

Terms of Service

Dr. Elaine Kasket

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Code of Ethics

I endeavour to abide by the ethical frameworks of the professional organisations to which I belong, including the British Psychological Society, the Health and Care Professions Council, the British Association for Counselling and Psychotherapy, and the United Kingdom Council for Psychotherapy.

Length of Sessions

Individual psychotherapy sessions are 50 minutes long. The number and frequency of sessions will be negotiated with you.

Lateness

If you are late for a session, the extra time cannot be added on at the end; however, if I am late, the full session will take place if it is convenient for you. If it is not, I will reduce the fee for the session accordingly.

Couples Sessions

In couples therapy, the session will begin only once both partners are present. If one partner has an individual session, the same will also be offered to the other partner, which would ideally occur before the next couples session takes place.

Cancellation of Sessions

Please give as much notice as possible if you are unable to make a session. I will need to charge the full fee if you do not appear for your appointment or if you cancel within 24 hours of your session. If I have another available time slot within the same week that you are able to attend instead, happy to waive this charge – however, please be aware that empty time slots are not always available.

Occasionally clients are surprised by this policy, and I do understand that things come up; however, less than 24 hours' notice significantly decreases the likelihood that another client can be booked in, and I will remain liable for the consulting room fee. I prefer that you cancel appointments via a telephone call or text direct to me on 0790 372 6299 so that I am informed straightaway. I will notify you well in advance of any anticipated absences.

Insurance clients: If you have private insurance, please note that insurance companies only pay for sessions that have taken place and do not permit me to charge them for sessions that did not occur (regardless of the reason for or timings of the cancellation), so this cost must be passed on to the client.

Fees (2018) Individual sessions are £130 for a 50-minute session within regular clinic times (Th/F 9 – 2) and £150 for appointments outside of these times, by arrangement. Couples sessions are £150. Insurance is billed in line with my agreement with that particular insurer, and fees may reflect additional administrative costs.

Insurance Insurance companies that cover my services include Aviva, AXA PPP, Bupa, Cigna, Cigna International, and WPA. If I am not currently listed as a provider with your insurance company, it may very well be that this could be arranged – please inquire.

Social Media I do not connect with clients on social media such as Facebook and LinkedIn. In the interests of client privacy, I do not Google clients or follow them on Twitter.

Email Contact My email address (contact@drelainekasket.com) is intended for enquiries, appointment scheduling, and other administrative purposes. I am not able to provide email counselling and would not be able to respond to an email written in a crisis situation. Cancellation and alteration of existing appointments is better accomplished via telephone.

Leaving Messages My mobile phone (0790 372 6299), which also receives email messages, is locked with a security code and fingerprint lock. Client information is coded in the address book as “Cl” plus your initials.

Crisis Outside of scheduled sessions, I can only offer limited support in a crisis. You have several alternatives in a crisis situation (e.g., if you feel you are a danger to yourself or are otherwise in need of immediate help):

- Contact your General Practitioner (GP).
- Go to your nearest A&E Department.
- Ring the Samaritans (116 123).
- Ring the Mental Health Helpline (0300 304 7000).

Telephone Contact Outside Scheduled Sessions If substantial telephone contact of a therapeutic nature occurs outside of your scheduled face-to-face sessions, I may need to charge you for this time. If you are unsure, please clarify this with me.

Sharing Information General Medical Council guidelines advise that best practice is for psychologists to communicate with a client’s General Practitioner (GP); this is one reason why your GP’s name and address is requested on the client information form. I do not, however, liaise with GPs or other parties unless this is deemed necessary and/or helpful. I will discuss this with you in the first session. In instances of perceived risk to self or others, I will need to communicate with your GP.

If you wish me to be able to discuss your situation with another health care provider (e.g., a specialist, another psychologist, a previous therapist) or any other person (e.g., a school counsellor, your spouse), I will ask you to sign a release of information to allow this. For children under 16, I will assume permission to share information with the parents if it is indicated, having first discussed this with the child.

Confidentiality Information on and details of sessions are confidential but may also be shared (minus any identifying information) in the context of peer supervision. There are some limits to confidentiality, which may have to be broken if:

- Serious injury or harm may occur to you or someone else;
- Child abuse has been disclosed;
- A miscarriage of justice will occur;
- Information is disclosed about an act of terrorism; or
- I am summoned by a Court of Law.

In the first instance, I would at the very least contact your General Practitioner and the emergency number given on the client information form. Where possible, I will always inform you first and discuss it with you if confidentiality is going to be broken.

Record Keeping and Data Protection

I process your data in line with the General Data Protection Regulation 2018 and professional practice guidelines.

When making process notes in session, I do not include any identifying information (e.g., name, initials, or time/date of session).

Any electronic client records, and/or the devices on which they are kept, are encrypted and/or password protected.

Record Keeping and Data Protection (continued)

I will obtain your consent to use email and/or SMS to correspond with you.

I do not transport paper material with identifying information. If I receive information at my rented premises, I will record information in an anonymised or password-protected format for safe transport. I can provide another professional or your insurance provider with my home address for safe receipt of paper correspondence, if necessary.

I take steps to ensure that no one else can access your personal data without your specific consent. In the unlikely event of a data breach, I will report this to you and to the Information Commissioner's Office within 72 hours.

You are able to request copies of the data I hold about you. I will respond within 30 calendar days. There is no fee for this.

After your therapy has ended, I will retain your data for seven years, in line with professional practice guidelines. At that point they will be destroyed/erased, to include all electronic communications. In certain circumstances, you may wish to have your personal data permanently erased sooner than this. This is known as the right to be forgotten.

To allow me to process your personal data in the above-described ways, I will need a clear and specific statement of consent from you.

Get in contact:

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