

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

CLIENT GUIDE / INFORMATION BOOKLET

1. Services provided	<p>To adults</p> <ul style="list-style-type: none"> - Counselling, psychotherapy and CBT - Art psychotherapy, Dance Movement therapy & creative therapy - Single-session therapy and brief therapy - Couple / relationship counselling - Group psychotherapy - Personal and professional development consultancy - Coaching - Employee counselling <p>To young people and children</p> <ul style="list-style-type: none"> - Counselling - CBT (to teenagers) - Art Psychotherapy, Dance Movement Therapy & creative therapy - Counselling in schools 								
2. Appointments available	<p>By telephone, Zoom, Google Meet or VSee</p> <table border="1" style="margin-left: 40px;"> <tr> <td>Monday-Thursday</td> <td>8am to 9pm</td> </tr> <tr> <td>Friday</td> <td>8am to 7pm</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 7pm	Saturday	9am to 5pm	Sunday	Negotiable
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3. Our people	<p>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).</p> <p>Services can sometimes be provided in languages other than English.</p>								
4. We offer the following approaches	<p>Integrative in combination with the following</p> <ul style="list-style-type: none"> - Anthroposophy - Existential - Person-centred - Psychodynamic - REBT - Systemic <p>CBT with the following leanings</p> <ul style="list-style-type: none"> - Protocol-based for common mental-health disorders - Relational - REBT <p>Creative therapies including</p> <ul style="list-style-type: none"> - Art psychotherapy - Creative art-based therapy - Dance movement therapy 								
5. Ethics	<p>Workers are required to work within the codes of conduct of their respective professional bodies including: AFT; BABCP; BACP; BPS; HCPC; NCS; UKAHP UKCP.</p>								
6. Confidentiality	<p>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.</p> <p>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.</p>								
7. Reports	<p>We do not provide reports to external people, professionals or organisations.</p>								

