

ROSANNA SELWAY

PSYCHODYNAMIC PSYCHOTHERAPIST MBACP

NORTH LONDON

Therapy agreement

Consent

By choosing to begin therapy with me, you are taken to have read, understood, and agreed to the policies set out below. Entering therapy on this basis constitutes your informed consent to the framework within which therapy takes place.

Fee

My fee is £80 per session.

I may occasionally review my fee, but not more frequently than every 12 months from your start date. I will give you a minimum of four weeks' written notice before any new fee takes effect. I have a limited number of lower fee slots, and we will discuss this before arranging to have weekly sessions.

Payment

I invoice monthly for all sessions attended or cancelled within 7 days, except for in exceptional circumstances which can discuss on a case-by-case basis. Payment is to be made by bank transfer within one week of

receipt of my invoice. If there are any difficulties around this, please discuss this with me in person.

Cancellation

Once we have agreed on a time, it is a recurring reservation in my calendar. Your therapy and my practice both depend on this mutual commitment.

I charge for cancellations made with less than 7 days' notice. However, I will offer replacement (if available) or offer the option of doing it online or by phone to help you avoid being charged without receiving a session. Exceptional circumstances can be discussed on a case-by-case basis.

I aim to give you at least four weeks' notice if I myself take a break, below I give general details of the timing of the breaks I tend to take, although this may vary. Any sessions that I cancel are obviously not payable.

Sessions

Each session lasts 50 minutes.

Unless we have agreed otherwise, I work in-person, weekly or twice weekly, on a regular day and at the same time.

Please arrive on time or no more than five minutes early, as I may be in a session with another client. You can buzz my intercom from 55 minutes past the previous hour (i.e. if your session is at 8am, please do not buzz before 7.55am). If I do not answer it will mean I have stepped out of my room briefly. Please text me (my phone number is provided once we have arranged a first session) or wait a few minutes and buzz again. If someone else enters or exits you are welcome to come in and wait in the waiting area around the corner from my room on the 3rd floor. Please text me if this happens so I am aware.

Confidentiality

I am bound by the BACP's Ethical Framework which includes strict guidelines regarding confidentiality.

Whilst everything you discuss with me is confidential, there are specific caveats which you should be aware of:

1. I may discuss aspects of our conversations with a supervisor in order to support my work with you. Your identity will always be anonymised, i.e. no personally identifying information will be shared.
2. Confidentiality may be broken if I believe there is plausible risk of harm to yourself or others. Unless there are overwhelming safeguarding or ethical concerns that prevent me from doing so, I will always attempt to speak to you about this first so that your perspective is heard.

3. I am required to act in accordance with my safeguarding responsibilities under the Children Act 1989/2004 and the Care Act 2014. If information arises in our work that gives me reasonable cause to believe that a child or vulnerable adult is at risk of harm, whether or not they are a client of mine, I may be required to refer this to the relevant authorities. Where it is safe and appropriate to do so, I will discuss this with you before taking any action.
4. I am legally obliged to break confidentiality without prior notice in three specific cases: terrorism, drug trafficking, and money laundering.

Online & phone sessions

Where we agree to conduct sessions online or by phone, the same confidentiality and ethical commitments apply.

For video calls or phone calls, I use an end-to-end encrypted platform. Please ensure your own environment is private and that you will not be overheard. You are responsible for ensuring your own confidentiality at your end. If we lose connection during a session, I will attempt to reconnect or call you; if we are unable to re-establish contact, I will be in touch by message.

Online sessions are subject to the same fee and cancellation terms as in-person sessions unless we agreed a different fee.

Scheduled breaks / holidays:

I generally take scheduled breaks over the winter 'holidays' either side of Christmas, and a spring break either side of the dates on which Easter falls. I also take a summer break for all of August and sometimes the first week of September. I will give you at least 4 weeks' notice of these dates.

Accessibility

My consulting room is located on the 3rd floor of the building. Access is via an external flight of stairs with handrails on both sides. There is no lift. Once at the top of the stairs, you will see the intercom system on the left, and my buzzer is on the very right-hand column and has my name, Rosanna Selway, written on it as well as a colleague's name.

Safety, substance use, etc

I cannot allow inappropriate physical contact, violence, or abusive behaviour, and reserve the right to end or refuse our work together at my discretion.

Furthermore, I require that clients do not attend sessions under the influence of alcohol or substances, as this can affect the safety and effectiveness of the work we do together.

Crisis support

Our work together takes place within your weekly sessions. I am not available between sessions for crisis support, and I am not a crisis or emergency service.

