



Emotional Support Policy

Sudden Sam



Reviewed June, 2024.



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“Providing support in the aftermath of sudden death – you are not alone.”

Our Vision

Our vision is that Sudden Sam becomes a beacon of support for those enduring the pain and confusion of sudden loss, ensuring that no one faces the challenges of sudden death alone, thereby promoting healing, unity, and resilience within our community.

Our Mission

Our mission is to ensure that, through support from Sudden Sam, families of loved ones who have died suddenly feel supported, both emotionally and financially and that the community, through public awareness, develop a greater understanding and empathy of their suffering.



Our Aims

In respect of Sudden Sam, Emotional Support is the act of providing empathy, understanding, encouragement, and comfort to those experiencing grief and/or trauma as a result of a sudden loss. It involves active listening, compassionate presence, and an offering of reassurance to help those individuals feel understood, violated, and less alone in their emotional struggles.

Our Emotional Support Policy aims to:

- **Provide Immediate Emotional Support:** Sudden Sam aims to ensure that we provide immediate emotional support to those who need it, without lengthy waiting lists. We respect the individual's personal judgement of when emotional support is needed, regardless of how long ago the bereavement occurred.
- **Provide Targeted Emotional Support:** Sudden Sam recognises that each person's grief is unique to them and no two grieving journeys are the same. With this in mind, Sudden Sam aims to provide targeted support tailored to the relationship of the grief and the nature of the passing – E.G. community coffee mornings for sibling loss.
- **Remove Financial Barriers:** Sudden Sam recognises the financial implications associated with bereavement support and aims to remove this by ensuring all of our services are free of charge to all of our users.
- **Foster a Safe and Supportive Environment:** Sudden Sam aims to create a nurturing atmosphere where those affected by sudden death feel safe to express their emotions and share their experiences without judgement.
- **Offer Accessible Resources:** Sudden Sam aims to provide easy access to a range of emotional support resources, both virtually and in paper form, to assist those in their grieving process.
- **Build Community Connections:** Sudden Sam recognises the need of strong community connections, and therefore we aim to strengthen community bonds by connecting individuals and families with others who have experienced similar losses, fostering mutual support and understanding.
- **Collaborate with Professionals:** Sudden Sam aims to work in partnership with the multi-agency process involved in the offering of emotional support, including (but not limited to) healthcare and mental health professionals.
- **Evaluate and Improve Services:** Sudden Sam aims to regularly assess the effectiveness of our emotional support services and implement improvements based on feedback from beneficiaries and stakeholders to better meet the needs of those we serve.

By achieving these aims, Sudden Sam strives to provide compassionate, effective, and inclusive emotional support to all individuals and families impacted by sudden death, helping them to find solace and strength in their time of need.

Legislation and Guidance

Our Emotional Support Policy has been created in conjunction and consideration of the following legislation and statutory guidance:



- Charity Commission Rules and Guidance
- Code of Conduct
- Data Protection Policy
- Health and Safety Policy
- Safeguarding

Responsibilities and Roles

There are a number of roles involved with the offering of Emotional Support at Sudden Sam.

CEO / Chair of Trustees – The CEO, Tom Hanlon, is responsible for overseeing the overall offering of emotional support, and ensuring policy is put into practice by all stakeholders. The CEO is accountable for the provision that is offered to users, as well as safeguarding. The role includes:

- Working with the trustees to drive forward Sudden Sam’s Emotional Support vision and mission.
- Oversee and maintain the Emotional Support referral process.
- Liaise with external counsellors to ensure quality provision and safeguarding procedures.
- Scrutinise quality of Emotional Support to ensure users are being positively impacted.

Trustees – Sudden Sam has the following trustees: Susan Hanlon; Andrew Mercer; Paula Mercer; Gaynor Shiels; Tom Hanlon. The trustees are responsible for maintaining the vision of Sudden Sam and assists in ensuring policy is put into practice. Their role includes:

- Work with the CEO to drive forward Sudden Sam’s Emotional Support vision and mission.
- Conduct regular trustee meetings, with an Emotional Support review being on the agenda – the purpose of which is to review good practice and areas to improve.
- Plan and host community emotional support groups and sessions.
- Spread awareness within the community of our Emotional Support offering.
- Engage in all relevant CPD in order to increase our training, awareness, and qualifications.

Counsellors / Therapists – Sudden Sam utilises the support of qualified external counsellors and therapists in order to offer a credible service to our users. The counsellor is responsible for offering quality Emotional Support to those who need it. The role includes:

- Liaising with the CEO and trustees in order to maintain good communication and to assist with the smooth running of the charity.
- Conducting consultations with the client during their first contact to ensure their need can be met and to ascertain the best way forward.
- To offer virtual and/or face-to-face counselling to Sudden Sam clients.
- To follow and abide by Sudden Sam policies and legislation.
- Liaising with the CEO after each counselling session, in accordance with our safeguarding policy.

Volunteers – At times, Sudden Sam relies on the support of kind volunteers in order to maintain our service. During community Emotional Support sessions, volunteers are often utilised in order to ensure the service runs smoothly. The role includes:

- Supporting the Sudden Sam Emotional Support events by following direction of the trustees and CEO.



- When volunteering, abiding by the Sudden Sam policies and legislation and upholding our values.

Emotional Support Offering

Sudden Sam recognises the impact grief and bereavement can have on an individual, particularly when the death is sudden. Our aim is to provide Emotional Support to those impacted by a sudden and unexpected loss, without lengthy waiting lists.

