

Therapy Agreement

This document clarifies the basis on which therapy is being offered to you as a client of Jenny Hudson Counselling & Psychotherapy.

1. About the Therapist

My name is Jenny Hudson. I provide psychotherapy and counselling services. I work within UKCP'S Code of Ethics and UKATA's Code of Ethics and Professional Practice. Information relating to these frameworks can be found at www.psychotherapy.org.uk and www.uka4ta.co.uk. The main modalities I work in are Transactional Analysis and Acceptance and Commitment Therapy.

I work in private practice offering both face to face and remote counselling and psychotherapy. I have worked with adults across all age ranges, up to and beyond retirement. I am committed to offering a service that is welcoming to all backgrounds in a supportive and non-discriminatory manner.

2. Frequency and Duration of Therapy Sessions

Sessions are usually once a week and last for 50 minutes. We will agree on specific times and days.

3. Fees

I charge £65 per 50-min session which is payable 24 hours before the session by bank transfer. Details are as follows.

Bank: NatWest / Account Name: Jenny Hudson

Sort Code: 01 10 01 / Account Number: 64331237

[Reference: Please add your name to the reference.]

4. Cancellations

I have a strict 48-hour cancellation policy which means that I will charge in full for any session cancelled/missed where 48 hours' notice has not been provided, with the exception of hospitalisation and personal tragedy. If you need to cancel a session for any reason, please let me know with as much notice as possible (and at least 48 hours) and I will reschedule your appointment. Please text 07398 651 333 or email jenny@jennyhudsoncounselling.com to cancel/rearrange appointments.

5. Confidentiality

I am a member of UKCP and UKATA and fully abide by their ethical frameworks. I am registered with the ICO (Information Commissioner's Office) and adhere to GDPR (General Data Protection Regulations).

The information you share with me will be kept in the strictest confidence. Brief notes may be taken during/after appointments and stored securely. I use a password protected laptop and any session notes are saved in a secure online folder with a two-step verification process.

Any hard copy notes or forms completed during sessions will be scanned and saved electronically as outlined above. The original hard copy document will be shredded.

I may discuss the work we undertake with a supervisor and in a peer supervision group. This is to ensure best practice and a good quality of service. However, this is done anonymously and no identifiable details are discussed during supervision.

You have a right to access your personal data. To obtain a copy of your personal data including therapy notes please email jenny@jennyhudsoncounselling.com.

Please also see my Privacy Policy at www.jennyhudsoncounselling.com/privacy and my COVID-19 Policy at www.jennyhudsoncounselling.com/covid-19-policy.

6. Breaking Confidentiality

There may be exceptional circumstances when I have a legal duty to share information without your permission. For example, if you or somebody else is considered to be at risk of significant harm, or where there is a requirement under law in the case of serious criminal offences (in particular, terrorism and money laundering) or there is a safeguarding issue. In addition, if at any point during the counselling you were in need of emergency support, I may ask for your consent to contact your GP, or recommend alternative avenues of support. In extreme circumstances I may call 999.

I will try to contact you first, if possible, to discuss my concerns and what action I am planning to take. Please note, that in line with my duty of care, I may need to act without obtaining your consent, should I feel this is necessary in line with the above circumstances.

7. Holidays

I will inform you of any holidays that I am taking. You should also inform me of any holidays you are taking and provide as much notice as possible, and not less than 48 hours prior to any scheduled appointments.

8. Ending Your Therapy

You may terminate your therapy prior to the planned ending at any time. However, I would recommend that we discuss this during your session and agree an ending process. This is to consolidate your learning, tie up any loose ends and bring our working relationship to a successful close.

In the event of any threatening or abusive behaviour, I will terminate therapy.

During therapy sessions it may also become apparent that the type of therapy being offered is not suitable for the issues you would like to focus on. If this is the case, I will discuss this with you and try to signpost you to a more appropriate service and therapy will be terminated.

9. Contact Between Sessions

Should you need to contact me regarding appointments, please telephone me on 07398 651 333 or email me at jenny@jennyhudsoncounselling.com.

I can only offer therapy during scheduled appointments. I do not offer an emergency service. See details below under Guidelines for Emergency Contact should you need to access emergency therapy or services.

It is possible that we may bump into one another outside the therapy room. For example, in the supermarket. To maintain confidentiality, I will not acknowledge you, unless you acknowledge me first.

It is also possible that we may encounter each other on digital spaces such as social media. To maintain confidentiality, I do not accept friend requests from clients on private social media accounts, and I will not contact you via social media.

10. Guidelines for Emergency Contact

I can only offer therapy during scheduled appointments. I do not offer an emergency service.

In the event of an emergency arising whilst you were engaged in therapy or if you were experiencing suicidal thoughts, I would discuss with you the appropriate support that you could access during this period.

If you found yourself in a major crisis and were considering serious self-harm it would be vital to get immediate help. This could include contacting your GP, phoning 999, or your nearest accident and emergency service (A & E).

You could also call the Samaritans on 116 123 or email jo@samaritans.org (email emergency support).

11. Remote Counselling

Remote counselling provides an opportunity to explore a personal difficulty in a confidential and supportive environment at a time and in a place that is convenient to you. Remote sessions take place either via a video call platform/app called Zoom. The session can only go ahead if both the therapist and client have access to a confidential space, where they are unlikely to be interrupted or overheard.

If online counselling is your preferred option, I will provide you with a link to download the free Zoom software which is encrypted. I will also forward instructions and details of how to ensure confidentiality while using the software.

Not all types of issues can be resolved through remote counselling and I will advise you if face to face counselling, or some other form of support might be more suitable for you. Where I consider that remote counselling would not be the most suitable means of support I will make every effort to assist you in a referral to a suitable alternative source of support.

I am not able to provide remote counselling to any person who is under the age of 18. If this applies to you, I can help with information on referral to other agencies providing face to face counselling services or online work which is specifically directed to a younger age group.

We will agree a mutually convenient 'appointment time' and I will send you details so that you may access the session. This could be weekly or more frequently if you request this. Sessions last for 50 minutes and I charge £65 per session. This is due 24 hours before the session by bank transfer. Payment details can be found above under point 3.

Both parties will be discussing how to manage any disruptions and agree on the best course of action.

By agreeing to access remote therapy, you agree to the session being confidential between you and the therapist. You also agree that you will not record sessions.

12. Zoom Sessions - Cancellation / Non-Attendance / Loss of Connection

Should you not attend the Zoom session, I will contact you either by email, phone or text. Should I not be able to get through, the session will be classed as a non-attendance. If for any reason you are unable to attend a scheduled session, please provide me with 48 hours' notice. If you fail to attend and do not provide 48 hours' notice, then payment will still be due.

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Should you or I lose internet connection during your session, and should the session not be able to go ahead, this can be re-arranged at a mutually convenient time.

If you end the session without letting me know why, then I will try to contact you to check on your wellbeing, in line with my duty of care.

13. Complaints Procedure

In the event of a complaint, in the first instance please attempt to resolve this directly with the therapist. However, if you wish to take the complaint further, please see details at

UKCP: <https://www.psychotherapy.org.uk/ukcp-members/complaints/how-to-make-a-complaint/>

UKATA: <https://www.uka4ta.co.uk/complaints>

This agreement shall be construed and governed in all respects in accordance with the laws of England and Wales and any dispute or differences in relation to this agreement shall be subject to the exclusive jurisdiction of the English Courts.

It is not permissible to publicise the content of our exchanges or share them with a third party.

If you have any questions regarding the content of the agreement, or would like further information, please contact me on 07398 651 333 or at jenny@jennyhudsoncounselling.com.