

Organisational policy (updated December 2022)



These policies define how Progress operates and is used for client information on how the service works. Exact setup for each client will be defined in their contract but it will be based on these general principles. These policies should be reviewed as needed or 6 monthly.

Professional standards & ethics.

Progress will maintain professional standards and memberships of professional bodies such as counselling bodies, ICO and Disclosure (PVG). It will adhere to all guidance around ethics, supervision, CPD, professional conduct, confidentiality, data protection and safeguarding. Some clients may be on different payment plans relating to different incomes but Progress should avoid favouring higher income clients in referral for financial reasons.

Flexible and accessible service.

Progress is structured to be as accessible as possible. Services in Ayrshire offer clients a choice between in person visits and video/phone sessions using our Google Workspace powered e-therapy platform. All clients working with Robert have the right to use either with associates having their own policies.

Engagement

Therapy may be ended after a month of non-engagement. Client should be alerted a week in advance. Exceptional circumstances or illness can be taken into account to avoid ending.

Ingram Enterprise Centre

Robert will now be hosting in-person sessions at our new office in Suite 3:7, Ingram Enterprise Centre, 30 John Finnie Street, Kilmarnock, KA1 1DD. We abide by their fire & COVID safety policies as well as commitments to contained noise levels and keeping private and communal areas clean. This guide explains all about the visiting process.

You will attend at the centre and I will meet you in the lobby. We have to sign in for fire safety reasons (you can be signed in as Robert Fulton client for anonymity). We must adhere to all centre policies including COVID safety policies. The office is on floor 3 but there are lifts for those who may struggle with the stairs. The public area has toilets and a kitchen that is shared with other businesses. My office is private and my neighbours can't

hear anything at normal talking volume. After the visit I will show you out and sign you out.

COVID policy.

Progress will take all precautions to control the spread of COVID-19. If Robert or a client is asked to self-isolate we will move all sessions to video/phone calls for 2 weeks or longer if anyone is still testing positive. We will also take steps to distance and wear masks where guidance requires for the Ingram Centre.

Fees

Progress has a policy of controlling fees as much as possible to enable as many people as possible to access the service. While private therapy typically ranges from £40-60 per session, Progress tries to keep session fees below this. Discounts may apply but these are in exceptional circumstances only. Refusal to pay session fees can result in an immediate end to service.

Recordings

Session recordings are mandated by professional bodies (especially BABCP) to allow therapists to be assessed as keeping high clinical standards. Progress adheres to this to demonstrate we meet these standards. We need not record every moment of every session but enough ensure clinical supervision can be facilitated.

Association

Progress can work with associate therapists who are at a comparable level of qualification to Robert Fulton. This enables more people to be seen. All therapists will be considered equals clinically and work together. Robert Fulton may act as an associate for larger clinics provided it does not harm Progress clients access to therapy.