Sudden Sam offers Emotional Support offering is split into two subsections:

- Children and Young People
- Adult

1:1 Counselling (adult)

Counselling / talk therapy on a 1:1 basis to those who have been impacted by a sudden and unexpected loss. Counselling is only able to commence once a referral (Appendix 1) has been placed and accepted by Sudden Sam and is provided by one of our verified counsellors. The counselling occurs face-to-face or virtually, depending on the suitability of the individual case.

1:1 Counselling (children and young people)

Sudden Sam defines a young person as anybody under the age of 18.

Counselling / talk therapy on a 1:1 basis to children and young people who have been impacted by a sudden and unexpected loss. Counselling is only able to commence once a referral has been placed and accepted by Sudden Sam.

In the case of a child/young person, an 'on behalf' referral form would have to be completed (Appendix 2). This is where an appropriate adult refers the young person on their behalf. Sudden Sam would then process the referral and therapy would commence.

Young people between the ages of 16 and 18 are able to fill in a self-referral themselves.

The type of therapy that would be delivered to the young person depends entirely on individual circumstances. Each user's case is assessed on a case-by-case basis and the most suitable form of therapy is agreed by the therapist, appropriate adult, and Sudden Sam.

- **Talk Therapy** – Standard talk therapy which is delivered 1:1 with the therapist and the young person.
- **Play Therapy** – A form of therapy, where trained professionals use play to help children process and understand their emotions and feelings.
- **Art Therapy** – A form of therapy, where trained professionals use art and creativity to help children process and understand their emotions.

Small Group Support (adult)



In addition to 1:1 support, Sudden Sam also offers small group Emotional Support. Our small group emotional support sessions are led by a professional and delivered to groups of 3 or more people. The small group sessions are advertised on our social media pages and our website, where those who have been impacted by trauma and grief can sign up.

- **Meditation** – Meditation is a practice of focused attention and mindfulness that can help with grief and loss by providing a calming space to process emotions, reduce stress, and promote healing.
- **Hypnotherapy** – Hypnotherapy is a therapeutic technique that uses guided relaxation and focused attention to achieve a heightened state of awareness, which can help with grief and loss by uncovering and addressing deep-rooted emotions, promote healing, and provide coping strategies.
- **Talk Groups** – Group talk therapy is a form of therapy where individuals share and discuss their experiences in a supportive group setting, which can help with grief and loss by providing emotional support and reducing isolation.

Small Group Support (Children and Young People)

Sudden Sam defines a young person as anybody under the age of 18.

Children and young people can access small group support through Sudden Sam, as opposed to individual support. Small group support is only able to commence once interest has been shown by an appropriate adult if the young person is under 16.

Young people between the ages of 16 and 18 can express an interest independently.

- **Play Therapy** - A form of therapy, where trained professionals use play to help children process and understand their emotions and feelings. This is with a group of children, as opposed to independently.
- **Art Therapy** - A form of therapy, where trained professionals use art and creativity to help children process and understand their emotions. This is with a group of children, as opposed to independently.

Community Emotional Support (adult)

Emotional Support for those impacted by sudden loss and/or trauma, aimed at the community and on a wider scale than small group. Interest for the groups is expressed through our website and social media and a referral is not necessary.

The venue for our Community Emotional Support varies depending on the need of the event and the available options.

- **Coffee Mornings** – Informal, compassionate gatherings where those impacted by sudden loss and trauma and share conversation and validate each other's feelings over coffee and refreshments, helping with grief and loss by fostering a sense of community.
- **Walk and Talk** - Informal, compassionate gatherings where those impacted by sudden loss and trauma and share conversation and validate each other's feelings over a walk, helping with grief and loss by fostering a sense of community.



The examples listed within this section of our policy are not exhaustive and Sudden Sam reserve the right to introduce additional programmes of Emotional Support, depending on need.

Who Qualifies for Emotional Support?

Sudden Sam strives to support every single individual who reaches out for help. With this said, however, there are certain restrictions that we are governed by and limitations on how we operate (appendix 3) – due to this, we will help people by one of the following two ways:

1. Signposting users to the appropriate service.
2. Offering Sudden Sam services to users.

Sudden Sam provides support to those impacted by a sudden loss, within the Liverpool City Region.

What Constitutes a Sudden Loss?

Sudden Sam defines a sudden death as an unanticipated death in an apparently healthy subject, or in the case of illness, one whose disease was not so severe as to predict such an abrupt outcome. In other words, a sudden death is any kind of death that happens unexpectedly and is therefore unanticipated.

