



## SEREN POLICY ISSUES

### CONFIDENTIALITY

There are 3 areas that we have identified :

1 That which is within the session - we have case consultation as a team in SEREN, but outside of that the work is confidential.

Exceptions - Steps should be taken to minimise danger - in the case of someone (client or third party) being at risk of serious harm. This is to be discussed with the client, and the client be encouraged to take action themselves. If the client is unwilling/unable to do so, ideally the counselling team will discuss and plan any action to be taken, and the client informed.

This should be mentioned at assessment.

This information should be included in the document 'What to Expect from Seren', sent to all prospective clients before assessment.

2 Within the Group - Confidentiality should be a boundary issue for the group, and should be part of ground-rules.

3 Within the Project - Leakage to Management etc. or other agencies, eg hospital, Social Services, Probation. CPN's etc, is not acceptable.

Clients to the project self-refer, so it is their decision to come. It is not appropriate to give feed-back to other agencies.

It is expected that people attending the Project respect each others' right to confidentiality.

Liaison with Other Agencies - This is seen as important in terms of networking and education and training - but does not involve sharing case work.