



<https://www.optimismtherapyservices.co.uk>

## **Optimism Psychotherapy and Supervision Services Agreement Therapeutic work with adult clients**

### **Code of Ethics**

Holly-Jane Hatcher is an accredited member of the British Association for Behavioural and Cognitive Psychotherapies (BABCP) and is a registered Mental Health Nurse with the Nursing and Midwifery Council (NMC). She is an Eye Movement Desensitisation and Reprocessing (EMDR) practitioner and Cognitive Processing Therapy (CPT) Provider. All of our associate therapists are accredited with a regulating body and subscribe to their code of practice.

### **Anti-Discrimination Policy**

Optimism Psychotherapy and Supervision Services 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.

### **Length of Treatment**

It's not always easy to know in advance how long therapy will be. Our first 1-2 sessions will be an assessment, during which we will agree on a plan for therapy. We will refer to the latest evidence-based guidelines when making recommendations. We will do this together considering your difficulties, our skills, and your goals. We may agree a pre-agreed number of sessions when conducting specific therapies, or we may work in an open-ended way.

If your ability to attend therapy is restricted by time or funding we encourage you to share this information with your therapist at the soonest opportunity so that we can adjust your treatment plan accordingly.

The normal duration of each session is 50-60 minutes. Although in some therapies we may collaboratively agree to extend some sessions to 80-90 minutes.

### **Cancellation Invoices and Missed Session Policy**

If for any reason you are unable to attend your appointment, please let us know as soon as possible. **The required notice for cancellation is no less than 24 hours.** Where there is less notice of cancellation or if you do not attend your appointment, you will be charged the full appointment fee.

If you are more than 15 minutes late for an appointment, your therapist may treat the appointment as a missed session. If you decide to leave your session early you will still be charged the full session fee. With adequate advanced notice, where possible, you may be offered an alternative appointment and your fee transferred, alternatively you may request your fee is refunded.

Sessions will not take place if you arrive under the influence of alcohol or non-prescribed medication.

### **Payment**

There is a charge of **£95 per 50-60 minute session** and **£135 per 80-90 minute session** which is payable beforehand by bank transfer. Bank details are below:

**Account Name – Optimism Psychotherapy & Supervision Services**

**Account Owner - HJ Hatcher**

**Account Number - 53418804**

**Account Sort Code – 20-11-43**

Optimism Psychotherapy & Supervision Services LTD (15525207) registered in England & Wales  
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[www.optimismtherapyservices.co.uk](http://www.optimismtherapyservices.co.uk)  
07703371656

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I invoice in advance. Please ensure that payment reaches the account **48 hours** before your session, failure to do so may result in the planned session being cancelled so that we may offer the appointment to another client.

If you would like to block book and pay for a course of therapy in advance, please let us know so that we can invoice you accordingly.

### **The Therapeutic Relationship**

The therapeutic relationship is not like other professional relationships; it can require active participation on your part which can sometimes be difficult. It will always remain professional, the boundaries of which will consist of our contact in sessions.

You have your therapists email address and the Optimism Psychotherapy & Supervision Services main phone number, if required we can be contacted by email or WhatsApp business however your contact may not generate an instant response.

### **Emergency and Crisis Support**

Optimism Psychotherapy and Supervision Services **DO NOT** offer emergency or crisis support. If you need urgent assistance or support you are advised to contact either your local mental health crisis team, GP, NHS111 or ambulance service. 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.

### **Endings**

In normal circumstances you will probably know when you are ready to end therapy, with your therapist you will agree how you might best prepare for this.

Therapy can at times be emotionally demanding. You may at times wish to take a break from therapy or end therapy early. We encourage you to discuss this with your therapist and encourage you to be open and honest with raising any issues or concerns you may have with the therapy you have received.

We will not suddenly or without warning end your therapy, except in exceptional circumstances. This would be fully discussed at the time and where possible and appropriate we would offer an alternative therapist to continue your treatment.

Please note any threats or acts of violence towards our therapists will result in an immediate end to therapy.

Clients who have attended four or more therapy sessions with us will receive a short discharge summary at the end of therapy. We encourage you to provide feedback during and after therapy.

### **Confidentiality**

Confidentiality is an essential part of all counselling and psychotherapy. It underpins the client's sense of safety and trust and contributes to making the therapeutic relationship different from any other.

All information will be kept confidential unless the client and therapist agree to discuss something with a third party, such as your GP. In this case, this will be documented in your therapeutic notes and where appropriate a consent form will be used.

As therapist we have a duty of care, meaning confidentiality may be breached if the therapist considers there is a risk you may harm yourself or others or if the therapist would be liable to civil or



criminal court proceedings if the information was not disclosed. If possible, this would be discussed with you beforehand.

Confidentiality does not apply where it would mean I, or your therapist, might break the law or where withholding information means we would breach the code of ethics. We are obliged to contact the relevant authorities if you disclose anything of a previously unreported criminal nature. Confidentiality will also be breached should you disclose concerning acts of terrorism, vulnerable adult or child protection issues or drug or people trafficking.

### **Record Keeping**

Optimism Psychotherapy and Supervision Services 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.

### **What Data Do I Hold and Why?**

We hold the contact data from your initial assessment sheet so that we can contact you when needed.

We record information about what you tell us in our sessions depending on the protocol we are using. Often, we record only brief notes and these act as an 'aide memoire' so that your therapist can review the course of your therapy as time progresses. For some specific protocols, such as EMDR we complete electronic templates.

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

### **How Is It Stored?**

I will store your data in a secure password protected system and will store it until therapy is complete, clinical records will legally be kept for 7 years. If you decide not to undertake therapy with Optimism your data will be disposed of confidentially and securely.

- I have read and understood the above service agreement form.
- I consent to Optimism Psychotherapy and Supervision Services recording information for the purpose of therapeutic intervention.
- I understand that Optimism Psychotherapy and Supervision Services have a right to break confidentiality if relating to risk or legal proceedings, as set out above.
- I have read and agree to the payment terms and agree to making payment 48 hours prior to attending a planned session, as detailed above.

**Full Name:**

**Date:**

**Signature:**