

CONFIDENTIALITY OVERVIEW FOR COUNSELLING CLIENTS

Springhill Hospice Counselling Service believes that trust must exist between the organisation and its users and that the rights and respect of our clients should be central to the way we work. We also have a responsibility to work within the law and according to the framework & guidelines approved by the British Association for Counselling and Psychotherapy (BACP). Occasionally there may be times where we have to share information you have given us and we want to be very clear on what those situations may be and how we manage with them.

The things you tell your counsellor remain confidential between you both in most situations. However there are some things which your counsellor may have a legal obligation to share with other organisations, such as if you are planning to harm yourself or others and for example, if you were planning to overdose or commit a terrorist act.

When this happens, you and your counsellor, or the counselling co-ordinator, would talk together about the best way to handle things and we would try to make sure that everything would be done with your knowledge so you knew exactly what we would say and who we would say it to.

In situations where this is not possible (for example if you left the session early and we weren't able to contact you), we would still need to pass any factual information you have given us to the right people. This is a legal requirement and is the same for all counselling services.

Your counsellor also regularly meets with a counselling supervisor to discuss clients and their issues. In these cases your counsellor would protect your anonymity by avoiding saying anything that would let others know who you were. This helps your counsellor work with you in the best way possible and happens in all counselling services

If you have any questions or concerns about this, please raise them with your counsellor, or the Counselling Service Manager.

6 July 2016