

# Carr Gomm Counselling Service

## About your service

This document provides information for you (the 'client') regarding confidentiality and the provision of counselling by Carr Gomm Counselling Service. By responding to this via e-mail, completing a form or confirming verbally to your counsellor, you indicate that you understand this information and consent to the terms of the work, and the processing of your personal data for the purposes of providing counselling.

### Introduction

Please read the following information carefully as this will help you to prepare for your counselling sessions. If you have any questions or concerns, please contact the Counselling Service Manager as soon as possible.

### Eligibility

Staff age 18+.

Please read the following information carefully as this will help you to prepare for your counselling sessions. If you have any questions or concerns, please contact the Counselling Service Manager as soon as possible.

### Your Counsellor

All Carr Gomm Counselling Service counsellors complete a thorough credentialling process before they can become part of our service. Carr Gomm Counselling Service counsellors may be qualified, or close to completing their counselling training and must hold membership of a relevant professional body. In order to meet varying demand for our service, we may from time-to-time contract sessional counsellors who will be subject to the same credentialling process.

## **Confidentiality**

Client confidentiality is one of the cornerstones of the clinical work delivered by Carr Gomm. Your line manager/employer is not informed that you have made contact with Carr Gomm's Counselling Service.

We collect basic personal data about you including your name, address, telephone number and email address to provide you with information regarding our service and to arrange appointments. We may also collect other relevant data about you including a history of significant life events and health concerns to undertake a fully informed clinical assessment of your suitability for counselling.

Any information that you reveal, either during your assessment with the Carr Gomm Counselling Service Manager, or, to the counsellor who delivers your telephone/video counselling is confidential to Carr Gomm and

will not be fed back to your line manager/employer. Your organisation does receive statistical data about the overall usage of the service. This data is anonymous, and there is no way in which you could be identified through this feedback. In some circumstances, a counsellor may suggest that it is in your best interests to provide information to a third party, such as for example, informing your GP of emotional issues that are affecting you to make them aware that additional support via the GP may be appropriate. In these circumstances, you will be asked for your consent to release the information and no information will be disclosed without your permission.

Your counsellor will complete clinical notes after each session. These notes contain a very brief summary of the issues discussed and the work that has been conducted during the counselling session.

The notes are stored on your Carr Gomm Counselling Service secure electronic client file, along with a record of your assessment, and any other interactions you may have had with the service. Carr Gomm Counselling Service counsellors will have access to your case file as part of our duty of care to you as the service user and to ensure that we provide the best possible service. Please note that these electronic records are subject to the same confidentiality rules and legal obligations that govern all of Carr Gomm's work. Carr Gomm Counselling Service will not release these records without your consent. The only circumstance in which confidentiality may be broken is when compelled to by law, or if you disclose information that leads the counsellor to believe that you, another person, or your organisation may be at serious risk. In this circumstance information may be disclosed to a third party, such as the emergency services,

or Carr Gomm management to prevent imminent harm to you, or the people Carr Gomm support.

In some circumstances there may also be a legal obligation to disclose information to relevant authorities, such as in situations concerning child protection or other serious offences. If such a situation does arise, the information disclosed will be confined to what is strictly necessary and, wherever possible, you will be consulted before the disclosure is made. If the situation is critical or we cannot contact you, the member of staff or counsellor may pass on the information directly.

Carr Gomm's IT and administrative staff provide essential support to ensure the smooth operation of the counselling service and will have access to restricted information such as appointment dates and contact details.

This information will only be accessed on a 'need to know' basis, for example in the case of a counsellor's absence or other unforeseen circumstances where there is a need to cancel or reschedule appointments.

Carr Gomm Counselling Service is covered by Carr Gomm's Data Protection and Confidentiality policy and we operate in line with The National Counselling and Psychotherapy Society (NCPS)'s Statement of Ethics and Code of Practice (available from the NCPS website [www.ncps.com](http://www.ncps.com)), General Data Protection Regulation (GDPR) and The Data Protection Act 2018.

## Data Privacy

Carr Gomm complies fully with the Data Protection Act 2018 and GDPR and is registered with the Information Commissioner's Office (ICO) as a Data Controller.

