

Terms and Conditions



What to expect from the sessions

I will offer you my honesty, respect, and unconditional regard while we explore the issues that you bring to the sessions.

We will explore topics that you bring to the session, and therefore assumptions will not be made by me as to what you may want to discuss.

In return, I ask you to be attend at the agreed time, and to communicate with me if you are unhappy with the direction that the therapy is taking, or you wish to terminate before the agreed number of sessions.

Contacting Me

You can contact me, the therapist, at info.phoenixcounselling@gmail.com. If you are contacting to urgently rearrange a session, you can text me on 07523750204. I cannot provide crisis support - we will talk about what this means during our first session.

You can also find contact details and other information at www.phoenixsheffield.com.

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Frequency and duration of sessions

Sessions are 60 minutes long. These will take place in a therapy room in my house. We will decide how many sessions you would like initially, and we can review this along the way.

Because sessions take place in my home, there may not be someone to let you in if you arrive more than 5 minutes early. If you are likely to be late, please let me know when you can. If I do not hear from you, I will try to contact you after 10 minutes via agreed channels. Please note that where a session starts late, I am unable to extend the end time.

Cancellation

Wherever possible, try to cancel the sessions with at least 48 hours' notice.

If a session is cancelled with more than 24 hours' notice, you will not be charged. Where possible, we will rearrange the session. If a session is cancelled within 24 hours, you will be charged for the session.

If you do not attend a session and do not contact me, please let me know within 7 days whether you wish to continue with the therapy.

Confidentiality

The content of our sessions is confidential. This means I will not share information about you with a third party unless you consent to that disclosure. So, I will not tell anyone that you attend counselling, or what you say in our sessions, without your permission to do so. However, there are some situations where confidentiality may need to be breached. These are outlined below.

Exceptions to Confidentiality

There are boundaries and limits to confidentiality in some cases. Confidentiality may be broken if:

- I think that you, or others, are in danger or at serious risk of harm.
- If you refer to anything that I think might pose a risk of neglect or harm to vulnerable adults, or children under 18.

- Where there is a legal requirement to disclose information. This could be because it has been ordered by court, or because the law requires (for example knowledge of a crime in progress or terrorism).

Where possible, I you and I would discuss this to decide what, if any, action needed to take place.

Supervision

The NCPS requires that counsellors have clinical supervision. This is to ensure my continued development and safe practise. I may discuss elements of our work together in supervision. You will not be identifiable, to maintain confidentiality.

Social media and Meeting Outside Sessions

To protect your privacy and mine, I will not add or follow you on any social media platforms (this includes professional accounts). I ask that you do not add or follow me on any social media.

You and I will not have any professional or personal relationships outside the counselling relationship. If either of us becomes aware of any risks of this (for example, working in the same place), we will need to discuss this in session.

Should we meet by chance outside the counselling room, I will take your lead as to whether to acknowledge each other. We will aim to plan for this in our first session so that you know what to expect.

Notes and Record-Keeping

I will keep a minimum of records. The information that I may store will include:

- This signed contract
- Times and dates of booked sessions
- Confidential case notes (describing the main focus of the session and any important details).

You can ask to see the information at any time.

I will hold electronic data, which will be encrypted, in a locked, secure location. All records are password protected. Any hard paper copies of documents we work with will be stored securely in a locked filing cabinet. I am registered with the Information Commissioner's Office.

In line with standards for record-keeping in counselling and psychotherapy, I will hold your data for seven years from the end of therapy unless you ask for your personal data to be removed from my records. If you have any concerns about storage of your data, we can discuss this further.

Working Online

In exceptional circumstances, an online session may be arranged (for example, if you are unable to make it to the appointment for a medical reason). Online sessions will take place via video conference. You will need to log in from a quiet and private place where you feel comfortable to talk without interruption.

You will be sent a link at least 24 hours in advance of the meeting. Please ensure that your browser (e.g. chrome, safari, edge) has permission to use your microphone and camera. You will be sent instructions on this when I send the link.

If we lose connection, I will contact you via agreed channels. We will decide whether to continue the session by telephone, or to reschedule the session if the problem is as a result of my own internet connection.

Payment

Payment for sessions can be made in advance through at <https://lisa-alhadeff.selectandbook.com/>

You can also pay for your next session in person.

Complaints

If you have any complaints or concerns about the session, ideally in the first instance you will feel comfortable raising these in the sessions.

If not, you can contact the NCPS. You can either phone 01903 213683 (This number is available Tuesday to Friday 9.30 am to 4.00 pm), or email conduct@ncps.com.

