



Heads Together Therapy

07752397180

sarah@headstogethertherapy.co.uk

Client Contract & Informed Consent – Online Therapy

Please read the information below carefully as it forms an agreement as to how we will work together and outlines my professional obligations regarding confidentiality. At our first session I will set some time aside for us to discuss this agreement and answer any queries that you may have. I will ask you to sign the agreement to show that you understand its contents.

The way that I work

There are a variety of approaches to the way practitioners work with their clients. I have been trained in a therapeutic approach called person centred counselling. This method of therapy is based around the philosophy that, given the right conditions, a person can reach their full potential and become their true self.

Counselling provides a confidential space for people to talk about their life , relationships, thoughts, actions and feelings with someone who is interested in understanding and helping them. I won't provide "the answer" or direct advice, but support you to find your own way through present difficulties. Rather than the counselling session be directed by me, together we will work through your issues and explore your feelings, beliefs, behaviour and views so you become more self-aware and empowered. I believe that you are the expert on yourself, no-one else knows exactly what it's like to be you!



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Therapeutic Process and Nature of Therapy

The therapeutic process is collaborative and tailored to meet your unique needs and goals. It involves a series of structured conversations aimed at understanding your thoughts, feelings, behaviours, and experiences. It may involve exploring past events, current situations, or future aspirations. Please understand that therapy often requires active effort on your part, both during and outside our sessions, and progress can sometimes be slow and challenging.

Commitment to the Process

Having made the decision to attend counselling or psychotherapy, it is important that you attend regularly. Too many gaps between appointments usually slows down the progress of our therapeutic work.

Therapy can be challenging at times, and it requires a personal commitment to work towards change.

I provide both short and long-term therapy and we can discuss the planned duration of our work together during our initial session.

Review Sessions

Periodically, we will have review sessions to assess your progress and make any necessary adjustments to your treatment plan. This is an opportunity for you to provide feedback and discuss any concerns or changes in your goals.

Ending Therapy

Ending therapy is a mutual decision based on your needs and progress. Ideally, it involves a closing session to address any unresolved issues and finish in a safe manner. However, you have the right to end therapy at any time.



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Online Counselling

The counselling sessions will take place online through Microsoft Teams; I will send a calendar invite/link before our session.

Make sure you are in a comfortable space where you can hear - use earphones where possible to help with background noise – this will also give some added privacy. It is important to turn off notifications before your session so as not to distract you. If you live with others, make sure they get clear instructions not to disturb you.

Neither Counsellor or client is permitted to record sessions (by video or audio) without written consent from both parties.

Duration of Sessions:

The duration of each therapy session is 50 minutes. We will begin to wrap up the session after 45 minutes, and the session will be finished after 50 minutes.

Attendance:

I will be online at the agreed time for the session. If you do not show up to the session after 15mins and you have not contacted me then, I will take it that you will not be attending session. Please inform me as soon as possible if you are going to be late to the session.

Sickness, Cancellation & Missed Appointments

I require 48 hours' notice of a cancellation via a text or email to avoid an invoice being produced and a fee charged.

If you arrive late unfortunately I will not be able to extend the session, as this will affect my other appointments.

If I ever have to cancel a session, then you will be refunded the fee.



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Fees & Payment:

Session fee: £65 per session. NB. 15% discount available when purchasing 6 sessions upfront

Payment is due 24 hours before each session.

Clients can pay for sessions via a payment link or bank transfer.

Account name:	Sarah Groves
Sort code	04-29-09
Account number	27209067

I have a limited number of concessionary sessions available for clients attending on a weekly basis who are students/claiming benefits. This must be agreed prior to our first session, and I require proof from you such as a student union card or letter, or email from the Department for Work and Pensions, in order for me to offer this service. I will hold a waiting list for these places should sessions not be available immediately; please let me know if this is something you would like to join and I will get in touch as slots become available.

I review my fees on an annual basis in April and will give you one calendar months' notice of any proposed increase.

Investing in psychotherapy is ultimately about taking responsibility for your health and wellbeing and it reflects the value you have chosen to place on your recovery and growth. If your financial situation changes or you find yourself having concerns about the money side of therapy, do feel free to bring any concerns to your sessions and we can spend time working through this in relationship with each other.

Attending under the influence

I am unable to deliver effective therapy to clients who try to attend sessions under the influence of non-prescribed medication or alcohol. In such a case I would discuss the issue with you and we would agree a period of abstinence prior to the session from the non-prescribed medication or alcohol, and add this period to the contract.

Contact between sessions

I only see clients by appointment, and I am unable to correspond with clients between sessions. If you require my urgent professional services between sessions, I can be contacted by email or text during my normal



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working hours (Monday-Friday, 08:30-20:30 and Saturday 10:00-14:00). I will endeavour to reply to you as soon as possible, but there may be a delay. If you are unable to wait for me to reply, or require emergency or urgent professional assistance outside my normal working hours, please contact NHS direct telephone 111, your GP, the emergency services or the Samaritans freephone 116123

Supervision

All members of BACP are required to have regular supervision. My work continues to be supervised to ensure that it is safe, ethical and effective. Aspects of our work may be discussed during these sessions, but no full name will be used and identifiable details removed. My supervisor is a member of BACP and as such they are bound by the same confidentiality rules as myself.

Confidentiality

I am bound by the BACP Ethical Framework to protect a client's confidentiality.

Record keeping confidentiality

I will record basic contact information, session notes, any correspondence, and billing details. These records are kept for a period of seven years, in line with GDPR, after which they are securely destroyed.

