



FORRESTALL COUNSELLING

Person-centred Counselling

Counselling is a two-way working relationship. Through counselling, you will have the opportunity to gain more insight into yourself, your situation, and the way you relate to others. You will be able to explore different ways of looking at your life and the choices you make. Your counsellor will help you in this, and in your move towards making your own decisions, and perhaps taking more control over your own life. He/she will support you, but will not judge you, give you advice, or tell you how to lead your life. Counselling is not a treatment that you undergo, but a process in which you take part.

Person-Centred Counselling

Person-centred counselling is a non-directive approach to therapy that emphasises empathy, unconditional positive regard, and acceptance. In this approach, the counsellor provides a supportive and understanding environment that empowers you to explore and understand your feelings, values, and choices. Through a trusting and respectful relationship with your counsellor, you are encouraged to find solutions and paths that resonate with you, promoting personal growth and self-discovery.

Time and duration of counselling

A counselling session lasts 50 minutes and is usually weekly on the same day and at the same time, e.g., 6 pm on Wednesday. Whether attending face-to-face or working remotely by video-link or phone, please do arrive punctually as the session must finish on time.

Preparing for Your Online/ Telephone Counselling Session

To make the most of your online counselling session, choose a private, comfortable space where you won't be disturbed. Inform anyone you live with that you'll need uninterrupted time and consider using headphones for added privacy. Minimize digital distractions by silencing notifications and closing other applications on your device. Ensure your device has enough battery or is plugged in to last the full session. If using video, set up your camera in advance, and test your internet connection beforehand to avoid disruptions. Taking these steps will help create a focused, supportive environment for your session.



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Missed sessions

Forrestall Counselling's cancellation policy is designed to minimize disruptions, allowing the team to allocate resources efficiently and provide quality care to all clients. Clients are required to notify the office at least 24 hours in advance to cancel or reschedule an appointment. Cancellations or rescheduling requests can be made via phone, email, or the online booking system, with confirmation provided upon acknowledgment.

If a cancellation is made with less than 24 hours' notice, a fee of 50% of the session cost will apply, while missed appointments without prior notification require full payment. However, in cases of emergency or illness, late fees may be waived at the Counsellor's discretion. Occasionally, the counsellor may need to cancel sessions due to unforeseen circumstances; in such cases, the client will be contacted promptly to reschedule, or any pre-paid fees will be refunded. Refunds for sessions cancelled within policy guidelines will be processed within 5-10 business days.

To benefit from counselling, it is important that you do not attend sessions while you are under the influence of drugs (illegal or non-prescription) or alcohol.

Forrestall Counselling reserves the right to update this policy, with all clients informed of any changes in advance.

Consent to collect CORE 10 questionnaire data

The CORE 10 questionnaire is a clinical outcomes measure, and we request your consent to complete the form in your first counselling session and, again, in your final session. While working remotely, the form will be sent to you by email at the same time as this agreement, so that you can see the statements on the form. You will complete the form in the first and final sessions with your counsellor. The forms will contain no personal information, only be identified by your unique client number. They will be held with your client notes and personal file in accordance with our Data Protection policy - see the link on our website.

Concerns

If you have concerns about your counsellor or the work that you are doing, please try and address this with your counsellor. If together you cannot resolve the difficulties, we have a Complaints Procedure in place. Please contact us at nikki@forrestallcounselling.co.uk or on 07704146021.

As a Member of the British Association for Counselling and Psychotherapy, I am bound by its Ethical Framework for the Counselling Professions and are subject to the Professional Conduct Procedure for the time being in force.



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Confidentiality

Any information about yourself, including the fact that you are in counselling, will be confidential to Forrestall Counselling. The only exception to this confidentiality will be if your Counsellor is concerned that you may harm yourself or other people. He/she will then break confidentiality to a third party to gain support and help for you. This is in accordance with the Ethical Framework for the Counselling Professions of the British Association for Counselling and Psychotherapy (BACP).

All counsellors are required to have regular casework supervision. The supervisor's role is to support and monitor the counsellor's work, and he/she will not have any information that will identify you personally.

Data Protection

Forrestall Counselling treats all contacts in confidence. Details of contacts and case notes are retained in secure environments for up to 3 years and then destroyed. Forrestall Counselling complies with the principles set out in the General Data Protection Regulation. You have a right to see the data that is held about you, and also to ask for your records to be amended or deleted. To do so, please email nikki@forrestallcounselling.co.uk.

Signed by Client:

Client Name:

Date:

Signed by Counsellor:

Date:
