

CASSEL Associates

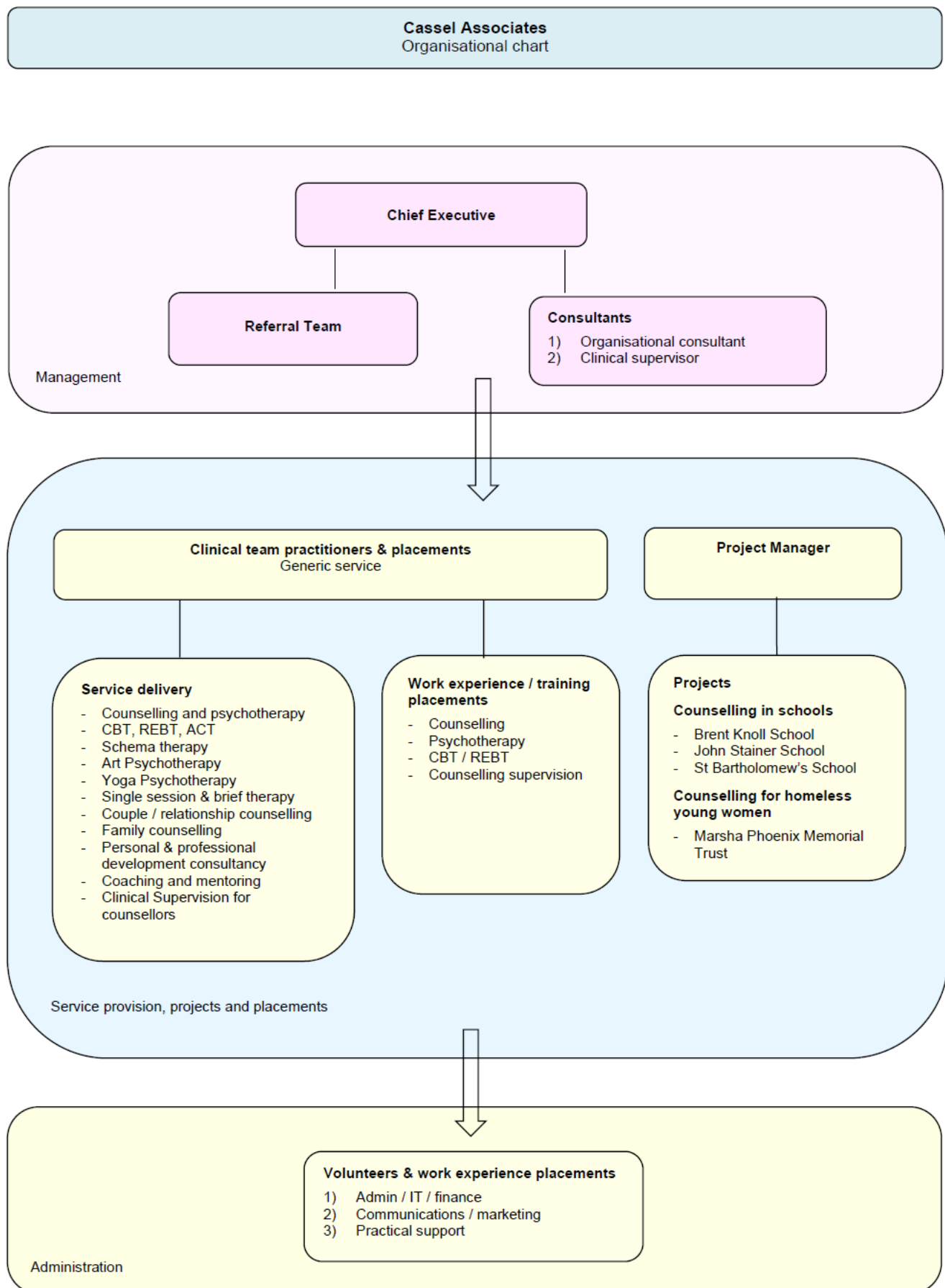
Counselling, psychotherapy, CBT & REBT for adults, young people & children

CLIENT GUIDE / INFORMATION BOOKLET

1. Services provided	To adults - Counselling, psychotherapy, CBT, REBT & ACT - Schema therapy - Art psychotherapy - Integrative yoga psychotherapy - Single-session therapy and brief therapy - Couple / relationship and family counselling - Personal and professional development consultancy - Coaching and mentoring - Employee counselling To young people and children - Counselling - CBT (to teenagers) - Art Psychotherapy and creative therapy - Counselling in schools								
2. Appointments available	By telephone, online (Zoom; Google Meet; Teams; VSee) or in-person <table border="1" data-bbox="427 958 979 1173"> <tr> <td>Monday-Thursday</td><td>8am to 9pm</td></tr> <tr> <td>Friday</td><td>8am to 8pm</td></tr> <tr> <td>Saturday</td><td>9am to 5pm</td></tr> <tr> <td>Sunday</td><td>Negotiable</td></tr> </table>	Monday-Thursday	8am to 9pm	Friday	8am to 8pm	Saturday	9am to 5pm	Sunday	Negotiable
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3. Our people	Our services are provided by professionally trained and qualified counsellors and psychotherapists, qualified counsellors and psychotherapists who are undergoing further training or by trainees (minimum level 4 training). Services can sometimes be provided in languages other than English.								
4. We offer the following approaches	Integrative in combination with the following - Existential - Person-centred - Psychodynamic - REBT and ACT - Systemic CBT with the following leanings - Protocol-based for common mental-health disorders - Relational - Schema therapy - REBT and ACT Creative therapies including - Art psychotherapy - Yoga psychotherapy								

ETHICS & CONFIDENTIALITY																	
5. Ethics	Workers are required to work within the codes of conduct of their respective professional bodies including: – ADMP; AFT; BABCP; BACP; BPS; ; COSCA ; HCPC; NCIP; NCS; REBHP; UKAHPP; UKCP																
6. Confidentiality	Your sessions are confidential to our organisation; however, if your counsellor / psychotherapist becomes concerned that you may be at risk of harming yourself or others or that people you are involved with may harm you or others, she or he will discuss these concerns with you first when possible. Together you may find a way forward but you should know that depending on the circumstances your counsellor or psychotherapist may be obliged to inform an appropriate professional of her/his concerns. These circumstances include: money laundering; terrorism; child safeguarding																
7. Reports	We do not provide reports to or for external people, professionals or organisations.																
FEES																	
8. Fee per session	Our fees depend on complexity of referral and length and type of post-qualifying experience of the practitioner <table border="1"> <tr> <td>Discounted services (may be time-limited) Students provide discounted services so presenting issues cannot be complex.</td><td>From £15 These sessions will be via telephone or online e.g. Zoom</td></tr> <tr> <td>Counselling; CBT; REBT; creative therapy</td><td>From £25</td></tr> <tr> <td>Psychotherapy</td><td>From £30</td></tr> <tr> <td>Relationship counselling</td><td>From £20 each</td></tr> <tr> <td>Family work</td><td>From £20 per adult</td></tr> <tr> <td>One-off consultations / single-session therapy</td><td>From £30 per session £15 for people in receipt of welfare benefits</td></tr> <tr> <td>Coaching and mentoring</td><td>From £30 per session. Some discounted spaces.</td></tr> <tr> <td>Face-to-face sessions</td><td>The cost of the room (usually £12-£18 depending on location) will usually be additional to the fees stated above</td></tr> </table>	Discounted services (may be time-limited) Students provide discounted services so presenting issues cannot be complex.	From £15 These sessions will be via telephone or online e.g. Zoom	Counselling; CBT; REBT; creative therapy	From £25	Psychotherapy	From £30	Relationship counselling	From £20 each	Family work	From £20 per adult	One-off consultations / single-session therapy	From £30 per session £15 for people in receipt of welfare benefits	Coaching and mentoring	From £30 per session. Some discounted spaces.	Face-to-face sessions	The cost of the room (usually £12-£18 depending on location) will usually be additional to the fees stated above
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9. Fee for missed sessions	Once a fee and a regular appointment time have been agreed, you are required to pay the fee if you miss or cancel sessions. You are not required to pay a fee for sessions that the counsellor / psychotherapist is unable to provide.																

