



FORRESTALL COUNSELLING

Person-centred Counselling

Counselling is a shared process between you and your counsellor. It gives you the chance to understand yourself, your situation, and your relationships more deeply. Together, you can look at new ways of seeing your life and the choices you make. Your counsellor will support and encourage you, but will not judge you, tell you what to do, or give advice. Counselling is something you take part in, not something done to you.

Person-Centred Counselling

This approach is based on empathy, acceptance, and respect. Your counsellor will provide a safe and supportive space where you can explore your feelings and choices in your own way. Through this trusting relationship, you are encouraged to find your own path, helping you grow in confidence and self-understanding.

Time and Duration of Counselling

Sessions last 50 minutes and usually take place weekly at the same time, for example, 6 pm every Wednesday. Please arrive on time, as sessions must end promptly.

Preparing for Online or Telephone Counselling

If meeting online or by phone, choose a quiet and private space where you feel comfortable. Let others in your home know you need uninterrupted time. Using headphones and turning off notifications can help you focus. Please check your device, internet connection, and camera in advance so that the session runs smoothly.

Payment

Payment is due before or at the beginning of each session.

Missed Sessions

If you need to cancel or reschedule, please give at least 24 hours' notice. Cancellations with less than 24 hours' notice are charged at 50% of the session fee. Missed sessions or same-day cancellations are charged in full, unless an emergency or illness has been agreed with your counsellor. If your counsellor ever needs to cancel, you will be contacted as soon as possible to rearrange or have any fees refunded. Please do not attend sessions if you are under the influence of alcohol or drugs.



FORRESTALL COUNSELLING

Person-centred Counselling

CORE 10 Questionnaire

In your first and final session, you will be invited to complete a short CORE 10 questionnaire. This helps you and your counsellor reflect on your progress. The forms are identified only by a client number, not by name, and are stored securely with your notes.

Confidentiality

What you share in counselling is kept private. The only exception is if your counsellor believes you may harm yourself or others. In this case, confidentiality may be broken to seek the right help and support. Counsellors also have supervision to ensure safe practice, but supervisors will not know who you are.

Data Protection

Your records are stored securely and kept for up to three years, after which they are destroyed. You have the right to see your records, or to ask for changes or deletion, by emailing nikki@forrestallcounselling.co.uk. Forrestall Counselling complies with data protection laws.

Concerns

If you ever have worries about your counselling, please first raise them with your counsellor. If this does not resolve the issue, you can contact nikki@forrestallcounselling.co.uk or 07704146021. As a member of the British Association for Counselling and Psychotherapy (BACP), I follow its Ethical Framework and Professional Conduct Procedure.

Signed by Client:

Client Name:

Date:

Signed by Counsellor:

Date: