

UNTANGLED COUNSELLING AGREEMENT

Untangled Counselling, Coaching and Creative Therapy, Queens Park Community Hub, South Park LN5 8EW
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www.untangledcounselling.com



1. How I work explained.
2. Your responsibilities.
3. Client agreement form.

Untangled Counselling is a mental health service offering Counselling, Coaching and Creative Arts Therapies by qualified and insured mental health professional Mia Monroe.

I strive to uphold the highest standards of service, ethics and humanity to my clients at all times. My mission is to provide a caring and empowering mental health service to those who are struggling the most. Low cost but high value sessions of upto 90 minutes.

Untangled Counselling accepts referrals from other agencies and self-referrals.

The first step is that I will initially arrange with you to meet for an assessment meeting. This is where we have an informal chat, it can be face to face, online or by telephone. It is vital that you feel comfortable and relaxed with your therapist and this is the first step towards that. There is no pressure, you can go away and think about it all, if you wish. If it is agreed to move forwards to working together, we will then agree a rough plan of how to move on with sessions and a day and time will be set up.

Untangled Counselling will always speak plainly and not use jargon or technical terms but if there is anything you wish to be explained in a different way, please don't hesitate to ask.

Counselling v Coaching v Creative Therapy

What is the difference between these ways of working? It can be confusing so let me explain. I work with all these modalities depending upon the approach which works best for your situation. Sometimes our work can start with counselling and evolve into coaching as you progress.

Counselling is a therapeutic approach where the focus is on the past and explores issues which may be embedded in past experiences or trauma. This can help people understand and resolve emotional pain, gain clarity and increase self-awareness, improve self-esteem and break patterns of thinking. It can also involve implementing strategies around how you think about things and how you can gain control of your thoughts which lead to behaviour which could be negatively impacting your life.

I am trauma informed and trained and can support you in gently and safely untangling your past and teach you techniques which can help you on your healing journey through vagal nerve toning and relaxation techniques, should that be appropriate for you.

Coaching is a more forward looking approach and takes a developmental stance. It focuses on the present and the future with an emphasis on goal setting (when we have worked out what they may be) and is a great way to develop strategies and work with your personal strengths. Coaching can be for personal or professional development such as career planning or if you need accountability to follow through on what you want to achieve.

Coaching for neurodivergent specific issues is something I specialise in. This can be around executive functioning, memory, tolerance, motivation. Together we work on areas you need support with and create strategies which will help you either at home or in the workplace. I can also help you navigate through the diagnosis procedure and to come to terms with your diagnosis which can be a difficult time.

Creative Therapy is an exciting way to work during coaching or counselling sessions. It enables you to see the issue from another point of view and can be incredibly insightful. You do not need any creative skills so please don't worry about that, the work is around what you have created where I guide you through using a visualisation or prompt.

Functional Nutrition and health coaching is part of the holistic approach I offer. I am trained in nutrition and how that supports your mental health and to function in life. This forms part of my approach and I am happy to advise on basic steps you can implement, or change, in your nutrition to support you. Should I feel you need to ask you GP about anything health related I will encourage you to do so.

*Please read and understand the following details, I appreciate that this is sometimes difficult, and I am happy to talk you through them prior to signing, in the initial session.

How Untangled works (please read)

CONFIDENTIALITY

Confidentiality is an essential part of all counselling, coaching and creative therapy. It underpins your sense of safety and trust and contributes to making the therapeutic relationship different from any other. Untangled Counselling holds all records securely and will ensure confidentiality in the treatment of any information held about its clients, all information recorded and held is solely for the purpose of maintaining effective therapeutic treatment.

All information will be kept confidential, unless the client and therapist agree to discuss something with a third party. Where appropriate a consent form will be used. The only reasons for breaking confidentiality would be if the therapist considered that your life was at risk, if another person's life was at risk or if the therapist was liable to civil or criminal court proceedings if the information was not disclosed. If at all possible, this would be discussed beforehand.

ANTI-DISCRIMINATION POLICY

Untangled is strongly committed to anti-discrimination. It values difference and diversity and does not discriminate on the grounds of age, gender and gender identity, sexual preference or orientation, marital/partnership status, religion, race, colour, national origin, disability, heritage or political belief....anything at all. We are all equal here.

CANCELLATION, REBOOKING AND MISSED SESSION POLICY

If you are unable to attend your appointment, please let me know as soon as possible and I can rebook it. Where there is cancellation later than 48 hours notice, or if you do not attend your appointment, you will be charged the full fee. If you fail to show up for three booked sessions you will lose your place as a client.

