**Contract of The Therapeutic Relationship with Caroline Keen**

**- Connected Wellbeing Psychotherapy**

This agreement sets out my responsibilities as your therapist towards you as a client,

and also your responsibilities within the therapeutic relationship.

Welcome to my practice. I have completed a Master’s degree in Integrative Arts Psychotherapy along with a Post Graduate Certificate in the Therapeutic arts. I maintain UKCP registration as an Integrative Psychotherapist and HCPC registration as an Arts Psychotherapist. Working in an integrative way enables me to tailor my practice to best suit each individual client’s needs and preference for working. This can be through different theories I have trained in or through different modes of therapy I have trained in; such as online, telephone, email or in-person.

I have outlined some essential information about the work we will do together. Please read and sign at the bottom to indicate you have reviewed this information.

**Length and frequency of treatment:**

Therapy typically involves regular sessions. The duration varies upon the nature of client’s presenting issues; from short term therapy of 6 sessions to longer prolonged work, which can last years. Long term work can offer deeper insights to aid bringing about healing and change.

We will contract to meet WEEKLY/FORTNIGHTLY, (as agreed within our email communication prior to starting).

Your session slot will be reserved for you on an ongoing basis, until the end of your therapy.

Video call or phone sessions will last 50 minutes.

Currently I am not offering in-person therapy.

Email therapy sessions are agreed at a 500 word limit. With the additional use of pp at the end to raise practical matters such as holiday dates etc.

We agree to meet SET NUMBER OF SESSIONS / OPEN ENDED, (as agreed within our email communication prior to starting).

**How we will meet** (tick which ways of meeting you would like to try, or follow the link at the end of this document).

Email Sessions

Video call

Phone call

Please state how you would like to meet for your first session \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| --- |
| If you choose to have Email Counselling the following points will apply  **ProtonMail**  You agree to set up a free ProtonMail account.  [Proton Mail: Sign-up](https://account.proton.me/mail/signup)  My email address is: caroline\_keenCWP@proton.me  We will both only send emails through ProtonMail.  **When to send your emails**  This will be confirmed via email when registering and sending out the contract,  An example date would be:  You agree to send your email by Sunday at 5 pm each week.  I will then reply 2 working days later by Tuesday at 5pm.  You are welcome to send your email early however, bear in mind that I will not open it or reply until the time agreed.  **Word limit**  Please write a maximum of 500 words in each email. I will stick to the same word limit. |

**Fees**

Therapy sessions are charged at £75 per session. Fees are the same no matter how we meet. I review my fees Annually and will give you 3 month’s notice (prior to 1st May) if any increase is deemed necessary, before the change would happen on 1st August of that year.

Please pay either through BACS;

Caroline Keen, 07-01-16, 33702640

Or via card on the Kiku website if scheduling your session directly on the Kiku diary.

[Availability | We are Kiku](https://admin.wearekiku.com/organisation-booking/39?format=frame)

Fees are due 24 HRS BEFORE THE SESSION. **(The 72 hr cancellation term still applies)**

For email counselling, fees are due THE DAY BEFORE YOU SEND YOUR EMAIL.

**Confidentiality and Privacy**

It is important our sessions are confidential so I recommend the following measures:

* Ensure you are somewhere private and where you will not be disturbed for the duration of the session. For Email Counselling, also ensure nobody can look over your shoulder to read what you are typing or the response you are reading.
* Ensure you don’t leave your email account auto signed into.
* Never share or write down any passwords for any platforms we use to communicate on.
* If possible, use a device that is not shared with anyone else.
* My computer is used solely by myself and is password protected. I use a ProtonMail encrypted email account for Email Counselling.
* We agree to turn off any listening devices for the duration of each session to ensure our data is kept safe. (e.g. “Alexa”, “Siri” and similar apps on mobiles and smart watches).

I make every effort to keep updated with which platforms are suitable for therapy, however no platform is 100% secure, However I have researched which platforms pose least risk.

**Data protection and insurance**

I am registered with the ICO, registration reference: ZA303849.

I have full professional liability Insurance and follow English jurisdiction.

Due to differing jurisdiction around the world, it is essential your permanent location or temporary holiday/work destination is discussed in advance to see if the therapy session can go ahead.

In accordance with GDPR and the Data Protection Act (2018) I am required to obtain your consent for the following:

To hold some elements of the information that you have provided in a secure way.

