

Client Agreement & Therapist Commitment

London Minds

This information is intended to address the most frequently asked questions concerning sessions and explains what is expected from both parties. It also serves as a contractual agreement with London Minds Therapeutic Service.

Should you have any enquiries, please do not hesitate to contact me using the details as below. Please also use the information below to request a free 15-minute consultation:

Email: londonminds.co.uk

Telephone: 07359 536 267

SESSIONS:

Telehealth sessions will take place virtually by video call or audio call at your preference. We initially meet on-line for 4 weekly sessions which will be reviewed in the 4th week.

Each session is for the duration of 50 minutes to 1&1/2 hours depending on the nature of need. If you arrive late, we will only be able to meet for the remaining minutes.

CONFIDENTIALITY:

All information discussed within therapy sessions is considered confidential information, which will not be shared outside of the safe space in which we meet. Information concerning you will only be revealed for the following reasons where appropriate:

- (1) You disclose any information which places the safety of yourself or others at risk;
- (2) Disclosure is required by law to be reported ie abuse/violent acts.

PROFESSIONAL ETHICS:

I am a registered member of the British Association for Counselling and Psychotherapy (MBACP) and as such I subscribe to the BACP code of ethics. As a registered therapist I am committed to serving without judgement. I'm committed to providing treatment. I encourage transparency and support clients to improve their lives as a whole.

PRIVACY:

Due to GDPR (General Data Protection Requirements) I am registered with the Information Commissioners Office (ICO) and as such I am bound by these privacy regulations. As such any personal data I collect will be stored under password protected documents in the form of notes. These documents will then be destroyed 3 years after collection.

SESSION PAYMENT:

The cost of each session depends on your ability to pay so it's on a sliding scale between £30-£50. Payments will be made to my bank account which will be provided prior to our first meeting. Payment will be required on the day of service. Payment is due prior to weekly session attendance.

All cancelled or missed sessions, without 24 hours' notice must be paid for prior to attendance. Cancellation fees are £22, except under exceptional circumstances.

CANCELLATION POLICY:

If you need to cancel a session, I ask that you notify me at least 24 hours before your session is due to occur. If you cancel less than 24 hours before your scheduled session, then you will be charged £15..

To cancel a session you can send me an email at londonminds.co.uk or you can text me at; **07359 536 267**. If you decide to call and I do not answer it will be because I'm otherwise engaged. Please leave me a voice message, and I will respond to you as soon as possible.

If I need to cancel a session, I will also aim to do this at least 24 hours.

If you cancel or do not turn up for 3 or more sessions in a given 1 month period, then I will need to terminate our agreement.

If you do not attend two sessions in a row without giving notice within 24 hours, then I will need to terminate your sessions, and I will inform by email confirming termination of service.

SIGNATURES:

I, (print your name) _____, understand this contract and accept it as the terms of my participation in therapeutic intervention/treatment.

Client's signature: _____ Date: _____

Therapists: (Name) _____

Therapists Signature: _____ Date: _____