

Mind in Enfield Counselling Agreement

This is an agreement between the Counselling Service at Mind in Enfield (MiE) and the Client. Starting counselling with us means acceptance of the terms below.

Confidentiality

What you disclose in counselling is confidential to the counselling team at MiE. If we are concerned that you might hurt yourself or someone else, we *may* let your GP, for example, know. We would always try to speak to you first, but if we are very concerned we may do this without prior discussion and then notify you afterwards.

Legally, we are *required* to break confidentiality if anything related to the following is disclosed; again, we would always try to discuss this with you first:

- terrorism
- money laundering
- drug trafficking
- a child/children in danger of harm or neglect
- the driver of a road traffic accident, if asked by the Police

MiE is a member of the British Association for Counselling and Psychotherapy (BACP) and adheres to the BACP principles of confidentiality in their Ethical Framework (July 2018). We would be happy to show you a copy of this upon request.

Regarding record-keeping, MiE is committed to General Data Protection Regulation (GDPR), 2018. Any personal information related to you will be used to help improve services for patients with depression and anxiety disorders according to NICE guidelines. This will be sent to the Enfield Clinical Commissioning Group (CCG); all the information will be held on a secure server. This information will be held for a minimum of 7 years. You will have the right to:

- Be Informed
- Get access to it
- Rectify or change it
- Restrict or stop processing it

You will not be able to:

- Erase or remove it
- Move, copy or transfer it
- Object to it once it has been processed or used
- Know if a decision was made by a computer rather than a person

You can withdraw your consent by opting out of the service.

Finally, if a complaint was made by a client against the organisation, clients' information would be accessed by our Executive Committee.

Clients aged between 16 and 18 – Informed Consent

At the age of 16 a young person (a 'child' in the eyes of UK law) with mental capacity gains the right to give informed consent for psychological treatment and counselling. [S.8 of the Family Law Reform Act 1969]

We recognise that the '*(mental) capacity of a child to make a decision is situation-specific and that, to have capacity, the child must have an informed understanding of the issues, including the risks and benefits involved and the consequences of refusal*'. (Point 4.4, p.22. Gillick v West Norfolk and Wisbech Area Health Authority and Another [1986] 1 AC 112.)

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You and Your counsellor

The relationship between you and your counsellor is important. If you don't feel comfortable with your counsellor, please discuss this with someone at MiE. Some of our counsellors are trainees, and they are all competent.

Sessions

Sessions are held at the same time each week and last for 50 minutes. We start and finish sessions on time. If you arrive part way through your agreed time, you will be seen for the remainder.

We are a time-limited rather than open-ended service; the exact number of session will be discussed between you and your counsellor.

Cancellation and Holidays

We recognise that counselling is a commitment; we are committed to be here for every session and hope that you will be too. Therefore, when you miss or even cancel a session in advance, this is deducted from the number of sessions you are offered.

If you cancel 2 sessions – even in advance - your counselling will be terminated. This is because we have limited resources and need to offer the service to someone else. In exceptional circumstances we can waiver 2 cancelled sessions.

If you do need to cancel your appointment then please inform your counsellor with as much notice as possible; and at least 24 hours in advance. You may contact the Counselling Service Office for this on **0208 887 1495**. Please also confirm your next availability.

Your counsellor will give you as much notice as possible of their holidays. Cancellations from our side would only occur in emergencies. Any cancellations made by us will not get deducted from your agreed number of sessions.

Endings

We very much hope to be able to say goodbye to you in person and to be given at least a week's notice if you wish to end prior to your allotted number of sessions.

Conduct

You are expected to behave appropriately and show respect to the staff, other clients, and to the property of the organisation. Aggressive and violent behaviour will not be accepted.

You are advised not to attend the Counselling Offices under the influence of alcohol and other drugs as you will not be able to engage productively in counselling. Even if you felt that you were able to engage productively, we would terminate the session.

Complaints

If you have a complaint you can ask the Counselling Service Administrator to arrange a meeting for you with the Service Manager. We will do our best to address your difficulties in a responsible and respectful manner. However, should you feel that your complaints are not addressed satisfactorily, we will give you a copy of the MiE Complaints Procedure to follow. Finally, you could also contact the BACP, which is the regulatory organisation responsible for addressing public's complaints against matters relating to the counselling profession.