



Bella Law

I am an Accredited Registrant with The National Counselling & Psychotherapy Society (NCPS) and adhere to their Code of Ethics – (<https://ncps.com/about-us/code-of-ethics>).

I am also a qualified Supervisor.

I am fully insured with Oxygen Insurance, Tel: 01274 760460 Policy No: OXY8650606

I am committed to providing a safe, therapeutic environment for my clients. If you have any concerns about my work and feel unable raise these with me then your complaint should be directed to the NCPS.

I can offer face to face, Zoom, Skype, telephone sessions and in some cases Walk & Talk therapy.

I can be contacted direct at btlcounselling@hotmail.co.uk or on 07581356767. These details are provided for cancellations or alterations to appointments. Messages are not constantly monitored but will be picked up periodically throughout the day and I will get back to you as soon as possible. In case of an emergency, you are advised to contact the appropriate emergency services, such as your doctor, an ambulance etc.

Sessions: Sessions last for 50 minutes, and we will usually meet once a week, times to be mutually agreed. If your circumstances change and the session time is no longer suitable, I will do my best to accommodate this and offer you an alternative time.

Fees: £60 per session (rates are correct as at 1st January 2025) payable at the end of each session by cheque or cash (if face to face) or by bank transfer within 24 hours. Fees are subject to review and may be amended subject to at least 28 days' notice.

Cancellation & Holidays: Cancellation of an appointment with less than 24 hours' notice, or failure to show for an appointment, will incur the full fee. Appointments cancelled with 24 hours' notice, or because you are on holiday are not charged for. If you have an on-going sickness (provided you have cancelled the sessions) there won't be any charge.

I will be available for you with the exception of my holidays and occasional times when I might attend a training workshop or a conference. I will give you as much notice as possible if I am unable to make a session.

In the event where I need to miss your session because of illness, I will give you as much notice as possible, and will try to offer you an alternative time.

Sessions will be declined or terminated if I believe you are under the influence of alcohol or drugs but the fee will still be payable.

Confidentiality & Records: This is a very important aspect of the counselling relationship. Everything that we discuss in the counselling session is kept in the strictest confidence. As a Member of the NCPS

I am required to have regular supervision and I will need to discuss our work with my supervisor from time to time. My supervisor will have your Christian name and a contact telephone number. This enables them to be able to make contact with you if for any reason I am not able to continue with my practice. However, I will not disclose anything else that could enable you to be identified. If you are being treated by your doctor for emotional difficulties, it is important that you inform him or her about me, and vice versa. I will not confer with your doctor without your knowledge and permission. If there is convincing evidence that you intend to harm yourself or others, I will need to break confidentiality by informing your doctor, or in serious cases the police, but would endeavour to have this conversation with you beforehand but in extreme cases this may not be possible.

I will keep brief notes after a session, which will be securely stored, and there is no way you would be able to be identified from the notes. After our work together, and once I have spoken about the ending with my Supervisor, I archive the notes and they will be kept for 3 years.

Under Article 17 of the GDPR you have the right to have your personal data erased. This is also known as the 'right to be forgotten'. You can request, verbally or in writing, for any data I have on file to be destroyed and I will comply with your request within 30 days.

Duration of Counselling:

This is something that we will negotiate between us. We will agree to work together for a few weeks and then review things. It is important for you to know that it is the Client who has the deciding say on whether or not to continue.

Regular Reviews:

From time to time, we will review our sessions together. Having a review does not mean that there is a problem but allows us to assess whether your needs are being met and if required, carry out the necessary adjustments and/or establish new goals. It is also important to bear in mind that painful emotions or feelings may arise during counselling, which may make you doubt the benefit of the counselling. However, this is in fact a good sign that these emotions and/or feelings arise in order to heal.

Endings:

Sometimes you may feel that the counselling is not helping you. In these circumstances it is best if you can come and discuss the difficulties rather than abruptly ending the counselling. Many of us have experienced difficult and sudden losses and if this happens in counselling, these losses do not have the opportunity to be understood and resolved. I ask that you give one week's notice before finishing so that we have the chance to discuss your decision, but there will be no pressure on you to continue with counselling. You will normally know when you are ready to finish counselling and we can address this issue within a session.

I will not suddenly or without warning terminate our contract, except in exceptional circumstances, which would become clear in the course of our work together, which we would fully discuss at the time.