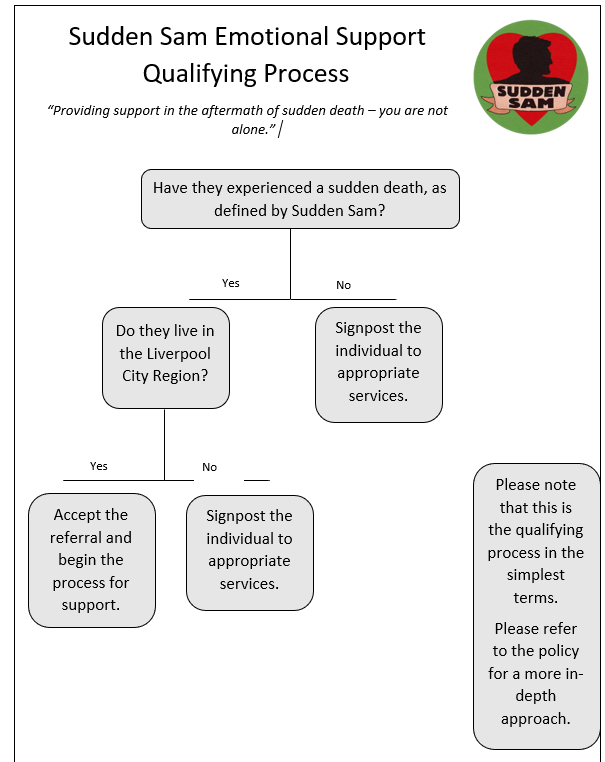
It is important to note that a sudden death is not limited to a tragedy. Those who pass away from an illness can also qualify for support from Sudden Sam, if their death came a lot sooner than anticipated.

Below are some examples of a sudden death, however this list is not exhaustive:

- Suicide
- Road traffic accident
- A tragedy, such as drowning, falling or fire
- Natural causes, such as a heart attack, haemorrhage or blood clot
- Sudden death from a serious illness that was known about, but where the death wasn't expected, such as epilepsy
- Murder
- Sudden death syndrome (Adult or child)
- Advanced illnesses, such as cancer.

While sudden deaths have very different causes, what unites them all is the understanding that they are unexpected and unanticipated, and therefore the bereaved loved ones do not have time to prepare or say goodbye.

What Happens if it Doesn't Constitute a Sudden Loss?





Sudden Sam will never refuse to help anyone in need. We acknowledge that there will be times where people reach out for support and their loved one did not die from a sudden death – for example, their loved one had time to prepare for their death and the family had time to say goodbye.

In these circumstances, Sudden Sam will signpost the user to the most appropriate service. The service that we signpost to depends entirely on each individual case.

When signposting, our trustees are responsible for the following:

- Ensuring quality assurance of the service we are signposting our user to.
- Ensuring empathy and understanding is granted to the user.
- Ensuring we contact the user to follow up, to ensure they are receiving sufficient help.

Qualifying Location

Sudden Sam provides support to those impacted by a sudden loss within the Liverpool City Region. The Liverpool City Region is a combined authority led by Mayor Steve Rotheram, and it brings together six local councils:

- Halton
- Knowsley
- Liverpool
- Sefton
- St Helens
- Wirral

Sudden Sam is able to offer support to those impacted by a sudden loss from within any of the six local councils.

It is important to note that the user requesting support is the individual who should live within the Liverpool City Region and not the loved one who has passed.

The bereaved loved one lives in the Liverpool City Region, and the deceased lived in the Liverpool City Region	Support from Sudden Sam can be offered in this situation because the user requesting support lives within the qualifying location
The bereaved loved one lives in the Liverpool City Region, but the deceased did not live in the Liverpool City Region.	Support from Sudden Sam can be offered in this situation because the user requesting support lives within the qualifying location, irrespective of where the deceased lived.
The bereaved loved one does not live in the Liverpool City Region, but the deceased did.	Support from Sudden Sam cannot be offered in this situation because the user requesting support does not live within the qualifying location, irrespective of where the deceased lived.

What Happens if it Isn't within the Qualifying Location?

Sudden Sam will never refuse to help anyone in need. We acknowledge that there will be times where people reach out for support and they do not live within the Liverpool City Region. In these circumstances, Sudden Sam will signpost the user to the most appropriate service. The service that we signpost to depends entirely on each individual case.



When signposting, our trustees are responsible for the following:

- Ensuring quality assurance of the service we are signposting our user to.
- Ensuring empathy and understanding is granted to the user.
- Ensuring we contact the user to follow up, to ensure they are receiving sufficient help.
- Ensuring we signpost the user to our website for resources and advice, irrespective of where they live.

Emotional Support Referral Process

Sudden Sam aims to ensure that the referral process for those who need support is as easy as possible. We strive to remove barriers and provide support to as many people as possible, in the quickest time frame. We have designed our referral process with ease in mind.

Two Forms of Referral

1. Self-Referral

Individuals over the age of 16 are able to complete a self-referral for emotional support. This means that the individual who needs the support is able to complete the referral themselves (appendix 1)

2. On Behalf Referral

This is where an individual who is in need of support is referred by somebody else, as opposed to themselves. (Appendix 2). There are a multitude of circumstances where an 'on behalf' referral would be appropriate:

- The individual needing emotional support is under the age of 16, meaning their parent/guardian would complete a referral on their behalf.
- The individual who needs support is not in a place mentally or emotionally to fill out the form, however they have given permission for somebody to fill it out on their behalf.
- The individual who needs support is not computer literate, however they have given permission for somebody to fill it out on their behalf.

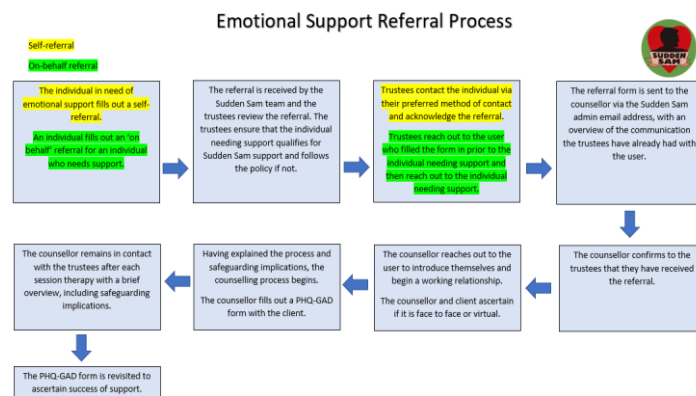
This list is not exhaustive and each referral would be considered on an individual basis.