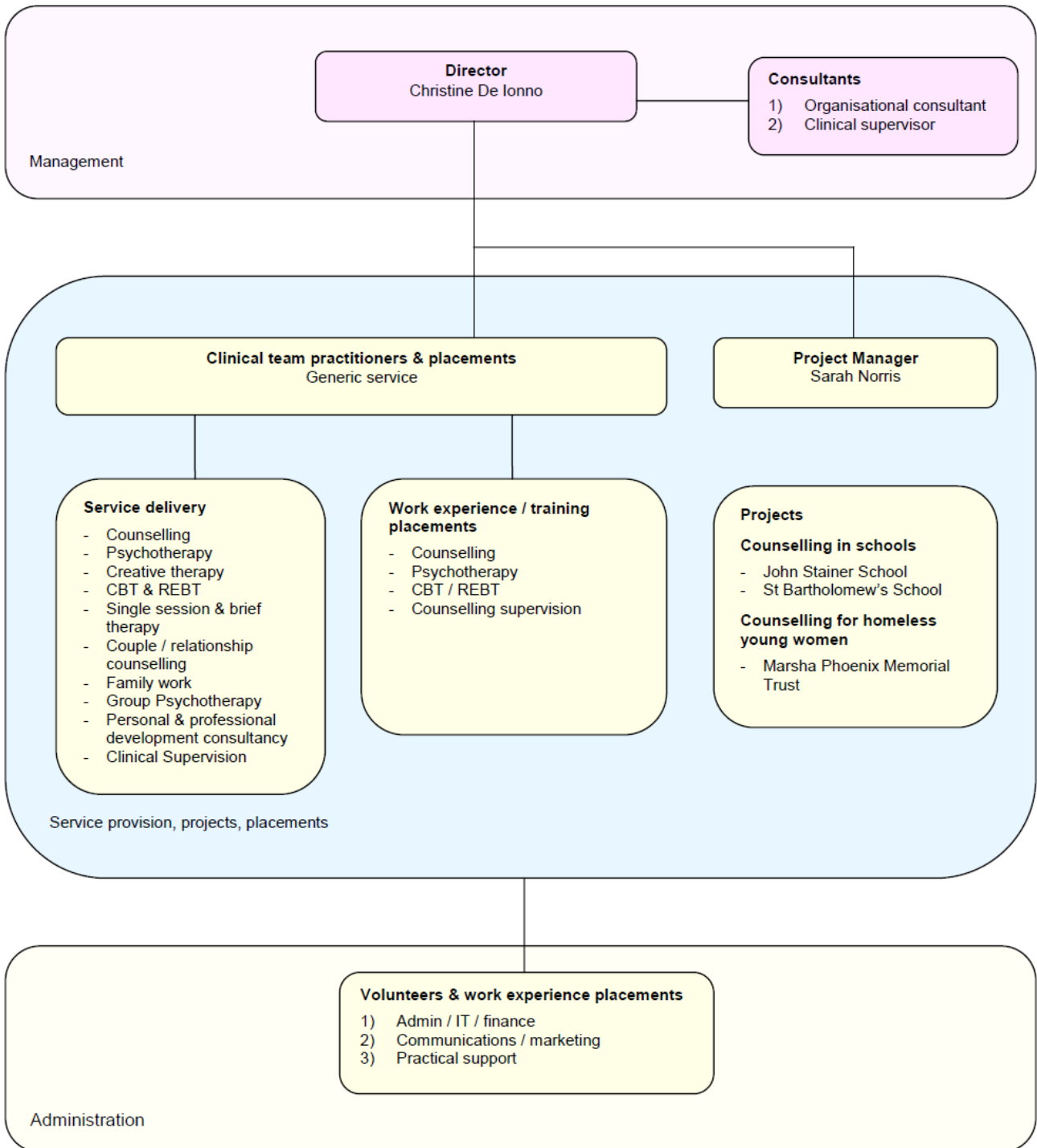
FEES

8. Fee per session	Our fees depend on complexity of referral and length and type of post-qualifying experience of the practitioner	
	Discounted services (may be time-limited) Students provide discounted services so presenting issues cannot be complex.	From £15-£30
	Counselling; CBT; REBT; creative therapy	From £25
	Psychotherapy	From £30
	Relationship counselling	From £20 each
	Group psychotherapy	£100 / month for 11 months
	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	£50 per session. Some discounted spaces.
Face-to-face sessions	The cost of the room (usually £10-£18) will usually be additional to the fees stated above	
Once you and your counsellor / psychotherapist have agreed a fee and a regular appointment time, you are required to pay the fee if you miss or cancel sessions.		

IF YOU ARE OFFERED A SERVICE BY CASSEL ASSOCIATES

9. The first appointment	<p>The first appointment is an opportunity for you and the counsellor or psychotherapist to decide whether further sessions may be of help to you.</p> <p>It is important that the help we can offer is the help that you need.</p> <p>If we think that another counsellor / psychotherapist or service may be more appropriate for your needs we may suggest an alternative person or service.</p>
10. Further appointments	<p>If further appointments are agreed you will be allocated a counsellor or psychotherapist who will provide the ongoing appointments.</p> <p>This may be the person who initially sees you or it may be another worker.</p> <p>The length of the service offered depends on you, the counsellor or psychotherapist, and the issues you want to discuss.</p> <p>You may be offered a small number of sessions or the agreement could be longer term.</p> <p>You will usually be offered once- or twice-weekly appointments on the same day or days of the week and at the same time each day.</p>
11. Punctuality	<p>Appointments for individuals last for 50 minutes. Group psychotherapy sessions last for 1½ hours.</p> <p>Appointments will begin and end on time, so it is important to be punctual.</p>
12. Missed sessions and holidays	<p>It is important to attend all your appointments.</p> <p>If you are unable to attend please email us in advance: associates@casselassociates.org.</p> <p>If you miss appointments and do not advise us you may not be offered further appointments.</p>
13. Holiday breaks	<p>Your counsellor / psychotherapist will let you know of her/his intended holiday breaks in advance.</p> <p>If she/he has to cancel your session at short notice, she/he may offer you another appointment if it is practical.</p> <p>You will not be required to pay a fee for sessions that the counsellor / psychotherapist is unable to provide.</p>

Cassel Associates
Organisational Chart



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 a 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 services	Our organisation cannot offer a crisis service. 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
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