

Counselling by video link, telephone or at the Altrincham Centre

For all clients referred to the Counselling & Family Centre by Pharmacist Support.

This document explains what you can expect from counselling, and forms an agreement about how you and CFC will work together. It is important that you read and understand it before your first appointment with your counsellor.

Cancellations

Telephone - **0161 941 7754** Email – altrincham@thecfc.org.uk

- Cancelling with 24 hours' notice or more: your cancelled appointment will be added to the end of your agreed sessions. No charge for paying clients.
- Cancelling with less than 24 hours' notice: you will lose the cancelled appointment if having fully-funded sessions. If you pay, the full session fee is due.

Eligibility and costs

For fully-funded sessions:

- You are a trainee pharmacist, an MPharm student or are earning under £40,500 per annum.
- You are entitled to an initial assessment session, followed, if appropriate, by 7 ongoing counselling sessions.
- Should you feel that you need more sessions, please discuss this with your counsellor. There is the option to self-fund which costs £50 per session.

If you are self-funding from the start of your counselling (earning over £40,500), there is no limit to the number of sessions you can have. Sessions are £50 if your income is up to £60,000 and £65 if you earn over this.

Your counselling

Your counsellor will help you to plan your sessions and talk about what is important to you so that you get the most from your time. You will always be working within an agreed number of sessions (8 including the initial assessment session). Your counsellor will review your progress with you.

We work hard to offer you the best possible support. Our counsellors are fully qualified, have been trained by recognised counselling bodies, and their learning is always ongoing.

Confidentiality and standards

- If you attend counselling under the influence of drugs or alcohol your counsellor will end the session.
- You should do all that you can to find a private and undisturbed place for your sessions. If you feel confident that you cannot be overheard, you will be able to engage in the session more fully. You may need to be creative about finding confidential space and you will also need to ensure that any vulnerable members of your household have adequate care and supervision for this time. If this is not possible, we may need to review the suitability of the service.
- We will both agree not to make any kind of recording of sessions conducted by phone or video-link.

- You are responsible for the security of your devices, employing password-protection, having regularly updated virus-checkers and firewalls installed etc. We will ensure that our devices are secure at all times as above.

Your information is confidential within our service. However, there are limits to this:

- If we believe your safety or that of someone else is at risk, we have a duty to take this further (for example by speaking to your GP). Whenever possible, we would discuss this with you first. We have a legal obligation to report serious crimes including money laundering, drug trafficking and terrorism immediately, without informing you.
- All counsellors receive confidential supervision, and use this to get support for their work.

Should you by chance see someone from CFC outside of your sessions, it is your decision whether to greet them or not.

If you have a concern with your therapy, please speak to your counsellor first. You can then speak to the office if needed. Our complaints policy gives more help - see www.thecfc.org.uk/complaints. Our counselling service is accredited by the British Association for Counselling & Psychotherapy (BACP www.bacp.co.uk). We abide by their *Ethical Framework for the Counselling Professions*.

Your data

Information about you is held securely. Records are deleted or destroyed after 7 years.

We only use your personal information (e.g., your email address or the experiences you talk about) to help us provide your counselling. Our funders do want to know if we are helping people and we provide them with anonymised data (e.g., outcome measures and improvement rates).

Your counsellor may ask for your signed permission to write an anonymised case study. Your counselling will not be affected if you choose to say no.

You can request an up-to-date record of all the personal information we hold on you. This will be provided within 30 working days. An administration fee may apply.

If you need a letter or report for a solicitor, GP or tribunal etc., please email CFC reception (altrincham@thecfc.org.uk) who will inform the Clinical Services Manager. There is a charge for this service.

Your permission to begin counselling

By participating in the first session with your counsellor you are agreeing to the information set out above. Should you have any concerns about this, please speak to your counsellor at the very start of your first session.