When an 'on behalf' referral has been received, it is essential that the trustees check that the individual needing support has consented for the referral by checking the answer to the relevant question on the referral form. The trustees will at first contact the user who filled the form in before reaching out to the individual needing support.



The Process

In order to ensure consistency, each referral form is approached in the same manner by all trustees (appendix 4). The emotional support referral process differs slightly depending on whether it is a self-referral or an on-behalf referral.



The Process – Step by Step

<p>The referral is received</p>	<p>The Sudden Sam client fills in the appropriate referral form (appendix 1 and 2) – this is either a self-referral form or an ‘on-behalf’ referral form, depending on circumstances.</p> <p>If a client is not computer literate or does not have internet access, they can fill in the referral via phone call.</p>
<p>The referral is reviewed</p>	<p>The referral form is received by Sudden Sam and the trustees are notified via the admin@suddensam.org.uk. The trustees review that the client qualifies for support (appendix 3) and follows the policy accordingly.</p>
<p>Sudden Sam acknowledges referral</p>	<p>Sudden Sam reaches out to the client via their preferred method of contact (as stated on their referral form).</p> <p>The trustees confirm to the client that their referral form has been received and, providing they qualify for support, confirm their referral has been passed to our counsellor.</p> <p>If the user doesn’t qualify for support, Sudden Sam follows the policy and signposts them to the appropriate people.</p>
<p>Referral sent to counsellor</p>	<p>Sudden Sam emails the referral form to the counsellor, and includes a brief overview of the contact the trustees have already had with the client. The referral form will be attached via attachment.</p>
<p>Counsellor acknowledges referral</p>	<p>The counsellor replies to the Sudden Sam email to confirm they have received it.</p>
<p>Counsellor liaises with client to organise counselling</p>	<p>The counsellor makes contact with the client via their preferred method of contact. The counsellor and client arrange the counselling, including whether it is virtual or face-to-face. The counsellor completes a consultation form (appendix 5).</p> <p>The counsellor prompts the client to fill in the initial Patient Health Questionnaire and General Anxiety Disorder form (PHQ – AD) – appendix 6.</p>



	The counselling contract (appendix 7) is read and signed by both client and user and it is sent to Sudden Sam.
The counselling occurs	The counselling occurs between the counsellor and the client.
Counsellor to Sudden Sam contact	After each session, the counsellor completes the summary sheet (appendix 8). Trustees read each one and ensure there are no safeguarding implications.
Counselling Summarised	After the counselling sessions have finished, the counsellor prompts the user to revisit their PHQ-GD to ascertain level of success with the emotional support.

Sudden Sam Counsellors

Sudden Sam prides itself on the quality of the counsellors that we use. We ensure that our counsellors are trained and experienced and are quality assured. We regularly review our emotional support offering, including the service our counsellors provide, in order to ensure our clients receive the best possible support.

Who?

Sudden Sam provides counselling through two different forms. Although both forms differ in their appointment, the service that the client receives remains the same. The two different forms are:

Form of Counselling	Explanation	Process
Sudden Sam Appointed	This is when a qualified counsellor has been employed by Sudden Sam exclusively.	Sudden Sam would advertise roles on their social media and website and follow the Safer Recruitment policy.
Sub-Contracted	This is when a qualified counsellor has been sub-contracted by Sudden Sam to complete counselling work. This could be through a company or self-employed counsellors, providing they pass our quality assurance.	Sudden Sam would contact the appropriate organisations/individuals and do the following: <ul style="list-style-type: none"> • Check qualifications and experience of the counsellor • Meet the counsellor and have an introductory meeting • Quality assure the counsellor

Qualification

Sudden Sam recognises that there are no set entry requirements to becoming a counsellor. However, at Sudden Sam, we **do** only appoint/utilise the services of counsellors who are qualified and experienced. We do this to ensure that our users receive the best possible service and the therapy is quality assured. Sudden Sam does not utilise the services of counsellors who are not qualified.

Sudden Sam abides by the guidance and ethics of the British Association for Counselling and Psychotherapy (BACP). As per their recommendation, Sudden Sam's counsellors will have taken the following route:



- **Introduction to counselling** - provides basic counselling skills and an overview of training before committing to a full counselling course. Courses typically last 8 to 12 weeks and are available at further education (FE) colleges or adult education centres.
- **Certificate in counselling skills** - a deeper theoretical understanding of counselling, develops your counselling skills and prepares you for the core training at the next stage. Courses typically last one year part time at FE colleges.
- **Core practitioner training** - equips you with the skills, knowledge and competence to work as a counsellor. The minimum level of training at this stage should be a Level 4 Diploma, but can also be a foundation, undergraduate or postgraduate degree. Training must adhere to internationally recognised standards of quality and cover reflective, competent and ethical practice. Courses should be at least one-year full time or two years part time, with a minimum of 100 hours in supervised placements.

Each counsellor will be assessed on an individual basis to ascertain if they have the appropriate experience and qualification. The qualification listed in this policy is not exhaustive.

