

Strathclyde Counselling & Psychotherapy Research Clinic Service Policy (March 2023)

Introduction:

Due to the ongoing demand for our service, it is necessary to have certain limits on our service, applicable to all clients of the Research Clinic.

Opening Hours:

The research clinic hours are generally Monday to Thursday 9 am to 6.30 pm (last appointment at 5.30pm). We are closed on Glasgow public holidays and for about 10 days over the winter holiday season. It is the client's responsibility to arrive, on time, for all scheduled sessions.

Late Attendance:

Should you arrive late for your agreed appointment time, you will have a shorter session. Our therapists are working to an appointment schedule that cannot be altered to accommodate late arrival. Should you arrive for the session with less than 30 minutes remaining, it is at your therapist's discretion whether they choose to cancel your session.

Non-attendance of Sessions:

If you do not attend (DNA) your counselling, intake or change interview sessions on three separate occasions without prior notification, we reserve the right to reallocate your therapist to another client on our waiting list. You will be able to reapply to the service after a six-month break.

Cancelling Sessions:

We understand that there are times that you may need to cancel or rearrange your therapy session. You may notify us of this by emailing counselling-research-clinic@strath.ac.uk. Please give us a minimum of 24 hours' notice to avoid the missed session being counted as one of your agreed sessions.

Transferring to a New Therapist:

We have cohorts of trainees entering and leaving the clinic each year. Our trainees aim to complete their commitment with each client but it may happen that your therapist has to end their placement at the clinic prior to the anticipated end of your therapy. In those circumstances, you and your therapist will discuss whether it would be in your interests to be placed back on our waiting list while you await transfer to another therapist to complete your remaining sessions. It is important to consider that being transferred to another therapist will often mean that you are transferred to a less experienced trainee. This is unavoidable as the annual turnover means that our more experienced therapists are being replaced by a new group of trainees. Often for clients, coming to an earlier than planned ending with their original therapist

is a more therapeutic option than transferring to a new therapist for a limited number of remaining sessions.

Limits of Service:

As we are staffed by trainee counsellors, it is necessary that we limit the total number of sessions that clients access in our service. Clients who have completed their block of therapy may reapply to return to the service after a six-month break. Before ending this second and final round of therapy, you will be invited to review your progress and, if required, you will be signposted to another appropriate support service or to your GP.

Emergencies:

Clients experiencing an acute emergency are encouraged to contact their GP, NHS 24: 08454 24 24 24, or the Samaritans 08457 90 90 90.

Any queries about this policy may be emailed to the Clinic Director, Susan Stephen (susan.stephen@strath.ac.uk).