

Counselling & Mental Wellbeing Service Contract

Edinburgh Napier
UNIVERSITY



The following contract outlines Student Counselling & Mental Wellbeing's policy on attendance, confidentiality, record keeping and data protection and 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, please contact us at counselling@napier.ac.uk, or you can discuss this with a Counsellor, CBT therapist or Mental Health Adviser during any one of your appointments.

Attendance Policy

You will be offered a service assessment appointment, in this session we will work together to decide what service within our team, the wider university, or services available outside the university is best suited to your needs.

Attending Your Appointment

Appointments will be available on MyFuture or offered to you via your university email.

Availability

When you register for an appointment we will ask for your availability. Please note we have a limited amount of appointments on each campus and as such we are not always able to provide you with a slot that matches your home campus or time preferences, particularly if they are very specific. If we are unable to accommodate your appointment preferences we will ask you to make arrangements to attend an appointment outside of your availability.

Your Assessment Appointment & Ongoing Appointments

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

Ongoing appointments will be sent to your student e-mail/discussed with your Counsellor, CBT therapist or Mental Health Adviser. Ongoing appointments with your mental health adviser can also be booked via MyFuture. When sent an appointment offer, please confirm your appointment as soon as possible by emailing counselling@napier.ac.uk

Timekeeping

Please attend at the time stated. If you are running late, please let us know by e-mail 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 length of time remaining is inappropriate for counselling.

Canceling Notice or Missing an Appointment

Please contact us as soon as possible if you cannot attend an appointment. We are a busy service and an appointment unattended or cancelled at short notice could have been allocated to another student in need.

Bookable Appointments

If you have booked your appointment via MyFuture, you can cancel that appointment via your MyFuture dashboard, providing this is more than 24 hours before the appointment is due to begin. If there is less than 24 hours before the appointment is due to begin you must email counselling@napier.ac.uk.

Appointments offered via Email

If you have been offered an appointment via email and you wish to cancel please email counselling@napier.ac.uk, providing at least 24 hours' notice. You can also discuss an expected absence with your counsellor during a session.

Cancellation and Missed Appointment Policy for Counselling and CBT

Counselling and CBT

If you cancel or fail to attend 2 appointments this will result in your counselling ending (unless in exceptional circumstances).

You will be given one appointment in lieu for either cancellation or nonattendance. This means that you can get max one additional appointment (on top of your allocation of e.g., 5 sessions). After this it will be marked as a missed appointment and the following will apply unless in exceptional circumstances.

Missed appointment(s) will count towards your maximum number of sessions.

We need to hold these boundaries to ensure parity between students waiting to be seen whilst supporting students in counselling or CBT. Please feel free to contact the service if you have any question regarding the appointment policy.

Mental Health Advice

If you cancel or fail to attend 2 appointments this will result in your mental health advice ending. After this, further offer of appointments is down to the service/ mental health adviser's discretion and your particular circumstances will be taken into account.

Counselling, CBT and Mental Health Advice – re-registration

If the service has closed your case, and you want to return, you are always welcome to re-register with the service at a later date. 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 regarding your counselling unless in exceptional circumstances. Counsellor, CBT therapists and mental health advisers all have a duty of care towards students. The service is an organisational member of British Association for Counselling and Psychotherapy (BACP) and Counselling and Psychotherapy in Scotland (COSCA) Below are links their ethical frameworks which the service adheres to:

http://www.bacp.co.uk/ethical_framework/ethics.php

<http://www.cosca.org.uk/guidance-policies/ethics>

The Counselling and Mental Wellbeing service adheres to the General Data Protection Regulation (GDPR) (EU) 2016/679. We do not share information about your engagement with the service without your express permission before hand (unless in exceptional circumstances, please see Confidentiality below). In order to provide the best service to students, we may share information to other staff within Wellbeing and Inclusion (Counselling & Mental Wellbeing, Disability and Inclusion and Student Funding). We only share information that is necessary to ensure student's safety is upheld and student's referral between the services is as smooth as possible.

Confidentiality

While we are a confidential service, there are circumstances in which we may break confidentiality, although this is unusual. Examples of this include:

- If a court orders a student's notes to be made available for a criminal investigation/court case.
- Where a Counsellor / CBT therapist / Mental Health Adviser believes that you are at risk of serious harm to yourself or others.

This is including but not limited to:

- Immediate and advanced suicide plans.
- Adult & Child protection (see below).
- Fitness to Practise (see below)

You will 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.

Recording of Concern & Risk

If a Counsellor / CBT therapist / Mental Health Adviser is concerned by issues raised by you related to risk to self or others, they will bring this to the attention of the Head of Student Counselling and Mental Wellbeing to ensure safe practice. This is also recorded confidentially in your file.

If you have any questions or concerns regarding this, please speak to your practitioner or contact counselling@napier.ac.uk

Record Keeping and Data Protection

Your Counsellor, CBT therapist or Mental Health Adviser keep 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 are needing additional care and where there might be a risk to self or other. This is to ensure that appropriate care plan is undertaken and recorded (safe and ethical practice).

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

<http://staff.napier.ac.uk/services/secretary/governance/DataProtection/CodeofPractice/Pages/default.aspx>

You will be asked to fill in an anonymous evaluation form at the end of your counselling which is used to improve the service. All content in this evaluation is strictly confidential and anonymised.

Complaints

If you would like to complain about the service please feel free to contact counselling@napier.ac.uk or if you would like to go out with the service/ via Governance please follow this link:

<https://www.napier.ac.uk/about-us/university-governance/making-a-complaint>

Also, if you would like advice around ethical issues or poor therapeutic counselling practice 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 Counsellor, CBT therapist or Mental Health Adviser 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). Your GP must be local to your place of residence while studying at the university.

International students: Please note that insurance schemes such as CISI do not count as being registered with a GP.

Package of Care: Please contact us if you have any concerns regarding registering with a GP and any impact on your package of care, such as NHS Continuing Health Care.

If you are in the process of finding a GP surgery, you can register with the counselling service but we will only be able to offer you a counselling appointment once we receive your GP details, unless in exceptional circumstances.

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 support.

University regulations: <http://my.napier.ac.uk/wellbeing-and-support/health/Pages/Health.aspx>

Child & Adult Protection and Serious Risk

If there is a child protection issue or a serious risk to your wellbeing, advice will be sought by your Counsellor, CBT therapist or Mental Health Adviser from the Head of Student Counselling and Mental Wellbeing who will make a decision if there is a need to contact social services following City of Edinburgh Council's GIRFEC (Getting it Right for Every Child) guidelines or Adult Protection guidelines.

Information on GIRFEC can be found here:

<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

Fitness to Practise

If you are a studying nursing, social work, occupational therapy, teaching or veterinary nursing we recognise that you are a practising professional as well as a student, and could have a greater opportunity during professional training to do harm to others. If a Counsellor has concerns about your 'fitness to practise', in most cases we will raise this with you. To ensure safe counselling practice, we may bring any concerns to the Head of Student Counselling and Mental Wellbeing.

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>