



Bohemia Counselling

Therapists Handbook

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1. About Bohemia

The Trust was set up 15 years ago to provide Psychological counselling and Debt advice free to anyone who needs it. The Trust is a registered Charity (No 105772) and is run by Trustees who give their time and expertise for free. Bohemia is non-profit making organisation.

All counselling and advice takes place here at our counselling and wellness centre, Church Building, Chambers Road, St. Leonards on sea and, by arrangement, at Bexhill

The building share with our partners The Church of Saint Leonard Hollington-Church in the Wood with Saint Anne's, is unique in the area and is what enables the Trust to have these wonderful facilities.

The number to ring is **01424 722923** this is the office and is covered by a 24/7 answer service.

A dedicated area for making tea/coffee and cold drinks etc. is provided free to all workers.

Toilet and washing facilities are also provided.

2. Health and Safety

Posters are displayed; details on which, are provided for your safety.

A first aid box is available for minor injuries.

The office telephone is always available for emergencies to summon ambulance, police or fire brigade. Not for personal calls but the number may be given so that schools can contact parents in emergencies etc.

No alcohol may be consumed on the premises.

3. Behaviour

Antisocial behaviour will not be tolerated; we will always attempt to remedy any situation between the public and staff. The Trustees decision is final. Sadly if antisocial behaviour continues the instigator will be asked to leave. If you have a dispute with another volunteer please do not voice it in front of clients. Resolve it privately. Please keep all valuables on your person at all times.

As we share this building with the Church so respect for each other is not only desirable it is expected.

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4. As a therapist you can expect Bohemia to:

1. Access client and assign them to you as the therapist, based on a supervisor's assessment of your experience and your self-assessed capabilities.
2. Provide, assign and schedule an appropriate therapy room, ensuring the room is clean and tidy.
3. Equip therapy rooms with pencil, paper and tissues.
4. Provide group or individual supervision to BACP recommendations.
5. Provide individual assessment reports to your college (if applicable)
6. Provide insurance and indemnity insurance to which you may be asked to contribute.
7. Provide building access Monday to Friday (except public holidays) from 10:00am - 6:00pm (additional times can be arranged).
8. Provide tea, water and coffee for you and your client.
9. Provide access to Professor Beaumont, senior therapists and supervisors for advice and support.
10. Secure storage space for your clients' notes.
11. Offer discounted workshops.
12. Office administration function and chaperone cover at all times

5. In Return Bohemia expects the Therapist to:

1. Keep Bohemia up to date with his/her current qualifications and notify them if there are any changes.
2. Make available time to see at least three clients and to make these times available each week.
3. Limit any scheduled breaks to two consecutive weeks, informing administration of any scheduled absences.
4. Contact client through administration at all times.
5. Have regular supervision through Bohemia for all Bohemia clients.
6. Inform their supervisor of any other supervision that they may be receiving and declare prime supervisor.
7. If applicable, keep their college informed regularly of clients' seen, times seen and supervision received.
8. Form a formal Admin /Business Contract with each client and a less formal Session Contract. Regularly review these contracts.
9. Only use the scheduled therapy rooms at the allocated times. Return the rooms to the condition found.
10. Report any damage or missing equipment.
11. Report any pending client endings or client "no shows" to administration.
12. Accept the Bohemia humanistic model and agency philosophy.
13. Respect other therapists and their different therapeutic modes. Offer assistance to any colleague who might be in difficulties.

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14. Put a request in writing when requiring administrative assistance and take responsibility for following it up.
15. Accept and practice the BACP ethical guidelines.
16. Attend at least three Personal Development Workshops each year (internal or external).
17. Offer assistance to any client who is in crisis when that client's own therapist is not available. This may be through a prior arrangement with that therapist.
18. Notify Bohemia of their own therapy or alternative arrangements in line with the BACP.
19. Be aware of their own limitations and make a supervisor aware of any issues.

6. Counsellors under Training

1. To allow Bohemia to assess and report on the progress of a trainee an appraisal will be arranged by the trainee. As a minimum a senior therapist and two peers should be present.