You will be given as much advance notice as possible in terms of the holidays or needing to cancel your appointment for any other reason by Mia, this is rare.

WHAT DATA DO UNTANGLED COUNSELLING HOLD AND WHY?

Untangled Counselling hold the contact data from your initial assessment sheet, on paper, so that you can be contacted. This is held in a secure location in a locked cabinet in a locked room, and all details are also anonymised.

Untangled Counselling record information about what you share in sessions. Often only brief notes will be taken and these act as a reminder so that I can review the course of your therapy as time progresses.

Untangled Counselling record the number of sessions you have and the payments you make for business purposes. None of these records involve your full name or other details.

Untangled Counselling will discuss with you how you like to be contacted, and it is important that while you remain a client you notify Mia if any of these details change.

Your personal notes will not be shared with any other person or organisation unless prior agreement is made first with you. This is unlikely but this may be useful if they have specialist knowledge which can be helpful. You always have the option of changing Therapist should you wish, but this should only be done with the agreement of all parties and will not change back again. I will support you through this process and a letter of referral will be provided for you to give your new therapist.

HOW IS IT STORED?

Most session notes are held on paper and kept locked securely when not in use. Data held electronically is on a personal computer and stored locally in a password protected account. Phone contact details are held on a password protected phone. Details are anonymised.

Untangled Counselling record appointments on paper in a diary, and data about the number of sessions and the payments you make electronically. Your records are held for as long as is necessary for the purpose for which they are collected. Clients have the 'right to be forgotten', and within a month of receiving a written request all their records will be erased.

WHO IS IT SHARED WITH?

All information will be kept confidential unless the client and therapist agree to discuss something with a third party such as your GP. Where appropriate a consent form will be used. The only reasons for breaking confidentiality would be if the therapist considered that your life was at risk, if another person's life was at risk or if the therapist was liable to civil or criminal court proceedings if the information was not disclosed. If at all possible this would be discussed beforehand.

In the event of being unable to contact you (eg through my sudden incapacity) a trusted person has access to the client list and will contact you directly. This is also a professional requirement. If any data breaches occur, you will be informed as soon as possible.

TERMINATION OF SESSIONS.

Untangled Counselling reserve the right to terminate sessions at my discretion, for reasons including but not limited to: noncompliance with therapeutic recommendations, conflict of interest, failure to participate in therapy, or your needs being outside of my scope of practice or competence. If it is agreed to terminate the sessions for whatever reason, I will also attempt to ensure a smooth transition to another therapist by offering specific referrals to you.

It is strongly advised that if you are concerned about any aspect of your physical or psychological well being that you consult with your GP for an up to date evaluation of your health needs.

Your responsibilities

When you start the sessions, you are both responsible for honouring this agreement and the therapeutic contract.

Untangled Counselling expects you to attend your scheduled appointments on time and be prepared to discuss any issues they may want to focus on, be respectful to your Therapist, and give honest, appropriate feedback. Sessions will be stopped immediately if any violence occurs during the sessions or if you are under the influence of alcohol or drugs.

Throughout the sessions, you will be building a therapeutic relationship, which is a professional relationship and not a social one. Our contact will be limited to our sessions or telephone or email communication about the sessions during working hours only.

I ask that **mobile phones be on silent or switched off** so the session's flow is not interrupted. Absolutely under no circumstances are you allowed to video or audio record the sessions in any form or format.

There may be times when you and Mia may accidentally meet outside of the sessions, such as in a shop or the city centre. To protect your confidentiality and our professional relationship, I will not initiate contact. I may smile at you but will not say hello unless you respond first. I will not discuss the conversations from the session outside of the sessions if you and I meet outside of the sessions.

Regarding social media, Mia will not visit clients' social media sites, such as Facebook, Twitter, Instagram or LinkedIn. You can follow me on LinkedIn, Instagram or my business Facebook page, but I will not follow you back.

Each session lasts 60 - 90 minutes every week and starts on the same day and time, where possible. The initial few sessions will be to assess your suitability for therapy and the therapeutic or coaching goals. The support Untangled Counselling offer is open-ended, as opposed to limited to a specific number of sessions. Therefore, it is essential that ending treatment is not sudden. You and I will review your progress at distinct stages to help determine the goals and duration of the work together.

Client Agreement

When you sign this agreement, you are confirming that you have read the codes of practice and terms and conditions. It stands as an agreement between us, as named below.

DATE OF FIRST SESSION.....

Therapist name (capitals)

Therapist signature

Client name (capitals)

Client signature