



Health and Safety 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 in environments that are safe, healthy and suitable for clients, the counsellor and others who may be affected by the counselling service.

This policy outlines the measures taken to promote health, safety and wellbeing when counselling is provided:

- In private practice.
- In schools and educational settings.
- In clients' homes (where appropriate).
- In community settings.
- Online via secure video platforms.
- By telephone.

The aim of this policy is to minimise risk, maintain professional standards and promote a safe therapeutic environment.

2. Legal and Professional Framework

This policy has been developed with reference to:

- Health and Safety at Work etc. Act 1974.
- Management of Health and Safety at Work Regulations 1999.
- Equality Act 2010.

- Data Protection Act 2018.
- UK General Data Protection Regulation (UK GDPR).
- National Counselling and Psychotherapy Society (NCPS) Code of Ethical Practice.

Although many health and safety duties apply to employers, Guided by... Adelle is committed to applying good health and safety practice as an independent practitioner.

3. General Commitment

Guided by... Adelle is committed to:

- Providing counselling in safe and appropriate environments.
 - Identifying and reducing foreseeable risks.
 - Maintaining professional boundaries.
 - Reviewing working practices regularly.
- Complying with safeguarding responsibilities.
- Protecting client confidentiality whilst maintaining safety.
 - Responding appropriately to emergencies.

Health and safety considerations form part of all counselling work.

4. Responsibilities

As the owner of Guided by... Adelle, Adelle Northall is responsible for:

- Maintaining safe working practices.
- Completing appropriate risk assessments where required.
 - Maintaining suitable professional insurance.
 - Maintaining safeguarding knowledge.
- Keeping emergency contact information where appropriate.
 - Reporting and recording incidents where necessary.
 - Reviewing this policy annually.

Clients are also encouraged to:

- Attend sessions safely.
- Inform the counsellor of any relevant health or accessibility needs.
- Follow reasonable safety guidance during appointments.

5. Private Practice Premises

When working from a private practice room, Guided by... Adelle will seek to ensure that:

- The counselling room is clean, comfortable and suitable for therapeutic work.
 - Seating is safe and appropriate.
 - Walkways and exits remain clear.
 - Adequate lighting and ventilation are available.
- Confidential conversations cannot ordinarily be overheard.
 - Fire exits and emergency procedures are known.
- Reasonable adjustments are considered where required.

6. Working in Schools and Organisations

When working within schools, colleges, charities or organisations:

- The health and safety procedures of the host organisation will be followed.
- Fire evacuation procedures will be familiarised before sessions begin where possible.
 - Visitor procedures and signing-in requirements will be followed.
 - Safeguarding procedures will be adhered to.
- Any incidents or concerns will be reported in accordance with the organisation's procedures.

7. Home Visits

Where counselling is provided in a client's home:

- Home visits will only be undertaken where appropriate and agreed in advance.
 - A dynamic risk assessment will be carried out before and during the visit.
- The counsellor reserves the right to end or decline a visit if safety concerns arise.
 - Appropriate professional boundaries will be maintained at all times.
 - Emergency contact arrangements may be used where appropriate.

If at any time the environment is considered unsafe, the session may be postponed, relocated or ended immediately.

8. Community Settings

When working in community venues:

- Suitable private rooms will be used wherever possible.

- Health and safety procedures for the venue will be followed.
- Confidentiality will be considered when selecting counselling spaces.
- Any concerns regarding safety or suitability will be addressed before sessions proceed.

9. Lone Working

As an independent practitioner, counselling may occasionally involve lone working.

To reduce risk, Guided by... Adelle will:

- Keep a record of appointments.
- Maintain appropriate professional boundaries.
- Carry a charged mobile phone when travelling.
- Consider personal safety when attending unfamiliar locations.
- End appointments if personal safety becomes compromised.

10. Online and Telephone Counselling

Health and safety considerations also apply to remote counselling.

Guided by... Adelle will:

- Use secure and appropriate technology.
- Confirm the client's identity where appropriate.
- Obtain emergency contact information before counselling begins.
- Confirm the client's location at the start of online sessions where appropriate.
- Discuss procedures for emergencies and technological disruption.
- Encourage clients to attend sessions from a private and safe environment.

If there is an immediate concern for a client's safety during an online session, emergency contacts or emergency services may be contacted where necessary.

11. Risk Assessments

Risk assessments may be undertaken where appropriate to consider:

- The counselling environment.
 - Lone working.
 - Home visits.
- Online counselling.

- Safeguarding concerns.
- Health conditions affecting service delivery.

Risk assessments will be proportionate to the nature of the work.

12. First Aid and Emergencies

In the event of an emergency:

- Emergency services will be contacted where required.
- Appropriate safeguarding procedures will be followed.
- Incidents will be recorded where necessary.
- Relevant organisations or emergency contacts may be informed if appropriate.

Clients experiencing a medical emergency should contact 999 or attend their nearest Accident and Emergency Department.

13. Accidents, Incidents and Near Misses

Any significant accident, incident or near miss occurring during counselling activities will be:

- Recorded appropriately.
- Reviewed to identify lessons learned.
- Managed in accordance with safeguarding and confidentiality requirements.
- Reported to the relevant organisation where counselling is delivered on their behalf.

14. Infection Prevention and Hygiene

Guided by... Adelle aims to maintain a clean and hygienic counselling environment.

Reasonable measures may include:

- Maintaining a clean counselling space.
- Encouraging clients not to attend face-to-face sessions if they have a contagious illness.
- Offering online sessions where appropriate.
- Following public health guidance where relevant.

15. Accessibility

Reasonable adjustments will be considered to enable clients to access counselling wherever practicable.

Clients are encouraged to discuss any accessibility requirements before counselling begins so that appropriate arrangements can be explored.

16. Review of this Policy

This Health and Safety Policy will be reviewed annually or sooner if:

- There are changes to legislation.
- Working practices change.
- New risks are identified.
- Following a significant incident or near miss.

Policy Approval

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Practitioner: Adelle Northall

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Approved by: Adelle Northall

Signature: Adelle Northall

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