



Terms and Conditions of Counselling at uHub Therapy Centre

Appointments

Each session lasts for 50 minutes. We will try to ensure that the therapy space is free from interruptions and request that you don't accept mobile phone calls during the session.

If you need to contact us to discuss appointment arrangements you can reach us by email at info@uhub.org.uk or by telephone at 02891 888448 we will contact your therapist for you, therapists work emails are not manned outside of their working hours so all communication should come via the central office contacts. Voicemail is available and we will try to return your email or call by the end of the working day if you leave a message.

Payment / Session costs

If you are receiving funded sessions your therapist will explain the terms of the particular funder to you and send you a contract relevant to their stipulations in terms of number of sessions and if any / how many DNAs are acceptable.

If you would like to refer for further sessions once your funded sessions have finished at our self referral rate or community rate, please email info@uhub.org.uk. Unfortunately our therapist is unable to agree to this on the Organisations behalf.

For self funded sessions the cost you will pay will be decided by yourself. Payment links can be sent out for you to pay by card - these are generally sent on a Friday prior to your session if you can please settle these prior to the session beginning. If there are any limitations to the number of sessions you can have, this will be discussed with you at the contracting meeting with the Therapist.

Cancellations

If you have 2 missed appointments the funder stipulates we have to end your sessions unless there's a reason preventing you from attending, this should be discussed with your therapist, and a decision will be agreed with the clinical manager.

Confidentiality

Everything that happens in your therapy sessions remains confidential between you and the Counsellor with the following exceptions:

We are required by law to discuss the work if you tell us about acts of terrorism, drug

trafficking or serious crime or risk of serious harm to yourself or others and we would report these matters to the relevant authorities.

Similarly if you reveal information about children or vulnerable adults being at serious risk we will report that to the relevant authorities if you feel unable to do so.

If we are subpoenaed to give evidence in court we will have to do so.

We may contact your GP or other medical professionals if we believe that you are likely to cause serious injury to yourself or others.

We are required by our professional bodies BACP and NCS to regularly discuss aspects of our work with a supervisor but your identity is not revealed in these professional discussions.

Record Keeping

Uhub will keep your contact details and brief notes of the discussions after each session. We are registered with ICO for Data Protection (Registration Number ZA751037).

You have rights under GDPR to access your personal data or request erasure, correction or the cessation of data processing in certain circumstances. Records will routinely be kept securely for 3 years and then securely destroyed.

Please let us know if you wish for your notes to be erased after your therapy has ended.

The Work of Therapy

uHub works with both individuals 4+ and couples and our Counsellors / art therapists / play therapists / relationship therapists are trained and experienced to work briefly and in longer term therapy.

We will discuss these options so you can make an informed choice about what is likely to be most helpful to you. We will review the work regularly to ensure that it continues to meet your needs. You may ask at any time about anything that is unclear to you or causing you concern.