

Practice Policies and Information for New Clients

Introduction

This document outlines key information about how I work, what you can expect from our sessions, and some practical aspects of therapy. I invite you to read through it carefully and bring any questions, reflections or concerns to our sessions. These policies are here to protect both of us, and to ensure the therapy space feels safe and clear.

About Me

I am a Humanistic and Integrative Counsellor. My approach is grounded in empathy, curiosity and collaboration. I tailor the way I work to suit each client, drawing from a range of therapeutic methods to support your unique needs. Alongside talking therapy, I often offer creative ways of working, such as sand tray, guided imagery, vision boarding, and other expressive tools, which can help us explore things that may be difficult to put into words.

My training draws on Person-Centred, Psychodynamic and Creative modalities, and I have experience working with both adults and young people in e.g. schools, private practice, community settings. I am a registered member of the British Association of Arts Therapists and adhere to their Ethical Framework for the Counselling Professions, alongside BACP and NCPS Frameworks.

Appointments, Cancellations & Contact

Sessions are typically 50 minutes and are held weekly at a regular time. We will discuss what schedule feels appropriate and sustainable for you during our initial meetings.

If you need to cancel or reschedule, please give at least 48 hours notice. Cancellations with less than 48 notice may be charged at the full fee. I understand that life happens, so we can speak openly if you're struggling to attend consistently.

You can contact me via email or phone, though please note I may not be immediately available. I aim to respond within 24 hours during weekdays.

Fees and Payment

My fee is £55 per 50-minute session. Payment is due before or on the day of the session.

I review my fees annually, and any changes will be communicated with at least four weeks' notice. Fee adjustments reflect increases in the cost of living and my ongoing commitment to maintaining a safe, ethical, and relevant practice, including the costs of professional development, clinical supervision, insurance, and membership of professional bodies.

Confidentiality

What you share in our sessions is treated with respect and held in confidence. I will not share information about you without your consent, unless I am legally or ethically required to do so.

Exceptions to confidentiality include:

- If I believe there is a serious risk of harm to you or others,
- If there are safeguarding concerns involving children or vulnerable adults,
- If I am required by a court order or legal obligation.

In all cases, I would aim to speak with you first wherever possible.

I also receive regular clinical supervision in line with best practice. This helps me to reflect on and develop my work, but your identity is always protected in these conversations.

Online and Telephone Sessions

If in-person sessions are not possible, I also offer sessions via secure video platforms or by phone. These will be agreed in advance and conducted with the same level of care and confidentiality.

Communication and Boundaries

Therapy is a professional and boundaried relationship. I do not connect with clients via social media, and I will not acknowledge you in public unless you greet me first, this is to protect your privacy.

Please avoid sending therapeutic content by text or email. These channels are for brief practical communication only e.g. rescheduling. In an emergency, contact your GP, local crisis service, or emergency services.

Working with Children and Young People

If I am working with a young person under 18, we will agree with both them and their parent/guardian what information is appropriate to share, and what should remain confidential. I will always seek to balance the young person's autonomy with safeguarding responsibilities.

Endings and Termination

Therapy can come to a close for different reasons, either when you feel ready, or if there is a change in circumstances. We will work together towards a planned ending wherever possible.

If you miss sessions for more than four weeks without prior agreement, I may assume you have chosen to end therapy, and I will close your file. You are welcome to return in the future if appropriate.

Final Note

Therapy is a commitment and a collaboration. I am here to support you in a way that feels meaningful, respectful and aligned with your values and goals.

Please let me know if anything in this document feels unclear or needs adjusting to suit your needs.

By signing below, I am agreeing that I have read, understood, and agree to the items contained in this document:

Signature:

Date: