



## Counselling and Mental Wellbeing Service Agreement

The following contract outlines Student Counselling & Mental Wellbeing's policy on attendance, confidentiality, record keeping and data protection. It is an agreement between yourself and the Counselling and Mental Wellbeing team. If you have any questions or concerns regarding any part of this contract, don't hesitate to get in touch with us at [counselling@napier.ac.uk](mailto:counselling@napier.ac.uk), or you can discuss this with your therapist.

### **Therapeutic Provision**

The Counselling & Wellbeing service can only offer support to students enrolled (registered) with the University, and support will end if you withdraw or exit. Please notify the service if your student status changes.

### **Online and phone provision**

We are primarily a face-to-face service, but as some of the support is online, we highlight the following to ensure safe and ethical practice. We cannot guarantee absolute confidentiality (in the unlikely event of hacking). However, we have taken all reasonable measures to ensure that the space practitioners are using is confidential.

By signing the agreement, you consent to

- being a current Edinburgh Napier Student, i.e., that you are registered with the University and will notify the service if this changes.
- Access support online or by phone
- Understand the limitations of confidentiality
- Have a private/ confidential space from where to receive support
- Understand, at times, therapy is undertaken from the therapist's home, and you agree to receive support in this way

## **Attendance Policy**

### **Attending Your Appointment**

You will be allocated your first appointment via MyFuture and by the service emailing you.

### **Availability**

When you register for an appointment, we will ask for your availability. We always strives to meet your preferences, but we have a limited number of appointments on each campus, so we cannot always provide you with a slot that matches your home campus or chosen time. We will speak to you if this happens and discuss the best way forward.



### **Your First Appointment & Ongoing Appointments**

Your first appointment is a one-off appointment, and you may need to take time out of your academic schedule to attend it. When you register for the counselling service, you will be sent instructions on how to book your first appointment on MyFuture (the booking system).

### **Timekeeping**

Please attend at the time stated. If you are running late, please let us know by e-mail ([counselling@napier.ac.uk](mailto:counselling@napier.ac.uk)). A late arrival will reduce the length of an appointment to fit the time slot allocated. We may also cancel an appointment if the remaining time is not long enough for an effective therapy session.

### **Cancelling Notice or Missing an Appointment**

Please get in touch with us as soon as possible if you cannot attend an appointment to ensure we can allocate to other students in need.

## **Cancellation and missed appointment.**

### **Counselling and CBT**

If you cancel or fail to attend two appointments, this will result in your counselling ending (unless in exceptional circumstances).

Please note: you will be given the opportunity to attend *one additional appointment in place of* a cancellation or non-attendance. This means **you can get a maximum of one additional appointment (on top of your allocation of, e.g., five sessions)**. *After this*, it will be marked as a missed appointment, and this will count towards your maximum number of sessions.

We must ensure this cancellation policy is upheld to ensure that we keep waiting times to a minimum and give all students equal access to our service. *Please get in touch with the service if you have specific needs regarding attendance.*

### **Mental Health Advice**

If you cancel or fail to attend two appointments, this will result in your mental health advice ending. After this, the further offer of appointments is down to the service/ mental health adviser's discretion, and your particular circumstances will be considered.



## **Counselling, CBT and Mental Health Advice – reregistration**

We understand that managing many competing priorities can be challenging so please note that if you have left the service and wish to return, you are always welcome to re-register with the service. However, regular attendance is necessary.

## **Confidentiality, Data Protection, Records and complaints**

The Counselling and Mental Wellbeing Service has a strict code of confidentiality and will not pass on any information unless in exceptional circumstances. Counsellors, CBT therapists and Mental Health Advisers have a duty of care towards students. The service is an organisational member of the British Association for Counselling and Psychotherapy (BACP). Below is a link to the ethical framework to which the service adheres:

[http://www.bacp.co.uk/ethical\\_framework/ethics.php](http://www.bacp.co.uk/ethical_framework/ethics.php)

The Counselling and Mental Wellbeing service adheres to the UK Data Protection Act 2018 and UK-GDPR (General Data Protection Regulation). We do not share information about your engagement with the service without your express permission beforehand (unless, in exceptional circumstances, please see Confidentiality below). To provide the best service to students, we may share information with other staff within Wellbeing and Inclusion (Counselling and Mental Wellbeing, Disability and Inclusion, Keep on Track, ENU Safeguarding, Student Experience and Student Funding). We only share information necessary to ensure student safety is upheld and student referral between the services is as smooth as possible.

Where we work with external organisations, e.g. to refer you to their services, we may need to provide your personal data in order to make the referral. We will only share the minimum data necessary. We will discuss the referral with you beforehand unless there is a high-risk or emergency where we cannot discuss this with you in advance.

### **Confidentiality**

We are a confidential service, however *there are limits to the confidentiality we can offer – please note that it is unusual for us to break confidentiality*. Examples of this include:

- If a court orders a student's notes to be made available for a criminal investigation/court case.
- Where the practitioner believes you are at risk of serious harm to yourself or others.

This includes but is not limited to:

- Immediate and advanced suicide plans.
- Adult and child protection (see below).