IF YOU ARE OFFERED A SERVICE BY CASSEL ASSOCIATES	
10. The first appointment	The first appointment is an opportunity for you and the counsellor or psychotherapist to talk in depth about the issues you wish to discuss and to decide whether further sessions may be of help to you. It is important that the help we can offer is the help that you need. If we think that another counsellor / psychotherapist or service may be more appropriate for your needs we may suggest an alternative person or service. If you would prefer to see a different person to the person you first met or you would prefer a different type of counselling or psychotherapy we will be happy to discuss an alternative.
11. Further appointments	If further appointments are agreed you will be allocated a counsellor or psychotherapist who will provide the ongoing appointments. This may be the person who initially sees you or it may be another worker. The length of the service offered depends on you, the counsellor or psychotherapist, and the issues you want to discuss. You may be offered a small number of sessions or the agreement could be longer term. You will usually be offered once-weekly (or sometimes twice-weekly) appointments on the same day or days of the week and at the same time each day.
12. Punctuality	Appointments for individuals last for 50 minutes and couple or family sessions may be longer. Appointments will begin and end on time, so it is important to be punctual.
13. Missed sessions and holidays	It is important to attend all your appointments. If you are unable to attend please email us in advance: associates@casselassociates.org. If you miss appointments and do not advise us you may not be offered further appointments.
14. Holiday breaks	Your counsellor / psychotherapist will let you know of her/his intended holiday breaks in advance. If she/he has to cancel your session at short notice, she/he may offer you another appointment if it is practical. You will not be required to pay a fee for sessions that the counsellor / psychotherapist is unable to provide.
15. Ending counselling / psychotherapy	Endings in counselling and psychotherapy are important and need thoughtful attention. They may happen in the following situations: By mutual agreement You and your counsellor will discuss and plan the ending. By you Please discuss any difficulties with your counsellor / psychotherapist. If you do not feel able to do this and would like to end your sessions or see another counsellor / psychotherapist please email christine@casselassociates.org. By the counsellor / psychotherapist There are some circumstances in which the counsellor / psychotherapist may talk to you about ending the sessions. This happens rarely but the counsellor / psychotherapist has an ethical responsibility to work within their level of competence.



DATA PROTECTION AND PRIVACY

1. Information we collect

In order to provide our services and for the other purposes set out in use of information below, we collect and process personal data from the users of our services. We may collect the following information:

- Personal information e.g. your name; email address; mailing address; phone numbers; date of birth – Sensitive personal data
- Attendance information (such as attended, absences and absence reasons)
- Safeguarding incidents

From time to time and as permitted by applicable law(s), we may collect personal data about you and update any existing personal data we currently hold from other third-party sources

2. How we collect information

We collect information from:

- Written communication including professional and self-referral forms and emails
- Verbal communication including telephone conversations
- Records of attendance

3. How we use information

Your Personal Data may be used in the following ways:

- To respond to your requests and inquiries and provide our services to you
- To comply with applicable law(s) (for example, to comply with a search warrant or court order) or to carry out professional ethics/conduct investigations
- To enable us to provide, to maintain our own accounts and records and to support and manage our counsellors
- To improve our services and request your participation in initiatives which help us to gather information used to develop and enhance our services

4. Consent and lawful processing of data

Our legitimate interests which include processing such personal data for the purposes of:

- Providing and enhancing the provision of our services
- Administration and programme delivery
- All other cases that are necessary for our legitimate interests which are to deliver services to you

5. Sharing and disclosure to third parties

We may disclose your personal data to third parties from time-to-time under the following circumstances:

- You request or authorise the disclosure of your personal details to a third party
- The information is disclosed as permitted by applicable law(s) and / or in order to comply with applicable law(s) (e.g. to comply with a search warrant or court order)
- Hosting providers for the secure storage and transmission of your data
- Legal and compliance consultants, such as external counsel or auditors
- Technology providers who assist in the development and management of our web properties

6. Subject access / user rights

As a user, you are subject to the following rights:

- To be informed of the use of your personal data
- To access and / or to require the correction or erasure of your personal data
- To block and / or object to the processing of your personal data
- To not be subject to any decision based solely on automated processing of your personal data
- In limited circumstances you may have the right to receive personal data in a format which may be transmitted to another entity

CRISIS SERVICES

Our organisation cannot offer a crisis service.

Signs of crisis may be feelings or thought about suicide or harm yourself or another.

The following details may be of help if you, or someone that you know, are in crisis.

Care plan	If you are already receiving support from mental health services you should follow your care plan. Your plan will include details of who you should contact in a crisis. If you can't find your care plan contact your community mental health team and ask for your care co-ordinator.
Out-of-hours support	If you, a family member or friend are in distress and need urgent help or advice contact the 24-hour mental health support line - 0800 731 2864
GP	If you need urgent help but can wait until the next day your GP can be the first point of contact to help navigate the best service for you.
Immediate help	If you feel unsafe and need immediate help go to your nearest hospital with an Accident and Emergency (A&E) Department where the psychiatric liaison team can help you 24 hours a day, 365 days of the year
Samaritans	If you feel you need immediate assistance you may consider contacting the Samaritans any time, day or night. They are available by telephone 116 123 or by email jo@samaritans.org.
999	If you are concerned about an immediate risk of harm to yourself or someone else - phone 999
These details are from	https://www.slam.nhs.uk/patients-and-carers/crisis-support