

Therapist to Client Terms & Conditions

1. Contract Introduction

1.1 The following is a contract between me, as your therapist, and you, for therapeutic work. It provides you with an understanding of how I work so you are fully informed. Please take some time to read through this.

2. Assessment

2.1 At the assessment (typically four sessions) we will explore the issues that you sought therapy for. During this consultation period we will attempt to get a clear understanding of matters which are important to you in order for me to formulate your difficulties and find a focus for therapy.

2.2 The assessment sessions allow you the chance to see if we can create a shared understanding of your difficulties in a manner which feels purposeful to you - you are not obliged to complete the assessment or embark on further sessions after the assessment period. As I have a duty of care, if I think that you would be better helped by seeing a therapist with a different specialty I may offer you the opportunity to be referred to another practitioner.

2.3 If you have any concerns about the process of therapy then I encourage you to discuss these with me.

3. Regularity of Sessions

3.1 Once you have agreed to therapy, I will reserve a weekly time slot (of 50 minutes) for you. This is so that I can set aside the same time for you each week for us to be committed to engaging and discussing areas of your life which are of concern to you.

3.2 Rates are based on weekly sessions but it is also possible, if time or other priorities make it a challenge to have weekly sessions, to have fortnightly sessions. The rate may be increased 10% to reflect additional administration required if we are meeting fortnightly. In addition you will be paired at a time with another client who is requesting fortnightly sessions; so if a session needs to be cancelled, this may reflect a break of a month unless another time can be found, so more flexibility in scheduling may be required.

3.3 Ad hoc or monthly sessions may be requested, this is when the therapy is ending or for maintenance once a therapeutic relationship been sufficiently built and the majority of our work completed

4. Cancellation Policy and Planned Breaks

4.1 As your sessions will take place on the same day and time each week, these times will be “reserved” on an ongoing basis. If you cannot attend in person you have the option of taking your session online or by telephone. You can cancel any session provided you give 48 hours’ notice. If you cancel more than once in a month (apart from agreed holidays of 2 weeks which the therapist would like a months notice) we will discuss whether this is the right time for you). Breaks of longer than 2 weeks we cannot reserve the space for you or guarantee you the same space when you return, you may need to agree with the therapist a new time slot.

4.2 Any cancellation within 48 hours, changes to the appointment time or non-attendance will be charged at the full fee. This cancellation policy applies to holidays, work commitments, illness and other emergencies.

4.3 Please discuss with me in session any future holidays or absences or ending of therapy. Please advise me of any

foreseeable difficulties in attending; if possible I may be able to accommodate your needs with an alternative slot.

4.4 Ad hoc sessions are only advisable to review your progress and wellbeing after a course of therapy. It is common practice that psychological therapy occurs at the very least weekly. My flexibility is limited as my diary is typically full with regular clients on a weekly basis. If you are unable to attend the same day and time every week or cannot attend weekly then please let me know from the outset.

5. How to contact me outside of session time

5.1 I encourage you to discuss any concerns you have in your therapy session. Nonetheless, in the circumstances of cancelling or any difficulties to attending your appointment you are welcome to contact me. I will attempt to respond to any non-risk concerns or questions within 48 hours' unless I am on planned leave.

Payment

6.6 Payments taken for each session will include the Session Fee as agreed between therapist and client. The fees will remain the same each week unless we discuss and agree on a different Session Fee (for a longer session than usual for example).

6.7 If receiving invoices weekly payment is requested either 48 hours before or 48 hours after the session takes place.

Those receiving invoices monthly payment is due after the second session of each month so that the client and therapist are 2 sessions in credit, 2 sessions in debit.

7. Therapist Absences

7.1 I will give you as much notice as possible of my holidays, and also of any ad hoc absences which I try to keep to a minimum. You will not be charged for my absences.

8. Arrival and Late Attendance

8.1 Please arrive at the exact appointment time. I regret that I cannot make up time if you are late.

9. Safety

9.1 In order to ensure that the therapeutic process can be maximised please do not arrive under the influence of alcohol or non-prescribed drugs. If I have reason to believe that this may be the case I will draw the session to a close/not commence a session.

9.2 I recognise that the process of Therapy may generate strong emotions which we will endeavour to work through together. In rare circumstances where I have a concern that such emotions have escalated to the point where they are not, in my opinion, containable in the room, I will draw the session to a close early.

9.3 Concerns regarding your safety/the safety of others including myself may require me to inform other agencies - please refer to section 11, Confidentiality.

9.4 I do not offer emergency support as I cannot guarantee my availability to you. If you are in danger in any way please contact emergency services (A&E), your GP or the Samaritans and discuss this with me in our next session.

10. Ending Therapy

10.1 Therapy is not a magic 'cure' and you will be expected to share responsibility for your progress. I encourage you to discuss how you are finding therapy. If you think therapy has lost meaning or focus, if you are not feeling any benefits, please

discuss this with me. It can be beneficial to work through these challenges.

10.2 However, if either you or I think it is time to end the therapy then a discussion should take place which would include how best to end the therapeutic relationship. If you do decide to terminate your therapy sessions I will require as much notice as possible so we can work towards a healthy ending.

10.3 If for some reason I have to discontinue sessions and you choose to be referred to another Therapist then I will respect your decision. I will remain responsible for your full records until such time as they require secure disposal (in accordance with the requirements of my professional body and prevailing legislation).