Qualities

Clients need to be able to participate freely as they work with practitioners of the counselling professions towards their desired goals. This requires clients to be able to trust their practitioner with their wellbeing and sensitive personal information. Our Sudden Sam counsellors abide by the following:

1. Put clients first by:

- a. making clients our primary concern while we are working with them
- b. providing an appropriate standard of service to our clients

2. Work to professional standards by:

- a. working within our competence
- b. keeping our skills and knowledge up to date
- c. collaborating with colleagues to improve the quality of what is being offered to clients
- d. ensuring that our wellbeing is sufficient to sustain the quality of the work
- e. keeping accurate and appropriate records

3. Show respect by:

- a. valuing each client as a unique person
- b. protecting client confidentiality and privacy
- c. agreeing with clients on how we will work together
- d. working in partnership with clients

4. Build an appropriate relationship with clients by:

- a. communicating clearly what clients have a right to expect from us
- b. communicating any benefits, costs and commitments that clients may reasonably expect
- c. respecting the boundaries between our work with clients and what lies outside that work
- d. not exploiting or abusing clients
- e. listening out for how clients experience our working together

5. Maintain integrity by:

- a. being honest about the work



- b. communicating our qualifications, experience and working methods accurately
- c. working ethically and with careful consideration of how we fulfil our legal obligations

6. Demonstrate accountability and candour by:

- a. being willing to discuss with clients openly and honestly any known risks involved in the work and how best to work towards our clients' desired outcomes by communicating any benefits, costs and commitments that clients may reasonably expect
- b. ensuring that clients are promptly informed about anything that has occurred which places the client at risk of harm or causes harm in our work together, whether or not clients are aware of it, and quickly taking action to limit or repair any harm as far as possible
- c. reviewing our work with clients in supervision

Counselling Contract

Sudden Sam's counsellors are representatives of Sudden Sam and therefore agree to abide by our values, expectations and ethos. The counsellors are expected to follow our processes, as detailed within this policy and the appendixes.

Sudden Sam is committed to the welfare of our counsellors and therefore conduct supervision.

At the start of the counselling journey, the counsellor will be responsible for ensuring the client has read and understood the counselling contract (appendix 7). The client will sign the attached document before any therapy commences and the contract will be sent to the trustees via admin@suddensam.org.uk

SUDDEN SAM EMOTIONAL SUPPORT – COUNSELLING CONTRACT	SUDDEN SAM EMOTIONAL SUPPORT – COUNSELLING CONTRACT
<p>Counselling Contract – Emotional Support</p> <p>This is a contract between _____ and your Counsellor, _____ providing therapeutic sessions for Sudden Sam. This contract covers our work together for this series of up to _____ sessions for which I am the Counsellor and you are the client.</p> <p>The sessions will take place at _____ and each session will last for _____ minutes. Some sessions may also take place over the phone or via online call. This is a safe and secure environment and I will respectfully ask for devices to be put on silent or turned off. There are no charges for sessions of therapy. Should you need to cancel a session, please contact either myself or Tom at Sudden Sam using the emails or phone number at the bottom of this contract.</p> <p>I do need to make you aware that there may be times when I cannot keep your information Confidential, for example, if you inform me of any involvement in money laundering, drug trafficking, terrorism or the children act, I have a legal obligation to report this information to my supervisor, who may then pass the information on to the relevant authorities. If I believe you are in danger of harming yourself or anyone else, then I am also ethically responsible to breach confidentiality.</p> <p>I attend a supervision meeting once monthly with my supervisor to discuss case studies to better improve the therapy I provide. This is done confidentially and I will not share your personal information during these meetings. All records are stored securely and electronically in accordance with the data protection act and you can request this information verbally or in writing.</p>	<p>The therapy I am providing will be the Person-centred approach, this is a client led technique so we can discuss whatever you choose and I am here to help guide you on your journey to recovery.</p> <p>I am a member of the British Association of Counselling and Psychotherapy and I will be adhering to their ethical framework. Working within these guidelines ensures I will work within my capabilities and may refer you to other services if necessary.</p> <p>We have discussed any questions you have prior to you signing this contract.</p> <p>In case of emergency (EC), I will ask for contact details for someone over the age of 18 in case there are any concerns for your safety or wellbeing.</p> <p>Counsellor _____</p> <p>Client _____</p> <p>Counsellor contact Details – admin@suddensam.org.uk</p>

Quality Assurance

Sudden Sam are committed to ensuring we offer the very best service to those who need it most. In order to ensure we are providing the best service, we ensure we regularly quality assure our services in a multitude of ways:

Counsellors

Although national guidance is that there are no set qualifications, we ensure that our counsellors are qualified and experienced in order to offer counselling to Sudden Sam clients. We abide by the British Association for Counselling and Psychotherapy ethics and guidance to ensure high standards.

Upon appointing a counsellor to provide services for Sudden Sam, we ensure they are of high quality through our introductory meetings to ensure they share the same values as our organisation.

Counsellors are in regular contact with the trustees and take part in supervision.



Counselling

In order to ensure the counselling is as effective as possible, we appoint the most effective counsellors (see above).

At the start of a client's counselling journey, the counsellor invites the client to fill in a PHQ – AD form to ascertain their current emotional state. This form is revisited throughout and at the end of the counselling journey. The trustees are responsible for analysing this data to see if the client's mental state has improved throughout the journey.

