



WELCOME

to The Therapy Den

CLIENT INFORMATION & AGREEMENT

This booklet provides important information about working together, what to expect, and your rights.

Please take time to read it carefully and ask any questions you may have.



ABOUT ME



BA (Hons) in Social Work



Qualified Hypnotherapist



Trainee Counsellor
(Level 4 Professional Training)

A space to pause, heal and grow.



ABOUT ME



Hi, I'm *Lexi*, a qualified hypnotherapist and trainee counsellor with a deep passion for supporting people to heal, grow and reconnect with themselves.

My approach is warm, compassionate and neurodivergent-friendly. I create a safe, inclusive and non-judgemental space where you can feel heard, understood and supported.

I have experience supporting survivors of sexual abuse and I strive to offer a space where you can feel safe to explore your experiences, build resilience and work towards meaningful change at your own pace.

I'm here to walk alongside you on your journey.



WORKING TOGETHER



SESSIONS

Sessions last approximately 50 minutes unless otherwise agreed.



LOCATION

Sessions take place at 7 Mill Lane Avenue, or online.



ONLINE SESSIONS

Please ensure you are in a private space where you will not be disturbed, have a stable internet connection and are not driving or in a moving vehicle.



CONTACT BETWEEN SESSIONS

Contact is minimal and limited to arranging or cancelling appointments unless otherwise agreed.



I value your time and commitment. Together, we'll work at a pace that feels right for you, with compassion, respect and confidentiality at the heart of everything I do.



PROFESSIONAL STANDARDS



At The Therapy Den, I am committed to:



Treating all clients with respect, dignity and compassion.



Maintaining clear, professional boundaries at all times.



Practising within my level of competence and referring to other professionals or services when appropriate.



Promoting client autonomy and empowering you to make informed decisions about your wellbeing.



Maintaining strict confidentiality and complying with GDPR.



Ensuring informed consent and your right to withdraw at any time.



Providing an inclusive, non-discriminatory service to all clients.



PROFESSIONAL STANDARDS



Ensuring the safe, ethical use of hypnosis and never using it for manipulation, coercion or entertainment.



Participating in regular supervision and continuing professional development to uphold safe practice.



Acting with honesty, integrity and fairness in all professional activities.



Taking all reasonable steps to safeguard the physical and emotional wellbeing of my clients.



Providing an inclusive, non-discriminatory service to all clients.



CONFIDENTIALITY & ITS LIMITS



Confidentiality is at the heart of the therapeutic relationship.
All discussions during sessions are kept confidential,
except where:



- There is a risk of **serious harm** to yourself or others.



- I am **legally required to disclose** information.



- **Safeguarding concerns** arise regarding a child or vulnerable adult.

Wherever possible, you will be informed
before any disclosure.

*Your trust is important to me
and I will always handle it with care.*





DATA PROTECTION



Your privacy is important to me. I am committed to protecting your personal information and handling it in accordance with UK GDPR and professional ethical standards.



SECURE STORAGE

Your personal information is securely stored and used solely for providing therapeutic services.



CONFIDENTIALITY

Your information will not be shared without your consent unless I am legally required to do so.



YOUR RIGHTS

You have rights regarding your personal data under UK GDPR. Requests to access, amend or erase information will be considered in accordance with legal and professional obligations.



CLINICAL RECORDS

Brief clinical notes will be kept following each session and stored securely.

Records will normally be retained for **7 years** following the end of therapy and will then be securely destroyed.

Your information deserves the same care and respect as the work we do together.





SUPERVISION & SAFETY



SUPERVISION

I attend regular clinical supervision to ensure safe and ethical practice. Information discussed in supervision is anonymised wherever possible and treated confidentially.



EMERGENCY SUPPORT

The Therapy Den is not a crisis or emergency service. If you feel unable to keep yourself safe or require urgent support, please contact your GP, NHS 111, your local crisis team, or 999 in an emergency.




SUITABILITY & REFERRAL


Therapy may not be suitable for everyone. Where appropriate, I may recommend alternative support or request medical information before proceeding.



You are free to end therapy at any time. Wherever possible, we will have a planned ending session to ensure a safe and supportive conclusion.



*Your safety and wellbeing are
always the priority.*





FEES & APPOINTMENTS



FEES & PAYMENT

During my training period, no fee is charged for sessions.



CANCELLATION POLICY

- A minimum of 24 hours' notice is required to cancel or reschedule an appointment.
 - Deposits are non-refundable if less than 24 hours' notice is given or if a session is missed without informing me.
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PRACTITIONER CANCELLATIONS

If I need to cancel a session, any deposit will be refunded or transferred to a future session.

Life happens. Please reach out as soon as you can if you need to change your appointment.





COMPLAINTS & FEEDBACK



If you have concerns about any aspect of the service provided, please raise them with me in the first instance.



If the issue cannot be resolved informally, a formal complaints procedure is available on request.



Your feedback is always welcome and helps me to continue providing the best possible service.



Thank you for trusting me with something so important. I look forward to working with you.





AGREEMENT & CONSENT



By signing below, you agree to the terms outlined in this document and understand the nature of the services provided.



CLIENT NAME: _____



CLIENT SIGNATURE: _____



DATE: _____



PRACTITIONER NAME: Lexi Phillips



PRACTITIONER SIGNATURE: _____



DATE: _____



THANK YOU FOR TAKING THE TIME TO READ THIS BOOKLET.

I hope it has given you a clear understanding of
how we can work together in a safe, supportive
and respectful way.



GET IN TOUCH



If you would like to arrange a session, ask a question,
or discuss whether hypnotherapy may be right for you,
please feel free to get in touch.



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www.thesensoryden.co.uk/thetherapyden



York, North Yorkshire



PROFESSIONAL STATUS

Qualified Hypnotherapist
Trainee Counsellor

*You don't have to do this alone.
I'm here when you're ready.*

