

Please read the information below carefully as it forms an agreement as to how we will work together and outlines our professional obligations regarding confidentiality. During your first session some time will be set aside to discuss this agreement and answer any queries that you may have. We will ask you to sign the agreement to show that you understand its contents.

Qualifications

All our therapists are registered with at least one of the following regulatory bodies, and as such abide by the Ethical Frameworks of these organisations;

British Association for Behavioural and Cognitive Psychotherapies (BABCP).

British Psychological Society (BPS).

The Health and Care Professions Council (HCPC).

Please see the following for more information

<https://babcp.com/standards>

<https://www.hcpc-uk.org/standards/standards-of-conduct-performance-and-ethics/>

<https://www.bps.org.uk/guideline/code-ethics-and-conduct>

How We Work

There are a variety of approaches to the way therapists work with their clients. We offer a variety of therapeutic approaches such as cognitive behavioural therapy, behavioural couples therapy and integrative therapy. In your initial session we will discuss these therapies and which modality may be most helpful for you at this time, we will ask you about your current concerns, your history and your goals for therapy in order to check that the therapies we offer are suitable for you. If during this process, we feel that another type of therapy would be more beneficial we will do our best to signpost you where you could receive that therapy.

Please see www.firststepspsychologicaltherapies.co.uk for more information about these therapy approaches.

Duration of Therapy

We provide short-term therapy, most people require between 6 and 20 therapy sessions depending on their difficulties and goals for therapy. We will discuss the planned duration of therapy together during your initial session. We will review your progress every four sessions to make sure we are still on track. We ask that you inform us at least two sessions in advance if you wish to end your therapy before our agreed time. This is so we are able to help you with developing a plan to continue your progress and manage any setbacks post therapy.

Contact Between Sessions

We are only able to see you by prior appointment. If you need to contact us between sessions for example to cancel a session, please email our admin on info@firststepspsychologicaltherapies.co.uk and we will endeavour to reply to you as soon as possible, but there may be a delay.

We do not provide a crisis or emergency service and our services are not intended to replace the services offered to you by your GP, we recommend that you keep your GP informed about the services that you are receiving from us. If at any point you feel unable to keep yourself safe please call your GP, the Samaritans free on 116 123, or call 111. If your life is at immediate risk call 999 or go to A&E.

Supervision

All therapists are required to have regular supervision to ensure that our work is safe, ethical and effective. Aspects of our work may be discussed during these sessions, but no full name will be used, and identifiable details removed. Supervisors are also bound by the same confidentiality and ethical frameworks.

Confidentiality

As members of the professional bodies listed above, we are bound by their ethical framework to protect a client's confidentiality. Therefore, everything that we discuss is confidential except in very rare situations in which we have a serious concern about your safety or the welfare of another. On these occasions we have a legal duty to act, we will seek to discuss this directly with you but if necessary, we may need to disclose information to statutory agencies without having done so. If you have any concerns about any of this, we would advise you to talk directly to your therapist.

Fees

Our session fees are dependent on the therapist and type of therapy you receive, please contact us on info@firststepspsychologicaltherapies.co.uk for more information. We require payment at least 48 hours prior to your session, and there are discounted fees for buying multiple sessions.

Initial session (75-90 mins) £120-150

Therapy session (50 mins) £80-100

Cancellation policy

We require 48 hours' notice of a cancellation via email to avoid being charged for the session. If you attend late unfortunately, we will not be able to extend the session, as this will affect other appointments. Your therapist will stay on the session for 15 minutes, if you have not attended after this point it will be classed as a missed appointment.

Complaints

If there is anything that you don't understand about this agreement, or if you would prefer it in a different format, please let us know. Similarly, if you are not happy with any of your sessions or the standard of our work, our hope is that you would feel able to talk to your therapist about this. If you feel unable to your therapist, you can request to speak to another therapist in the team. If this does not resolve your complaint you can contact the organisation(s) your therapist is registered with.