1. I use practice management software specifically designed for therapists, called Kiku. More information can be found through their website. <https://www.wearekiku.com/privacy-notices>. I have an administrative assistant who inputs client contact data and invoicing on the Kiku system. They do not get to view client notes or sensitive information.
2. ) I use Google Forms to enable my administrator to input client data into Kiku. This means these forms are stored within Google Drive. Please see Google’s privacy policy. [Google Terms of Service – Privacy & Terms – Google](https://policies.google.com/terms)
3. I use Microsoft Forms to collect contractual consent and collect more sensitive information and presenting symptoms which can only be viewed by myself. Please see Microsoft’s encryption and privacy policy. [Security and Privacy in Microsoft Forms - Microsoft Support](https://support.microsoft.com/en-us/office/security-and-privacy-in-microsoft-forms-7e57f9ba-4aeb-4b1b-9e21-b75318532cd9)
4. to share the information that you have provided with a Clinical Supervisor whilst exploring our work together. If you are referred by your employer, employers are not allowed to request notes or know the content of what you share.
5. HMRC and other financial institutions may see your name appear on bank statements if you pay by bank transfer or card directly for sessions. These organisations hold their own data protection policies and do not ask for information unless it is of use to their purpose of enquiry.
6. I also use Microsoft Email and Proton Mail who offer secure services with their own policies on data storage.

As a Psychotherapist, I commit to respect, protect and preserve the confidentiality of my clients. Information you share with me along with your details will be kept strictly confidential between myself and Clinical Supervisor. Legal and ethical limits upon confidentiality may result in disclosing confidential information to a third party if it is deemed there is a risk of harm; to yourself, others, or any acts of terrorism or public health outbreaks.

**Ethics, code of conduct and professional limits to confidentiality**

I am bound by the Codes of Ethics and Practice of the UKCP and HCPC with whom I am registered to practice with and this forms my professional conduct procedures.

A copy of these can be viewed online at:

[https://www.psychotherapy.org.uk/about-ukcp/how-we-are-structured/ukcp-committees/ethics-group/code-of-ethics-updated/](https://www.psychotherapy.org.uk/about-ukcp/how-we-are-structured/ukcp-committees/ethics-group/code-of-ethics-updated/ )

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

In accordance with the UKCP and HCPC Ethical Framework for the Counselling and Psychotherapy Professions, therapy sessions are strictly confidential except under the following circumstances: ​

* If I believe there is a serious risk of harm, either to yourself or others, I reserve the right to break confidentiality and may have a duty of care to do so. I would always try to discuss this with you first.
* If I was required by subpoena or court order to disclose information.
* If I became aware of any involvement in acts of terrorism or money laundering.
* If there are concerns about the welfare of children or vulnerable adults.
* In line with the UKCP and HCPC Ethical Framework, I will discuss my work with a qualified clinical supervisor. Your identity is not revealed, and my supervisor is also bound by their registering body’s Ethical Framework. Engaging in clinical supervision is mandatory for UKCP and HCPC registration.

**Complaints**

Within therapy, should anything occur which you are not happy with I would invite you to share this during session time to enable us to explore the matter more and find a way forward.

Should you feel the matter is not resolved or dealt with adequately, it is possible to make an official complaint to both the UKCP and HCPC.

https://www.psychotherapy.org.uk/ukcp-members/complaints/how-to-make-a-complaint/

<https://www.hcpc-uk.org/concerns/raising-concerns/>

**Outside session contact**

There is a chance we may bump into each other in the street or somewhere else outside of sessions. If this was to happen, we agree that in order to keep your confidentiality, I will not acknowledge you unless you acknowledge me first, and this will generally be kept to a smile, nod of the head or brief “hello”.

Please note that if we only work by email and/or phone I will not know what you look like so there is a chance you may recognise me but I will not know who you are.

As an online counsellor I am active on social media and other places online to raise the profile of my counselling practice. These accounts are used for professional networking and marketing only, I do not under any circumstances engage in any therapy nor do I knowingly communicate with clients (past and present) in any other way on social media or elsewhere on the internet and will therefore not reply if you were to try to contact me on a different platform.

**Distractions/interruptions**

To get the most out of our sessions it is important that we try to minimise distractions, this is particularly important to remember when engaging in email sessions. Please turn your phone to silent, turn off notifications and refrain from answering the door.

If you have children, please ensure you have someone to look after them so you are not distracted/interrupted.

**Emergencies**

I am not able to offer immediate support in a crisis so therefore can not respond to emails/texts asking for support in an emergency.

