

Our Contract

About me and what I am offering

I am a registered and accredited member of BACP, I offer Counselling and Clinical Supervision within the BACP 'Ethical Framework for Counsellors' and also the BACP Guidelines for Online Counselling and Psychotherapy. Information relating to both of these documents can be found at: www.bacp.co.uk

I am happy to work face to face, online or outdoors depending on what we need and the way we agree to work together.

Our work:

Supervision provides time for you to reflect on your own work with clients, you as a practitioner and your practice in general. We will agree the way we work together based on what you need, however I work as a Creative Integrative Counsellor and Supervisor. This means I am likely to be curious about your work and offer you creative ways of exploring this within a non-judgmental and warm relationship.

Our sessions will be at a mutually agreed time and date. You agree to follow the BACP guidelines of a minimum of 1.5 hours per month whilst you are practicing as a Counsellor.

In the event we decide to end our work together I would advise you tell me in one session and then we'll agree at least one session after that to end. Depending on when you arrange your contract with your new supervisor we may need more supervision time to discuss ending and discuss your clients.

Misunderstandings may occur in Online Counselling due to a lack of facial expressions and tone of voice. We should agree to think the best of each other and then try to express how we are feeling so we can clarify the cause of a miscommunication.

I hope I provide you with an excellent service however, it is possible that you may be unhappy with the support you have received. I encourage and welcome you to talk to me directly, if this is not possible you can contact the BACP through their 'Ask Kathleen service'. <https://www.bacp.co.uk/about-therapy/ask-kathleen/>

Confidentiality:

The sessions we have are confidential. There may be exceptions to our contract of confidentiality, in which I may have to speak to your agency or place of work if at any time I have concerns about your taking this step I would normally discuss any issues



with you first to hopefully find a satisfactory solution. In the event that you and I are unable to satisfactorily resolve any concerns and I have to take this further I will discuss this with you.

I regularly access supervision and therefore will discuss relevant aspects of our sessions. These will be confidential. And I also keep notes of our sessions and these will be coded and kept safely.

I keep brief coded notes of sessions to remind me of details and issues raised. These are stored securely and will be destroyed when no longer needed.

You consent to me using your data in the way outlined in my [Privacy Policy](http://www.nicolahughes.co.uk/privacy-policy).
<http://www.nicolahughes.co.uk/privacy-policy>

Payment:

My fee is agreed before we start working together and is payable 48 hours before your session by BACS. I reserve the right to increase my fee and will give you adequate notice.

I am happy to write references for no fee. I charge my session fee for reading or writing reports pro rata.

If you need to rearrange or cancel a session you will need to give **48 hours notice** by text or email or you will be charged for the session. If I need to cancel an appointment with you, I will give you as much notice as possible and you will not be charged.

Payments to: Nicola Hughes Bank: Smile Account Number: 17349000 Sort Code: 089286

