



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 contact your counsellor directly with a minimum of 24 hours' notice, so that your appointment can be offered to another RCN member. Less than 24 hours' notice 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 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 were agreed during the assessment. The counselling sessions you will receive are funded via RCN membership subscriptions. You can request a further cycle of counselling, subject to assessment, a minimum of 6 months from the date of your last counselling session. It is neither ethically nor practically possible to refer you to a counsellor you have worked with previously.




Setting - Please make sure you are 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, intoxicated or where others can overhear what you say.




For our Routine Evaluation we use a system called CORE (Clinical Outcomes in Routine Evaluation). We will send you a questionnaire via email before your first and last session. This provides us with an outline of your difficulties, how they are affecting you, and any change by the end of counselling. The information provided helps us to be responsive to our member's 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 the UK Data Protection Act 2018. Counsellors may discuss their cases during supervision or with a member of the RCNs Counselling Service Team. Overall client confidentiality is protected and personal identifying information (e.g. name, address) will not be released outside the service without your consent.



Safeguarding - Confidentiality may be broken if the counsellor perceives that you represent 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 order 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](#).