

Terms and Conditions of Business

My Approach

I work from a Transactional Analysis (TA) approach, informed by a humanistic philosophy, but I draw from other approaches too, such as psychodynamic, relational, and cognitive behaviour therapy, depending upon your needs. I can vary my style from structured to fairly loose, according to your preference. By working collaboratively, we can arrive at the most appropriate working style for you, so please do let me know if the style used does not feel like the best one for you.

Confidentiality

Everything you bring to our sessions is entirely confidential and will be treated in a sensitive, non-judgmental way.

However, as a member of the National Counselling Society (NCS), I abide by their code of ethics. This means that there are certain situations where I may not be able to keep what you share confidential, such as:

- I am compelled by law (such as the Child Protection or the Terrorism Act) or a court of law.
- The information you give me is of such gravity that confidentiality cannot be maintained, such as where there is a possibility of harm to yourself or others. In such circumstances I would always try to talk to you first.
- A third party requires information, or a report and you have given me written consent for this.

I am also required by the NCS to regularly discuss my work with an experienced supervisor to ensure my practice remains ethical and continues to serve your best interests. There may be two or three professional colleagues present at these meetings. In these circumstances, I will use your first name only and not use any other identifying details.

Sessions

Before starting our work together, you will be invited to attend an paid assessment session. The purpose of this session is to build a detailed picture of your presenting problems and historic issues, as well as covering safety and confidentiality aspects. It may be the case that after this session, I decide to refer you to someone who may have more of a specialism in a particular area, or it may be that you decide I am not the right counsellor for you. After this session, should we decide between us to work together, we will agree a set time, location and identify your therapy goals.

Sessions are 50 minutes and typically will be every week on the same day, time and location to give a stable base for our work. Ideally, you will need to commit to at least four sessions, before you can realistically evaluate the effectiveness of your sessions.

Weekly sessions create a stable rhythm for the therapeutic work and can help to build a stronger therapeutic alliance. I can offer fortnightly sessions, but not from the offset, and it is also dependent on whether my diary can accommodate this arrangement.

There will be regular and ongoing reviews to ensure your sessions meet your needs.

The type of sessions I offer are:

Face to Face

My therapy room is based out of either:

- Hove Therapy Rooms, 69 Church Road, Hove, East Sussex, BN3 2BB
- Tree of Life, 145 Portland Rd, Hove, East Sussex, BN3 5QJ

Walk and Talk

My usual walking routes are around Stamner Park and Devils Dyke, although I can travel to other outdoor locations, which can be agreed in advance.

Online

For online Zoom sessions, you will need to find a private and safe location wherein to have your session. A space where you can talk without fear of been overheard or interrupted, as well as having a good enough internet connection.

In Between Sessions

The more actively engaged and involved you are in your therapy; the more you are likely to see far better outcomes. Spending time between sessions reflecting about your therapy, journalling, experimenting with new ways of thinking, feeling, behaving and interacting with others are all ways to help you to make the changes you want to make in your life.

Fees

My fees are £65 per session. All fees are payable in advance of your sessions by bank transfer. This can either be paid at least 24 hours prior to your session time, or I can invoice you at the beginning of each month prior to your session start date. In the absence of payment your session may be cancelled.

Account Name: Catriona Homer / Account Number: 58789229 / Sort Code: 608371

My fees are reviewed annually, and where necessary, increased. In this case, I will give three months' notice.

Contact between sessions

In instances where you need to contact me, please e-mail me in the first instance at catrionahomercounselling@gmail.com. I will only respond to emails/text during the following hours: Monday to Friday 9am – 5pm, as availability permits.

I do not operate a crisis line. In the event of an emergency, and you need to speak to someone immediately, please contact your GP, the NHS (tel. 111) or the Samaritans (tel. 116 123). If you are unable to keep yourself safe, please attend A&E, or call 999.

In instances where you miss a session without notice, or I have concerns after a session, then I may get in touch with you, using the e-mail or phone number you have provided me with, to check on you are ok.

Cancellation

I require at least 24 hours' notice if you wish to cancel a session. Likewise, if for any reason I must cancel a session, I will aim to provide you with 24 hours' notice, and you will not be charged.

If less than 24 hours' notice is given by yourself, the full session fee will still be charged, because I have set this time aside exclusively for you and will not be able to offer it elsewhere. Please note that for therapy to work, regular attendance is essential.

Discontinuing sessions

You may at any point desire or be obligated to discontinue counselling. Whatever the reason, I will respect your decision but ask that you give at least two weeks' notice before finishing so that we can discuss your decision, reflect on your progress, and identify additional support or resources you can access to end therapy for a safe conclusion. This also allows me to book in any clients who may be on my waiting list.

Lateness

If you are late to the session, for whatever reason, the session cannot be extended beyond the agreed finish time. If you do not arrive or call within 15 minutes of the agreed appointment, this will be considered a cancellation and I will not be available for the remainder of the session.

Planned breaks

I require (where possible) at least two weeks' notice from you of any planned breaks.

My planned breaks include Christmas break (two weeks) and Summer Holidays (four weeks). I will give you a minimum of two weeks' notice of any additional planned holiday dates.

Behaviour

I will not see you if you are under the influence of alcohol and / or drugs whether for health and / or therapeutic reasons.

Whilst anger is welcome, physical, and emotional harm, towards you or me is not. When sessions are face to face, damage to the therapeutic space is also not acceptable.

Your Privacy and Data

I understand how important your privacy is. I take care to maintain your confidentiality in accordance with current data protection laws (GDPR, 2018) and the ethical guidelines of The National Counselling & Psychotherapy Society. These guidelines have been set up to protect your confidential material and ensure that I always conduct myself with professionalism and integrity. For a copy of my Privacy Policy and details about how your data is stored, please visit <https://www.catrionahomercounselling.co.uk/privacy-policy>

When you book your first session with me, you will be asked to provide a digital signature and tick a checkbox to confirm that you consent to the storage and processing of your personal data for the purpose of providing therapeutic services.

Complaints Procedure, Ethics and Code of Conduct

Should you have any problems at all with the service that you receive, please let me know. If this does not resolve the issue, I am an accredited member of the National Counselling Society, and a copy of the complaints and concerns procedure can be found on the NCS

website: <https://nationalcounsellingsociety.org/have-a-concern/complaints-process>

My NCS Membership No: NCS20-00012

A copy of the ethical framework for the Counselling Professions can be found on the NCS

website: <https://nationalcounsellingsociety.org/about-us/code-of-ethics>