If you feel unable to keep yourself safe or you are worried about harming yourself, call Samaritans free on 116 123 (open 24hrs) or the emergency services on 999, or 111 for immediate NHS Mental Health support. There is also a free and confidential text service, text **SHOUT to 85258**

**Cancelling sessions**

The fee will still be due if you cancel a session with less than 72 hours notice, or if you do not attend a session we have arranged.

For email counselling it will count as a cancellation and the full session fee is still charged, if I do not receive your email by the day/time we have agreed.

**Absences on the day**

If you are unwell and can not attend your usual session please let me know by Email or Text message to 07541 741914.

Please see cancellation section for notice period to avoid cancellation fees.

If I am sick or unable to attend our planned session, I will either email or text to let you know. I aim to give you as much notice as possible, but it is possible that it could be on the morning of your session

There are no fees due for my absences.

**Lateness**

If you do not turn up for your session at the scheduled time, I will wait 10 minutes before then texting and/or emailing to check you have remembered the session or if you are running late. I will then wait for a further 10 minutes.

If after this time I have not heard from you, and you do not join the session I will assume you are not able to attend and end the session. The full fees are due for missed sessions.

If we are working by email and you do not send your email by the time deadline agreed, unfortunately I will not be able to read it and the fee will still be due. I have time slots allocated in my diary to read, draft and reply to client emails and so if yours comes late I will not be able to fit in your sessions that week. You will then have the option for the following weeks session, to resend or re-write the email if it is no longer relevant. If you feel you need a reminder as an accommodation, we can discuss what would work best for you and put together a plan.

**Planned holidays/breaks (Email Counselling, Remember the P.S. rule not included in your Email counselling word count)**

If you have planned holidays, please let me know with as much notice as possible, and I will do likewise.

There will be no charge for sessions missed due to arranged holidays of up to 3 consecutive weeks. If you take a longer holiday of 4 consecutive weeks or more the fees from the 4th week onwards will be due to hold your space open.

Please give a month’s notice of longer holiday breaks.

**Switching meeting type (Remember the P.S. rule, not included in your Email counselling word count)**

You are welcome to switch how we meet at any point. E.g. from email sessions to phone call. Please let me know by the end of the session prior to when you want to switch. When working by email please let me know any practicalities like this by using a p.s. after the main body of your email.

There is no guarantee that I will have a slot that matches your diary so please share as many times as possible.

If we meet online by Video Call and there is an interruption to internet signal, sessions will continue by telephone and can be changed to this method at short notice or even during a session.

**Endings**

I work towards a planned ending with clients, building the idea of ending therapy into sessions early on.

Should I feel the need to refer on to someone in a specialist field, I would discuss this with yourself and offer suggestions.

If however, there are threats or acts of violence or dangerous behaviour, this would invalidate this agreement and therapy would cease.

Endings in counselling are important and ideally, we try to avoid an abrupt ending.

If possible please let me know in advance when you want to stop. However, I understand this isn’t always possible. You are free to stop your sessions when feels right.

If you don not attend and I do not hear from you, I will follow this up by email and/or text, generally twice. If you had a therapy session booked and did not attend, the cancellation policy would still stand and an invoice would be sent out for the outstanding payment, and a payment plan could be discussed.

If I did not hear from you and I believed there to be safeguarding risks: I would follow procedures to define the level of risk and appropriate action that should occur;

this may be notifying the GP of therapy sessions to date and a sudden ending from the client with no contact afterwards and an outline of risk,

Or, if immediate harm was assessed the emergency services would be notified to follow up with a welfare call or other action from themselves.

During therapy these situations would usually be discussed with the client beforehand, if possible.

There is no commitment at the introductory session stage.

You can try it and see if it works for you before deciding if you would like to commit to starting working together.

With video call or telephone call sessions, a free 20 minute session can be arranged prior to starting therapy, please reach out by email if this is something you would like to take up.

With Email Therapy, I can send you an introductory invite to share via email and then when you send your email, I will then send an email session response. This will give you an idea of what the email method of therapy is like and if you would like to use it.

**Please supply me with further information about yourself and Contractually Sign by using this agreement form.** [**https://forms.office.com/e/DZFGhVeyBy**](https://forms.office.com/e/DZFGhVeyBy)

If you have any questions or concerns about this agreement, please feel free to contact me on: caroline@connectedwellbeingpsychotherapy.com