

COUNSELLING CONTRACT

Welcome to your RCN Counselling Service.

Please read the following information before your appointment:



Your first session will be an assessment of your situation and suitability for counselling. It will determine whether further appointments would be appropriate. If so, these will be agreed between you and your counsellor, and will conclude within three months.



Telephone - Your appointments will take place over the telephone. Your counsellor will call you on the number you provided for your appointment. If for any reason this fails to happen, please contact the Counselling Team at counselling@rcn.org.uk.



Cancellations/missed appointments - If you cannot make your appointment, then please advise your counsellor as soon as possible so that your slot could be offered to another RCN member. Less than 24 hours' notice to cancel means you will lose one of your sessions.



Number of sessions - The Counselling Service offers up to six sessions of telephone counselling incl. the assessment. If you miss two sessions, the counselling will come to an end, and you will have to wait six months to access the service again.



Brief therapy focuses on the issues you present and the goals that have been agreed during the assessment. The counselling sessions you will receive are funded via RCN membership subscriptions.



Setting - Please make sure you're in a quiet, confidential place for your sessions. For example it would not be appropriate to take the call whilst driving, in a public place or intoxicated.



For our Routine Evaluation we use a system called CORE (Clinical Outcomes in Routine Evaluation). We will send you a questionnaire (by email or post) before your first and last session, which provides us with an outline of your difficulties, how they are affecting you, and whether they have changed by the end of counselling. The information you provide helps us to be more responsive to our members counselling needs, to improve the service and to provide general anonymised statistics about the service for the purpose of promoting the wellbeing of nurses and health care professionals.



Confidentiality - The Counselling Service holds brief notes provided by the counsellor and CORE statistics in accordance with GDPR and the DPA 2018. Counsellors may discuss their cases during supervision or with a member of the RCNs Counselling Service Team. However overall client confidentiality is protected and personal identifying information (e.g. name, address) will not be released outside the service.



Safeguarding - Confidentiality may be broken if the counsellor perceived that you represented a danger to yourself and/or others. In this case, they may take action to minimise this danger. They would normally try to discuss this with you first. There are rare occasions where counsellors are bound by law to break confidentiality i.e. child protection, acts of terrorism and if subpoenaed by a court of law.



Write to us - Session notes can be made available to you upon formal request and once we have verified your identity. Requests should be addressed to dataprotection@rcn.org.uk

Complaints - If you need to raise a complaint about the service you have received, please see the [RCN complaints procedure](#) and [RCN online complaints form](#).