



## Terms and Conditions (T&Cs)

The following are the T&Cs of Brighter Days Counselling (BDC). It states the rights and responsibilities we have towards each other.

**Method of counselling:** Brighter Days Counselling provides short-term and long-term counselling to adults (aged 18+) in the UK, in a variety of settings:

- Online (video and telephone calls).
- In-person counselling offered in two East Sussex locations (Lewes and Glynde).
- Walking therapy (at locations surrounding the Lewes area).

### Video calls

A calendar invite and link will be sent to your email inbox through [Isosconnect](#) which is a secure private practice management system I use. The email will be titled "Appointment Confirmed" and will be from this email address: [noreply@isosconnect.com](mailto:noreply@isosconnect.com)- please check your spam box, then save the email address into your contact list. If you wish you can download the attached calendar invite to add to your digital calendar. An automated email reminder will be sent to you 48 hours, 24hours, and 2 hours before the session. Isosconnect use a third-party called Whereby for video calls. These digital platforms are GDPR compliant, and all content is encrypted for your security and privacy.

To join the meeting, just click on the link in the invitation from any device, on the day/time of your appointment, you don't have to download any software. If you have wifi/ tech issues and either you can't log in to start your session or you drop out during the session, then call/text/ whats app/ email me a message to let me know. I will wait for you to contact me, or re-join.

Telephone calls through apps such as Whats App or Signal are an option if you do not like video calls, or if you do not have strong or reliable wifi. I recommend using these apps as they are end-to-end encrypted and more secure than ordinary calls using a network. I will call you at the agreed time of your session. Please be ready to receive my call so that you get your full 50-minute session. If you miss my call, I will call you again after 5 minutes. If you miss this call, I will send you a text asking you to let me know when you are ready for me to call you to start your session.

In-person counselling is offered if you would prefer to meet with me in person in a quiet, confidential indoor space. You can choose to have your sessions in either location:

- The Buttery (4 The Old Dairy, Glynde, Lewes, BN8 6SJ) which is owned and operated by [Lewes Country Therapy Rooms](#).
- The Old Coach House (Castle Ditch Lane, Lewes, BN7 1YJ) which is owned and operated by [Valentine Voice Care](#).

Walking Therapy is an alternative way of having counselling if you want to meet me in person but find therapy rooms uncomfortable. We will work out an agreeable outdoor meeting point where we can walk together in a quiet green space.

**Frequency of sessions:** Brighter Days Counselling allows you to decide whether to have weekly or fortnightly sessions, and how many sessions to have. Together we will agree the day and time of your sessions. The day of the week, and the time of day will remain the same for all of your sessions. Each session will be 50 minutes long and will start and finish at the agreed time.

**Administration Contract:** At your free assessment, we will verbally agree on the method and the frequency of your therapy, the number of sessions (or whether to leave it open ended), the day and time of your sessions. I will then write this up in your Administration Contract and send it to you to sign in an appointment email sent via the isosconnect platform. The Administration Contract can be reviewed and renegotiated at any time by either of us.

**Therapeutic Contract:** In your first few sessions your therapy goals will become clearer. You will be able to identify what changes you would like to work on during your therapy. Your *Therapeutic Contract* is a verbal contract between you and me. It's one simple and short sentence of your own words which pinpoints what you would like to achieve in your therapy. You may have many goals in mind however it is important to focus on one goal at a time, and pick the one which feels like your main priority. Often if we start to change one thing, this creates movement in other areas of our life. We will review your therapy goal together at regular intervals, and you can update it whenever you wish with your counsellor.

**Communication in between your sessions:** You are welcome to send a brief message (email, text, What's App, Signal) to me regarding the practical arrangements of your counselling sessions. I'm not available for any extra support in between your counselling sessions. You can ask for additional counselling sessions if required.

**Referrals and signposting:** If something comes up in our sessions which I feel I do not have the experience or level of training necessary to provide you with the support you need, I will discuss this with you. Likewise, the help you need may be outside of the role of a counsellor. If this happens, I will offer to either refer you or signpost you onto a relevant specialist service.

A referral is when I contact another therapist or organisation on your behalf and make a request for them to help you. They will need me to share some information about you with them as part of the referral process. This may either be by completing a form, or it may be in a phone conversation. I will always ask for your consent before I make a referral. I will consult with you in what information I share with them.

Signposting is when I give you the name and contact details of another therapist, or organisation for you to read up on and contact yourself.

**Unacceptable Behaviour:** I reserve the right to end the session immediately if the client displays behaviour during a session which is: sexualised, threatening, or intimidating, or appears under the influence of drugs or alcohol.

**Code of Ethics and Practice:** I abide by the National Counselling and Psychotherapy Society (NCPS) [Code of Ethics](#). The Code provides guidance for members and sets out the standards expected of them.

**Confidentiality:** Confidentiality is one of the foundations of the therapeutic relationship. As a registered member of NCPS, I abide by their [Safeguarding Policy](#) which gives further details about; confidentiality within the client therapist relationship, the law, the rights of the client, the duties of the therapist- exceptions to confidentiality.

I agree to maintain strict confidentiality within our client/counsellor relationship, provided that there is no threat to my own safety, your safety, your family members, or other members of the public. Nor in breach of any legal action (i.e. criminal, coroner or civil court cases where a court order is made demanding disclosure) or legal requirement (e.g. Children's Acts).

