

24hr Therapy

Code of Conduct for Therapists

This code of conduct outlines the professional standards and expectations for therapists and counsellors who provide services through '24hr Therapy'. It is essential for maintaining ethical practice, ensuring client welfare, and upholding the reputation of the therapy profession. Therapists are expected to adhere to these guidelines in conjunction with the ethical standards set by their accrediting bodies (e.g., BACP, UKCP, NCS).

Ethical Responsibilities

1. Compliance with Ethical Guidelines

- Therapists must adhere to the ethical guidelines and standards set forth by their accrediting bodies (e.g., BACP, UKCP, NCS). This includes maintaining confidentiality, respecting client autonomy, and promoting client well-being.

2. Professional Conduct

- Therapists must conduct themselves with integrity, honesty, and transparency in all professional interactions. They should avoid conflicts of interest and dual relationships that may compromise client care.

- Therapists must ensure they are in a secure, private location (e.g., home office, private office) when providing sessions, with no other persons present in the same room to maintain confidentiality and focus.

3. Client Welfare

- Therapists must prioritise the welfare and best interests of their clients at all times. This includes providing competent and effective therapy, informed consent, and maintaining professional boundaries.

4. Protection of Platform Interests

- Therapists are prohibited from soliciting clients for their own practices or promoting other businesses, including their own, on the platform. This includes verbal promotion, displaying images, or text (e.g., in their bio) unless written consent has been obtained from '24hr Therapy'.

Safeguarding Responsibilities

1. Recognition of Safeguarding Concerns

- Therapists are responsible for recognising signs of abuse, neglect, or any other safeguarding concerns during therapy sessions. This includes being attentive to changes in client behaviour or disclosures.

2. Reporting and Documentation

- In the event of safeguarding concerns, therapists must follow established protocols for reporting to relevant authorities, such as local safeguarding teams. They must also maintain accurate and confidential documentation of these concerns and actions taken.

3. Balancing Confidentiality and Safeguarding

- While maintaining client confidentiality is crucial, therapists must understand that safeguarding concerns override confidentiality when necessary to protect clients from harm.

Professional Development and Accountability

1. Continuing Professional Development

Therapists should engage in ongoing professional development activities to enhance their knowledge, skills, and competence in therapy practice. This includes attending training, workshops, and supervision. We value continuous learning and provide access to ongoing training, resources, and a community of like-minded professionals passionate about mental health.

2. Accountability and Complaints Handling

- Therapists must have clear procedures for handling client complaints in a timely and fair manner. Clients should be informed of how to lodge complaints and the process for resolution.

Therapist Contract and Code of Conduct

1. Terms of Engagement

- Termination Conditions: Either party may terminate the contract with a notice period of one month. Immediate termination may occur in cases of gross misconduct or breach of contract.

2. Confidentiality and Data Protection Obligations

- Comply with the Data Protection Act 2018 and UK GDPR.
- Securely store and manage client data.
- Maintain confidentiality, except where disclosure is legally required or there is a risk of significant harm.

3. Handling Breaches of Contract or Code of Conduct

- Any breaches of the contract or code of conduct will be investigated promptly.
- Depending on the severity, consequences may range from additional training requirements to termination of the contract.
- Therapists have the right to appeal decisions made regarding breaches.

Policies to Adhere to

- Code of Conduct: Ensuring ethical and professional behaviour in all interactions.
- Confidentiality and Data Protection Policy: Complying with the Data Protection Act 2018 and UK GDPR to protect client information.
- Safeguarding Policy: Recognising and reporting any safeguarding concerns.
- Cancellation Policy: Notifying clients promptly and adhering to the platform's cancellation guidelines.
- Any other relevant policies.

This code of conduct serves as a framework for maintaining high ethical standards and professional conduct among therapists within '24hr Therapy'. By adhering to these guidelines, therapists demonstrate their commitment to ethical practice, client welfare, and continuous professional development.

Dated: 23/06/2024