

Counselling and Psychotherapy Contract

This document contains information in two sections about the service I offer. The first section covers practical aspects and the second gives a brief introduction to the Person-Centred Approach and what to expect from your sessions. Please let me know if there's anything you'd like to ask about.

Practical

The therapist: Michael Neath

- Qualification to practice: MA in Clinical Counselling, University of Chester
- Professional membership: Accredited member of the British Association for Counselling and Psychotherapy (BACP)
- Insurer: Holistic Insurance Services
- DBS (CRB) checked

Contact details

Email: info@michaelneath.com
Phone: 07746 182178
Office address: Sidney House, School Gardens, Shrewsbury SY1 2AJ

I check for messages on weekdays between 9am and 5pm, except for national holidays and annual leave. I aim to respond within one working day.

Sessions

I'm available to see clients between 9am and 4pm, Monday to Friday, and I offer sessions on a weekly or fortnightly basis, according to your preference. Therapy is open-ended and will generally be offered until you feel you wish to finish.

I'll offer a consistent day and time for your sessions. If other commitments make this impractical for you, I'll try to accommodate your schedule so we can meet regularly. Your sessions can be in person or by phone or video call, and we can change between these methods whenever you like.

Fees and Payment

The fee for a fifty-minute session is £60 (subject to annual review). In person, I'll take payment by card or contactless device. For remote sessions, I'll send an invoice by email with a link to make payment. I ask for payment within 24 hours.

I work with a number of clients at a lower rate of £40 per session. This is for clients who are on a low income and is by arrangement. Please let me know if you'd like to talk about my lower rate.

Cancellations, rescheduling, and missed sessions

To cancel or reschedule a booked session, I ask for notice of one working day (for sessions scheduled on a Monday, that would be the Friday before). Without this notice, I ask for payment of the session fee. To give me notice, please email or text, using the contact details above.

If I become unavailable for a booked session, I will give you as much notice as I can.

Confidentiality

Because therapy involves sharing personal information, our work together is strictly confidential, with the following exceptions. There are legal requirements of me that mean certain information would have to be passed on, including anything related to serious crime or harm to a child. Additionally, if I believe that there is an imminent risk of harm to you or another person, I may make professional contact. I'll always talk this through with you first, if possible.

I discuss my work with my supervisor and colleagues, to monitor and improve my practice. In all professional discussions of my work, I maintain confidentiality by withholding identifying information. Also, I have a 'profession will' in place: if I become unavailable and unable to contact you myself, your name and contact details *only* will be made available to a colleague.

Recordkeeping and GDPR

I keep brief notes of each session to help with my work. Notes are kept electronically and are encrypted and password protected. Your personal and contact information are also kept electronically and securely, for the purposes of providing this service. Your signed copy of this agreement will be kept in a locked filing cabinet, in a locked office.

All electronic and paper copies of your data will be destroyed six years after the end of our work together.

Questions, concerns, and complaints

Please feel free to ask me any questions about this document and anything relating to your therapy. Similarly, concerns and complaints may be raised with me, giving us the opportunity to discuss them. The BACP (www.bacp.org), my professional body, offers information, answers questions from the public, and investigates any complaints about members. I work to the BACP's *Ethical Framework* (available online for reference).

Therapy

I follow the Person-Centred Approach to counselling and psychotherapy, one of the main approaches taught and practiced in the UK. It's an approach developed by psychologists carrying out extensive research over many years into what's helpful in therapy to people in emotional distress.

The research showed that when a client explores their issues with a therapist who is honest, empathic, and values them as a person without judgement, then therapeutic growth follows. For clients, this offers relief from anxiety, depression, and unwanted anger; greater clarity; greater awareness of wants and needs; better relating to others; and improved self-confidence. The therapeutic relationship can provide the safety to address past trauma and to accompany grieving.

"What happens in a session?"

We'll talk about anything you wish to talk about, whether it's something that feels pressing and important, something that's just been on your mind, or something that comes up in the moment. Sometimes it may be clear to you what you want to bring and at other times you may not feel sure. I'll ask questions as we go and make sure I understand, as fully as I can, how things feel for you.

I ask for a signature to show understanding and acceptance of my Cancellations, Confidentiality and GDPR policies, as given above (please ask if you have any questions).

Name

(please print)

Signature

Date

Your details

Forename(s)

Surname

Date of birth

Address

Post code

Telephone

Email

Contact preference

Please tick all that apply

☐ Email

☐ Phone/SMS

Would you like to receive calendar invitations by email for your sessions?

☐ Yes

☐ No

How did you hear about me (e.g., friend, doctor, Google, directory listing)?

Third-party funding If someone else is paying for your sessions, please give their name and email address here. *I will take completion of this section as permission to contact the named person with information related only to the payment of session fees.*