



Code of Conduct and Professional Boundaries Policy

Business Name: Guided by... Adelle

Practitioner: Adelle Northall

Professional Membership: Registered Member of the National Counselling and Psychotherapy Society (NCPS)

Role: Counsellor

Effective Date: 13 July 2026

Review Date: 13 July 2027

1. Purpose of this Policy

Guided by... Adelle is committed to providing counselling services that are safe, ethical, respectful and professional.

This Code of Conduct and Professional Boundaries Policy outlines the standards expected within the counselling relationship and explains how professional boundaries are maintained.

The purpose of this policy is to:

- Promote safe and respectful therapeutic relationships.
 - Protect the wellbeing and dignity of clients.
 - Maintain appropriate professional boundaries.
- Clarify expectations around communication and contact.
 - Support ethical counselling practice.

This policy applies to counselling provided to:

- Adults.
- Children and young people.
- Clients referred through organisations.
 - Face-to-face clients.
 - Online counselling clients.

2. Professional Standards

Guided by... Adelle works in accordance with:

- The National Counselling and Psychotherapy Society (NCPS) Code of Ethical Practice.
 - UK safeguarding legislation.
 - UK GDPR and Data Protection legislation.
- Professional standards relating to confidentiality, boundaries and client welfare.

Clients can expect counselling to be delivered with:

- Respect.
- Integrity.
- Compassion.
- Professionalism.
- Fairness.
- Non-judgement.

3. Respectful Relationships

The counselling relationship is based on trust, safety and mutual respect.

Guided by... Adelle will:

- Treat all clients with dignity and respect.
- Value diversity and individual experiences.
 - Provide a non-discriminatory service.
 - Listen without judgement.
- Maintain appropriate professional boundaries.
- Respect each client's autonomy and personal choices.
- Support clients to make their own informed decisions.

Clients are expected to:

- Treat the counsellor with respect.
- Attend sessions in a way that supports a safe therapeutic environment.
 - Communicate concerns appropriately.
 - Respect agreed boundaries.

Counselling is a professional relationship and is different from a friendship or personal relationship.

4. Communication Expectations

Communication outside counselling sessions is limited to practical and administrative matters, such as:

- Arranging appointments.
- Confirming session times.
- Discussing payments.
- Sharing necessary information relating to the counselling arrangement.

Clients should not use email, text messages or social media messaging for:

- Urgent emotional support.
- Crisis situations.
- Detailed therapeutic discussions.

If a client is experiencing an emergency or immediate risk, they should contact appropriate emergency or crisis services.

5. Contact Between Sessions

To maintain safe professional boundaries:

- Counselling work will take place primarily within agreed sessions.
 - Contact outside sessions will be limited and appropriate.
 - Messages may not receive an immediate response.
- The counsellor is not available as an emergency support service.

Clients are encouraged to bring important therapeutic matters into their counselling sessions wherever possible.

6. Social Media and Online Presence

To protect confidentiality and professional boundaries:

Guided by... Adelle will:

- Maintain professional boundaries on social media platforms.
- Not accept personal social media friend or follow requests from current clients.
- Not communicate with clients through personal social media accounts.
- Avoid interactions that could identify someone as a client.

Clients are asked to:

- Respect confidentiality by not publicly identifying themselves as a client of Guided by... Adelle without careful consideration.
- Avoid tagging, reviewing or posting information that may compromise their own privacy or the confidentiality of the therapeutic relationship.

Any online reviews or public comments are entirely voluntary; however, clients should consider their own confidentiality before posting.

7. Gifts and Financial Boundaries

The giving or receiving of gifts can affect professional boundaries.

Guided by... Adelle:

- Does not generally accept gifts from clients.
- Will consider small symbolic gifts on an individual basis where refusal may negatively affect the therapeutic relationship.
 - Will not accept gifts of significant monetary or personal value.
- Maintains clear professional boundaries regarding fees and payments.

Clients will never be expected to provide gifts.

8. Professional Boundaries

Professional boundaries help create a safe and effective counselling relationship.

Guided by... Adelle will maintain boundaries relating to:

Dual Relationships

A dual relationship occurs when a counsellor has another type of relationship with a client outside counselling.

To protect the therapeutic relationship:

- Personal, social or business relationships with current clients will be avoided.
 - Appropriate professional distance will be maintained.

Physical Contact

Physical contact within counselling will be approached carefully and professionally.

- Any physical contact must be appropriate, considered and in the client's best interests.
 - Clients' comfort and consent will always be respected.

Confidentiality

Confidentiality will be maintained in accordance with the Confidentiality Policy, except where safeguarding, legal or ethical responsibilities require information to be shared.

Ending the Counselling Relationship

Counselling relationships may end when:

- Therapeutic goals have been met.
- Counselling is no longer appropriate.
- Either party decides to end the work.
- Professional boundaries cannot be maintained.

Where possible, endings will be discussed and managed safely.

9. Working with Children and Young People

When working with children and young people:

- Boundaries will be explained in an age-appropriate way.
- Communication with parents, carers and organisations will follow agreed confidentiality arrangements.
- Professional boundaries will be maintained at all times.
- Safeguarding responsibilities will take priority where concerns arise.

10. Concerns About Professional Conduct

If a client has concerns about boundaries, communication or professional conduct, they are encouraged to raise these directly with Guided by... Adelle.

Concerns will be taken seriously and managed in accordance with the Complaints Policy.

Where concerns relate to professional conduct, clients may also have the right to contact the National Counselling and Psychotherapy Society (NCPS).

11. Policy Review

This Code of Conduct and Professional Boundaries Policy will be reviewed annually or sooner if there are changes to legislation, professional guidance or working practices.

Policy Approval

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Psychotherapy Society (NCPS)

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