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## 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 in the case of 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 endeavour 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.



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## CAMHS Barnet Service Information booklet

**Therapy appointments available for young people aged  
4 to 25 years  
Monday, Thursday and Saturday service only**

Our office opening hours are Monday – Friday 9:00am – 5:00pm. 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. We may have to call you back. Rephael House has a 24 hour answer phone service you can leave a message on this but please note that this is **not** a confidential answering service so please 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  
36b Woodhouse Road,  
North Finchley, London N12 0RG  
[www.rephaelhouse.org.uk](http://www.rephaelhouse.org.uk)



supporting emotional health since 1997

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## Introduction

Rephael House outreach service is commissioned by CAMHS Barnet. We offer one to one counselling for a period of 12 weeks. The sessions are held at Rephael House in North Finchely. This service is available to young people aged 4 to 25 years that live, work or are in education in the Barnet area.

Therapy is about talking to someone who will listen, support and help you find a way forward that is right for you however large or small the problem feels to you. Therapists do not offer advice but offer support and a different way of looking at the things.

Rephael House is a registered charity (Charity number 1109437). Each session costs us a minimum of £45 to provide and we are only able to offer free therapy as we are a commissioned provider.

## Data Protection

When you attend the initial appointment with your therapist they will ask you to sign a Contract which includes a Data Protection agreement. 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 or organisations unless deemed legally 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 may share would be statistical and does not identify you.

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

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## Client Care and Commitment

We ask you to follow some basic ground rules:

- Arrive for your appointment on time
- You will be unable to see your therapist if you are/or appear to be under the influence of illegal drugs or alcohol
  - There is no smoking, drinking or drug taking anywhere within Rephael House 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?'

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### 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 Rephael House 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. It is in this session you can decide to continue with counselling for the remainder 7 sessions or you may decide to have one or two sessions to end.

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 CEO and she will explain your options.

Therapy sessions last for 50 minutes. These sessions are held on the same day, same time and with the same person every week.

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

### Cancellations and Missed Appointments.

If you need to cancel an appointment for whatever reason, please let us know as soon as possible. You can call the centre on:

Office: 0208 440 9144

Email: [counsellor@rephaelhouse.org.uk](mailto:counsellor@rephaelhouse.org.uk)

If there is no one to answer your call please leave your name, therapist's name and reason for cancellation. The message will be passed on to the relevant therapist.

If you do not attend a session and do not contact the agency your therapist will contact you either by phone or email to ensure that all is well and you would still like the support offered.

If you do not respond to this 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 therapy at this time and therefore your time slot will be allocated to the next person on the waiting list.

The CEO 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.

**Please note every session not attended still costs the charity a minimum of £45**

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## Client Commitment

Rephael House is an independent charity. Each session costs us £45 to provide. However, as this is a commissioned service we can offer this valuable provision at no cost to you. Although this is free at the point of use there is still a cost of £45 to the charity, we would ask you to bare this in mind when not attending appointments.

We have a limited amount of funds for this service therefore every penny really does count towards the support we are able to offer.

It is imperative that you contact the centre if you are unable to attend an appointment because this is a session that someone else could have made use of as well as the financial implications. We would also ask you to contact the centre if you no longer require support.

## 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.

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## Monitoring our Service

All providers of psychological therapy services are asked to provide evidence of their service effectiveness and overall quality, we are no different. We try to keep the paperwork to a minimum and only ask service users to complete the evaluation form in the tenth or in the last session attended, this is to ensure that we can provide evidence of an inclusive and professional service. By completing this form, it enables us to apply for future funding.

## 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.

Therapy 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.

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