

Rephael House Counselling Centre statement

Rephael House will respect your individuality as a person regardless of your sexual orientation, race, culture, disability, ability, faith or religion.

Rephael House will make every effort to make its services accessible to all sectors of the community.

Rephael House will endeavor to provide its users, who have a disability, with adaptations to meet their particular needs, including learning disabilities wherever possible.

Rephael House will listen to and respect what you have to say. Rephael House will adhere to our confidentiality statement.

Confidentiality Statement

Anything you talk about within Rephael House will be kept confidential within the centre. The exceptions to this may be in cases where a client or anyone associated with the client is at risk of harm or involved in some illegal activities – this will be discussed when you have the first appointment.

If we feel we need to pass on any information to another professional organisation we will endeavor to speak to you first, however this may not always be possible. We do NOT give out information to anyone, including parents or friends who contact Rephael House and ask about your sessions or attendance.

Please note that in the event that we are asked for session notes from third parties, e.g. solicitors, Rephael House policy is to not keep notes and we are therefore only able to provide information on session dates and attendance.

Service Information Booklet

Our office opening hours are Monday – Thursday 9:30am – 4:30pm. Please note that all staff that work for Rephael House are part time and may not be able to deal with your request straight away, but we will return your call.

Rephael House has a 24 hour answer phone service; you can leave a message but please note that this is **not** a confidential answering service so be aware of the message you are leaving.

Follow us!



@rephaelhouse



@rephaelhouse



Rephael House
Counselling Centre

020 8440 9144

07922 141 392

Counsellor@rephaelhouse.org.uk

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North Finchley, London N12 0RG

www.rephaelhouse.org.uk



rephael
house

supporting emotional health since 1997

Introduction

Rephael House offers low cost counselling for the following services: play therapy for children aged 4 to 12 years - counselling for young people aged 13 to 25 years - people affected by the loss of a pregnancy, baby or child no matter what the circumstances - people who are experiencing difficulty in trying to conceive - anyone affected by domestic abuse. We also offer general counselling for all other issues at a non-profit making cost of £47.50 per session.

Counselling is a talking therapy. It aims to help those struggling with unmanageable feelings, circumstances or confusion, by providing a safe space to process and understand. Therapists do not give advice but endeavour to provide support and fresh perspectives. A therapeutic relationship can help empower people to live in more meaningful and satisfying ways.

After you have contacted the counselling centre you will either be offered a counselling appointment or added to our waiting list. The length of wait is dependent on your availability and of the appropriate therapist.

Rephael House is a registered charity (Charity number 1109437), each session costs us £47.50 to provide and we are only able to offer low cost or subsidised sessions due to the generosity of our funders/donors.

Data Protection

When you attend the initial appointment with your therapist they will ask you to sign a Data Protection agreement form. This is to give Rephael House permission to retain your personal information. The information you give is stored securely, either on an encrypted computer database or in a locked filing cabinet. We do not share personal information with other agencies unless deemed necessary, in which case we would only do so with your permission or if we were compelled to do so by law. The only information we might share would be statistical and does not identify you.

If you wish to see your personal files please contact the agency.

Client Care and Commitment

There are some basic ground rules when using our service:

You will be unable to see your therapist if you are/or appear to be under the influence of drugs or alcohol.

There is no smoking, drinking alcohol or taking illegal drugs anywhere within Rephael House or grounds.

Be respectful of other service users and staff at all times.

We will not accept any form of intimidation or harassment of staff or other services users.

Complaints Procedure

If a problem occurs, our primary aim is to resolve this as soon as possible. It is hoped that the vast majority of complaints can be dealt with directly between the complainant and their therapist. If this is not possible, please contact Julia Fellows the Clinical Services Manager (CSM) on 020 8440 9144. If the complaint is regarding the CSM please contact the Chief Executive Officer, (CEO) Anesta Edge on 020 8440 9144.

The policy is available upon request, or you can download a copy from the FAQ's section on our website, marked 'What if I want to complain?'.

Quality Standards

Rephael House has clear policies in support of quality standards, which include equal opportunities, child protection and health and safety – all of these and other policies are available through the office.

Rephael House are organisational members of the BACP and adhere to their code of ethics and standards. We are also members of CommUNITY Barnet and Youth Access.

