



Frequently Asked Questions (FAQ)

We have compiled answers to some of the most common questions our clients ask.

Making an Appointment

How do I make an appointment?

You can email us via our website at www.lifeinaction.co.uk or call us directly. If the office is closed, please leave a message on our confidential voicemail, and we will return your call as soon as possible.

To start the referral process, we will take your details over the phone. If you contact us via email, please include your contact information so we can reach out to discuss your needs.

What happens after I provide my details?

Once we complete your referral form (usually over the phone), we will assess suitability and match you with a therapist based on your specific needs and availability.

Your assigned counsellor will contact you directly to arrange your first appointment. Occasionally, the office may contact you beforehand to clarify your availability or gather any additional necessary details.

Therapy Process and Expectations

Will my counsellor tell me what to do?

No. Counselling is designed to help you explore your situation and reach your own decisions, rather than being told what to do. We believe in supporting your autonomy and personal growth.

Can I choose a specific counsellor?

If you have seen a counsellor on our website that you would like to work with, we will try to accommodate your preference based on their fees and availability. We recommend selecting a few options, as we cannot always guarantee availability. If your preferred counsellor is unavailable, we will match you with a therapist with a similar approach and expertise.

Will my GP be informed that I am having counselling?



No, we do not inform your GP unless we have serious concerns about your physical, emotional, or mental well-being. In such cases, we would aim to obtain your written consent before making contact.

Confidentiality and Data Protection

Is my counselling confidential?

Yes. We are registered with the Information Commissioner's Office (ICO) and follow guidance from both the British Association for Counselling and Psychotherapy (BACP) and the ICO regarding confidentiality and data protection.

All our counsellors are BACP members and attend monthly supervision sessions to discuss their work. However, all client discussions are anonymized, and identifying details are never disclosed.

Are there situations where confidentiality may be breached?

Confidentiality is a priority, but there are circumstances where we may need to break confidentiality in line with Life in Action and BACP policies, including:

- If you are at serious risk of harming yourself or others.
- If there is a legal obligation to report criminal activities or acts of terrorism.
- If there is a child protection concern, as required by the Children Act 1989.

Where possible, we will always seek your consent before sharing information.

Referrals and Session Arrangements

Do I need a GP referral to start counselling?

No. We operate an open-access policy, meaning you can self-refer. However, in some cases, we may need to consult your GP before proceeding, particularly if there are medical concerns relevant to your therapy.

Can I see the same counsellor as my relative or friend?

Due to confidentiality and ethical considerations, we generally do not assign the same counsellor to multiple people from the same family or close circle. However, this is assessed on a case-by-case basis.

Can I request a male or female counsellor?



Yes. At the referral stage, we ask if you have a gender preference, and we do our best to accommodate this request.

Do you provide counselling for adoption-related issues?

No. UK law requires that adoption-related counselling be conducted by an ASA-registered (Adoption Support Agency) therapist. If you need this support, we will refer you to an alternative counselling service that specializes in adoption issues.

Appointments and Availability

Do you offer evening or weekend sessions?

Yes, we offer evening sessions during the week, and some of our counsellors also provide Saturday morning appointments.

How soon can I have my first session?

We aim to schedule an initial assessment session within a few working days of your referral. However, this depends on counsellor availability.

How long does a counselling session last?

Sessions typically last 50 minutes. Longer sessions may be available—please discuss this with your counsellor.

How many sessions will I need?

This varies depending on your needs. After your initial assessment, your counsellor will recommend either:

- A short-term contract (usually six sessions).
- An open-ended contract for longer-term therapy.

Cancellations and Payments

What happens if I cancel a session?

Your counselling contract will include a cancellation policy. If you do not provide the agreed 24 hours' notice, you will be required to pay for the missed session. Details of our cancellation policy can be found on our website.

How do I pay for sessions?



Session fees are paid directly to your counsellor at the start or end of each session.
Accepted payment methods include:

- Cash
- BACS (Bank Transfer)
- Euros (*at a locally agreed rate at the time of payment*)
- PayPal

Please note: We no longer accept card payments.

If you have been referred via an external agency, payment terms may differ.

Changing Counsellors and Accessibility

What if I don't get on with my counsellor?

If you feel that your assigned counsellor is not the right fit, please contact the office, and we will arrange for you to see another therapist. Our goal is to find the best match for you.

Can I bring my child to my session?

No, unless they are attending for child counselling. We do not have childcare facilities on-site, and the counselling environment requires a quiet, therapeutic space.

Is the centre wheelchair accessible?

No. Unfortunately, we do not have wheelchair access as we are located in a listed building upstairs. If you have accessibility concerns, please contact us, and we will do our best to suggest alternative counselling arrangements.

Other Practical Questions

Can someone wait for me during my session?

Visitors are welcome to wait in the reception area, but there is no seating available. Alternatively, we are located in Sleaford town centre, where there are cafés and public seating areas nearby.

What if I have a question that isn't answered here?

If you have any further questions, feel free to call us and speak to the Clinic Director, who will be happy to assist you.