

Claire Ballard Therapy

☎ 07704 403280

✉ claireballardtherapy@gmail.com

What the therapist offers

Claire Ballard offers therapy of an integrative nature. This means I can be flexible and draw on different counselling approaches, dependent on what is needed. I will not provide answers or solutions, instead supporting and empowering you to explore your issues and identify a way forward. As a counsellor I offer you my honesty and respect while we explore issues you feel you would like to bring to counselling at the times that we have agreed. Should you present with any issue that I feel is outside of my limits of proficiency, I will explain this and help to signpost you to more specialist and appropriate services.

Confidentiality and supervision

As a counsellor I abide by the BACP's ethical framework. One of the important aspects of this code is confidentiality. The contents of your sessions will be kept confidential unless there is a legal requirement or there is a risk of serious harm to yourself or others. If an occasion does arise as above, I would aim to firstly fully discuss the matter with you.

As part of the BACP code all counsellors must attend regular supervision. There are times when aspects of our sessions will be taken to supervision to monitor my practice. In this supervision your anonymity would be protected; I will only use your first name and give no further identifiable information. My supervisor is also committed to our contracted confidentiality.

Appointments: Payments, cancellations and non-attendance

The sessions are charged at £xx per 50-minute session. This is payable in advance of each session without exception. My bank details can be found at the end of this contract. Invoices can be provided on request.

Cancellation / non-attendance fee is as follows:

1. Cancellation made with more than 24 hours' notice will not incur a charge.
2. Late cancellation i.e. made with less than 24 hours' notice, will be charged at the full cost of the session.
3. Non-attendance without any notice will also incur the full cost of the session.

Please note for scheduled holidays or other commitments, no charge will be made, as long as discussed and agreed with therapist.

Record keeping

In compliance with GDPR, all client data is stored securely on a password-protected computer. Data is stored as a legal and safeguarding requirement. The data I hold is as follows: name, address, date of birth, contact number, email address, GP surgery, emergency contact.

In addition to this, I keep brief client notes, stored using a unique client number, to ensure your anonymity. This official data will be disposed of as confidential waste after a period of three years. Any materials held by us during therapy e.g. worksheets, artwork etc. are shredded at the end of therapy.

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I do not routinely make audio recordings of sessions. Should I need to record a session for purposes of self-evaluation, training or supervision I will consult with the client first, requesting their written permission to make the recording. The client has the right to refuse that the session be recorded. The same expectation is made of the client; they may not make audio recordings of our sessions without my written agreement given in advance.

Full privacy notice is available on my website at www.claireballardtherapy.com

Contacting you

I will contact you if necessary, e.g. to re-arrange an imminent appointment. I will also contact you if you should not attend an agreed session on time. Please give details below of how you would prefer I contact you in this unlikely event:

Telephone call? Y / N number to use:

Text message? Y / N number to use:

Contacting the therapist

You may use the above number to reach me by telephone call or text message concerning our agreed sessions. You can also use the email address above to contact me for a non-urgent purpose. I will respond as soon as I am able.

Therapist responsibilities:

- To be available at the agreed time
- To start and end on time
- To offer a quiet, appropriate and undisturbed space
- To maintain safe, professional boundaries
- To regard all contact and information as confidential unless they have reasonable doubt concerning actual safety of the client or others
- To encourage client autonomy
- To work within the [BACP Ethical Framework](#), including regular supervision
- To review therapeutic work and relationship regularly
- In the unlikely event of the therapist cancelling, an alternative appointment offered as soon as practically possible

Client responsibilities:

- To attend punctually
- To give a minimum of 24 hours' notice when cancelling/changing an appointment (or the full fee becomes payable)
- To pay £xx per session in full, in advance of each appointment
- Communicating with the therapist outside agreed counselling sessions to be limited to making, changing or cancelling an appointment unless by prior arrangement
- To be respectful to the counsellor and their property
- To agree to give permission to contact GP if the therapist has serious concerns about risk to self (client) or others
- To discuss with the therapist when you feel you are ready to end therapy
- To let the therapist know if you are in or are considering entering another therapeutic relationship.

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Client:

I have discussed the contents of this contract and understand its contents.

Signature: Date:

Counsellor:

I have discussed this contract with the above client.

Signature: Date:

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