

## **GLADEANA McMAHON ASSOCIATES**

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### ***When Life Gets in the Way of Living***

## **COUNSELLING CLIENT INFORMATION SHEET**

### **Training and Experience**

Our Associates have experience of working in a variety of sectors as Cognitive-Behavioural Therapists holding a range of qualifications in Psychology and Counselling. All Associates engage in Continued Professional Development on an annual basis.

### **Codes of Ethics**

- British Association for Counselling and Psychotherapy (BACP).
- British Association for Behavioural and Cognitive Psychotherapies (BABCP).
- British Psychological Society (BPS)
- Association for Rational Emotive Behaviour Therapy (AREBT)
- Association for Coaching (AC).

### **Fees**

Sessions usually last for one hour and payment by an individual (cash or cheque) is made at the end of each session. Organisations are invoiced on a monthly basis or at the end of a given contract period. Fees are subject to annual review and non-payment of fees may result in legal action being taken.

#### ***Individuals***

*Gladeana McMahon* £100 + VAT  
- Assessments and per session

*Associates*  
- Assessment and per session £65 + VAT

## **Couples**

Gladeana McMahon £120.00 + VAT  
- Assessments and per session

Associates  
- Assessment and per session £90.00 + VAT

## **Cancellation Policy**

A full **24 hours notice** is required for cancelled appointments otherwise the full fee is payable.

## **Supervision**

Good practice requires regular supervision of cases as this ensures standards are maintained in both counselling and coaching.

## **Confidentiality and Access to Case Notes**

The trust between client and Therapist is crucial to the success of the process and we treat all information disclosed as confidential. Any details a Supervisor receives are also treated as confidential and we do not disclose client details to a third party without the client's permission. However, if in our opinion a client is a danger to him/herself or to others we do reserve the right to inform appropriate agencies. It is our practice, wherever possible, to inform the client first. We keep brief notes following each session that you are entitled to see if you so wish.

## **Process**

We offer prospective clients an Assessment Interview. This provides both parties with an opportunity to consider whether they wish to work together. It is just as important that you feel comfortable with your therapist, as it is that he or she feels able to work with you. At the end of the first session we would arrange to meet for an agreed number of sessions.

There is no obligation to attend all the sessions arranged and you are free to terminate your appointments at any time. A review session takes place at the end of the agreed number of sessions where we jointly assess progress and what further action, if any,

may be needed. If we decide not to work together we try to provide you with details of alternative practitioners or agencies.

Sessions usually last for one hour and if you are late arriving we still terminate at the usual time so as not to delay the next person. We leave 15 minutes between sessions to allow those people wishing to remain anonymous the opportunity of doing so. We see clients during the day as well as in the evening and special appointments can be arranged for the weekend.

## **Contact**

There are times when we are unavailable for various reasons. To allow messages to get through we have a confidential voicemail service that we encourage clients to use. Your Associate will also give you a mobile number for easy access. If we need to make contact with you we simply leave our name and telephone number should you be unavailable.

## **How can Cognitive-Behaviour Therapy help me?**

Cognitive-Behavioural Therapy (CBT) aims to help you gain a perspective about whatever is troubling you. Together we identify what might be stopping you from reaching your full potential and what action you need to take to change your situation.

Therapists look beyond presenting problems to possible underlying causes. The aim of CBT is to help you change your behaviour to that which is more productive for you. The process helps you move towards becoming the kind of person you want to be with attaining the types of outcomes you desire.

## **Our Approach**

There are many different models of counselling to choose from. We do not believe there is one model that helps everyone as each person is an individual and what might suit one person may not necessarily suit another. However, we offer Cognitive-Behavioural Therapy. We aim to be sensitive to the cultural and ethnic origins of individuals and to people's religious beliefs and sexual orientation. We operate our practice along the lines normally associated with an equal opportunities employer.

### **Gladeana McMahon**

The Business Section of the *Independent on Sunday* and the *Sunday Observer* listed Gladeana McMahon as one of the UK's Top Ten Coaches and, the *Evening Standard* listed Gladeana as one of the UK's Top Twenty Therapists. She works as a Cognitive-Behavioural Psychotherapist and Transformational Coach. She writes for a range of publications and has either written, edited or contributed to some 20 academic and self-help books including, *No More Anger – be your own Anger Management Coach*, *No More Anxiety – be your own Anxiety Coach* and *Confidence Works – learn to be your own Life Coach*, Sheldon Press.

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## How to Find Us



**By Train:** Just 12 minutes from Central London. Trains leave from Charing Cross, Victoria, Waterloo East and London Bridge towards Bexleyheath/Dartford – usually at least 4 trains an hour. Our offices are about a 10 to 15 minute walk from Blackheath Station. There is a minicab company at the side of the Station and the cost is approximately £4.00.

**By DLR:** The DLR now serves Lewisham from Docklands and Central London and connections to Blackheath are via train or bus from Lewisham.

**By Car:** The A2, A20 and South Circular Road for quick and easy access. Blackheath and Blackheath Park is situated to the South End of the Village.

**By Bus:** Numbers 54, 89, 108, 202, N53 and N108 all stop in Blackheath.

**Parking:** There are parking bays available at the top of Streetfield Mew on the right hand side.

## **ISSUES FOR YOU TO CONSIDER**

***Here is a list of topics or questions you may wish to raise when attending your initial Assessment Counselling Interview:***

1. Check your practitioner has the relevant qualifications and experience
2. Check the approach the practitioner uses and how it relates to your problem.
3. Check that the practitioner is in Supervision (a professional requirement)
4. Check that the practitioner is a member of a professional body and abides by a code of ethics.
5. Discuss your expectations of therapy and/or coaching and the goals you want to achieve.
6. Ask about fees and discuss the frequency and estimated duration of sessions
7. Arrange regular review sessions with your practitioner to evaluate your progress.
8. Do not be coerced into a long-term contract unless you are satisfied that it is necessary and beneficial to you.

*If you do not have a chance to discuss the above points during your first session discuss them at the next possible opportunity.*

### **GENERAL ISSUES**

1. Practitioner self-disclosure can be useful. However, if sessions are dominated by the practitioner discussing his/her own problems at length, raise this in the session.
2. If you feel uncomfortable, undermined or manipulated at any time within the session discuss this with the practitioner. It is easier to resolve issues as and when they arise.
3. It is unethical for a practitioner to engage in sexual activity with current clients and research has shown it is not beneficial for clients to have sexual contact with their practitioner
4. Do not accept gifts from your practitioner. This does not apply to relevant therapeutic material.
5. Do not accept social invitations from your practitioner. However, this does not apply to relevant assignments such as being accompanied into a situation to help you overcome a phobia.

6. If your practitioner proposes a change in venue without good reason (e.g. from a centre to the person's home) do not agree.
7. If you have any doubts about the treatment you are receiving discuss them with your practitioner. If you are still uncertain, seek advice and/or terminate your work.
8. You have the right to terminate your work at any time you wish and to ask to see any documentation/notes the practitioner may hold on you as well as copies of any of the codes of ethics and practice the practitioner abides by.

*(Adapted from Palmer & Szymanska, 1994)*