*Registered Charity Number 1141804*

**INFORMATION FOR MCTC CLIENTS**

**And**

**CLIENT AGREEMENT**

MCTC aims to foster a deeper vision of life in which personal hurts present possibilities for growth on the journey towards a full & abundant life. MCTC recognises & addresses the whole person in each individual & therefore takes a holistic, humanistic & integrative approach to therapy. MCTC rejects the ‘labelling’ of any person or group whether by age, race, skin colour, sexual orientation, medical/psychiatric diagnosis or any other criterion & meets each person as a unique individual who is always more than his or her current difficulties. Beyond this, MCTC presents opportunities for the exploration of the spiritual, intuitive, intellectual, feeling, emotional & physical aspects of the person & for the integration of these aspects in each individual as a basis for social harmony & community commitment.

**CONFIDENTIALITY, CLINICAL RECORDS and DATA PROTECTION**

At MCTC we hold the privacy of each Client in the highest regard and hold strict confidentiality between Therapist and Client and within the Centre.

Inevitably there are some exceptions to this. These exceptions basically fall into three categories and are explained at the end of this document.

MCTC’s Data Protection Policy complies with the General Data Protection Regulation (GDPR) 2018 and is available at <https://mctctesting.files.wordpress.com/2015/11/po3-1dataprotection.pdf>

**MCTC THERAPISTS**

* Are appropriately qualified and experienced
* Are members of or registered with the British Association for Counselling and Psychotherapy (BACP) or an equivalent professional body and are either accredited by or eligible for and working towards professional accreditation
* Work within the BACP Ethical Framework for Good Practice
* Hold a current enhanced DBS certificate
* Attend clinical supervision in accordance with BACP requirements.
* Engage in Continuing Professional Development (CPD) in accordance with BACP requirements.
* Comply with all MCTC policies and procedures
* Are continually, consistently and actively engaged in deepening their own interior life and journey

**FEES** *(Not applicable to clients on Health Care Plans, Special Projects etc)*

MCTC is a registered charity and we believe that our services should be available to all – those who can afford to pay and those who cannot. The standard market cost of a therapy session is around £70.00 and we ask that Clients, who are able to do so, make a contribution to that cost, according to their financial circumstances at the time. Obviously, if people are able to make a contribution, however small, it helps us to continue to make our services available to people in need.

**CANCELLATIONS and DNAs** (Did Not Attend)

Therapists at MCTC tend to have very full diaries as there are many people in need of our services. It would be very much appreciated therefore, if you would **give at least 48 hours notice if you are unable to attend a session** that you have booked. This gives us the opportunity to offer that time to someone else who may be in need.

Your Therapist will make every effort not to cancel sessions and to give you at least 48 hours notice if this does become necessary.

If you miss a session without contacting the Centre, MCTC will contact you to offer you another appointment.

If you miss 3 consecutive sessions without contacting the Centre or giving less than 48 hours notice, we will assume that you no longer require therapy at this time and your name will be removed from the current list.

You can contact the Centre at any time to resume counselling

**Evaluation**

When your therapy comes to an end, your Therapist may offer you an Evaluation Form or MCTC may send you an online form to complete.

* You are under no obligation to complete the form.
* If you choose to do so, you may do so anonymously.
* With your permission, the information given will be used anonymously for our records and statistics and may be used in our publicity material, annual report and/or to help us in our applications for grant funding.

**CONTACT**

*Address 3 Dudley Road, New Brighton, CH45 9JP*

*Tel 0151 639 0400*

*Email* [*angela@mctcwirral.org.uk*](mailto:angela@mctcwirral.org.uk)

*Web* [*www.mctcwirral.org.uk*](http://www.mctcwirral.org.uk)

*Facebook Mersey Counselling and Therapy Centre*

*Twitter @mctcwirral*

**EXCEPTIONS TO THE MAINTAINING OF CLIENT CONFIDENTIALITY**

Exceptions to the maintaining of client confidentiality fall into three categories:

1. Information regarding harm to others
2. Information regarding harm to self
3. Legal and professional requirements and standards
4. HARM TO OTHERS – Confidentiality may be breached when:

