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## Confidentiality

Sessions with your counsellor will be treated in absolute confidence.

No information about you, or your sessions will be disclosed to any party or individual.

The exception to this is where the counsellor considers that a client may present a risk of harm to themselves or to others. In such a case, the counsellor would inform the client of their intention to breach confidentiality and would hope for the client's co-operation in this.

In our experience such cases are extremely rare, but need to be mentioned here for the sake of clarity. Some counsellors may keep case notes on their meeting with you. Each counsellor complies with their professional bodies' guidelines on the storage of such records or notes. Normally counsellors will keep notes for a prescribed length of time, then destroy them. If you have any concerns about this, you should consult your counsellor.

All counsellors are required to be in professional supervision for their work with clients.

## **Staff Care Services**

### **Support Line**

Park House  
110-112 Mill Street  
East Malling  
Kent  
ME19 6BU  
  
[www.staffcareservices.co.uk](http://www.staffcareservices.co.uk)  
03000 411 411  
[supportline@kent.gov.uk](mailto:supportline@kent.gov.uk)



Information for those using the  
Support Line Counselling Service

03000 411 411

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## The Service

The Support Line Counselling Service was established in 1990 as a resource for staff of Kent County Council, and now includes The Kent & Medway NHS Social Care Partnership Trust and other local community organisations. The service is completely **confidential** and offers staff up to 7 **counselling sessions** per year. The service is pre-paid by all participating organisations and so is free to all staff who use it.

## Support Line Counsellors

All Support Line counsellors are professionally trained and experienced for the work they do. They are also members of a relevant professional body (usually the British Association for Counselling and Psychotherapy, or the United Kingdom Council for Psychotherapy) and are bound by their strict code of ethics and practice. As part of good practice, all counsellors working for Support Line will be in regular, professional supervision.

## Sessions

Each counselling session will last between 50-60 minutes. You and your counsellor will arrange a mutually convenient time for the session. Please ensure you arrive promptly as most counsellors will be working to an appointments system, and not all will have a waiting area if you arrive early.

## Cancellations or Missed Appointments

Generally, you need to give at least 48 hours notice if you are unable to attend your session at the agreed time. You should contact the counsellor by telephone as soon as you know that you will be unable to attend and re-arrange a mutually convenient time. If you contact to cancel in **less than 48 hours**, and if the counsellor is unable to offer you another time, you may forfeit that session. Likewise, if you just do not appear for a session, without having made contact, this session will be counted as one of the seven to which you are entitled.

It is understood that unexpected events may prevent attendance, however you will not automatically be offered another appointment by your counsellor if you fail to attend two sessions. As you have a limited number of sessions available to you, it is advisable you use them well and attend as planned.

## Evaluation and Service Monitoring

You will be emailed a questionnaire to complete at the beginning and end of your counselling sessions (via Survey Monkey). You are not required to complete this, but we would appreciate your co-operation in helping us to evaluate and monitor the service.

## Referrals to other services

Some clients may wish to be referred on to other longer-term or more specialised services after completion of their sessions with Support Line. Your Support Line counsellor will be able to advise you on this and, where appropriate, will assist in referral on. Counsellors will have a good knowledge of local resources and options for further help.

Occasionally, a client may wish to continue on a private basis with the same counsellor. We do not encourage this since the service is geared towards time-limited work with clients. However, there is provision for those who wish to continue on a private basis. You will make arrangements with your counsellor and pay the agreed fee to the counsellor.

## Complaints Procedure

If you have serious concerns about the counsellor or about the service and you are unable to resolve these directly with the counsellor in the first instance, you may wish to find out more about our formal complaints procedure. You should contact the Support Line office direct on 03000 411 411.