LJMU COUNSELLING SERVICE

Online Protocol Contract for Counselling

Confidentiality Statement

The Counselling service operates with the highest levels of confidentially. On occasion, the counsellor may need to discuss details with another member of the team on a need to know basis. This will normally be to enhance the quality of service available to you. The Counsellor will always aim to discuss this with you, wherever possible, before taking any action. The Wellbeing team is also bound by our high levels of confidentiality. Further information can be found in our Data Protection and Confidentiality agreement. You will be asked to read and sign this prior to your counselling sessions taking place.

When we may need to share information with or without consent:

- Serious risk of harm to yourself or to other people I/we will contact medical or other authorities or your emergency contact.
- Terrorism and illegal activities where not disclosing would break the law, e.g. money laundering, the selling of illicit substances.
- Child protection (The Children Act 1989) or Vulnerable Adult issues where they could be at risk of harm or neglect.

I Understand:

- Sessions are 50 minutes long, offered on a term time only basis.
- The counselling team are professionals registered with the British association of Counselling and Psychotherapy.
- Brief notes will be made of my sessions which are kept confidential, adhere to GDPR and are destroyed securely after 6 years.
- The counselling service uses an integrative approach, meaning they will use a variety of therapeutic models and integrate them based on what I bring and we agree together.
- The counselling service is not an emergency service.
- If I do not attend two sessions without prior notification then it is at the counsellor's discretion to offer further appointments.
- If my counsellor is unable to make the meeting I will be notified by email or phone call beforehand.

I agree to:

- Inform the counsellor beforehand if I am unable to attend (preferably giving 24 hours notice).
- Provide feedback on what is, or isn't, working for me to the counsellor as we go along and/or via the feedback process at the end.
- Let the counsellor know if I am attending any other significant support or therapy elsewhere.
- Participate in an ending session.
- Complete and return all contracts, forms and feedback forms as requested.

- At the end of this document you will be asked to give us your details to demonstrate that you have understood the information and that you agree to the statements (known as your informed consent).

The Counsellor agrees to:

- Offer sessions, usually on a weekly basis.
- Work within the BACP ethical framework.
- Attend regular clinical supervision.

Questions and Complaints

If you have any questions in regard to this document, please discuss these with your practitioner at the beginning of your session where possible. If you are unhappy with the therapy or service provided, please discuss this with your counsellor in the first instance.
If this is not possible or is left unresolved, you can discuss it with our Director of SAW Services Yvonne Turnbull at Y.Turnbull@ljmu.ac.uk. Should you still be unsatisfied or alternatively you can contact BACP (British Association of Counsellors and Psychotherapists) via their web site (www.bacp.org.uk).