At the end of the counselling journey or emotional support event (IE, coffee morning), the clients are invited to fill in a satisfaction form to offer their opinion on how they found the emotional support offered to them. The results of the survey are used to continually improve our services.

Safeguarding

Our charitable activities include working with people of all ages, including children and young people. We pride ourselves on our safeguarding commitment to all stakeholders of Sudden Sam, including:

- Clients
- Trustees
- Volunteers
- Counsellors
- Employees

Please refer to our Safeguarding Policy for a more detailed overview of safeguarding as a whole within our organisation.

Disclosure and Barring Services

The Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA) merged to become the Disclosure and Barring Service (DBS). The DBS runs lists of people who are barred from working with vulnerable adults and/or children and young people by reason of their history and criminal convictions.

A DBS certificate search is colloquially known as a 'DBS check'.

There are three levels of check available:

- Standard
- Enhanced
- Enhanced with list checks.

Sudden Sam acknowledges that employers or contracting organisations have a responsibility to run criminal records and other necessary security checks on practitioners working with vulnerable adults, as appropriate to the practitioner's level of contact with the vulnerable clients.

Trustees	All trustees are DBS checked.
Counsellors	All counsellors are DBS checked before any counselling commits.



Volunteers	Volunteers do not need to be DBS checked as they will never be alone with clients and will always be within ear and eye shot of trustees.
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Contractual Agreements

Before any emotional support counselling commences, all clients have an introductory meeting with their counsellor, where the contract is carefully read through. The counsellor ensures that the client understands the contract and answers any questions, prior to the client signing and accepting to abide by the contract. The contract includes:

- **Confidentiality** – An explanation on how we pride ourselves on our confidentiality of clients, however, there are times where the counsellor is unable to keep what has been shared confidential – examples of this include if the client informs the counsellor of involvement with money laundering, drug trafficking, terrorism, or the Children Act. A further example is if the counsellor is concerned for the welfare of the client, and therefore they have to inform the relevant authority.
- **Data Protection and Case Studies** - An explanation on how important data protection is to Sudden Sam, and how we abide by government legalisation and guidance. It is explained during the contract discussion how, during chats with a supervisor, a counsellor may share case studies anonymously in order to improve their work, but all records are stored securely.

Managing Risk and Duty of Care

Sudden Sam works hard in order to manage risks to those involved with any service within Sudden Sam. We reduce the risk by ensuring that DBS checks are carried out on the appropriate people, qualifications and experience is checked and considered, and counselling contracts are read and understood by all involved in the experience.

Sudden Sam ensures that we abide by the advice, guidance and legalisation of the British Association for Counselling and Psychotherapy.

We acknowledge that managing risk is everybody's responsibility within Sudden Sam and that the trustees have a duty of care to their clients. As detailed above, although confidentiality is important to us, there are times where the necessity of managing risk outweighs our promise of confidentiality.

If a client ever expresses any potential intent to harm themselves or others, or a breach of safeguarding, our counsellors have to assess:

- The seriousness of the likely harm
- How imminent the risk is to the client
- The effectiveness and impact of a disclosure

Clients do not need to consent to a referral if the counsellor believes harm to themselves or others is imminent. Wherever possible, disclosures should be made with the consent and co-operation of the individual concerned. However, if there is a serious risk to the client or others, the counsellor is able and is obliged to inform the CEO and the relevant authority.

Children and Young People



There are times where Sudden Sam works with children and young people for emotional support and counselling. We are extremely committed to safeguarding the needs of children and young people.

Please refer to our separate policy for a more detailed explanation on our approach to working with children and young people.

Age	Definition	
Under the age of 16	Sudden Sam considers people under the age of 16 as children.	People within this category are classed as children and need parental consent for counselling to commence – this has to be from somebody with parental responsibility.
16 to 18	Sudden Sam considers people aged between 16 and 18 as young people.	Young people are able to receive counselling without parental consent.


Links with Other Policies

This policy has been written with the following policies in mind:

- Safeguarding
- Data Protection
- Health and Safety
- Children and Young People




Appendix 1 – Self Referral



Referral Form for Emotional Support

Please fill in this form to the best of your ability. A member of the team will then be in touch with you about the support available to you.

admin@suddensam.org.uk [Switch accounts](#) 

* Indicates required question

Email *

Your email address

What is your name? *

Your answer

What is your telephone number? *

Your answer


What is your preferred method of contact? *

Telephone

Email




Appendix 2 – On-Behalf Referral



Referral Form for Emotional Support

Please fill in this form to the best of your ability. A member of the team will then be in touch with you about the next steps.

Please note: this referral form is for people completing a referral on the behalf of somebody else, such as a child or an elderly relative.

admin@suddensam.org.uk [Switch accounts](#) 

