

Clearmind Counselling with Dr Louise Styles CPsychol.

Terms and Conditions of Counselling

Welcome to Clearmind Counselling. As your Chartered Psychologist, I am committed to providing a supportive and confidential environment to explore and address your concerns.

Scope of Services:

As an integrative counsellor, I offer individualised therapy sessions to address your unique needs. Our sessions will involve discussions, therapeutic techniques, and possibly homework assignments to aid your journey.

For Peace of Mind:

I am chartered with the BPS and can be found on their list of chartered members:

<https://portal.bps.org.uk/Psychologist-Search/Chartered-Member-List/Member-Details?entityid=40df5bc5-862d-ec11-b6e6-002248432950>

The title of Chartered Psychologist is legally recognised, and reflects the highest standard of psychological knowledge and expertise. I also have additional training in integrative counselling and GSRD.

I have an enhanced Disclosure and Barring Service (DBS) certificate, permitting me to work with vulnerable children and adults.

I am fully insured as a counsellor, documentation upon request.

Confidentiality:

Confidentiality is paramount in our sessions. Information shared will remain private except in circumstances where there is a risk of harm to yourself or others, or as required by law. I adhere fully to the British Psychological Society (BPS) ethical framework.

During video calls, I use an automatic note taker (Fireflies.ai) which is GDPR compliant and encrypted so that the only person who sees the notes summaries is me. You are also welcome to request copies. If this is not comfortable for you, you can request for me to remove the automatic note taker during video calls.

I am a member of ICO which is a requirement for anyone who collects personal data from clients, such as name, contact details and counselling notes. This means that I ensure that all data is kept strictly encoded and password protected. You can request a copy of all the information I hold about you at any time, and also ask for all information to be deleted.

Confidentiality within Individual/Couples/Poly Group Counselling:

In individual counselling, all information will be held in the strictest confidence. I will only break that confidence if I am concerned for the safety of you or others, or if required to by law.

Within couple/poly group counselling, I uphold a policy of strict confidentiality for individual sessions. Information shared by one party in individual sessions will not be disclosed to the other party/parties without explicit consent. This policy is in place to create a safe and trusting environment for each individual to express and explore their thoughts and feelings freely. It's important to understand that while I strive to facilitate open communication within the relationship, the sanctity of individual sessions is paramount. This approach aims to support the overall well-being and therapeutic goals of each individual, as well as the couple/poly group as a unit.

Appointments, Cancellation Policy and Room Hire:

Please note that I may respond out-of-hours to emails but there is no expectation of your reply out of business hours. Email is always the best way to contact me as I will usually be in session so answering the phone is difficult.

Sessions are typically 60 minutes long, or 90 minutes for a couple/poly group session. We will confirm the session verbally or by email, and I will send you a Google Meet link if the session is a video call.

If you need to cancel or reschedule, please provide as much notice as possible. Life is unpredictable, and we can reschedule, but please be considerate.

note: If session is in person, the room hire fee is payable upon less than 48 hours notice of cancellation (£10 per hour).

Late Arrivals:

If you arrive late, there is no guarantee that your session can run over time, which may result in a shorter session.

Fees and Payment:

Each session is £80 for individuals, or £120 for couple/poly group sessions. Payment is due before commencement of the session and can be made via BACS

Emergency Policy:

In case of a physical or mental health emergency, please contact emergency services.

Termination of Therapy:

Either party may end the therapeutic relationship, ideally after discussion during an exit session, recommended for closure and feedback. You may re-start therapy with me after a break, if I have availability. You have no obligation to continue sessions beyond your requirements.

Role in Legal and Interpersonal Disputes:

As your counsellor, my role is to provide therapeutic support and not to serve as an intermediary in legal disputes. This includes matters such as custody battles, divorce proceedings, or conflicts where one party may seek to use therapeutic insights as leverage against the other.

My focus is on the well-being and mental health of my clients, and my professional ethics and confidentiality agreements prevent me from taking sides or being involved in legal disputes.

Any attempts to subpoena records or solicit my participation in legal matters will be subject to legal and ethical review in accordance with UK law and the BPS ethical framework.

Consent:

By attending sessions, you agree to these terms and conditions. Please discuss any concerns or questions you may have with me.

Contact Information:

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