Please see our [privacy policy](#) for full information and for your rights as a Data Subject.

## About Carr Gomm Counselling

Counselling is not about giving advice. Your counsellor will help you to explore and achieve a better understanding of the difficulties that you are facing, thereby empowering you to move forwards. It is important to understand that the service your organisation provides through Carr Gomm Counselling Service offers short-term general counselling. To get the most from this time-limited service, it is best to focus on a specific realistic goal, and for this reason the focus for your counselling sessions will have been explored and agreed during your initial assessment. This assessment session is used to help us work out together whether counselling at Carr Gomm Counselling Service is the right thing for you.

This session may be with a different counsellor from the one you will see later for your regular weekly sessions.

If we consider that our service is not suitable, we will endeavour to sign-post you to other services.

Your regular counselling sessions last around 50 minutes and are usually weekly. We ask that you are punctual to get the most from the time available.

Your counsellor will not usually be able to extend the session beyond the time allocated for the appointment if the session starts later than the agreed time. At the end of the session, you and your counsellor will agree the appointment details for your next session, and sessions will usually take place weekly.

Should you need to contact your counsellor to cancel or reschedule an appointment and are unable to do so, please contact the Counselling Service by email at [counselling@carrgomm.org](mailto:counselling@carrgomm.org).

Carr Gomm Counselling Service is usually offered by video or telephone call. We aim to offer a range of different delivery methods for your counselling. The delivery method for your sessions will have been discussed with you during your assessment. We offer up to six sessions at first. The maximum number of sessions available is determined by your organisation's contract with Carr Gomm Counselling Service. As an employee of Carr Gomm you and your counsellor may agree that a further block of six sessions may be appropriate.

If, at the end of your Carr Gomm Counselling Service sessions, you feel that you would benefit from further help, your counsellor will assist you in identifying alternative options for appropriate continued support.

Longer-term support is not funded by your employer, and you would need to pay for this at a subsidised rate.

Alternatively, you may re-refer yourself and wait for another block of free counselling when available. Please note that any self-funded continuation of therapy through Carr Gomm will be subject to a clinical review, service availability and we cannot guarantee that you would have the same counsellor.

## **Professional Ethics**

Carr Gomm is accredited with The National Counselling and Psychotherapy Society (NCPS).

Counsellors working at Carr Gomm work within the NCPS Statement of Ethics and Code of Practice (available from the NCPS website [www.ncps.com](http://www.ncps.com))

## **Supervision**

In line with the counselling profession's requirement and standards, all our counsellors undertake clinical supervision. In supervision, they may discuss anonymised aspects of their work with you to offer extra support and safety to both you and your counsellor.

Supervision is confidential and may take place both individually and in groups with other counsellors



## **Cancellation**

Should you need to cancel a session, you must give at least 24 hours' notice in order not to forfeit that session. Please contact your counsellor at the earliest opportunity or contact the Counselling Service Manager by email at [counselling@carrgomm.org](mailto:counselling@carrgomm.org). In the event that you fail to attend two sessions of your counselling, without notice or sufficient notice, and we do not hear from you within 5 working days to review your counselling requirements, Carr Gomm will close your case.

## **Feedback**

It is important to us to know how you have experienced our service as Carr Gomm constantly strives to improve and develop the service provided and feedback, both positive and constructive, is integral to this process. You will receive a Client Satisfaction Questionnaire and we would be grateful if you could complete this.

## **Complaints Procedure**

If, for any reason, you are dissatisfied with your counselling we encourage you to discuss your concerns with your counsellor initially. If this does not resolve the issue, or if you do not feel comfortable approaching your counsellor with your concerns, you may follow our [Complaints Policy](#). In accordance with our complaints policy, we will investigate your complaint and aim to ensure that all aspects are dealt with in the strictest of confidence, promptly, efficiently and fairly.

In accordance with our complaints policy, we will investigate your complaint and aim to ensure that all aspects are dealt with in the strictest of confidence, promptly, efficiently and fairly. You may also refer to NCPS' complaints procedures which are available on their website.