* Indicates required question

Email *

Your email address _____

Are you completing this form on behalf of somebody else? *

Yes

What is your name? *

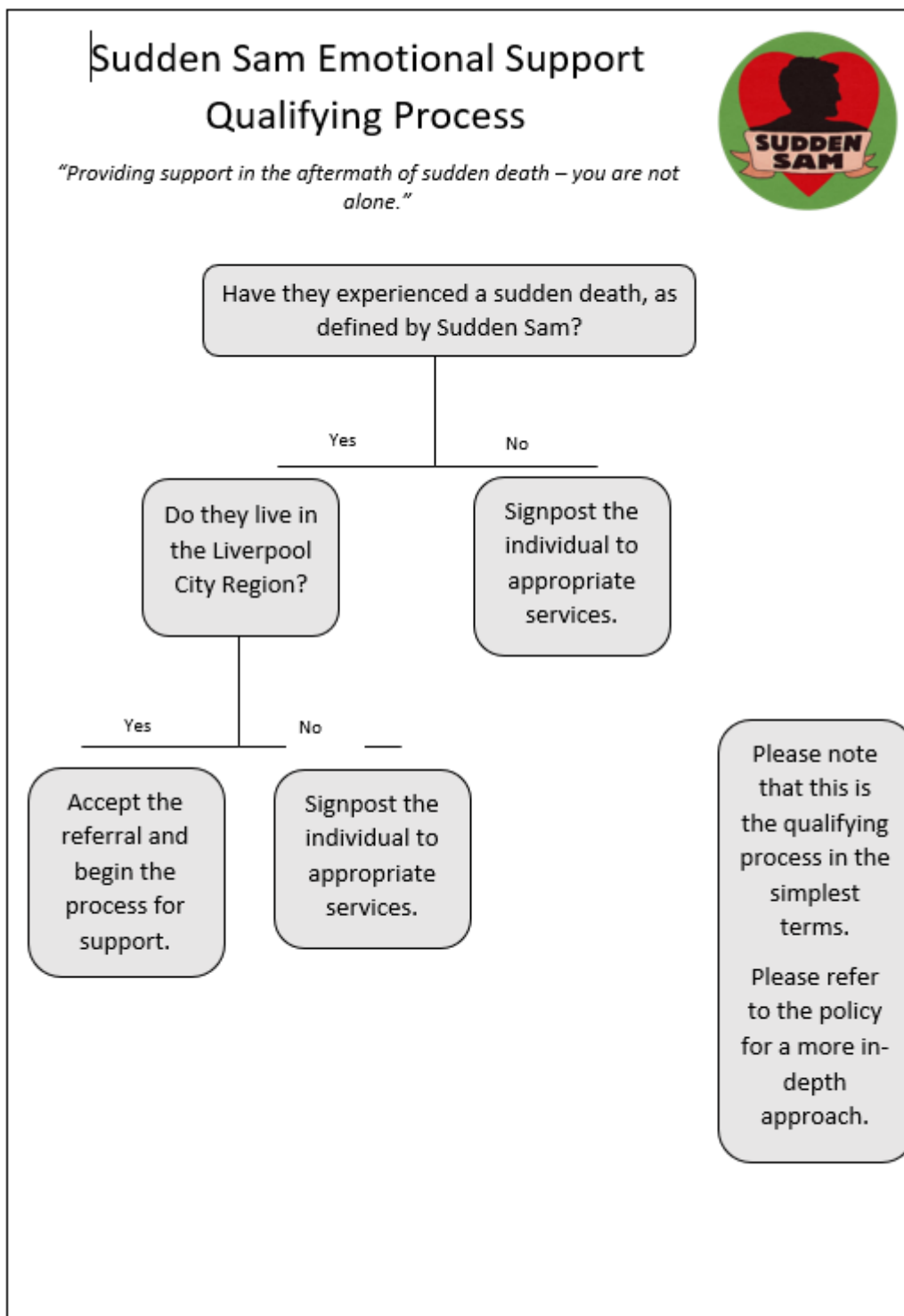
Your answer _____

How old are you? *

Your answer _____

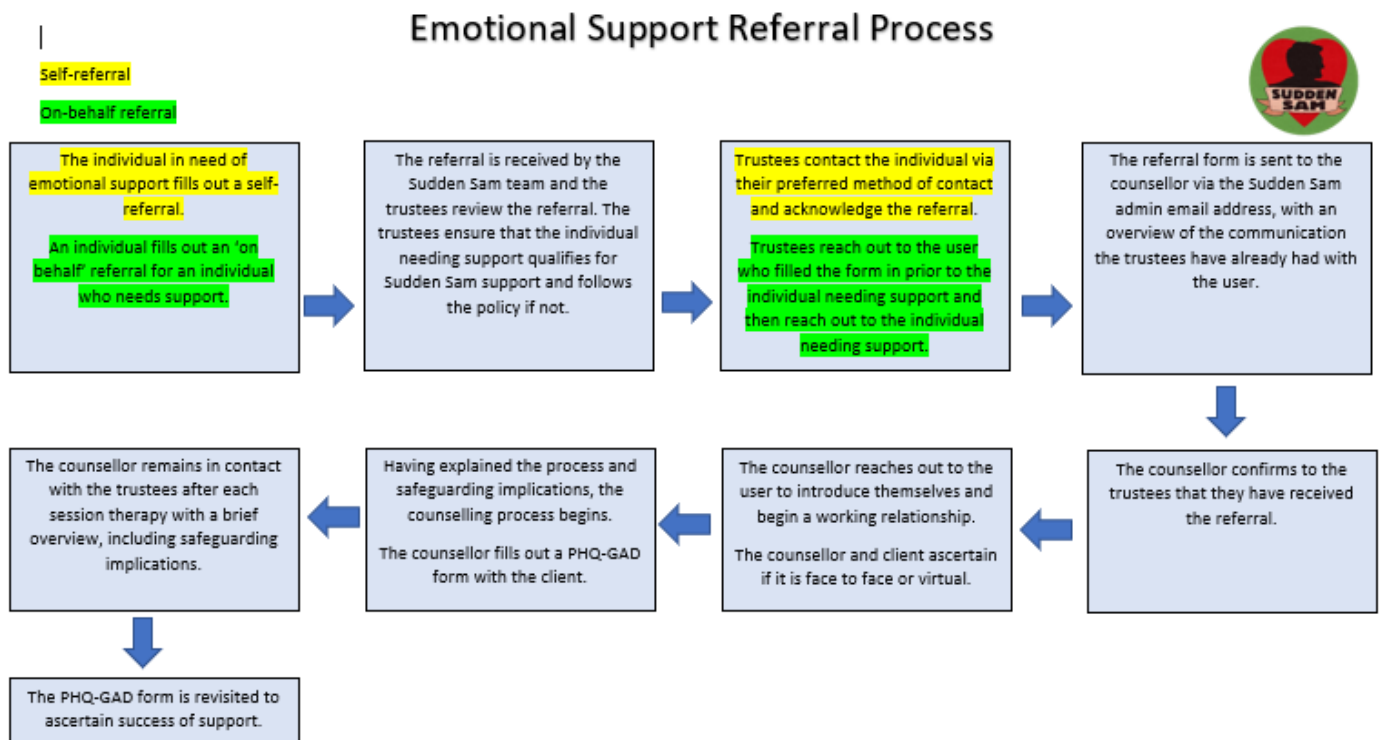


Appendix 3 – Qualifying Process Chart





Appendix 4 – Counselling Referral Process





Appendix 5 – Consultation Form

Counselling Consultation Form



Name	
Date	
Are you currently under supervision of MHA (Mental Health Act) or CMHT (Community Mental Health Team)?	
Do you have a mental health diagnosis?	
Have you ever had any attempts on your life?	
Are there any safeguarding or risk issues?	
Are they suitable for hypnotherapy? Any history of brain injuries, epilepsy or ongoing court cases?	
Overview	



Appendix 6 – PHQ-GAD

PHQ9 GAD-7 form

Name	
Date	
Session Number	



PHQ9	Not at all	Several days	More than half the days	Nearly every day
Little interest or pleasure in doing things				
Feeling down, depressed or hopeless				
Trouble falling or staying asleep				
Feeling tired or having little energy				
Poor appetite or over-eating				
Feeling bad about yourself- or feeling that you have let yourself or other people down				
Trouble concentrating on things such as reading or watching television				
Moving or speaking so slowly- or the opposite, being fidgety and not being able to sit still				
Thoughts that you would be better off dead or thoughts of hurting yourself in some way				

Score: _____

GAD-7	Not at all	Several days	More than half the days	Nearly every day
Feeling nervous, anxious or on edge				
Not being able to stop, or control worrying				
Worrying too much about different things				
Trouble relaxing				
Being so restless that it is hard to sit still				
Becoming easily annoyed or irritable				
Feeling afraid as if something awful might happen				

Score: _____

Total score: _____



Appendix 7 – Counselling Contract

SUDDEN SAM EMOTIONAL SUPPORT – COUNSELLING CONTRACT

Counselling Contract – Emotional Support

This is a contract between _____ and your Counsellor, _____ providing therapeutic sessions for Sudden Sam. This contract covers our work together for this series of up to _____ sessions for which I am the Counsellor and you are the client.



