpose of this is for counsellor's professional and personal development. Supervision is also subject to confidentiality.

Soul Alchemy reserves the right to keep process notes pertaining to client sessions. Within these notes there will be no information that would identify the client.

There are exceptions to confidentiality and in some instances, counsellors may be required by law to break confidentiality. Wherever possible this will be discussed with the client. Exceptions include if you are at risk of seriously harming yourself or someone else and telling someone may make a difference. Counsellors' duty of care means that they may need to let a third party know the situation.



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Exceptions to confidentiality which will not be discussed with the client are Acts of terrorism, if there is a criminal investigation, child protection and significant risk of harm.

Recording Sessions

For confidentiality reasons, it is not permitted to record sessions during therapy unless prior agreement has been made between client and counsellor. If you wish to record a session, please discuss this with me.

Fees

Fees are £65 per session and will be agreed at the initial consultation. Soul Alchemy can and does offer concessions, and this will be discussed and agreed in the first meeting. Sessions held after 5pm will cost £75 per hour.

Payment is due before the day of sessions, 24 hours in advance and an invoice will be sent to the client the day before sessions. If the session is held in the evening, payment on the same day before the session commences is acceptable. Clients may wish to pay in advance for several sessions at once and this will be negotiated and agreed at the initial consultation or during therapy. Please note that sessions cannot commence until they are paid for in advance unless paying cash.

Soul Alchemy will also offer reductions from time to time to promote business and this will be discussed during initial consultation.

Fees are subject to annual review and an annual increase of prices in line with inflation will occur. Clients will be given written notice two months prior to any increases, and this will also be discussed in sessions. Soul Alchemy reserves the right to increase fees due to increases in business costs at other times during therapy. Non-payment of fees may result in legal action being taken.

Ending Therapy

There is no time limit to sessions offered, however the client may wish to agree to a set number of sessions at the initial consultation. If the therapy is intended to be open ended, ending therapy will be something which is regularly discussed with the client and reviewed at regular intervals during therapy.

Please note that once therapy has ended, we would not be able to see each other on a social basis and I cannot accept invitations to social events, our relationship will be maintained in a strictly professional manner.

This Client Counselling Contract is for you to keep for your reference; Please sign and return the separate form labelled Client Counselling Contract Agreement Form.