

Counselling Policy

Caritas Hallam Counselling Service adheres to the Ethical Framework for the Counselling Professions. All our staff are registered with BACP or other regulated body. The Diocesan policy documents are regularly reviewed and are available to members of the public on request.

Confidentiality

Confidentiality is one of the most fundamental ethical obligations owed by counsellors to their clients. At the start of the counselling relationship the counsellor and the client will sign a contract which explains the rules around confidentiality and what is expected from the client and what the client can expect from the counsellor. At Caritas Hallam Counselling Service what you speak about with your counsellor in your counselling sessions is private, and is treated as confidential. You have the right to expect all our staff to respect your right to privacy and confidentiality as far as possible and not to pass on information about you to individuals or organisations who have no right to that information. However obviously there are limitations to confidentiality arising from the constraints of legal and statutory requirements.

Supervision

BACP's Ethical Framework for the Counselling Professions. This means that our counsellors will discuss their work with an experienced supervisor employed by us, but will not reveal your full identity. The supervisory relationship is a professional relationship and is bound by the same rules of confidentiality as the counselling relationship.

Safeguarding

Caritas Hallam Counselling Service acknowledges the duty of care to safeguard and protect the welfare of children and adults at risk regardless of gender, ethnicity disability sexuality or beliefs.

We are committed to ensuring that safeguarding practice reflects statutory responsibility, government guidance and complies with best practice .

All our counselling staff receive mandatory safeguarding training at their induction, regular briefings at team meetings and annual refresher training every September in line with Keeping Children safe in Education.

All staff are expected to read Safeguarding policy and procedures at their induction

Capability

At Caritas Hallam we believe that all our clients are entitled to good standards of practice and care from our practitioners. Good standards of practice require professional competence, good relationships with clients and colleagues, and commitment to and observance of professional ethics. Good quality of care requires competently delivered services that meet the client's needs by practitioners who are appropriately supported and accountable.

Client Records

At your initial enquiry, you will be asked whether or not we can contact you or send you information about Caritas Hallam Counselling Service using your address, email, or mobile number. At your assessment appointment it will be explained to you that it is a professional requirement that written records and brief notes of contact with you are made; these are kept to a minimum and are maintained in accordance with GDPR. If you would like to see what information we keep about you, the request can be made through your counsellor or directly to the Head of Service. It is this organisation's policy NOT to reveal information about you or your counselling to other professional agencies or third parties that you may be involved with. We keep our counselling records for 3 years, after which they are destroyed appropriately and secure.

Complaints

The opportunity to make a complaint is an essential right for all those who use the counselling service, so if you have a complaint about any aspect of the counselling service, please contact the Director and request the full policy document from the office. Our complaints procedure is intended to be quick, effective and clear and we will try to resolve any dissatisfaction at the earliest opportunity.

Caritas Hallam Counselling Services staff are carefully selected, well-trained, and are properly supervised. All our counsellors are members of a nationally recognised professional counselling/psychotherapy register, such as those held by BACP, UKCP, BPS, or BABCP, and their professional conduct is bound by stringent ethical principles and the professional conduct procedures of those organisations.

Bernie Ware

Assistant Director

Caritas Hallam Diocese