Session notes are recorded securely on a laptop that is only used by me, and this is password protected at both the level of the individual document and the laptop itself.

Everything that we discuss is confidential except in certain circumstances, which are listed below.

Exceptions:

Harm to self or others

I reserve the right to break confidentiality if I think that you have become a danger to yourself or other people. I will attempt to discuss this with you and my supervisor first, but this may not always be possible.

For legal and ethical reasons

I am not bound by confidentiality if in good faith I feel that I can assist in the prevention or detection of a serious crime, this includes safeguarding issues regarding children or vulnerable adults, crimes regarding substantial financial gains and losses, and acts of terrorism.



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In the case where I deem it necessary to breach confidentiality, I will contact your GP or family member/friend. All child protection concerns must be discussed with my supervisor. Whenever possible, this will be done with your knowledge and is aimed at making sure that you are cared for and safe at all times. It is an extension of care rather than a breach of confidentiality.

Keep safe policy

In certain cases where you may have declared a clear and definite intention to end your life, or if I have reason to believe this to be true, we may after a careful discussion agree to put in place a 'keep safe policy' where you will agree to take certain measures, such as get in touch with your mental health crisis team, or talk to the Samaritans as a way of safeguarding and ensuring your safety.

Code of Ethics

I am a registered member of the British Association for Counselling and Psychotherapy (BACP) and as such abide by their Ethical Framework. See: [bacp-ethical-framework-for-the-counselling-professions-2018.pdf](#). If you feel that I have breached my code of ethics, you can contact BACP via www.bacp.co.uk.



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Anti-discriminatory practice

I am committed to providing an anti-discriminatory service. I strive to ensure that this practice is present in all our work together.

If there is anything that you don't understand about this agreement, or if you would prefer it in a different format, please let me know.

Complaints

If you are ever unhappy with anything that has arisen in your therapy, please talk with me so that I can respond to your concerns. I will take your feedback seriously, and with care and respect.

If you feel unable to talk to me or in the event of a serious complaint, please contact BACP's Get help with counselling concerns service (formerly Ask Kathleen), which provides confidential telephone and email guidance on what to do if you have concerns about your therapy or therapist. Phone 01455 883300 or 07811 762114 or 07811 762256. Please leave a message or email gethelp@bacp.co.uk, or write to BACP, 15 St John's Business Park, Lutterworth LE17 4HB.

Social Media

To protect your privacy and maintain the therapeutic relationship, I do not engage with clients through social media platforms. Please refrain from making contact with me via social media.

GDPR, Security & Privacy Policy:

Your privacy is important to me. All notes and personal information are held in accordance with GDPR / UK law and the Heads Together Therapy privacy policy.

Personal data is required for my own records and may be stored by me in a secure file and may not be released to a third party unless required by law. For more detailed information, please refer to my Privacy Policy.

I ensure that my computer is regularly updated with anti-virus software. All calls (video or phone) are carried out in a safe not interrupted private setting in my therapy room.



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Clients are responsible for the maintenance and protection of their own computer and for regularly updating their security software. Clients are responsible for making the necessary arrangements to ensure confidentiality from their end during sessions and afterwards where computers may be shared.

Non-Validation Service:

Heads Together Therapy is a non-validation service, as I am neither a medical nor legal expert. I am not an expert witness. The only information I can supply is confirmation of attendance.

Agreement:

By accepting the client agreement, client's agree to comply with the following:

- Clients have read the full client agreement.
- Clients accept that the publication of details pertaining to therapy sessions must not be undertaken without the prior written consent of the therapist.
- Clients accept that contact between the client and therapist take place within the session, the only exceptions being for the purpose of cancelling a session or as per contracted by client and therapist.
- Clients agree to disclose honestly their medical history and all current medications.
- Clients understand that this is not a free service and that all sessions are subject to payment in advance.
- Clients understand that the capture (including screenshots or photos of the therapy session), saving, or dissemination of any personally identifiable images or information from the online/ phone counselling interaction to any other entities shall not occur without my explicit written consent. Clients understand that you shall not capture, save or disseminate images from the counselling session without explicit written consent.

I acknowledge and understand the CLIENT CONTRACT & INFORMED CONSENT:

Signature: _____

Print Name: _____

Date: _____



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Counselling teenagers

In the case that the client is a minor, the child's parent or guardian agrees to help support their child through this process. The parent also agrees to be physically present at the location or by phone during the duration of the session and 10 minutes prior and after the scheduled session time. The parent must be willing and able to join the session at any time if requested.

FOR THE PARENT OR GUARDIAN TO READ AND AGREE

For counselling to have the best chance of being effective it is important that the client is permitted to keep their counselling relationship private. I also understand that you are trusting me to work with your child and are entitled to know what that involves and to be updated on how the work is going. With this in mind, please note the following:

- Please allow your child to decide whether and how much they wish to talk with you about their sessions.
- If your child discloses something I believe indicates risk of serious harm to themselves or others then I will be in touch with you. (See the 'Confidentiality' section)
- Please feel free to contact me to request an update on how the sessions are going and I will then consult with your child and provide an answer.
- I check in with my clients on a regular basis to see if they are finding the work we are doing together helpful. If they are not then we will bring our work to a close.

I consent to my child entering into this Therapeutic Agreement in the terms expressed and I give my consent to the counselling taking place.

I understand that the Agreement made between my child and the counsellor and does not include the Parent or Guardian. As such I will only be told of issues discussed during the sessions if the counsellor considers that my child or somebody close to my child is at risk of substantial harm.

Signed.....

Print.....

Parent/Guardian

Dated.....