

About me

My name is Emma. I am a professionally qualified counsellor with the British Association for Counselling and Psychotherapy (BACP). I work within the BACP 'Ethical Framework for Counsellors', and also the BACP Guidelines for Online Counselling and Psychotherapy. Information relating to both of these documents can be found at: www.bacp.co.uk

I work in private practice offering both face to face, telephone and online counselling. I have worked with clients across all age ranges, from age 11, up to and beyond retirement. I have the fullest commitment to offering a service which is welcoming to all backgrounds in a supportive and non-discriminatory manner

What is Counselling?

The aim of counselling is to provide you, the client, with the opportunity to talk about any problems or difficulties you have that are bothering you and to explore your thoughts and feelings in safety with the promise of your privacy being protected within limits (see confidentiality).

What sort of issues can I contact you about?

Counselling may be able to help with a wide range of issues including abuse, anxiety, stress, depression, eating difficulties, loneliness, relationship problems, bereavement, self-esteem, sexual orientation, sexual abuse, discrimination, pet bereavement and many more.

About the way I work

I will provide, to the best of my ability, counselling opportunities that endeavour to create a supportive, non-judgmental environment in which you will be given time and space to understand and gain insight into your situation. I work as an Integrative Counsellor which means that I combine skills and tools from different theoretical approaches in order to provide you with personalised therapeutic. This process can foster growth and lead to positive change in your life. I will not be in a position to offer advice.

What is online counselling?

Online counselling gives you the opportunity to access counselling support at a time and in a place which is convenient to you. For online sessions I use Zoom, which is a secure internet platform on which we can see each other and talk in a face to face way. For each of our sessions, I will send you an email with a secure link to join me at the agreed time. You will always have this within 24 hours before our session is due to start. Please see my Zoom info sheet for further details.

Sessions via the telephone can also be arranged if preferred.

Not all types of issues can be resolved through online counselling and I will advise you if face to face counselling, or some other form of support might be more suitable for you. Where I consider that online counselling would not be the most suitable means of support I will make every effort to assist you in a referral to a suitable alternative source of support.

Confidentiality

The content of our sessions is confidential to you, the client, and to me, the counsellor. However, there are certain circumstances when confidentiality may need to be broken. This includes:

- Any information you tell me about a serious crime, a threatened act of terrorism or drug trafficking.
- If I am concerned that you are at serious risk of coming to harm. This includes concern that you might harm yourself or if you are at risk of harm from someone else.
- Where I am compelled to do so by the law.
- Where there is a child protection issue.
- There may also be circumstances in which you would like me to break confidentiality on your behalf.
- As a member of the BACP I undertake regular professional supervision, with a qualified supervisor and at times group supervision. Personal details or identifiers of clients are not discussed only the issues and techniques used in the sessions. In any supervision I undertake all participants are also bound by the BACP ethical framework for good practice.

Social Networking friend requests will not be accepted by the counsellor as this can compromise the confidential and therapeutic nature of the counselling relationship.

Sessions

Each counselling session will last 50 minutes.

Appointment times, method and location will be agreed in advance

Sessions will not take place if a client is under the influence of alcohol or intoxicating substances.

Fees

My fees are -

Individuals: £40

Payments

For face to face sessions I accept payment by cash during the session or by bank transfer.

For Online and telephone counselling sessions please pay by bank transfer.

Please ensure payments reach me 24hours before a session

Account Name: Emma Jenkins

Account Number: 10936860

Sort Code: 30-94-52

Cancellations

If for any reason I have to cancel a session, I will aim to provide you with at least 48 hours' notice, and I will try to offer you an alternative time. Likewise, I ask that you give me at least 48 hours' notice if you are unable to attend an appointment.

The full fee will be charged if you do not cancel 48 hours prior to the session time. This also applies if you didn't attend the session without cancelling or if the session does not take place due to you being under the influence of any intoxicating substances.

If I am unable to give you 48 hours' notice of my need to cancel a session you will be entitled to the next session free of charge.

To help avoid missed appointments I can send you a free text reminder the day before your appointment. Please let me know if you do not wish to receive text reminders.

Guidelines for Emergency Contact

I do not provide an emergency service for clients.

If you find yourself in a major crisis and are considering serious self-harm it would be vital to get immediate help. This could include contacting your GP, or your nearest accident and emergency service (A & E).

You could also call the Samaritans on 116 123.

Privacy Statement

My full privacy policy is available at <https://www.newleafcounselling.co.uk/>

I will keep records that include your personal information. This includes but is not limited to your name, address, e-mail address, phone number, emergency contact details, brief anonymous session notes.

I will use this information to carry out my professional and contractual obligations during our therapeutic relationship.

I store your information and dispose of this in accordance with the ICO and my Professional Ethical Framework. I keep all of your notes in paper form only and these stored securely and confidentially in a locked filing system and are shredded after 5 years of us no longer working together. I do have some

electronic details as we communicate by email and phone, however I delete these regularly so as not to have any electronic copies apart from your contact details. Should there ever be a breach of confidentiality or privacy, I will act accordingly by notifying the ICO (Information Commissions Office), who I am registered with and I will also contact you to notify you. I want to reassure you that this has never happened so far, and I am committed to respecting your privacy at all times.

By Signing below, you are agreeing to the terms of this contract and give your consent for the counselling to begin.

I have read the privacy statement and agree to how my data will be used.

Signature (client).....

Date.....

Signature (counsellor)

Date.....