* A Client tells a Therapist any information which might help prevent another person carrying out an act of terrorism or might help in bringing a terrorist to justice in the UK.
* A Client tells a Therapist the kind of information that is required to be reported under the Drug Trafficking Act 1994, Proceeds of Crime Act 2002 or the Money Laundering Regulations 2007.
* The Children Act 1989, in conjunction with subsequent legislation including the Children Act 2004, places a statutory duty on health, education and other services to co-operate with local authorities in child protection. There is a statutory duty to work together, including information sharing, in conducting initial investigations of children who may be in need or subject to abuse

In some cases, the police or the courts may require information or notes relating a person in therapy eg

* + Under the Road Traffic Act 1988 (if the police require information about the driver of a vehicle at the time of an offence, it must be disclosed, and failure to do so is a criminal offence)
  + In criminal cases the police, acting on behalf of the Crown Prosecution Service, and usually with the written consent of the client, may seek access to therapy and counselling notes. This is most likely to happen if they contain reports by the client of allegations of serious violence, rape or sexual abuse.
  + Under the Serious Crime Act 2007, the courts can make a Serious Crime Disclosure Order requiring a person in possession of information or documents relevant to an enquiry about a serious crime to disclose them to a nominated person, usually a police officer, or to the court.

2 HARM TO SELF

At MCTC, we believe that each person’s life is unique, precious and valuable and that a person is always more than whatever is troubling them at any given moment. Therefore, if you tell your Therapist anything regarding harm to yourself, including suicidal thoughts, your therapist will do whatever he or she can in order to keep you safe. This will include offering you the option to speak to him/her on the phone at any time and may include speaking with others (eg GP, psychiatrist, family member, friend or colleague) who may be able to help you whilst you are feeling this way. Whenever possible, this will be done in discussion with you and with your agreement.

3 LEGAL AND PROFESSIONAL REQUIREMENTS AND STANDARDS

* MCTC Therapists work under supervision and discuss their client work with their supervisors. This is to ensure that they are accountable and that they are maintaining a high standard of work with their Clients.
* MCTC Therapists may discuss, anonymously, their work with Clients with mental health and other professionals. Again, this helps to maintain professional standards.
* Confidentiality may be waived, so far as necessary to allow a Therapist to respond to or defend themselves against any complaint claim or charge made or brought against them or against MCTC by or on behalf of or at the instance of that Client.
* All personal information about Clients, including clinical records, are kept in accordance with the Data Protection Act 1990. Hand-written clinical records are kept in locked filing cabinets, in a locked room, for 25 years from the date of a Client’s final session at the Centre and are then destroyed by shredding or burning.
* Clients’ email addresses are kept on the MCTC computer system & used, with the Client’s permission, to communicate changes to appointment time & news and events at MCTC.
* Clients’ mobile phone numbers may also be used, with permission, to change or cancel an appointment.

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| --- | --- |
| PLEASE TICK or N/A BELOW | |
| I agree that MCTC may hold my email address on their database and send me notifications of events, activities and fundraising at the Centre. |  |
| I understand that I will be contacted every two years to ensure that I want my details to remain on the database |  |
| I agree that the MCTC office and admin staff may contact me by email, landline or mobile phone |  |
| I agree that my therapist may hold my contact details on their own phone and may contact me directly if necessary |  |
| **\*I have read and understood all sections of this form and agree to my**  **child……………………………………………………………..attending counselling with an MCTC therapist\*** |  |

I have read and understood all the above information and I agree to all the terms and conditions set out in this document

**\*For parents/carers of clients under 18 years old\***

Signature of CLIENT/PARENT/CARER...………………………………………………………………………………………………………

Print Name of CLIENT.……………………………………………………………………………………………………………..

Date…………………………………………………………………………………………………………………………..............

I have made the client aware of all of the above

Signature of (ASSESSING) THERAPIST…………………………………………………………………………………..

Print Name of (ASSESSING) THERAPIST………………………………………………………………………………..

Date…………………………………………………………………………………………………………………………..............

I believe that the client has read and understands the contents of this information sheet

Signature of THERAPIST……………………….………………………………………………………………………………..

Print Name of THERAPIST………………………………………………………………………………………………………..

Date………………………………………………………………………………………………………………………………………….