

# Emotion Speaks

## Dr Anna Oldershaw's Therapy information Pack

Please find below an accessible summary of key therapy business terms for quick reference for new starters or for those already receiving therapy who wish to check important details. Please note, this information pack is not a replacement for the full business terms which are available on the Emotion Speaks website or available offline from Dr Anna Oldershaw. You will be asked to please also refer and agree to those full business terms before beginning therapy.

### Therapy location

Therapy is available online or in person.

- ⇒ *Online therapy* will take place video zoom video platform unless otherwise specified. You will receive an online link to your session via email at least 24 hours in advance of your appointment time.
- ⇒ *In person therapy* will take place at our business address:  
Fern House, 119A Wickenden Road, Sevenoaks, TN13 3PW

### Fees

Sessions are charged at £140 for a 50 minute therapy appointment.

Fees are payable in advance before each session by BACS payment

Name:	Dr Anna Oldershaw
Sort Code:	04-03-33
Account Number:	46776310

- You will be invoiced for your sessions within 24 hours of a session being agreed.
- This is payable immediately and no later than 5pm on the Friday of the week before your agreed session.
- If payment is not made by 5pm Friday, your session will no longer be confirmed and may be booked by somebody else.
- Please use the reference on your invoice to enable your payment to be easily confirmed.

### Cancellation Policy

- I request 48 hours' notice of session cancellation please.
- If you Cancel with less than 48 hours' notice you will be charged the full amount for the session.
- Where possible, I will endeavour to offer you an alternative appointment during the same week.

## Holidays

I will give you at least 2 weeks' notice of any holiday dates during which I will be unavailable. Where possible, I request at least 2 weeks' notice of holidays from you.

## Therapy notes

I will keep short session notes which are stored securely and in compliance with GDPR. All of my IT systems are GDPR compliant, and I am registered with the ICO as is required of me.

## Alternative support and crisis help

I am not able to offer crisis support. There are plenty of other agencies and support available to help and I strongly encourage you to reach out to one of the following if needed between our sessions.

**NHS Emergency and Urgent Care:** Call 111 or 999 (or visit A&E)

**Samaritans:** Available for free support 24 hours a day 365 days a year.

Visit [www.samaritans.org](http://www.samaritans.org)

Call 116 123

**Kent & Medway Urgent Mental Health Support:** For adults living in the Kent area, available 24 hours a day 7 days a week.

Visit [www.kmpt.nhs.uk/information-and-advice/the-kent-and-medway-urgent-mental-health-helpline/](http://www.kmpt.nhs.uk/information-and-advice/the-kent-and-medway-urgent-mental-health-helpline/)

Call 0800 783 9111

**B-EAT:** Available for free eating disorder specific support 365 days a year from 9am – midnight on weekdays and 4pm – midnight on weekends/bank holidays.

Visit [www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk)

Email [help@beateatingdisorders.org.uk](mailto:help@beateatingdisorders.org.uk)

Call 0808 801 0677

**Alcoholics Anonymous:**

Visit [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

Call 0800 9177650 (England)

**Childline:** Available for children to access free support, help and advice 24 hours a day 7 days a week.

Visit [www.childline.org.uk](http://www.childline.org.uk)

Call 0800 1111

## Professional registrations and ethics

I am registered as a Practitioner Psychologist with my regulatory body the Health and Care Professions Council (HCPC). I am also registered as a Chartered Psychologist with the British Psychological Society (BPS). I abide by the Ethical Principles and Codes of Conduct set by both bodies. I am certified as a therapist and supervisor and trainer in Emotion Focused Therapy by the International Society of Emotion Focused Therapy. I am certified as a therapist in Schema Therapy by the International Society of Schema Therapy.

## Confidentiality

- The information discussed in our consultations and appointments are of a confidential nature. We provide a safe place in which you [or your child] can share your feelings and thoughts with us.
- If I believe you are at risk of harming yourself or others, I reserve the right to report this to relevant organisations. Where possible, I would always discuss this with you first.
- It is a requirement for all psychological therapists to have regular Clinical Supervision sessions in which they discuss their work in a safe confidential space with an equally or more experienced colleague bound by all the same legal obligations as me. This supervision helps me to work to the highest standard possible and to support you as best as I can.

## Endings

Endings of therapy are always explicitly discussed and kept on the agenda throughout therapy. You are entitled to end therapy whenever you would like to, and I encourage you to be open about this as much as you feel able. I always welcome discussion of any worries or concerns. Where it differs from what is previously planned, I recommend that we have at least 2 weeks' notice of ending to enable us to process the relationship ending and to make plans of how to support your continuing post therapy progress.