The sessions will take place at _____ and each session will last for _____ minutes. Some sessions may also take place over the phone or via online call. This is a safe and secure environment and I will respectfully ask for devices to be put on silent or turned off. There are no charges for sessions of therapy. Should you need to cancel a session, please contact either myself or Tom at Sudden Sam using the emails or phone number at the bottom of this contract.

I do need to make you aware that there may be times when I cannot keep your information confidential, for example, if you inform me of any involvement in money laundering, drug trafficking, terrorism or the children act, I have a legal obligation to report this information to my supervisor, who may then pass the information on to the relevant [authorities](#). If I believe you are in danger of harming yourself or anyone else, then I am also ethically responsible to breach confidentiality.

I attend a supervision meeting once monthly with my supervisor to discuss case studies to better improve the therapy I provide. This is done confidentially and I will not share your personal information during these meetings. All records are stored securely and electronically in accordance with the data protection act and you can request this information verbally or in writing.

SUDDEN SAM EMOTIONAL SUPPORT – COUNSELLING CONTRACT

The therapy I am providing will be the Person-centred approach, this is a client led technique so we can discuss whatever you choose and I am here to help guide you on your journey to recovery.

I am a member of the British Association of Counselling and Psychotherapy and I will be adhering to their ethical framework. Working within these guidelines ensures I will work within my capabilities and may refer you to other services if necessary.

We have discussed any questions you have prior to you signing this contract.

In case of emergency (EC), I will ask for contact details for someone over the age of 18 in case there are any concerns for your safety or wellbeing.

Counsellor _____

Client _____

Counsellor Contact Details –
admin@suddensam.org.uk



Appendix 8 – Counselling Summary Sheet

Counselling Session Summary



Name	
Date	
Session Number	
Session Method	
Counsellor	
Session Overview	
Safeguarding Concerns	



Appendix 9 – Satisfaction Survey

Counselling Satisfaction Survey



What is your name?	
What is today's date?	
Who did you receive counselling from?	
Was your counselling face to face, telephone, or virtual?	
When did your counselling start?	
When did your counselling finish?	
How many sessions did you have?	
Did you find your counselling experience beneficial?	
Would you recommend emotional support from Sudden Sam to a friend?	

