

**Befriending/Informal Counselling Support**

**Information & Contract for Clients**

# What is counselling?

*Counselling* is a dedicated helping activity which involves the engagement of the *client* and the *counsellor.* It involves providing time and a safe place for the client to explore whatever personal difficulties or distressing situations and feelings have led to her/his contacting the counsellor.

Clients’ difficulties may be related to one or more of these things: issues at home or work, relationship problems, health problems, bereavement, loss, trauma, bullying, isolation, etc., and other matters that might concern them. Sometimes clients have distressing feelings and yet have no sense of *why* they feel bad.

Typically clients are seeking *‘to feel better’,* ‘*to understand*’, ‘*to know how or what to change’*, ‘*to move on*’, or are hoping for recovery from – for example – *post-traumatic stress*, *depression*, *panic,* *anxiety or grief.*

Other words for counselling are *therapy* and *psychotherapy*.

Formal counselling will require the formalisation of a contracted process and criteria. However, due to the current Covid-19 situation and our keenness to support disadvantaged individuals and families, our support will be informal and more like a befriender support and providing a listening ear. However, all ethical and confidentiality issues will be strictly observed and adhered to by the counsellor in line with BACP ethical guidelines.

# Confidentiality

*Client/counsellor interactions are always conducted attentively and thoughtfully and with full attention to and respect for your privacy.* The context and content of the counselling sessions are always confidential and will not be disclosed to third parties under any circumstances. However, in exceptional circumstances, and only after discussion with you, some information might need to be shared with a third party only for your protection.

We will endeavour to ensure Counsellors are registered Members of the **British Association for Counselling and Psychotherapy** (**BACP**: <http://www.bacp.co.uk>) and adhere to and abide by their code of ethics in practices at all times.

<https://www.bacp.co.uk/events-and-resources/ethics-and-standards/>

# Counselling sessions

Sessions normally last 50–60 minutes. Matters like the number and frequency of sessions will be talked about and agreed on at the first meeting. These matters are always open for review.

While counselling usually takes place face-to-face, this is not feasible in the current Covid-19 situation. Thus, offered counselling support will be provided by telephone or online voice/video chat (e.g. Skype).

It is envisaged that you will fill a referral form below, and we will allocate a slot for you with a culturally sensitive counsellor at a time and a date convenient to you both.

# Cancellation

*If you have to cancel an appointment, please give as much notice as you can*. To cancel or re-arrange an appointment please email counselling@bemis.org.uk.

If you would like to re-schedule your appointment, please let us know when it would be convenient to phone you back to make further arrangements.

# Records

Your personal contact details and any other documents relating to you will be kept securely locked and will be retained for the period of time specified in the BACP code of good practice.

# Cost

*This counselling support is free of charge as part of the EMNRN support*



# Request for Counselling Support

**EMNRN** and Client: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have agreed to begin a counselling relationship. **If signing as guardian for the client, please state name, relationship & sign below.**

This relationship may be ended by the client at any point either verbally, by voice- or e-mail, or in writing. EMNRN undertakes not to initiate ending the relationship without discussion with the client. The practical arrangements of the agreement are detailed above (**Counselling: Information for Clients**).

|  |  |
| --- | --- |
|  | REF: |
| Client / Guardian Signature:  Relationship to client: | Date: |
| Counsellor Signature: | Date: |
| **Client Contact Details** | |
| Name: | Date of birth |
| Address: | |
| Telephone number: | May a message be left? **Y / N** |
| Email: | May a message be sent? **Y / N** |

|  |  |
| --- | --- |
| **Further Notes (optional)** | |
| GP: Name, Tel: | Notes: |
| Medical conditions: |
| Current medication: |
| Previous counselling: |
| Initial review after sessions |

**I confirm that I have read and understood the attached information regarding counselling, and I have had the chance to discuss my enquiries with the counsellor. I confirm my understanding and agree that if I have any issue or concern with the counselling provided during or after the counselling support that I will discuss this with, the counsellor and EMNRN, immediately to address any concern.**

**I confirm that I have signed this contract on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Name and Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**All data will protected in line with the GDPR regulations**

Please submit this form to [counselling@bemis.org.uk](mailto:counselling@bemis.org.uk).