- Fitness to Practise (see below)

We will seek to discuss any concerns with you prior to passing on information to a third party. However, there are exceptions, as stated above, and if the situation is critical, we may have to pass on the information directly. The University has a disclosure agreement with NHS Lothian and, as such, has access to the internal NHS email system. Therefore, in cases of risk to self, e.g., student presenting with suicidality, information sharing is likely to be in written email format on a secure NHS email platform or via telephone.

### **Trusted Contacts**

The trusted contact scheme is a university-wide initiative that is not owned or managed by the Counselling & Wellbeing Service. Students nominate their contact at registration.

A trusted contact is someone the university will approach if there are serious concerns about a student's health or well-being.

The university encourages students to explain to their trusted contacts that they are nominated for this role. If serious concerns about their health or well-being exist, the university might reach out to them.

The university might look to reach out to a trusted contact in the following circumstances:

- Where the student is accessing support and agrees with the staff member that it would be beneficial.
- When a student asks a member of the university staff to reach out.

The university will not normally reach out to a trusted contact without the student's consent.

However, if a student is unable to provide explicit consent and there is a medical or other emergency situation, the University can use the trusted contact in their vital interests.

*In cases of emergency, when the university approaches a trusted contact, please note that the therapy engagement with Counselling and Mental Wellbeing Service will not be disclosed. The Safeguarding and/ or Management team will focus on vital information sharing related to risk/ emergency. In cases where consent has been given, information sharing will have been agreed upon.*

*Please note that you can change your trusted contact/ read more about the University's approach to trusted contacts by following this link: <https://my.napier.ac.uk/your-studies/regulations-conduct-and-safety/trusted-contacts>*

## Recording of Concern & Risk

To ensure safe practice, a therapist who is concerned by issues raised by you related to risk to self or others will bring it to the attention of the Student Wellbeing Services Manager and ENU Safeguarding team. They will also record it confidentially in your file.

## Record Keeping and Data Protection

Your therapist keeps secure records of sessions. These are stored electronically on a secure database (CORE IMS) and kept in accordance with BACP guidelines. The service also keeps a register of students who need additional care and where there might be a risk to themselves or others. This ensures an appropriate care plan is created and recorded (in accordance with BACP safe and ethical practice).

Your rights are protected under the General Data Protection Regulation (GDPR) 2016/679. For more information on this, please review sections 7 and 8 of the Data Protection Code of Practice:

<https://my.napier.ac.uk/your-studies/regulations-conduct-and-safety/data-protection>

## Complaints

If you would like to complain about the service we offer or have provided, please feel free to contact [counselling@napier.ac.uk](mailto:counselling@napier.ac.uk) or, if you would prefer, you may use the University's own complaints process: <https://staff.napier.ac.uk/services/governance-compliance/governance/AppealsComplaintsConduct/Pages/Complaints.aspx>

You may also use the BACP complaints process, please consult BACP:

<https://www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/how-to-complain-about-a-bacp-member/>



## Registration with a local GP (Doctor)

In accordance with University regulations (see below) please ensure you are registered with a GP (Doctor) when applying for the service. This is to protect both you and your therapist should you become mentally unwell. We will not contact your GP with details of your engagement with the service unless in exceptional circumstances (please see **Confidentiality** section). Preferably your GP is close to your place of residence while studying at the university.

**International students: Insurance schemes such as CISI do not count as being registered with a GP.**

**Package of Care: Don't hesitate to get in touch with us if you have any concerns or difficulties registering with a GP and any impact on your care package, such as NHS Continuing Health Care.**

*If you are in the process of finding a GP or are unable to do so, you can still register with the counselling service, but please speak to our operations team so they can advise you further.*

If you don't wish to register with a local GP or share your GP details with us, you can be referred to the Edinburgh Napier Students' Association for advice.

University regulations regarding GP registration: [Healthcare \(napier.ac.uk\)](https://www.napier.ac.uk/healthcare)



## **Child & Adult Protection and Serious Risk**

If we consider that there is a child protection issue or a serious risk to your wellbeing, advice will be sought by your therapist from the Student Wellbeing Services Manager and the ENU Safeguarding team. A decision will be made how best to support you.

Links about frameworks used:

<http://www.gov.scot/Topics/People/Young-People/gettingitright>.

Adult Protection guidelines:

[http://www.edinburgh.gov.uk/info/20046/protect\\_someone\\_from\\_harm/304/adult\\_protection](http://www.edinburgh.gov.uk/info/20046/protect_someone_from_harm/304/adult_protection).

## **Fitness to Practise**

If you are studying nursing, social work, occupational therapy, teaching or we recognise that you are a practising professional as well as a student and could have a greater opportunity to harm others during professional training. If a therapist has concerns about your 'fitness to practise', in most cases, we will raise this with you. We may bring any concerns to the Student Wellbeing Services Manager and the ENU Safeguarding team for further advice.

If concerns are serious, then the matter will be dealt with under the University's 'Student Disciplinary and Fitness to Practise' regulations, which can be found on the Regulations page:

<http://staff.napier.ac.uk/services/sas/Regulations/Pages/Regulations.aspx>