

## COUNSELLING AGREEMENT – REMOTE

This agreement aims to provide information about the Counselling Service at Primrose Hospice & Family Support Centre, and forms an initial agreement between client and counsellor.

The counselling service at Primrose Hospice is provided free of charge. Primrose Hospice is an Accredited Organisational Member of the British Association for Counselling and Psychotherapy (BACP) and operates in full accordance with the BACP Ethical Framework for the Counselling Professions. Further information is available on our website: . <https://primrosehospice.org/>

Primrose Counselling is committed to providing a safe, respectful, and inclusive environment for all clients. we do not discriminate on the grounds of age, disability, race, ethnicity, gender, gender identity, sexual orientation, marital status, religion or belief, or any other protected characteristic. All clients will be treated with fairness, dignity, and respect throughout the counselling process.

- **COUNSELLING SESSIONS: *Weekly on the same day and time.*** The initial number of sessions offered will be six and each session lasts for 50 minutes
- If further sessions are required, the arrangement may be **extended up to twelve (12) sessions**, subject to discussion and agreement with the Lead Counsellor.
- It is important you have access to a safe, private and confidential therapeutic space: a room free of distractions and noises where to conduct the online or telephone session.
- During counselling sessions, any communication device (such as a phone, tablet, or similar) must remain **stationary and not be held in the hand**. Devices may only be used if they are **secured on a stand, cradle, or similar support**. This ensures minimal distraction and maintains the focus and integrity of the session.
- If you do not respond after 10 minutes it will be marked as a missed session
- If, due to illness or other unforeseen circumstances, your counsellor needs to cancel the session, we will make every effort to contact you in good time
- **Please do not attend session under the influence of alcohol or non-prescribed drugs. If you do the session will be curtailed.**  
Please note we are not able to provide sessions where there are third parties within the space/environment unless this is **with prior** agreement and consent from yourself and the counsellor.
- **CANCELLATIONS:** if you need to cancel a counselling session, please telephone the hospice on **01527 889799**. Where possible, please give at least **24 hours' notice**, as some counsellors travel a long distance to the hospice, to offer this free service and therefore appreciate advance notice of a cancellation.
- **Please note any session not attended, and your counsellor or Primrose Admin team have not been informed within 24 hours we will count this as one of your allocated sessions.**
- **CONFIDENTIALITY:** Records of all patients and clients including those receiving counselling, are held on an electronic notes system and shared when necessary with other healthcare professionals. What is disclosed within counselling sessions remains private except where the

counsellor is required by law or Hospice policy to disclose information. This would be disclosures of harm to self or others, safeguarding, disclosure of serious crimes, e.g. money laundering, terrorism or drug/human trafficking etc..

- Please refer to the counselling leaflet and the Worcestershire NHS Guide for patients on information collection.
- Counselling may be ended if a different type of support is more suitable, and Primrose can provide referrals to external services if required.
- **SUPERVISION:** All the counsellors are registered individual members of BACP and therefore work to the BACP Ethical Framework for the Counselling Professions. As members of the BACP, counsellors are required to attend supervision sessions with a senior practitioner, where issues that have been raised in the counselling session will be discussed.
- Primrose Hospice provides counselling that is primarily person-centred. Our counsellors use an integrative approach, tailoring different therapeutic methods to meet each individual's needs.
- **CHALLENGING OR ABUSIVE BEHAVIOUR:** will not be tolerated towards individuals, this will result in a discharge from the service.
- **FAILURE OF TELEPHONE/REMOTE SESSIONS:** The Hospice operates a waiting list system. If you are unavailable for more than two consecutive telephone/remote sessions with your counsellor. This being without prior arrangement or cancellation, you will be discharged from the service.

**This will be at the discretion of your counsellor and will be assessed on an individual basis**

- Counselling is not an emergency service, If you are in a crisis, please contact NHS on 111 or your GP, alternatively if you are at immediate risk to yourself please call 999 or go to your nearest A&E department
- You can also contact Samaritans free, 24 hours a day on 116 123.
- At the end of counselling you will be sent an evaluation form.
- **Verbal consent:** Verbal consent will be asked for in the first session to confirm that you are in agreement with the information provided.

Signed \_\_\_\_\_(Client)

Signed \_\_\_\_\_(Counsellor)

Date \_\_\_\_\_

If you have a complaint/compliment/query about the Counselling Service at the hospice, please feel free to contact 01527 889799, or if you prefer, write to them at Primrose Hospice & Family Support Centre, Coppice Centre, St Godwalds Road, Bromsgrove, Worcestershire, B60 3BW.