



## North Lincolnshire Mind Counselling Service

### Terms & Conditions

Counselling is a talking therapy where individuals talk to a trained counsellor about their mental health, including their thoughts feeling and behaviours. Counselling requires your commitment and as such please take time to read the following terms and conditions which lay out what you can expect from us, and what we expect from you in relation to your time in our counselling service. You must agree to these conditions prior to receiving counselling with us.

#### **Cancellations**

As a charity, we ask if you can commit to attend all 10 sessions before we assign you a counsellor. This is because we cannot afford for our clients to miss sessions as we do not receive any funding to run this service. We ask you only cancel a session in extreme circumstances. To cancel a session please phone 01724 279 500 or email [admin@nlmind.org](mailto:admin@nlmind.org) as soon as possible.

#### **Counsellors**

All counsellors at the North Lincolnshire Mind Counselling service work within the British Association for Counselling and Psychotherapy's (BACP) Ethical Framework for Good Practice. Copies of this ethical framework are available at [www.bacp.co.uk/ethical-framework](http://www.bacp.co.uk/ethical-framework) or directly from the BACP. Our counsellors receive regular clinical supervision of their work. Counsellors are allocated to clients by NL Mind, but client preferences will be considered if there is a specific therapeutic requirement.

#### **Counselling Initial Assessment**

If a North Lincolnshire Mind initial assessment has not been previously undertaken, a counselling assessment will be required prior to beginning counselling. This initial counselling assessment is for us to gather required information about you and to discuss the services delivered by North Lincolnshire Mind. This initial assessment will also include the required Initial Connection Session (below). The reduced cost for this session is £25 and will last up to 50 minutes.

#### **Initial Connection Session**

The initial connection session is a 30-minute appointment that does not count as one of your counselling sessions. This is where you will meet your counsellor and provide an opportunity to discuss the counselling process including what you would like to get from your counselling and to ask any questions you may have. The cost of this session is £25.

## **Service Delivery**

Sessions are delivered face-to-face, or via telephone or zoom. At initial contracting the delivery method for a block of sessions will be discussed and agreed. There can only be one type of delivery method for each block of counselling, and this will not change from week to week.

## **Session Attendance**

Counselling sessions take place weekly for 10 consecutive weeks and sessions last up to 50 minutes each. You should be able to attend all 10 sessions before we assign you a counsellor. If you have any planned absences, these should be discussed and agreed in advance. After the initial 10 sessions, work can be extended in blocks of 5 or 10 sessions as needed or requested by you.

### **Attendance policy for our counselling service:**

All sessions must be paid for 48 hours (or two working days) in advance.

If you arrive late to a session, the session will still finish at the scheduled time. The counsellor retains the right to decide not to go ahead if they feel the time remaining is not enough to conduct a proper session. In either event you will be charged the full session fee.

If you have paid for a session but cancel it with more than 48 hours' notice (two working days) this will be classed as a missed session, and you will be refunded, or paid monies can be used for the following week's session. We allow for a maximum of two cancellations/missed sessions in a block of 10 sessions. If you cancel or miss any more than this, your therapy may be discontinued.

If you have paid for a session but cancel it with less than 48 hours' notice (two working days) this will be classed as a DNA (Did Not Attend) session, and you will be charged the full session fee. If you do not attend a session without notifying us at all this will be classed as a DNA session, and you will be charged the full session fee.

If you anticipate having trouble attending your appointments, or if your regular appointment time becomes inconvenient (e.g. due to work or childcare commitments) then please discuss this with us as soon as possible as we may be able to work around it or make alternative arrangements.

In the case of a genuine emergency which means you are unable to attend then please contact us to discuss this as soon as possible on 01724 279 500. If no one answers, please leave a message and someone will get back to you asap.

If we suspect you to be under the influence of alcohol or drugs when presenting for a session, the session will not go ahead, and you will be charged the full session fee.

## **Pricing and Payment**

Sessions cost £50 each and take place weekly, on the same day at the same time. This will be confirmed when you are assigned a counsellor, as a result of your referral or assessment.

Counselling sessions must be paid for 48 hours in advance (two working days). Once you have been allocated a counsellor, we will send an invoice for your first session, and then a weekly invoice will be sent in advance of your subsequent sessions. If we have not received your

payment 2 working days before the session, the session will be cancelled, and you will be notified by email from our finance dept.

North Lincolnshire Mind is a small independent charity delivering predominantly free mental health services and support to local people. We aim to offer our counselling sessions at the most affordable and accessible price we can, while ensuring a future for the service. All profits from our paid-for counselling service will help secure the future of no-cost mental health services and help us to reach even more people in need within our local community.

### **Cash payments**

In some circumstances, we will accept cash payments although only if paid in advance. For your first session, you will need to arrange to bring a cash payment in at least 72 hours (three working days) before and for all subsequent session, cash payments need to be made 1 week (7 days) in advance.

### **Confidentiality**

The counselling process is bound by rules of confidentiality which means that what you say in therapy is treated as confidential, but there are limits to that confidentiality. We may need to break confidentiality if we feel there is a significant risk of harm to you or to someone else, including vulnerable adults and children. Or in crime prevention cases. Ethical counselling practice also includes your counsellor discussing anonymised aspects of your work within Clinical Supervision sessions and liaising with another member of the North Lincolnshire Mind counselling team. These sessions are also confidential and are bound by the same limits of confidentiality. All information held by the service is in accordance with the confidentiality policies of North Lincolnshire Mind and GDPR 2018.

All incoming and outgoing telephone calls at North Lincolnshire Mind are recorded. Call data is only accessible to North Lincolnshire Mind's senior management team, to ensure safe and ethical service delivery. Call recording is in line with North Lincolnshire Mind's confidentiality policies and GDPR 2018.

North Lincolnshire Mind is committed to protecting and respecting your privacy and keeping your data secure. By providing us with your data you are giving us your consent to process your data. We will only process your personal data to provide you with the service that you have requested from us and provide (anonymous) feedback to our commissioners and funders. To read our full Privacy Notice please visit: <http://www.nlmind.org/about-us> or contact us on 01724 279 500 or [admin@nlmind.org.uk](mailto:admin@nlmind.org.uk)

### **Respect and Code of Conduct**

North Lincolnshire Mind does not tolerate any form of abuse, disrespect, or aggravation towards any of our staff or clients, and we reserve the right to discontinue sessions with immediate effect if this is not respected. The service reserves the right to decline a referral, or to terminate therapy if we feel it is likely to impact negatively on the wellbeing of either the client or the counsellor. We will always seek to discuss this with clients with the aim to identify appropriate alternative support in these instances, on a case-by-case basis.