

CLIENT INFORMATION SHEET

&

CLIENT CONTRACT

About Me

I am a Brief Solution Focused Hypnotherapist, Integrative Psychotherapeutic Adult Counsellor and Integrative Child Psychotherapist. I qualified as an Adult counsellor in 2006 at Basildon and Thurrock College and 2014 at Institute for Arts as a Child Psychotherapist.

I hold a Master's degree in Integrative Child Psychotherapy, a HND Diploma in Brief Solution Focused Hypnotherapy and Higher National Diploma Psychotherapeutic Counselling (Level 5) and a Diploma in the Application of the Arts.

I am also a Certified Cyber Therapist (Adults & Children & Young People) with the Online Therapy Institute. I am registered with the following Insurance companies: AXA Health, AXA PPP, Vitality Health, Cigna, and BUPA.

Other qualifications include: Level 1 Theraplay, Certificate in Life Story Work and Part 1 & 2 in EMDR and OCN Advocacy with Children & Young people.

I have extensive experience of working therapeutically with Children and Adults both in the NHS Child & Adolescent Mental Health Service, Adult Inpatient / Outpatient Private Hospital (Priory Chelmsford), NHS primary care and have my own Private Practice based at Silver Street Clinic Maldon.

I am also a qualified / freelance advocate working with children and young people who are looked after by the local authority.

Accreditation

I am accredited member of the UKCP (United Kingdom Council for Psychotherapy) No. 2011164448 and a registered member of the BACP (British Association of Counselling and Psychotherapy) No. 345536.

I am a member of the Institute for Arts in Therapy & Education (#1178) and EMDR Europe Association. I am also student member of National Council for

Hypnotherapy (Membership No. 9781) and Association for Solution Focused Hypnotherapy (Membership No.1790)

Code of Ethics

I abide by the UKCP /BACP and NCH Code of Ethics.

Fees and cancellation policy

Face-face - Adults & Children - £85.00 per session for initial assessment / clinic appointments.

Online – Initial assessment & Ongoing sessions £85.00

Hypnotherapy packages: £80.00 per session or block book six sessions @ £450.00 or 12 sessions @ £900.00*payable upfront.

Payment is due on the day prior to the session. Please confirm by Text Message this payment has been made.

Payments are to be made by BAC transfer (A/C: 40059390, Sort code: 20-79-73) before the session. A reminder will be sent if there is a delay in payment. Fees are subject to annual review and non-payment of fees may result in legal action being taken.

Please note, I require 24 hours' notice to cancel an appointment otherwise a charge will be made (with the exception of positive Covid-19 test).

If you no longer wish to continue with sessions, I would recommend a minimum of 1-2 sessions to discuss and agree an appropriate ending together.

Telephone / online Video

I am currently using the Zoom video conferencing platform. It is very easy to use and I will send you an email with an invitation via Egress Switch (Encrypted Messaging service) prior to the session. If you are not already signed up with Egress you can access this email free of charge by signing and setting yourself up with a password which will enable you to access emails sent to your email address.

Please download the Zoom software and ensure you take care to protect your password and other login details and have appropriate firewall and security.

Just click on the zoom link just before the meeting to download it and join a session, for privacy and security please do not share the link with anyone. You can use it on a smartphone, computer/laptop or tablet.

The most important things for you to consider are:

- Finding somewhere you can speak privately, if you are in a separate room in your home you may like to have a TV or radio on in other rooms, so it is less easy to hear you. I would recommend using headphones.
- Sometimes the internet connection can be slow which leads to video freezing, this is usually temporary, however if you lose connection during the call, zoom will automatically try and connect you.
- Please contact me on 07401979380 if you need any help.

If in the event there are issues with using online at the time of session the use of the telephone can be used as an alternative. It is also possible in the event of lockdown face-face sessions may need to revert to online when restrictions are put in place by the government.

Supervision

Good therapeutic practice requires that regular supervision of cases is undertaken. Supervision can be seen as a form of quality control and a way of ensuring that therapeutic standards are maintained. I have regular fortnightly / monthly supervision with a UKCP Registered Integrative Psychotherapist and EMDR trained supervisor and Registered BSF Hypnotherapist.

Confidentiality and Data Protection

The trust between client and therapist is crucial to the success of the therapeutic process and I treat all information disclosed as confidential (See attached GDPR statement). Any details my supervisor receives are also treated as confidential and we do not disclose client's details to any third party without the client's permission. However, if in my professional opinion a client is at risk or in immediate danger of harming themselves or others, I

do reserve the right to inform the appropriate agencies (see attached consent form).

This may also include speaking to a student's personal tutor if the client is in training and requires personal therapy (as part of mandatory course requirements) should any concerns should arise with regard to fitness to practice during our work together.

In addition, confidentiality can only be offered within accepted legal boundaries. It is my practice to wherever possible to inform the client first should confidentiality need to be breached unless it was not in the client's best interest to do so i.e. a safeguarding matter that may place the individual at further risk. I keep brief notes on our work together which you are entitled to see.

Contact

I can be contacted on 07401979380 between the hours of 9am – 5.00pm (Monday – Friday). You can leave a voice message or send a text message however please be aware I may not be able to respond straight away and outside of this time messages may not be picked up until the next working day. Email contact is only for communicating about appointment attendance sue.thompson08@talktalk.net

If I need to contact you, I will simply leave a name and telephone number should you be unavailable when I call.

Helplines and Crisis Numbers

<https://eput.nhs.uk/contact-us/in-crisis>

NHS 111

Adults contact 111

Under 18's 0300 300 1600 - out of hours 0300 555 1201

Sue Thompson
Counselling, Psychotherapy and Hypnotherapy

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I am aware that payment for sessions is to be paid on the day of the appointment and I will be charged for the full session if I do not give at least 24 hours' notice for cancellation.

It is my responsibility to ensure any payments are made to the therapist if another organisation or insurance company is going to pay for my fees and if they do not, I understand I will be accountable to pay the fee.

Name:

(Print)

(Signature)

Dated: