



WATERWAYS THERAPY

Waterways Therapy Policies

Water Ways Therapy gathers and holds information about clients on an electronic database, which is encrypted securely and held off line. Paper copies of information are also held in note form which I will take during our sessions together.

Cancellations and missed appointments

Clients are asked to inform Water Ways Therapy as soon as possible if they are unable to attend a session. Please telephone 07432670384, if I am unable to take your call leave a message, and I will get back to you as soon as I am available. Alternatively email waterwaystherapy@outlook.com.

If clients miss 2 sessions, then counselling will stop with immediate effect. (unless under certain circumstances, which will be my discretion). Clients will be asked if they wish to go back on the waiting list. If I need to miss a session I will endeavour to give you (the client) as much notice as possible.

Confidentiality

Water Ways Therapy offers a confidential relationship between the counsellor and the client. Information on client attendance, contact details, and other information from the initial assessment is held electronically on a database and in a paper format. Personal information is not passed on to anyone outside the service except when:

- Water Ways Therapy has the consent of the client to disclose the information
- If required by a court of law
- If a client is at serious risk of attempting suicide or harming others
- A counsellor believes the client and/or others are in serious danger

If you wish to contact Water Ways Therapy –and I am not able to take your call, please leave a message and I will get back to you on 07432670384. Alternatively email waterwaystherapy@outlook.com

Professional Ethics Water Ways Therapy is an accredited membership with the NCPS Membership number: NCC24-05024. Water Ways Therapy

adhere to the NCPS Ethical Framework. Details of these are available on the NCPS Website. <https://ncps.com>

Counsellor Supervision

All counsellors are required to have supervision. This allows the counsellor to reflect in depth about all aspects of their practice in order to work as effectively, safely and ethically as possible. Counselling sessions may be discussed in supervision but the identity of the client is kept confidential.

Counselling Sessions Counselling sessions take place weekly for 50 minutes and will start and finish promptly. You will be offered up to 12 sessions of counselling. Counselling sessions may not take place if the Counsellor believes that the client is under the influence of alcohol or non-prescription substances.

Policies and Procedures Confidentiality Volunteer Counsellors Professional Ethics Supervision Counselling Sessions Data Protection/Privacy Non-attendance Feedback and Complaints

Data Protection and Privacy

Due to our funding requirements, Water Ways Therapy gathers and holds information about clients on an electronic database, which is encrypted securely and held off line. Paper copies of information are also held and are shredded 3 years after the counselling has finished. This includes brief details about each session. Under General Data Protection Regulations (GDPR) clients have the right to access their notes. If a client wishes to do so, they should inform their counsellor who will arrange for this within 5 working days.

Full details of our GDPR policy is available on my website or can be sent to you on request. Feedback and Complaints at Water Ways Therapy is committed to delivering a high-quality service at all times and would welcome your feedback. Clients are sent a questionnaire once the counselling finishes, and we would appreciate you taking the time to complete and return this. If you have any questions, comments or a complaint, don't hesitate to get in touch. Water Ways Therapy are keen to ensure and record the impact counselling has for clients, this is voluntary and you are under no obligation to complete the questionnaire if you do not wish to.