



Stacey Permaul MBACP

COUNSELLING & PSYCHOTHERAPY IN SOUTH EAST LONDON:
EAST DULWICH & FOREST HILL AND ONLINE

Online Counselling Client Information

About me

My name is Stacey Permaul, I am qualified in Person-Centred counselling and I am a registered member of BACP. I adhere to the BACP's ethical framework for good practice and also the BACP Guidelines for Online Counselling and Psychotherapy. More information on these documents can be found at: <https://www.bacp.co.uk/>

What is Person-Centred counselling?

At its core, Person-Centred theory believes that everyone has the capacity to be good and to live authentically, in contentment, without placing anxieties or judgements from others (or self) upon them.

YOU are the expert of you. Only you know how best to move through the pathway of your life. My role is to help facilitate a space in which you can explore, reflect and grow from your challenges and experiences. This can be achieved through offering core conditions within the therapeutic space that encourage personal development and inner strength.

What is online counselling?

I offer two different forms of online counselling: webcam (via Zoom) or telephone. Whichever you choose, it is a time entirely for you, with your needs as the top priority. It is convenient as there is no need to travel to a therapy room and can be in a place most comfortable for you.

How it works

Webcam counselling

Zoom is a way for you to see your counsellor face to face from your computer whilst engaging in therapy. Should you choose Zoom counselling, you will be guided through setting up your own encrypted Zoom account and we will meet on Zoom at a time that you have previously arranged. Sessions are 50 minutes in length. Being able to see your counsellor gives you more of the benefits you get from face to face counselling but with the convenience of online therapy.

Telephone counselling

Some people prefer to have therapy just by audio alone. By talking you hear tone of voice which is a way to convey empathy. There may also be a sense of familiarity with using the telephone which can encourage a relaxed atmosphere in the early sessions if therapy is new to you.

Online counselling offers certain benefits but there are also limitations that are worth bearing in mind when deciding which type of therapy will best suit your needs.

Benefits

- Counselling therapy from your own home at a time that suits you
- Secure inscription software offers confidentiality and peace of mind
- No chance that you may be seen entering the counsellors practice
- Therapy at a time, place and pace that suits you
- Access to counselling may be more immediate
- Flexibility to choose the technology you feel is best for you: webcam or telephone

Things to consider:

- Are you comfortable using internet technology?
- Would you prefer to see your counsellor face to face?
- Do you feel your situation is too complex to discuss via the internet?
- Is there a computer terminal that you can use privately without interruption?



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Confidentiality

Confidentiality and Security

You can read my privacy policy regarding how information you supply is handled by visiting this link https://www.staceypermaulcounselling.co.uk/privacy_notice

The information shared with me is held in strict confidence and all electronically stored information is stored on a password protected drive.

In adherence with the BACP ethical code, I am obliged to break confidentiality if you were to disclose involvement in or knowledge of an act of terrorism, money laundering and drugs trafficking. In addition I have an agency policy to report instances of harm to self or to others and I do have a legal obligation to report harm or abuse to a minor or vulnerable adult.

The content of your sessions will not be communicated with anyone excepting for the purposes of supervision of my practice. When elements of our sessions are taken to supervision, no identifying information such as your name is used. My supervisor also follows the same procedures for confidentiality as I have outlined.

Audio or audio video counselling takes advantage of the encrypted services offered by Zoom and should you choose this method of counselling, I will guide you through setting up a free account for your therapy. You do not need a webcam to use Zoom counselling.

At the end of our counselling agreement copies of our exchanges will be stored electronically on a password protected drive for a period of 5 years in accordance with suggestions from the BACP after this time the information will be deleted and any paper documents will be shredded.

In addition, if at any point during the counselling you were in need of emergency support, I may ask for your consent to contact your GP, or recommend alternative avenues of support other than online counselling.

In an emergency

Online counselling is not sufficient support if you feel you are in crisis.

Signs of crisis may be feelings of wanting to commit suicide or harm yourself or another. In this case please consider contacting your local accident and emergency department at your nearest hospital and ask to speak to someone from the crisis team.

If you feel you need immediate assistance you may consider contacting the Samaritans, they are available by telephone on 08457 90 90 90 or by email on jo@samaritans.org

All client material is treated in complete confidence and is removed from my computer at the end of our work together. Electronic records are stored on a password protected memory stick and kept in a locked filing cabinet. No identifying names or material is retained on these records as a client ID number is used to replace such information.

Conditions of counselling

As I aim to offer confidentiality regarding the content of our sessions I would ask that you do the same by not sharing any of the content of our sessions with any third party.

If you have any questions regarding the content of this agreement, or would like further information, please contact me at: stacey@staceypermaulcounselling.co.uk or call me on 07931 483851