Exceptions to confidentiality where I may need to talk to the appropriate agency\* without your consent (if it was felt that the risk of not disclosing is greater than disclosing) are:

1. If you tell me or lead me to believe that a child, or vulnerable adult (a person with a diagnosed learning disability, a brain injury, or dementia) is at risk of being abused or neglected.
2. If you present an imminent risk of serious injury/ death to yourself.
3. If you threaten serious harm/ death to another person/s.

Wherever feasible, I will make every effort to contact you directly to discuss the proposed breach with the intention of keeping you informed and discussing any action that we could take together.

In accordance with codes of ethics and professional practice, I regularly discuss my client case load with my clinical supervisor. Any discussion about you would be anonymized so you could not be identified from the material discussed.

\*Appropriate agencies include your GP, Child or Adult Social Care, or emergency 999 services.

### **Information Sharing:**

On rare occasions it may be therapeutically beneficial for me to contact a third party (EG: your GP, or a close friend or family member) in order for me to find out specific and relevant information about you. If this is the case, then I will always ask for your consent to do this beforehand. I may ask you to sign an information sharing consent form.

**Emergency Contact:**

I will ask you to provide an emergency contact in the unlikely event you become unwell during the course of your counselling session. This may be a friend, family member, or a professional person (such as a social worker, support worker, nurse or doctor). Your emergency contact must be aware that you are having counselling.

**GDPR (General Data Protection Regulation, May 2018):** GDPR is a set of data protection rules, which enhance how people can access information about themselves and places limits on what organisations can do with personal data they hold. The European Commission summarises GDPR as *“Privacy by design and privacy by default”*.

As a professional counsellor, I will hold your personal details and story carefully and confidentiality as this is at the heart of my practice. Client details are recorded and stored legally and ethically. Please be reassured that Brighter Days Counselling is registered with the Information Commissioner’s Office (ICO).

By signing this contract you agree to the Brighter Days Counselling “Privacy Notice”.

**Feedback & Complaints:** I welcome and value all feedback from you about your experience of using Brighter Days Counselling. You can provide feedback to me directly either during sessions, or by sending an email, Whats App or Signal message or call. I use feedback to reflect on my practice and how to make improvements. With permission from my clients, testimonials are used on my website.

If you have a concern about my approach or practice, you should primarily talk to me as soon as possible. Ruptures within the therapeutic relationship sometimes happen and are usually healed and can lead to much growth in the therapeutic work.

If you are not satisfied after addressing your concern with me directly, then you have a right to make a complaint to NCPS: [NCPS Complaints Process](#)

**Reviews:** I will invite you to informal mini reviews at regular intervals to check how the work is going, and to look at what you have gained, what has changed, where you want the direction of therapy to go next. The first review will be at 6 weeks, then approx. every 12 weeks (3 months). Either of us can request a review when it’s felt it may be beneficial to your therapy.

**Cancelations Fees:** If you are unable to keep an appointment, please provide a minimum of 24-hour notice.

A late cancellation will incur a fee at your normal session price. Alternatively, you can request to reschedule your appointment within a few days’ time to avoid the cancellation fee. Please note this can’t always be guaranteed as it depends on my availability.

A *no show* (not turning up, and not contacting me) will also incur a fee at your normal session price. I will email you to enquire if you are ok, and will wait for you to contact me to let me

know if you want to reschedule. Please note that I only allow 2 x no shows. At the 3<sup>rd</sup> no show I will discuss terminating your counselling contract with you.

If you are more than 15 minutes late to your scheduled session start time, I will consider this to be a no show, and the session will need to be rescheduled.

**Ending Sessions:** The decision of when to end your sessions is ultimately yours to make, although we can discuss this together at part of your therapy. I believe that it is important to our therapeutic relationship to give some notice to end your sessions so that we can both prepare to say goodbye and review the work which has been accomplished. Therefore, I ask that you give at least 2 weeks' notice if your sessions are weekly, and 4 weeks' notice if your sessions are fortnightly.

**Gifts:** As a general rule, I do not accept gifts from clients, or their friends or family. If you'd like to send a card please post to Suzie Bright, C/O The Old Coach House, Castle Ditch Lane, Lewes, BN7 1YJ.

**Open Times:** Brighter Days Counselling's current open times are:

Mondays, Tuesdays and Wednesdays 10am-8pm (last session 7pm).

Thursdays 10am-12pm (last session 11am).

Fridays 10am-6pm (last session 5pm).

Closed at weekends, and all UK Bank Holidays.

Please be aware that sessions may be in progress during these times, so I will respond to any enquiries as soon as I am able, usually within a few days.

**Please sign your agreement to Brighter Days Counselling T&Cs here (then email back to [suzie.brighterdays@gmail.com](mailto:suzie.brighterdays@gmail.com)):**

I (the Client) understand the terms and conditions of using Brighter Days Counselling, and I am in full agreement with them.

I understand that the T&Cs will be subject to review as considered necessary by Suzie Bright, the Counsellor.

Client's Signature \_\_\_\_\_

Date: \_\_\_\_\_ Print name: \_\_\_\_\_