Counselling Service

Once you have attended your first appointment you will be offered a further four sessions to help you and your therapist decide if counselling is the right step for you. On the fifth session you have the opportunity to decide to continue with counselling in an open-ended arrangement, or you may decide to have one or two sessions to end. We can offer up to two years counselling, one year for under 12's, at Rephael House. It is important that you feel comfortable with your therapist and this may take a little time to establish. However, if you do not feel the therapist you have been placed with is suited to you, you have the right to ask for a different one. Please contact the CSM and she will explain your options.

Counselling sessions last for 50 minutes and are held on the same day, same time and with the same therapist every week.

Commitment to your weekly sessions is important to help develop a relationship with your therapist. Working with someone you trust will increase the positive outcomes of the counselling work.

Payment

The charity's preferred method of payment is by BACs (Bank transfer) **This payment needs to be made on the day of your therapy session to avoid the charity incurring administrative costs.** If you prefer to make multiple payments at one time you can do so but it needs to be **in advance**. If you are not able to pay by this method for any reason, we are able to take card payments or cash at the centre when you attend.

Cancellations and Missed Appointments

If you need to cancel an appointment for whatever reason, please let us know as soon as possible by **calling 020 8440 9144**. If no one is there to answer your call please leave your name, therapist's name and reason for cancellation. The message will be passed on to your therapist.

If you do not attend a session and do not contact the agency your therapist will contact you either by telephone or text to ensure that all is well and you would still like the support offered. Cancelled or non-attended appointments are chargeable as this is your allocated space. The agency offers 4 sessions per year (6 for young people in the 13-16yrs age bracket) where you can take holidays (payment break); these are excluding the therapist holidays, which are not chargeable. We recommend that no more than one week is taken in the first six months to allow the therapeutic relationship to develop. You will need to agree holiday dates with your therapist and for therapeutic reasons it would not be helpful to take them all together.

If you are paying a discretionary rate (less than £47.50) and you **DO NOT ATTEND YOUR SESSION WITHOUT GIVING US NOTICE** you will be charged the full amount of £47.50. This is so the centre does not run at a loss.

If you do not respond to contact we will offer you ONE further appointment. If you do not attend and do not contact the centre we will assume you no longer require counselling at this time. We will send you an ending letter and your time slot will be allocated to someone else on the waiting list.

The CSM will always be happy to discuss any special circumstances you may have that are stopping you from attending counselling and try to find a way forward.

Client Commitment

Rephael House is an independent charity, each session costs us £47.50 to run and we ask all clients to cover this cost or as much as they can towards it. Any lower rates agreed are at the discretion of the charity and are agreed during the first session. If you are accessing General counselling you will need to cover the full £47.50 per session as we receive no funding for this service.

Therefore, we would ask that you bear this in mind and PLEASE contact the agency if you are unable to attend your appointment or if you no longer require support.

Rephael House generally has a waiting list and all missed sessions count.

Although we ask clients to cover the cost of unattended sessions, your therapist will agree to you taking 4 breaks within a year which we do not ask payment for. We do however recommend no more than 2 breaks from the work in the first six months to enable to therapeutic relationship to develop.

Disclaimer

None of the therapists working at Rephael House can guarantee specific results. Your therapist may give you information or guidance to consider that could bring about positive outcomes where you feel motivated to change and in conjunction with proper medical support if required. Although your therapist will be as supportive and helpful as possible in all decision making and change processes, any resulting choices and changes made by you remain your personal and legal responsibility.

If after your initial meeting with your therapist you feel that the experience has been unhelpful and you do not wish to be placed with a different therapist, you can claim a refund for that session. You will need to claim this with 30 days from the date of your initial session. Any subsequent sessions attended are not refundable.

Monitoring our Service

All providers of psychological therapy and counselling services are asked to provide evidence of their service effectiveness and overall quality. We may ask you to fill out evaluation forms during your time with us in order to help us gain further funds to support the service.

How do I best use my sessions?

Be as open as you can with your therapist, even if it is difficult.

Think about your session outside your 'therapy time'; this will give you an opportunity to process your thoughts and feelings.

Counselling is not a 'quick fix', it is a process, and your relationship with your therapist needs time to develop, just like any other relationship.

Talk to your therapist about any feelings you experienced after the previous session. For example you may have felt confused, sad, feel unsure about returning or even angry.

Talk about any concerns you have regarding your therapy with your therapist.

Raise concerns about practical matters such as changes in your circumstances.

Attend your appointments regularly. This helps you build a relationship and establish trust with your therapist which will help you to feel safe enough to talk about your thoughts and feelings in a helpful way.

We understand that learning to trust someone can be hard but it is important to talk to your therapist about any difficulties you may have.

Remember, personal growth takes time.
