

Kirklees College Counselling Service

## Telephone counselling policy

### Appropriateness

The counselling service will offer counselling sessions to clients who are otherwise unable to access the face to face sessions.

All clients will be assessed for suitability for telephone counselling in line with BACP Telephone and E-counselling standards (2018) and Kirklees College Counselling assessment policy. The counsellor will assess how the client is presenting in relation to level of need, support and risk. The client's ability to express their feelings and experience on the telephone. The client's circumstances having access to suitable, quiet and private place to ensure confidentiality for the session. If the client is not deemed suitable the client will be given the option of face to face sessions or will be referred on to appropriate support services.

### Contracting & consent

The counselling agreement will need to be agreed and informed written consent must be sought along with up to date identifying and contact details.

### Confidentially/Safeguarding

The counsellor will adhere to Kirklees Counselling service confidentiality policy (2018). In relation to any circumstances that arise out of college hours whereby the counsellor's needs to share information or break confidentiality due to immediate risk the counsellor will directly contact emergency services. The counsellor will be responsible for informing Kirklees College safeguarding team and Lead counsellor on the next working day.

### Sessions

Sessions will last for 50 minutes at mutually agreed time by the counsellor and client. The counsellor will be responsible for phoning the client at the agreed time for the session. If the client misses the call the counsellor will attempt to call back 5 minutes later. Should the second call be unsuccessful this will count as a missed session. If the client makes contact

outside of the sessions time for emotional support they will be advised to contact GP, safeguarding, emergency services or third party support organisations.

### Records

All information collected will follow the Kirklees counselling confidentiality policy record section and record keeping & data collection (2018). Identifying information and contact details will be kept securely on the electronic waiting list and written notes will not contain any identifying information.

BACP Telephone and E Counselling standards (2018)

Kirklees College Assessment policy (2018)

Kirklees College Counselling confidentiality policy (2018)

Kirklees College counselling Record keeping and data collection (2018)