A close up of a logo

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**Lorna Tredget BA, MA, MBACP**

Dip Gestalt Therapy, Cert Group Work

www.headroomcounselling.co.uk

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**Client Information and Agreement**

1. **Therapy** gives an opportunity to explore areas of difficulty or personal issues in confidence and safety. My role is not to advise or to judge you, but to help you work through the challenges you are facing and help you develop new ways of coping. Sometimes during therapy people feel worse before they feel better. If that happens, it is best to share that information with me so that we can make any adjustments that are needed rather than ending the counselling process suddenly. We will explore what you want from therapy and may agree specific goals to be worked towards. These do not need to be set in stone but can help us assess progress and obstacles along the way.
2. **Location:** I am based in the One Community Building, 1 The Park, Keynsham, Bristol, BS31 2BL. There is a small car park towards the end of the road, some time limited car parking on the bypass bridge nearby or parking in Tesco less than 5 minutes away. There is a grey keypad on the wall to the right of the front door – if you press button 1 (Counselling 1) just before your session is due to start, then I will buzz you in.
3. **Fees:** Each session lasts for 50 minutes and my fee is £60 for individuals or £75 for couples or families. Payment should be made on the day we meet and before your session, preferably by bank transfer. My account details are:

**60-83-71**

**11688303**

1. **Times:**

Therapy takes place weekly, at the same time, unless by other arrangement. Meeting regularly creates support for you and enables us to build the trusting relationship which underpins the work we do together.

Sessions cancelled by you with less than 48 hours notice will incur the full charge for the session. If you do need to cancel, I will try to find you another session in the same week. If I cancel at short notice, for example due to illness, I will do my best to offer you an alternative session during the same week.

1. **Holidays:** If I am going to be away, I will try to give you at least 4 weeks notice of my holiday. Please can you give me at least 2 weeks notice of your own holidays, but longer if possible.
2. **Length of Therapy:** Therapy can last for varying amounts of time. Sometimes our work focusses on a specific issue and may last 6-12 sessions. At other times, the nature of the difficulties are more complex and we will work together on an open-ended basis whilst reviewing progress, usually every 6 weeks.

It is always your decision as a client whether you continue or stop therapy. Often you will know when you are ready to finish therapy but this also emerges through the process of review. We would then agree together on what we needed to do to prepare for ending.

1. **Confidentiality:** I hold everything a client shares with me, directly or indirectly, as confidential. As part of my professional practice, I receive regular supervision where

I talk about my clients anonymously to protect their identity. The supervision process is also bound by confidentiality. Exceptionally, if I am worried that you or someone else is in danger or at risk of serious harm. I might have to break confidentiality. Where possible, I would discuss this with you beforehand.

1. **Notes and Data Protection:** I hold the following information about you: name, address, phone number, email address, date of birth and GP details. I also keep short, anonymised notes on sessions. All information I hold is stored securely and confidentially..
2. **Ethics:** I am a member of the British Association of Counselling and Psychotherapy and am bound by their Ethical Framework and Complaints Procedure. I can send you a link to this if you would like to read it.