

## How Can Counselling Help Me?

A trained counsellor can help you gain a perspective about the issue(s) troubling you. Together, we will explore the cause(s) of your problem(s) and consider what might be stopping or blocking you from reaching your full potential. Counsellors are trained to look beyond presenting problems to possible underlying causes. The aim of the therapeutic process is to enable you to understand and accept yourself, to change your behaviour to that which is more productive and rewarding for you, and to help you move towards becoming the kind of person you want to be.

## FEEDBACK

In order for us to monitor and continuously improve the service we provide we will ask you to complete a customer satisfaction survey, this will only take small amount of time and the information you provide us with will be anonymous and treated in the strictest confidence. With your permission the information provided will be used to formulate statistical analysis.



**48 hours notice of cancellation is required,  
or the full fee is payable.**

Independent Therapy Solutions exists  
to provide a range of  
high quality interventions  
to people experiencing physical,  
emotional, psychological or behavioural difficulties  
to facilitate change and well being.  
Releasing the unique potential of the  
individual through  
non-judgemental, self-empowering support.



**its COUNSEL-**

**Independent Therapy Solutions Limited  
Registered in England  
No. 5323245  
email: [info@itstherapy.co.uk](mailto:info@itstherapy.co.uk)  
9 Manor Street, Braintree Essex CM7 3HW  
Tel 01376 342446/332065  
[www.itstherapy.co.uk](http://www.itstherapy.co.uk)**

Welcome to Independent Therapy Solutions its, we hope that the following information will help you get the most from our counselling service, please take a minute to read this leaflet which explains what you might get.

### THE INITIAL SESSION

The purpose of your first session is quite exploratory, it is a time for both you and your counsellor to decide whether you would like to work together, if the decision is yes then your counsellor will negotiate a contract with you which suits both your needs and availability. The length of your contract will vary accordingly, you might be offered long term counselling, short term or crisis counselling. If you are unable to make this contract then please do not hesitate to refer yourself back at a later date. Our team of counsellors offer a range of counselling approaches and skills, including working with couples and groups. Each therapist brings their own unique approach and experience to their clients and if you have a particular requirement please contact our administrator to discuss these at any time.

### THE CONTRACT

The therapeutic contract is between you and your counsellor, it will not intrude into this agreement. We do however as an organisation have a responsibility to ensure that the service you receive is of a very high standard. All of our therapists undertake to further their own development and the whole team have both their personal and professional development continuously monitored.

### FEES AND CANCELLATIONS

Are per session on a Sliding Scale: From £20 - £50 per counselling hour and as discussed with individual clients.

**A full 48 hours notice is required to cancel appointments.**

**Less than 48 hours full fee is payable.**

Discuss method of payment and invoicing with your counsellor.

### B.A.C.P

#### BRITISH ASSOCIATION OF COUNSELLING AND PSYCHOTHERAPY

As individual members of BACP, all of its counsellors are bound by the B.A.C.P Ethical Framework for Good Practice in Counselling and Psychotherapy and are subject to the Professional Conduct Procedure therein.

If you should refer a relative or friend to our service, we will ensure they are allocated a different counsellor to yourself. This is done with the safety of your own counselling and to promote good ethical practice, maintaining clear boundaries and client confidentiality.

### CONFIDENTIALITY AND SUPERVISION

As part of the " Ethical Framework for Good Practise in Counselling & Psychotherapy." all of our counsellors must adhere to guidelines of client confidentiality and also receive regular supervision.

Therefore any information you discuss with your counsellor is confidential and will not be shared with anyone else, Supervision is very important part of the counselling process to ensure that the counselling you receive is to a very good standard and safe.

When your counsellor has supervision your name and any other means of identifying you will not be used.

If you wish to ask the counsellor the name of their supervisor you may do so. This is especially important for student counsellors receiving counselling, or if you have family or friends that are practising counsellors or supervisors.

If your counsellor feels that there is a real risk of serious harm to yourself or others, or if they feel you are no longer able to take responsibility for your own actions, your counsellor will ask you for your consent to disclose any information that may help you.

We also have a ' Child Protection Policy ' all of our counsellors have a duty of care to uphold our policy remembering that the welfare of the child is paramount.

### HOW LONG WILL IT TAKE?

This may depend on many factors, when you have your initial interview you will plan how many sessions you think you may need, some things can be dealt with quite quickly, sometimes once you have started you may find other problems are brought to the surface and what you originally thought would take six sessions may take more, on the other hand you may find no other problems arise and you may feel that you have achieved what you were looking for in less.

That is why you and your Counsellor will hold regular reviews. Your commitment to therapy will have an enormous impression on its effectiveness.