



ROSCA THERAPY

TERMS OF SERVICE

Therapy Service refers to: face to face or online therapy, coaching, hypnotherapy, or one-session therapy, and it may be offered on an open-ended or limited-time basis as mutually agreed by the Client and Therapist at the initial assessment, verbally or in written.

- ❖ Counselling sessions are 50 minutes, and scheduled at the same day and time on a weekly basis, on an open-ended or time-limited basis.
- ❖ Coaching sessions are up to 60 minutes, on a time-limited basis.
- ❖ Hypno coaching sessions may be up to 60 – 90 minutes, on a time-limited basis.
- ❖ Hypnotherapy sessions may be up to 90 - 120 minutes, on a time-limited basis.
- ❖ One-session therapy sessions are up to 90 minutes, and as the name states, will be offered on a one-time basis. If the Client requests more support, this may be made available by the Therapist or the Client might be signposted to other services that may offer relevant support.

It will not be possible for the Therapist to extend the length of the session if the session starts after the agreed starting time.

Time-limited (or short-term) counselling services are offered in the form of:

- ✓ single session therapy (up to 90 min, with further support available)
- ✓ blocks of 6 or 12 sessions (50 min each session, on a weekly basis, on a day and at a time agreed with you at the beginning of therapy)

Open-ended and long-term counselling services mean that counselling is open to the Client and ongoing for as long as they feel they need them. Sessions are 50 min each and take place on a weekly basis, on the same day of the week and time agreed with the Client at the beginning of the therapeutic process. Therapeutic work and goals are regularly reviewed to ensure the Client receives the best possible service.

Please note that Mihaela Rosca at RoscaTherapy runs regular work reviews and reserves the right to consult the Client about pausing or terminating the open-ended counselling service if the review of the therapeutic process shows that the Client has achieved their therapeutic goals or might need space to integrate the therapeutic work they did up to that point. A decision will be made in collaboration with the Client, and suitable arrangements will be made to pause or terminate the therapy work.

Confidentiality

The therapy service is confidential. This means that information acquired throughout the therapy process (personal information or what is shared in therapy sessions) in order for the Therapist to deliver the best possible service to the Client, is confidential and processed in line with the GDPR and the BACP ethical guidelines.

The Therapist monitors their own practice by attending regular supervision for themselves and is committed to own self-development. There are times where they will take to supervision aspects of Client sessions to monitor own practice. At no time will the Client's full name or any identifiable information will be mentioned and the supervisor is also committed to contracted confidentiality.



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The Therapist will keep brief clinical notes of sessions to support their supervision work. All notes are anonymised and kept on encrypted personal device in accordance with GDPR regulations. Access to Client notes must be made by formal written request.

There are situations in which the Therapist can break confidentiality

1. The Client gives consent for confidentiality to be broken and information to be shared.
2. Where the Therapist has been ordered by a court of law.
3. Where the information is of such gravity that confidentiality cannot be maintained. This includes instances in which the Therapist considers the Client or others to be in imminent danger.
4. Should any issues related to risk and safeguarding arise within your session. This includes risk of harm or neglect to Client's health or others (adults, the general public, and/ or children). Risk will always override confidentiality.

Depending on the severity of the risk/safeguarding concern, your information may be shared with the Client's GP, the local crisis team, or the relevant local authorities. This will not be considered a breach of confidentiality. However, the information remains personal and private and in the control of the 'giver'. Where possible, the Therapist will aim to discuss this with the Client prior to making a disclosure outside of the therapy service.

Due to confidentiality recording of sessions by Clients is prohibited.

Occasionally, the Therapist may wish to record the session in order to improve their practice and for supervision. The Client will always be consulted before a recording is made and written consent will be requested. The Client has the right to refuse that the session be recorded.

For more information on confidentiality refer to the Confidentiality Policy.

Fees and Payment

Counselling face-to-face / online	£85/£70	Per session (50 min)
Coaching	£100	Per hour, increments of 30 min there after
Hypno coaching	£100	Per hour, increments of 30 min there after
Hypnotherapy	£120	Per hour, increments of 30 min there after
Single session therapy	£110	Per hour (up to 90 min)

Payment for sessions is made prior to the appointment via bank transfer, after the Client has received the booking confirmation. **Payment must be completed 48 hours before the appointment.**

Should the Client cancel within **less than the 48 hours' notice** agreed, or **fail to attend an appointment**, the **full session fee will be charged.**

All fees are subject to review in January of each year or as mutually agreed.



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Absences and Termination

Both Therapist and Client are expected to **give a minimum of 48 hours' notice when cancelling/changing an appointment and minimum two weeks' notice for any planned absence.**

If two consecutive sessions are missed, without prior notice, the Client's slot might be released. Likewise, in cases where the Client struggles to attend regularly, therapy service may be discontinued and the Client's slot given up.

To terminate sessions, a minimum of two weeks' notice is required.

Contracts are subject to regular review by the Therapist or the Client.

Client's responsibilities

- To attend punctually
- To give a minimum of 48 hours' notice when cancelling/changing an appointment (or the full fee becomes payable) and minimum two weeks' notice for any planned absence
- To limit contact with the Therapist outside agreed therapy sessions to making, changing or cancelling an appointment unless by prior arrangement. Contact will be made by email or phone text message
- To pay invoices within 48 hours from receipt
- To be respectful to the Therapist and their property
- To agree to give permission to contact GP if the Therapist has serious concerns about risk to self (Client) or others
- To discuss with the Therapist when they feel they are ready to end therapy and offer a minimum of 2 weeks' notice
- To let the Therapist know if they are in or are considering entering another therapeutic relationship
- To not attend sessions under the influence of illicit drugs or alcohol, or engage in any behaviour that maybe considered harmful or threatening whilst attending a therapy session
- To not record sessions
- To ensure that online sessions will be undertaken in a safe, contained space
- To inform the Therapist of any change in personal circumstances that might affect the provision of the therapy service

Therapist's responsibilities

- To be available at the agreed time and ensure they communicate any unforeseen delays or unattendance as soon as possible.
- To maintain safe, professional boundaries
- To regard all contact and information as confidential unless has reasonable doubt concerning actual safety of the Client or others
- To work within the BACP Ethical Framework (available upon request) and undertake supervision
- To review therapeutic work and relationship regularly
- In the unlikely event of cancelling a session, to offer an alternative appointment as soon as possible
- To give minimum two weeks' notice for any planned absence



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- To encourage Client's autonomy
- To work to the best of their abilities and expertise to support the Client reach their mutually agreed therapy goals
- To offer Client undivided attention and professional assistance during the scheduled sessions
- To inform the Client immediately if, in their own judgment, consider that the Client would be better served by another professional or an alternative means of reaching their therapy goals.