**Working Agreement – Counselling and Psychotherapy**

**Calm Cabin Counselling is a therapeutic service offering one to one, couples and family group counselling to children, young people and adults either in person at 23 School Hill, Ashcott, TA7 9PN or online. Seeking therapeutic support can feel like a big step to take and it’s important that there is a clear understanding of what clients are entering into. This document sets out the structure of a working agreement so that there is clarity and transparency about what this service can offer and how Calm Cabin Counselling will endeavour to support clients.**

**What is Counselling and Psychotherapy?**

In the [Introduction to Counselling and Psychotherapy](https://www.bacp.co.uk/media/11060/bacp-introduction-counselling-and-psychotherapy-client-information-sheet-march-21.pdf) by the [British Association for Counselling and Psychotherapy](https://www.bacp.co.uk/) itexplains that **… *“****Counselling and psychotherapy are umbrella terms that cover a range of talking therapies. Counsellors and psychotherapists are trained professionals who will work with you over a period of time to help you develop a better understanding of yourself and of others. Therapists are impartial. They will listen to you without judgement and work with your emotions without becoming emotional themselves. They won’t tell you what to do but will help you find your own solutions – whether for making effective changes or for learning how to cope. There are several different types of therapy and therapist. It’s important to find a therapist and a way of working you’re comfortable with so you can feel at ease discussing personal and emotional issues”*. One of the most significant aspects of Counselling and Psychotherapy is the quality of the relationship between the client and the therapist. It is absolutely crucial that the client trusts and feels safe within this therapeutic relationship.

**Enquiries and understanding the needs of clients**

On receipt of an enquiry, preliminary contact will be made, as soon as possible, via telephone, text or email. If the service has availability, a phone call may be arranged to gather more information about what the client is looking for and whether Calm Cabin Counselling can offer appropriate support. Any material shared will be held confidentially by Calm Cabin Counselling\*. If after this first conversation the client wishes to proceed, then an initial consultation in person or on zoom can be arranged. The purpose of this initial consultation is to offer an opportunity for both parties, clients and counsellor to explore whether Calm Cabin Counselling is the best service to meet their needs of to set out the structure of the therapy in a way that offers clarity for both parties.

**Appointments**

Calm Cabin Counselling can offer appointments on Tuesdays, Wednesdays and Thursdays from 8.30 am to 6.30 pm. At first it is preferable to meet clients on a weekly basis as this helps to support a strong therapeutic relationship. If this is not convenient then fortnightly sessions may be agreed. When regular sessions have been established it may be possible to meet slightly less often, for example three weekly or monthly. Calm Cabin Counselling takes regular breaks during the school holidays and this will be negotiated with clients giving at least 3 weeks’ notice.

*\*please see additional Privacy Statement and section in this document on Safeguarding*

There will be an initial therapeutic agreement of working for 6 weeks, with an opportunity to review how things are progressing on the fifth week. If clients wish to terminate the therapy prior to this agreed time, it is preferable if clients give at least a weeks’ notice which allows time to work towards a satisfactory therapeutic ending.

For immediate and essential contact regarding scheduling of appointments between sessions please text **07929083485**. For longer communication between sessions please email calmcabincounselling@protonmail.com.

If sessions need to be cancelled, Calm Cabin Counselling would appreciate at least 24 hours’ notice. Please call or text 07929 083485 or email calmcabincounselling@protonmail.com. With exceptions for illness or unforseen circumstances, if a client cancels within less than 24 hours’ notice then they are still liable for the fees for the missed session. Calm Cabin Counselling will endeavour to honour all scheduled sessions but if, unexpectedly, a session cannot go ahead, clients will be contacted as soon as possible and the session will be rescheduled.

**Fees**

Calm Cabin Counselling fees are £50 per for an hour’s therapy. ( Although a therapeutic hour is often 50 minutes Calm Cabin Counselling offers a full hour). For younger children and young people a shorter session may be negotiated at £40 for 40 minutes or £30 for 30 minutes. Limited concessions are offered for students and those on a lower income. If you would like to discuss this please raise this during the initial consultation to consider appropriateness and availability.

All fees must be paid in cash or by bank transfer on the day of the appointment to: **Mrs H L Luckins 20-99-40 20268488**

**Confidentiality**

The content of sessions is confidential between the therapist and the clients. All therapists have a supervisor who they meet monthly to share and review their client work. To maintain client confidentiality, when clients are discussed in supervision they are known only by forename. In session notes, which are recorded electronically after each session and saved on a password protected device, clients are referred to by their initials only. Sometimes during an online session, notes may be hand-written during the session and these are also anonymised by using the client’s initials and stored in a file in a locked filing cabinet.

**Safeguarding**

Calm Cabin Counselling offers therapy to children, young people and vulnerable adults. If there are concerns about the safety of, or risk of significant harm to, a client or anyone else it may be necessary to break confidentiality in order to access suitable support for those at risk of harm. Once a safeguarding concern has become apparent this will be immediately addressed within the session with the client present, with the intention of coming to some collaborative agreement about how to proceed to ensure client and others safety. If the client is unhappy about sharing the concern with others, then in the best interest of the client or others Calm Cabin Counselling may contact the client’s GP or if the client is under 18 years of age, an appropriate adult with parental responsibility for the client.

**Privacy Statement**

Calm Cabin Counselling is registered with the [Information Commissioner's Office (ICO)](https://ico.org.uk/) and Mrs Helen Louise Luckins is named as the data controller. Calm Cabin Counselling will need to keep some personal records. Clients’ name - forename and surname - along with mobile numbers and email will be stored electronically on a mobile phone which is password protected. This applies to adult clients and parents/carers of children under the age of 16 and some young people 14 to 18 years. Calm Cabin Counselling will keep a paper or electronic copy of these details which will not be shared with anyone and will stored securely online or kept in a locked filing cabinet. Session notes will be anonymised and when being discussed in supervision, clients will be identified by their first name only to maintain confidentiality. After counselling has ended the clinical notes will be archived for 7 years before being destroyed. Please read the separate ***Privacy Statement*** for more detailed information about how data is stored.

**Client Satisfaction**

Many people come to counselling and psychotherapy because they are going through difficult times and Calm Cabin Counselling will always endeavour to work in the best interest of all clients and supervisees. If you are feeling in any way dissatisfied with your therapy, please make contact as soon as you feel something has arisen, so that things can be discussed and hopefully resolved as soon as possible. Calm Cabin’s therapy is guided by the [BACP Ethical Framework](http://www.bacp.co.uk/ethical_framework/).

If you are happy with this agreement then please sign below.

🞐 I agree to this Working Agreement .

🞐 I have read the Privacy Statement and agree to Calm Cabin counselling holding my name, contact details and GP details in a secure place to comply with General Data Protection Requirements.

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Client or parent if under 16) date \_\_/\_\_/\_\_\_\_

Print Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Print name of client (if different) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Or Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Therapist - Helen Luckins ) date \_\_/\_\_/\_\_\_\_

**Please complete information overleaf**

Client’s full name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Client’s Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Postcode \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date or birth \_\_/\_\_/\_\_\_\_\_ ( if client under 18)

Email address (Parent if client under 16) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone numbers \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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GP details \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Surgery \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

GP address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_