11. Confidentiality

11.1 All sessions are conditionally confidential. However, I am under legal obligation to:

- inform appropriate agencies if I perceive you are a danger to yourself or to others
- share information if required to do so under a court order or by law
- disclose information if required to do so for the prevention, detection or prosecution of a crime

11.2 These situations happen very rarely, and normally I will inform you of the fact that I have to act in this way.

11.3 By signing this agreement and/or continuing with the first therapy session you give permission for me to hold your assessment information and any other information provided in the course of our work together. I will, of course, maintain this in accordance with the principles of the Data Protection Act, 1998 (as amended), clinical governance audit standards,

requirements of my professional body and any other relevant legislation.

11.4 By signing this agreement and/or continuing with the first therapy session you are also giving permission for the therapist to hold such information as is required to service our working arrangement, this includes but is not limited to data stored in paper form and/or electronically, processing your personal data including but not limited to contact details, bank details, accident forms; processing your sensitive data, including but not limited to, data in respect of your racial or ethnic origin and your physical and mental health.

11.5 I am required to participate in supervision as part of my commitment to good practice and the duty of confidentiality extends to my supervisor/s. Any notes taken in supervision sessions are confidential and full names will not be used.

12. Extra Work Undertaken

12.1 If you want me to write any reports or letters on your behalf, my time in preparing such reports will be charged at my hourly rate. Please let me know in advance if you are seeking a professional letter of any kind or are seeking therapy as part of a legal claim.

14. Insurance

14.1 As an independent practitioner, I hold professional indemnity insurance.

15. Complaints

15.1 It is natural at times to experience feelings of frustration or dissatisfaction about the process of therapy; these should be discussed with me as described earlier (please refer to section 10.0).

15.2 Should you have a complaint about my conduct which either we have been unable to resolve to your satisfaction or which you believe is so serious you wish to escalate it directly to my professional body, then you may contact them.

Additional (Hilary Jiggins)

Complaints- I am registered with the UKCP so this is another avenue available should you need to make a complaint.

Planned leave : I would endeavour to find you alternative slots should planned leave interfere with our sessions, for example there may be the option to have a slot on a different day :

Planned leave so far 2022

October 20th-25th 2022

Individual circumstances and cancellations: Occasionally I will need to take emergency absence. This only happens very rarely. If this occurs I will endeavour to create a session that will work for us at another time, however occasionally this will not be possible- you will not be charged for a missed session. I will also give you the name and number of alternative support if urgent need arises.

Reviews: I aim to review our work using standard measures such as the 'ReQoL' periodically and I aim to do this every 8-12 weeks. They can be implemented more often if you wish. Reviews are for your benefit to ensure that our time together is useful to you, and will only be used if you are agreeable to them

Remote work (eg Via Zoom) : If we are working over Zoom, there are some additional thoughts on the therapy space:

- You are not obligated to have your camera on, and sometimes this is important to allow you to feel comfortable enough to attend therapy. However if you do not have the camera on I cannot as easily assess how you are doing, your emotional state and safety. Although therapy can sometimes be intense and uncomfortable when face to face, I encourage you to remember that if we were meeting face to face, my having no cues from you would not usually happen. Other options are possible if you are feeling the need to turn the camera off at points during our session- for example you might request I look away from the screen, or we can both turn away from the screen and look back more occasionally if face to face is uncomfortable.
- If you are on your phone or laptop I encourage you to turn off other notifications, texts, calls and close other windows on the laptop etc. as these can interfere with your time during therapy, which importantly, is time that you are paying you for your wellbeing, so this space is important for you to have less distractions. If something is happening in your life where you need to be contactable, just let me know as it is fine to take calls in our sessions if this is something expected or needed, for example if you have an unwell relative and need to be updated.
- Occasionally there will be noises in the background as although I try to keep disturbances to a minimum, I operate from a residence. If the noises are particularly high or distracting on an occasion I will use a headset to communicate. I encourage you to do the same if this is an option for you.
- I encourage you to move during therapy as much as you need, as it is not always useful to be static and sometimes standing, or laying down are what is needed in that moment.

Wherever it is possible if I could still see you this would be ideal. In addition, although working remotely means that often we just see each other's faces due to the positioning of cameras, the ideal position for online therapy is where we both sit so that the top half of the body is visible; far enough away so that I might be able to use body language cues in order to direct therapy, but close enough I can see your facial expression, and I will aim to position the camera the same so that you will be able to see my body too.

- Is possible to turn off self view on some platforms such as Zoom. I do this for myself unless sharing something visually with you on screen, and it is something I recommend as it can be distracting and unnatural to see ourselves from the outside interacting on screen.
- I review my session fees yearly to keep up with inflation and demand and to reflect my level of experience and training. I will honour our agreed session fees for a minimum of 6 months to be kept the same from the start date of sessions. If my session fees have increased during this period, I will give two months notice when this increase would take effect for you. There can be negotiation for fees for off-peak times if you are on a low income or meet other criteria which would mean paying higher fees would make therapy inaccessible.

These terms are in the process of being reviewed in August 2022 and an email will be circulated at the end of August noting these changes. Terms changes will not take effect until October 2022, and will likely only effect you if we have been working together 6 months or more from the date of changes to be made.