

# Yasmin Frampton | Therapeutic Counsellor

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yasmin@yasminframpton.com  
07856 851121

## Agreement for Counselling

This is an agreement between \_\_\_\_\_ (client)

and \_\_\_\_\_ (counsellor)

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### What can I expect from counselling?

There are many different types of counselling and it's probably important to recognise that different people suit different styles, different approaches and different therapists. I am trained as an integrative therapist meaning that I will draw on different ideas, theories and models of therapy over the course of our work together, integrating them in a way that is tailored to you as an individual. Ultimately, I believe that good therapy is built on a trusting relationship and is about creating a safe space in which thoughts, feelings and experiences can be explored, untangled and shared. I am very open to finding a way of working together that feels right for you. In our first session we will further explore your expectations, difficulties and hopes for counselling.

### Confidentiality

The content of counselling sessions is confidential. There are, however, certain situations in which details of sessions and/or personal information may be shared with others, these include:

- When you have given consent for me to do so
- If I believe that you, or somebody else, is at risk of serious harm
- If I am legally required to do so, or, if it is in the greater public interest to do so – for example, I am obliged to report incidents that relate to money laundering, drug trafficking, FGM and acts of terrorism
- In supervision – I will discuss our work together in supervision with a supervisor. I currently work with my supervisor online. As a member of the British Association for Counselling and Psychotherapy (BACP) I am required to attend regular monthly supervision. Supervision helps to ensure that I am working safely, ethically and in your best interests. Supervision is also a confidential space
- If I am incapacitated or no longer able to practice – in this instance a trusted colleague, who is also bound by confidentiality, will make arrangements and contact you on my behalf

If I think I may need to break confidentiality I will try to discuss this with you first wherever possible. However, there are certain situations where I may not be able to do so.

### Record keeping

In line with ethical guidelines (the BACP Ethical Framework), for insurance purposes, and in order to provide you with a professional counselling service, I am required to maintain session notes and

records relating to our work together. A separate privacy agreement (the Privacy Notice and Data Protection Agreement) outlines what information is held about you, why it is held, how long it will be kept and your rights in relation to your data – I require a signed copy of this document in order for us to work together.

### Counselling sessions and fees

Each counselling appointment lasts for 50 minutes and is charged at £50 per session. It is usual to meet once weekly for the duration of a counselling contract. Sessions will begin at the agreed time and finish 50 minutes after this time, this would be the case even if you were to arrive to a session late. During sessions I require that you are not under the influence of drugs or alcohol.

### Online counselling sessions

In general, I use Zoom as a platform for online sessions. I will email or text you the details for an upcoming session ahead of our meeting time. I will take steps to ensure that online sessions remain private and confidential by, for example, setting up a unique session ID for your appointments, enabling a 'waiting room' and 'locking' sessions after your arrival. Please note, that communication via any digital medium cannot be guaranteed as 100% secure therefore engaging with me in this way means acceptance of some risk on your part. When working together online it is also useful to make sure that we have an alternative method of contact available just in case our connection is interrupted or lost, for example, having a phone or mobile phone on standby. I request that online sessions are not recorded.

### Payments and cancellations

I accept cash and payment via online bank transfer. Payments for sessions should be made either in session (if face-to-face) or 24 hours before an allocated appointment time (if payment is online). Payment for online and telephone sessions should be received 24 hours in advance of our meeting time – if payment is not made then, unfortunately, a booked session cannot go ahead. I operate a 48 hour cancellation policy – cancellations made within 48 hours of a scheduled appointment will still be charged at the full session rate of £50. If required, I will give you my payment details in our initial communications.

### Contact and contact availability

You are able to contact me by texting or calling my work mobile (07856 851121) or by emailing [contact@yasminframpton.com](mailto:contact@yasminframpton.com). For practical reasons I prefer to receive messages via email or text message. Please note that I will reply to messages, calls and texts as soon as I am able, however, I generally only work between the hours of 9.00 and 14.30, Monday to Friday. If you require immediate, emergency support outside of our sessions you are able to contact the Samaritans on 116 123, your GP surgery, NHS 111, your local A&E department or, if you believe your life is in immediate danger, 999.

### Social media

I aim to keep my professional and personal presence separate from one another. I will therefore not accept or respond to friend requests or other forms of contact made via social media.

## Membership and complaints

I am a member of the British Association for Counselling and Psychotherapy (BACP) and abide by their ethical framework. Complaints about my professional conduct can be made raised with me directly in session or, if this is not appropriate, to the BACP using their Ask Kathleen service. You can find further information at: <https://www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/how-to-complain-about-a-bacp-member/>

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## Client details

*Please fill out your details below. I require this information for legal, ethical and safeguarding reasons.*

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

*Please circle the appropriate response:* May I call this number directly? Y / N

May I leave voice messages at this number? Y / N

May I send text messages to this number? Y / N

Email: \_\_\_\_\_

GP name, address & telephone number: \_\_\_\_\_

\_\_\_\_\_

## Emergency Contact

*Please note: this information will only be used in an emergency situation, for example, where your life is in danger or you require emergency medical attention.*

Your name: \_\_\_\_\_

Emergency contact name: \_\_\_\_\_

Relationship to you: \_\_\_\_\_

Contact no.: \_\_\_\_\_

Does this person know you are attending counselling sessions? Y / N

In an emergency situation can I disclose to this person that I am your counsellor? Y / N

*In signing you confirm that you have read and understood the above information and agree to the collection and storage of the data provided on this form. Data will be stored in accordance with The Privacy Notice and Data Protection Agreement.*

Signed: \_\_\_\_\_ (client)      Date: \_\_\_\_\_

Signed: \_\_\_\_\_ (counsellor)      Date: \_\_\_\_\_