



Mind Body & Soul

Administrative Address:

1a Cock & Bell Lane

Long Melford

Suffolk

CO10 9JN

T: 0844 357 0435

E: [info@cch-hypnosis.com](mailto:info@cch-hypnosis.com)

W: [www.cch-hypnosis.com](http://www.cch-hypnosis.com)

## Therapy Information

### Therapy Practice

During the counselling process we will engage in a talking therapy that will offer you a chance to change how you feel, live better and address any problems you are experiencing. Together we undertake to work with each other for six sessions but sessions can continue for as long as you need them and therefore are open ended. We ask that when you feel you are ready to end your sessions that you let your therapist know.

The duration of the therapeutic process will depend on the type of difficulty or problem the client is facing. Some people prefer to work with an open contract, whereas other people prefer to work with a fixed number of sessions followed by a review. In all cases, every six sessions the counsellor and client will review the therapeutic process together. This helps to assess whether the client's needs are being met and this will also help (if required) to carry out the necessary adjustments and/or establish new goals for the process.

### Counselling Options:

**Face to Face:** For clients who want the traditional setting with a Counsellor.

**Face Time, Zoom, Teams, WhatsApp or Skype:** This option is ideal for those times when you physically cannot make it to a chosen location for a session or if you want to continue with your sessions whilst travelling.

**Telephone & Email Sessions:** For people who find it difficult to attend a face to face sessions due to travel constraints, time limits or find it more comfortable to talk on the phone.

**Walk and Talk:** This is ideal for people who find it difficult talking in an enclosed space. Research by Mind has shown that for some people being out in the open air and in the countryside can improve their psychological and mental well-being. The walks are gentle and weather dependent. In the event of wet weather where possible we will hold the session inside.

**Home Visits:** This option is ideal if you are housebound or unable to travel.



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## Location

We operate across the UK but please be aware your counsellor may not always be able to be physically in the same location as you. We do make every effort to meet client's wishes on where and how you are seen but due to demand it is not always possible. When this situation occurs we will arrange to keep consistency with your sessions by continuing through online mediums such as FaceTime or over the phone.

We are aware that for some the internet or telephone is not a viable option. In these circumstances we suggest either skipping a session or having a double session.

We can offer 1 hour 1 and a half hour and 2 hour sessions. These can be weekly or fortnightly. Sessions can be (short term) 6 weeks or long term (open ended). All sessions are by appointment only.

## Confidentiality and Limitations

As a member of the British Association of Counselling and Psychotherapy (BACP) your counsellor agrees to abide by the BACP code of ethics and practice for counsellors. This also includes the complaint procedure. Confidentiality and its limits are an important part of this code. The content of your session will be kept confidential within the Practice except where anonymous disclosure is necessary for supervision purposes, a requirement by law or there is a risk of serious harm to yourself or others.

Where possible there will be a full discussion with you. In all other circumstances any disclosure would require a court order, even in circumstances in which you, the client, request such disclosure (e.g. court case, insurance claim etc.).

### 1. Supervision

As a member of the BACP, counsellors are required to have regular supervision and will need to discuss their work with a supervisor on a regular basis. However, your counsellor will not disclose your name or anything that would enable you to be identified.

### 2. Harm to yourself or others

If there is convincing evidence that you intend to harm yourself or others, then confidentiality might need to be broken by informing your doctor, or in serious cases the police, again this would ideally only take place with your prior knowledge.



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### 3. Data Protection Act

Your counsellor might keep brief notes after a session, which will be anonymised and securely stored, and there is no way you would be able to be identified from the notes. Occasionally a counsellor might want to make an audio recording of your session for the purpose of monitoring their work, but this would only occur with your prior knowledge and permission. Again this data would be securely stored and destroyed after use.

Where there is a legal requirement to disclose information, it can come under the following acts and can be disclosed without consent:

- Child Protection Act
- Money Laundering Act
- Terrorism Act
- Drug Trafficking Act

### 4. Sessions via Skype or other online medium.

Whilst every effort is made to keep sessions confidential, please be aware that no online medium is ever totally secure.

## Notes and Record Keeping Policy

Notes and records are kept to a minimum. The information stored includes:

- Personal information, such as your name, date of birth, address etc.
- Background information that might be relevant to the counselling process;
- Your signed contract with your counsellor;
- Confidential case notes (describing the main focus of the session with any important information);
- Information for service evaluation and statistical purposes.

You can request in writing to see the information held on you. If you have any concerns about our policy on confidentiality and note-keeping, you're welcome to discuss it fully with your counsellor.



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### Payment & Fees:

You can pay for your sessions as you go or in blocks of 6 and payment for your session can be made via the website: <https://cch-hypnosis.com/book-an-appointment/> If you need a different payment option please let us know. Payment is required before counselling commences to take advantage of any discounts on named services. Please see the terms of your contract.

### Cancellation Policy

The whole session time belongs to you, whether you choose to attend or not, and your counsellor will be present for the entire time of the session. No reduction will be offered. If you arrive part way through your allotted time, you will be seen for the remainder of the time.

Cancellation of sessions with less than 48 hours' notice will incur the full fee. A missed session without this notice will have to be paid for at the agreed rate. Your counsellor undertakes to give the same notice of cancellation. If two concurrent sessions are missed without prior notice being given to your counsellor it will be assumed that you no longer wish to continue and the session time will be reallocated. In the event of a counsellor's permanent incapacity to continue, your arrangements will be honoured and a professional independent counsellor will administer the practice.

**Please fill in your details below and return via electronic mail or to the postal address above.**

Client Name \_\_\_\_\_

Client Address \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Occupation: \_\_\_\_\_

D.O.B: \_\_\_\_\_

**GP Details:**



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Name: \_\_\_\_\_

Address \_\_\_\_\_

Tel: \_\_\_\_\_

I agree to meet with my counsellor once a week in the first instance at the same time for the duration of six weeks via Please tick your preferred choice, where possible please choose either face time or zoom.

Face Time  Skype  WhatsApp  Teams  Zoom

By signing this form you agree and fully understand the terms and conditions of your therapy and is signed as it stands by:

Signature: \_\_\_\_\_

Date: \_\_\_\_\_