



Gemma Brown Counselling and Psychotherapy BA (Hons) Reg MBACP MNCPS Acc.

Adult Counselling Agreement

Please read the information below carefully as it forms an agreement as to how we will work together and outlines my professional obligations regarding confidentiality. At our first session I will set some time aside for us to discuss this agreement and answer any queries that you may have. I will ask you to sign the agreement to show that you understand its contents.

Qualifications

I am a Registered member of the British Association for Counselling and Psychotherapy (BACP) MBACP 412047 and Accredited member of the National Counselling and Psychotherapy Society (NCPS) NCS24-06165. I abide by their Ethical Frameworks, which you can find at: BACP: www.bacp.co.uk/ethical-framework NCPS: <https://ncps.com/about-us/code-of-ethics>

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

I have been trained in a therapeutic approach called Person-Centred Experiential Therapy (PCET) and Cognitive Behavioural Therapy (CBT). I work from an integrative approach meaning I utilise a range of therapeutic approaches. I primarily use Person-Centred therapy (PCET) with CBT and Creative techniques incorporated as needed.

Duration and Notice of Termination

Two sessions' notice is required to end therapy for a safe conclusion.

Sessions

I offer long/short-term therapy. Weekly sessions (50/90 minutes) are preferred, but flexibility exists. Consistent attendance is encouraged.

My appointment hours are:

Monday 9.30am-8.00pm (Online/telephone only)

Tuesday 9.30am-8.00pm

Wednesday 9.30am-4pm

Thursday 9.30am-8pm

These are my core hours however, I can be flexible to suit your needs depending on availability. All sessions are by appointment only.

I will only respond to emails/text during the following hours: Monday-Friday 8am-6pm as availability permits.

Cancellations and Missed Appointments

Appointments can be cancelled or rescheduled with at least **48 hours' notice** provided via text or email.

An invoice for the session fee is generated at the time of booking.

- **Client Cancellations with less than 48 hours' notice:** In the event of a cancellation by the client with less than 48 hours' notice, or a missed appointment, the full session fee will be retained, and no refund or transfer to another appointment will be offered.
- **Client Cancellations with more than 48 hours' notice:** If the client cancels their appointment with more than 48 hours' notice, they will be entitled to a full refund or the session fee can be transferred to a rescheduled appointment.
- **Counsellor Cancellation with less than 48 hours' notice:** In the unlikely event that I need to cancel your appointment with less than 48 hours' notice, all monies paid for that session will be refunded to you.

Please ensure you provide sufficient notice for client cancellations to avoid incurring a fee.

I am not a crisis service so if there is an immediate risk or issue please use NHS resources such as contacting your GP, or phoning Samaritans on 116 123. You are welcome to email me in-between sessions but I cannot guarantee when I will be able to respond to these. My email is gemma@thehealingspacetherapy.co.uk.

If you arrive late unfortunately I will not be able to extend the session, as this will affect my other appointments.

I will give at least two weeks notice of any planned holidays

Fees & Payments

My fees are as follows:

£60 (50 minutes) £85 (90 minutes)

Reduced rates are available (proof required).

Annual fee review with one-month notice.

Book six sessions in advance and save 15%. Payment is due no later than 2 days before the first session. Rescheduling is possible with 48 hours' notice.

Payments can be made by BACS.

My bank details are:

Gemma Brown trading as The Healing Space

Bank account number 82974939

Sort code 04-00-03

Letters and Reports

I can provide letters/reports with your written consent. Fees apply based on the time required.

Supervision

As a BACP/NCPS member, I receive regular supervision to ensure the quality and safety of my practice. Client confidentiality is maintained during supervision, with client anonymity assured.

I have designated a trusted colleague, also a NCPS member, to manage my practice in case of unforeseen circumstances. This colleague will maintain client confidentiality in accordance with NCPS ethics.

Confidentiality

As a counsellor my first responsibility is to my client. What is said during our sessions remains confidential. However, there are some limits to confidentiality (see 'Safeguarding' and 'Working with Children and Young People and Parent/Guardian Contact').

I keep secure notes of our sessions on a password-protected laptop and in locked cabinets. Your information is handled confidentially according to data protection laws (ICO & BACP).

Client artwork is kept securely. You may take your work home at any time. Remaining artwork will be securely disposed of after 2 years.

Safeguarding:

Confidentiality may be broken if you or others are at risk of significant harm. This may also apply in cases of serious crime or legal obligation, including situations involving the safety and well-being of children and young people.

If you express thoughts of self-harm, or concerns about the safety of a child or young person, we may discuss a "keep safe" plan, which might include contacting a crisis team, support services, or relevant safeguarding agencies.

Working with Children and Young People and Parent/Guardian Contact:

This section applies specifically when the client is a child or young person.

My primary therapeutic relationship is with the young person. Building trust and providing a safe space for them is paramount.

Contact Outside of Scheduled Sessions:

Direct contact outside of scheduled sessions is limited to brief communications (via email, phone, or text) for administrative purposes such as arranging, rescheduling, or confirming appointments.

I understand that parents/guardians may occasionally have questions or wish to discuss their child's/young person's progress. However, any communication that requires a more in-depth discussion, exploration of issues, or significant time investment will be offered as a separate, pre-booked parent/guardian consultation.

Parental Involvement & Communication Framework

Initial Assessment and Parental Involvement

Parents and carers are welcome to attend the initial assessment session, particularly for contracting and safeguarding discussions. If your child or young person feels comfortable, they may choose for the session to continue one-to-one. This helps to establish the counselling space as their own, a place where they feel safe, respected, and able to express themselves freely.

Ongoing Work

If we agree that counselling would be beneficial, I usually offer an initial block of six sessions. Towards the end of this block, your child or young person will be invited to reflect on their experience and decide whether they wish to continue.

With their consent, we may also arrange an informal review involving parents, carers or referrers. This review is guided by the young person and offers space to share how things are going and shape the focus of any ongoing support.

Confidentiality

Confidentiality is central to building trust in the counselling relationship. I will respect your child or young person's privacy in line with their age and level of understanding. While I may share general themes where appropriate and agreed, specific details from sessions will remain confidential unless there are safeguarding concerns or explicit consent is given.

Review and Endings

If the work continues beyond the initial block, we will set new goals together and agree on the next steps. When it's time to end the counselling process, we will plan a final session to reflect, say goodbye, and bring the work to a thoughtful and supported close.

Emergency Contact

In the event of an emergency or immediate safeguarding concern regarding the young person, please contact the relevant emergency services or local child protection services.

Chance Meetings

To respect the privacy of the young person and their family, I will discuss in our initial meeting how we might acknowledge each other if we happen to meet outside of a session.

Attending Under the Influence

Effective therapy requires a clear mind. If you arrive under the influence of substances, we will discuss this and agree on a suitable time to resume sessions.

Complaints

If you have any questions about this agreement, feedback on our sessions, or concerns about my work, please let me know directly. If you'd prefer to speak with someone else, you can contact BACP's confidential helpline for guidance.