If you are in crisis between sessions, or feel at risk of harming yourself or others, please contact one of the following:

Samaritans: 116 123 (free, 24/7)

Crisis text line: Text SHOUT to 85258

Your GP, or NHS 111 if your GP is unavailable

Emergency services: 999

Targeted services and helplines may additionally be found [here](#).

Communication outside of sessions

Please limit communication outside of sessions to practical matters such as rescheduling or cancellations and do so via email. I provide my number once we have arranged to have a first session so that you can let me know if you are running late, or if you have any issues finding or accessing the building. I ask that you do not message me outside of this by phone and use email instead.

I ask that you do not contact me via social media. I will not respond to contact made through these channels, in order to protect the integrity and boundaries of our therapeutic relationship.

Please note that if we cross paths in public, as a general rule I will wait for you to acknowledge me first, in respect of your privacy and comfort. I will offer a nod or a hello if you decide to acknowledge me but will not enter into conversation to protect the integrity and boundaries of our therapeutic relationship.

Ending therapy

There is no requirement to commit to a particular number of sessions, and you may end therapy at any time simply by letting me know.

Endings in therapy are however important to get right, and final sessions are best agreed well in advance.

There may be occasions where I need to bring our work to an end, for example due to illness, a change in my practice, or if I feel that the work is no longer appropriate or safe to continue. In such circumstances, I will give you as much notice as reasonably possible, explain my reasons as fully as I am able, and offer to support you in finding an alternative therapist where appropriate.

Scope of practice

I work as a psychotherapist for adults and am trained to support a wide range of emotional and psychological difficulties.

There are some presentations that fall outside the scope of what I can safely or effectively offer. These include, but are not limited to: active psychosis, severe eating disorders requiring medical oversight, active serious addiction and presentations that require a level of clinical support beyond what weekly counselling can provide.

If at any point I feel that your needs would be better met elsewhere, I will discuss this with you openly and, where possible, support you in finding an appropriate referral. Similarly, if you feel at any point that you need a higher level of support, please do raise this with me.

Professional affiliation

I maintain ongoing status as a Registered Member of the British Association for Counselling and Psychotherapy (BACP).

Ethics, feedback & complaints

I am committed to providing ethical and client-focused service and welcome any feedback you might have.

In the event that we are unable to resolve an issue between us, I adhere to the BACP's Ethical Framework and Professional Conduct Procedure, which allows clients to raise complaints against a BACP member.

Any data protection complaints will be acknowledged within 30 days of receipt prior to being investigated under the Data (Use and Access) Act 2025. Please refer to my Privacy Notice for more details.

Supervision

I commit to ongoing professional supervision with a Senior Accredited Member of the BACP. This supervisor has a confidentiality policy equivalent to mine.

Therapist incapacity

In the unlikely event that I become suddenly unable to practise, I have made arrangements with a trusted colleague who is also bound by the BACP ethical guidelines, who has agreed to contact my clients and provide appropriate information and onward referrals. By agreeing to this contract, you consent to your name and contact details being shared with this person solely for this purpose.

Your details

Once we have an agreement for ongoing therapy, in addition to your contact details, I will ask you to provide the following, in case I am ever concerned for your health or safety and need to help you get support:

- Your date of birth
- Your address
- An emergency contact
- Your GP details
- Your email and phone number

I would not contact your GP without speaking to you first, unless I believed the situation was so urgent that doing so was not possible.

Record-keeping

I keep brief written notes of our sessions. These notes are confidential, stored securely, and not shared with any third party except as described under Confidentiality above. I do not enter notes into AI systems.

I retain notes for seven years after our work together ends. After this period, notes are securely destroyed.

You have the right to request access to the information I hold about you at any time. Please refer to my [Privacy Notice](#) for details of your rights under UK GDPR, including how to make a subject access request.

Reviews

I rely on a Google listing to be found locally by people seeking therapy and ensure the viability of my practice. This necessarily means that reviews can be left there.

To ensure there is no pressure on our therapeutic boundary, I do not solicit reviews and would strongly discourage clients who are currently in therapy from leaving them.

To protect client privacy and uphold BACP ethical standards, I will not respond to online reviews as doing so (even just to say thank you) would inadvertently confirm our therapeutic relationship, which breaches client confidentiality and data protection laws.

If, after finishing therapy, you decide to leave a review on Google, please make sure you are aware of Google's terms and conditions regarding how reviews are shown and used.

Clients outside of the UK

Please be aware that if you are accessing online therapy from outside the United Kingdom, I operate under UK law and adhere to the ethical frameworks of the BACP. It is your responsibility to confirm that receiving therapy from a practitioner based in the UK is in compliance with the legal regulations in your country.

