



## Caroline Henshaw Counselling

### Client contract

Counselling provides a safe and non-judgemental space where you can share your thoughts and feelings with a qualified and experienced counsellor. I will work at your pace to support you to safely explore emotionally difficult and/or complex personal issues.

### **Sessions**

Our sessions will last 50 minutes, and will take place at a mutually agreed time, initially on a weekly basis. Long term therapy may be offered on a fortnightly basis.

Our sessions will begin on time and if for any reason you arrive late, our session will still finish at the appointed time.

You may at any point desire or be obligated to discontinue therapy. Whatever the reason, I ask that you give one weeks' notice before finishing.

Our sessions will take place at Caroline Henshaw Counselling Studio, 52 Gordon Avenue, Winchester, Hampshire, SO23 0QQ.

### **Confidentiality**

Your personal data and the content of the sessions are confidential. There are some exceptions to confidentiality, including a situation in which I believe there is a serious risk of harm to you or to others, or where there is a legal obligation to disclose information.

If I have an ethical or a safeguarding concern, I may discuss it with my supervisor. If I have reason to believe that there is risk of severe harm to yourself or another, I may notify other statutory agencies such as your GP or the Police. Your emergency contact may be notified. I will keep you informed if I need to share this information, unless telling you adds further risk of harm to somebody.

To ensure that I work effectively and ethically as a counsellor, the BACP (British Association for Counselling and Psychotherapy) requires me to attend monthly clinical supervision. During supervision session, client anonymity is maintained.

I am voluntarily registered with the Information Commissioner's Office and comply with all relevant aspects of the Data Protection Act 2018. I may make brief, anonymised notes in order to monitor my work. These records are encrypted and securely stored in line with ICO guidance.

I will not record and will not allow recording of sessions without prior discussion and consent in place.

In the event of my death or a sudden illness that means I am unable to contact you; I have appointed a Therapeutic Executor, who is also a qualified counsellor, who will take care of contacting you on my behalf. They will only access your contact details in an emergency, to discuss appropriate onward arrangements.

## **Research and academic/professional papers**

I use information from clinical work and its therapeutic outcomes for research and academic/professional purposes. This may include using anonymised data (such as routine outcome measure scores or thematic analysis of therapeutic work) to present as part of research findings or in academic/professional papers. You can request that information relating to you is not used in this way.

## **Contact between sessions**

In instances where you need to contact me between sessions, please email [info@chenshawcounselling.co.uk](mailto:info@chenshawcounselling.co.uk). I will always read your message, but I may not respond immediately.

## **Cancellations and missed sessions**

Sometimes cancellations are unavoidable, and I will do my best to be flexible in order to fit around your schedule. If you have to cancel or reschedule a session, I ask that you give me as much notice as possible. Sessions that are cancelled without the required minimum of 24 hours' notice will incur a cancellation fee of £60.

If for any reason I have to cancel a session I will aim to provide you with 24 hours' notice, and you will not be charged for the session. I will give you a minimum of 3 weeks' notice of any planned holiday dates when I will be unavailable. I ask for (where possible) at least 2 weeks' notice from you.

## **Fees and payment**

Fees are £60 per 50-minute session, with payment due at the end of each session by direct bank transfer. I ask that you make payment for each session within 48 hours.

Bank details

Caroline Henshaw Counselling

Monzo

Sort code: 04-00-03

Account: 56035021

I reserve the right to increase my fees annually and any increase will be communicated to you three months in advance of that.

## **Feedback**

If you have any feedback about the service, you receive or you are not satisfied with your experience, please tell me. I welcome feedback, as it helps to improve my work, and I will

always try to resolve any complaints. I am a registered member of the BACP and abide by the BACP Framework of Ethical Practice. If you are not happy with the way in which we have resolved any complaint, you can contact the [BACP](#).

**I have read and agree to the terms set out above.**

Client Name: .....

Client's Signature: .....

Date: .....

Counsellor: Caroline Henshaw

Counsellor's Signature: .....

Date: .....