



Important information for clients – please read before attending your first session.

Appointments

I offer appointments to suit your needs and will do my best to accommodate times when you can attend, however please understand that this may not always be possible. Evening and weekend appointments are available.

Sessions last for 50 minutes. There is no minimum or maximum number of sessions you can have and everyone is different.

Beginning Counselling

We will agree a regular time for you to attend counselling. Usually this will be weekly or fortnightly. We will try and keep the same time each week unless we need to change for any reason.

Please let me know 24 hours in advance if you cannot attend your appointment. If you do not give 24 hours' notice you will still be charged for your appointment. If you do not attend for 2 sessions without letting me know I will assume that you no longer want to attend sessions and will offer the slot to someone else. I will try and contact you twice before your counselling is ended.

In the first session I will ask you for some contact information including an emergency contact and details of your GP. I will also ask you about any medication you might be taking. During this session we will make an agreement about how we will work together in sessions.

End of counselling

It is common to feel uncomfortable about ending counselling. It can be helpful to discuss this with me so that we can plan ahead for your final session and look at other options.

Confidentiality

I do not tell anyone that you are attending counselling or pass information to anyone outside of Chala. There are exceptions: if I am required to disclose by a court, or if I believe that you or someone else is in serious danger and you are not able to pass on the information yourself.

I can, if you wish, confirm to another agency or person the dates that you have attended counselling with me. I cannot write reports confirming a specific diagnosis, etc.

It is a professional requirement that all counsellors receive independent supervision. During supervision I discuss my work but do not discuss identifiable information about clients during.

Record Keeping

In the clinic I keep your contact details along with a copy of the counselling contract and CORE questionnaire in a locked cabinet. I also keep brief notes which are anonymised and stored in a secure, password protected digital file. If you would like to see these please let me know. You are also entitled to ask to have any of your information amended or deleted at any time.

Data retention

Your information is kept for 7 years after the end of counselling so that I can respond to complaints and legitimate legal requests for information. At the end of this period your information will be securely disposed of. You can ask to see this information at any time and you can ask for information to be amended or deleted.

Payment

Sessions must be paid for at the end of each session. Alternatively, you can choose to pay for a block of 6 sessions up front. If you choose to do this, you will receive a 10% discount.

Sessions cost £35.00. I also offer student and concessionary rates of £30.00 per session. If you are unable to pay for sessions, please talk to me. It may be that we can offer subsidised sessions. Sessions should be paid for at the end and you can pay with cash or by card.

If you miss sessions without giving notice you will be invoiced for that session and no further sessions will be offered until payment is received.

Please note that it is important to me that no one seeking counselling is unable to because of cost.

Pay it forward sessions

At Chala it is important that everyone can access counselling when they need it. I offer free and subsidised sessions where I can for people that need them. To help cover the cost of these sessions we use crowd funding and also have a pay it forward scheme. We ask that you consider paying forward the cost of 1 session of counselling at the end of your counselling so that someone else can benefit. If this is something you would like to do please talk to me.

BACP Registration & Insurance

I am a registered member of the British Association of Counselling and Psychotherapy. This professional registration ensures that my practice is of the highest standard and is ethical. I abide by the BACP ethical guidelines. It also means that if you have any complaints or concerns about my practice you can contact the BACP directly.

Email: bacp@bacp.co.uk
Telephone: 01455 883300

I am fully insured and will be happy to show you a copy of my insurance certificate.

Directions and finding Chala

The clinic is easy to find and is within easy access of Stirling town centre, bus routes, motorways and the train station.

The address is

Kildean Business and enterprise Hub

Office 6

Drip Road, Stirling. FK8 1RW



From Stirling train station – It's a 6-minute drive and there are taxis outside the main entrance. Alternatively, it's a short walk or cycle.

By Bus - from the bus station (stance D) the 57 or the 59 leaves every 15 minutes and takes about 8 minutes. It stops opposite the hub. If you need to ask someone you are heading through the Raploch to the old Kildean community hospital site.

By Car – There is free onsite parking. We are just off Drip road, across the road from Forth Carz Garage. We are about 5 minutes off the Glasgow/Edinburgh/Perth motorway exit 10.

When you arrive

When you arrive, we are in the building on the righthand side as you come into the main gate.

At the moment our buzzer is not working so please call 07875 321788 and I will come and let you in. I will be looking out for you.

There are toilet facilities available and all facilities are fully accessible.

Please arrive on time for your session. Please do not arrive early as there maybe someone else before you.

It is normal to feel worried or anxious about coming along to your first sessions. I am happy to talk to you about this. Please do not bring anyone into the session with you as I am unable to hold the session with a third-party present and would have to ask that they wait outside.

Contact us

You can call or text – 07875 321788

Email – chalapsychotherapy@gmail.com

Should you need immediate support you can contact the following services:

Breathing Space – 0800 838587

Mon – Thur 6pm -2 am

Friday 6pm – Mon 6am

Samaritans – 116 123 (24hrs 7days)

NHS 24 – 111 (24 hrs, 7days)



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