The trainee should provide:-

- a. A five-minute tape of a client with an outline of the session contract
 - b. An explanation of what the presenting issues were, the diagnoses, where the client is in therapy, the difficulties and the therapeutic relationship
 - c. Provide a business contract and number of sessions and omissions
 - d. Demonstrate diagnostic thoughts
 - e. Produce a Supervision Journal and dates
2. In the first instance trainees will offer therapy to just one client and, after three sessions, will discuss with their supervisor the possibility of taking on a further client. The maximum clients for a trainee are 4. If therapists are seeing clients through another agency their Bohemia supervisor should be informed.
 3. Trainees must be in supervision and have regular therapy. If a therapist misses two supervision meetings then they will not be able to count the client's counselling hours and may be required to stop counselling.
 4. Clients should be offered 6 sessions on a rolling basis and after 5 sessions should include a progress appraisal and a goal-orientated contract to continue. Any client not achieving 30% attendance should not have their contract renewed and, if wanting to continue will need reassessment.

7. Ending with a client

1. At least two sessions should be allocated to ending. More time should be assigned for clients who have been in therapy.
2. An ending session(s) document should be completed.
3. Office manager and supervisor should be informed.
4. Where clients were referred by a professional body then that body should be informed, in keeping with Bohemia's arrangement with each referral body.

8. “No Show” clients

1. After a client misses one session without contacting Bohemia then administration must be advised to send a first letter.
2. If the client misses subsequent sessions then the contract with Bohemia and the therapist will be terminated.
3. A termination letter will be sent.
4. Should the client make contact after this period then they will require re-assessment and go on the waiting list.
5. Where clients were referred by a professional body then that body should be informed.

9. Re-assigning a client to an alternative therapist:

1. The therapist should be clear why this is needed and discuss why the referral is necessary with the supervisor.
2. Ideally the therapist should have a final session with the client making them aware of the reasons for re-assignment and discuss with them what will happen.
3. The client should be invited to input to the process.
4. Administration should be informed.
5. A suitable therapist should be allocated and administration or a supervisor should contact the client to ensure that they are happy with the change. A re-start date should then be agreed.
6. All paperwork should be handed over to the new therapist.
7. It is the responsibility of the original therapist to ensure that all of these procedures are followed.

10. Assessments

1. Details of referral should be logged along with any preferred times and preferred gender of the therapist.
2. Initially, couples should be assessed individually and later as a couple to determine the course of action.
3. Gender specific assessor should not be accepted but client may bring along a companion. The companion will not participate in the assessment.
4. Having established the availability of a room and an assessor the client should be notified and the time and date logged.
5. An assessment front page should be completed and put in the file “Awaiting Assessment”
6. The assessment should be completed to an agreed format and filed together with the updated front sheet in the file “Awaiting a Counsellor”.
7. We assess clients to ascertain whether we are able to meet the clients’ perceived needs. Both the client and therapist should be kept as safe as possible and satisfy the legal needs of the insurers and other bodies.

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- Where a client has been referred by a professional body. Any action to be taken at the end of therapy in respect to notifying the referring professional body should be discussed and noted.
- If the client fails to attend the assessment the front sheet should be updated and the client re-contacted once more.
- Once a suitable room and therapist have been found the client should be contacted, the log updated, the front sheet updated, the schedule updated and therapist informed.
- All documentation should be transferred to the therapist's file.
- Where possible the client should be reminded 2 or 3 days before the first session by text.

13. Maintaining a Schedule

- A schedule contains all therapy and assessment contacts with the client and scheduled supervision dates.

- The schedule should distinguish between counselling

Joe
Therapist

supervision

Linda S
Supervisor

- Temporary reservations should be shown

John T
Therapist

- Colour codes indicate the chosen room

- Any existing entries cannot be changed without prior discussion with the therapist and the client.

- Entries for clients that cancel should be shown.

Joe C
Therapist

- Any rooms without entries should be considered available.

- Checks for regular availability should be made to ensure rooms are not being used fortnightly instead of weekly.

- If a time is rescheduled (or the client ends), then the Recurrence should be changed by removing the "No end date" selecting "End by" and changing that date to the last therapy date + 1. A new entry should then be created if necessary, thus allowing the original dates to be maintained.

Appointment Recurrence

Appointment time

Start: 14:30

End: 15:30

Duration: 1 hour

Recurrence pattern

Daily

Weekly

Monthly

Yearly

Recur every 1 week(s) on:

Monday Tuesday Wednesday Thursday

Friday Saturday Sunday

Range of recurrence

Start: Thu 05/04/2012

No end date

End after: 30 occurrences

End by: Thu 25/10/2012

OK Cancel Remove Recurrence

- The schedule will be uploaded to the internet as read-only. Only the Office Manager can update the schedule from the central machine.