



MB Therapy
Person-Centred Counselling

Client Crisis/Risk

Crisis and Risk Policy

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Contents

Section Heading	Page
Scope	3
Counselling Is Not a Crisis Service	3
Crisis Support Resources	3
Risk Assessment	3
Managing Risk	4
Limits of Confidentiality in Crisis Situations	4
Emergency Contact Information	4
Online and Telephone Counselling Considerations	4
Therapist-Initiated Action	4
Client Responsibility	5
Review of Risk	5
Questions Or Concerns	5

Introduction

This policy explains how crises and risk-related situations are managed within my counselling practice. It is intended to support client safety while maintaining clear and appropriate boundaries.

Scope

This policy applies to all counselling sessions conducted through:

- Video conferencing platforms (e.g., Zoom, Microsoft Teams, etc.)
- Telephone or mobile phone
- Any other online communication method agreed upon
- In-Person based therapy

Counselling Is Not a Crisis Service

- Counselling sessions are **not an emergency or crisis service**.
- I am not able to provide immediate support outside of scheduled sessions.
- If you are in immediate danger or feel unable to keep yourself safe, you should contact **emergency services (999)**, attend your local **A&E department**, or contact an appropriate crisis service without delay.

Crisis Support Resources

Clients are encouraged to familiarise themselves with crisis support options, including:

- NHS 111
- Samaritans (UK): 116 123
- Local crisis teams or emergency mental health services

Clients outside the UK should seek equivalent local emergency services.

Risk Assessment

- If you disclose thoughts of suicide, self-harm, or harm to others, I may carry out a **risk assessment** to better understand your safety and support needs.
- Risk assessments help inform appropriate next steps and do not automatically mean confidentiality will be broken.

Managing Risk

Where risk is identified, I may:

- Work collaboratively with you to develop or update a **personal safety plan**
- Encourage you to seek additional support or **I may seek your consent** to contact external support services **on your behalf** (e.g. GP, crisis team, trusted person)
- Discuss appropriate referrals or signposting to other services

Limits of Confidentiality in Crisis Situations

While confidentiality is respected wherever possible, it may be breached if:

- There is a **serious and imminent risk** to your life or the life of others
- There are safeguarding concerns involving a child or vulnerable adult
- Disclosure is required by law

Where possible, any decision to share information will be discussed with you beforehand.

Emergency Contact Information

- Clients are asked to provide an **emergency contact** and their **current location**, particularly for online or telephone counselling.
- This information may be used if there is serious concern for your immediate safety.

Online and Telephone Counselling Considerations

- If a session is disrupted during a crisis and contact cannot be re-established, emergency services or your emergency contact may be contacted.
- Clients must ensure they attend sessions from a safe and private location.

Therapist-Initiated Action

- If I believe the level of risk is beyond what can be safely managed within counselling, I may pause or end sessions and support you in accessing more appropriate services.
- Any such decision will be made with your safety as the primary concern.

Client Responsibility

- Clients are encouraged to seek immediate help if they feel unsafe rather than waiting for their next counselling session.
- Clients agree to engage openly in discussions about risk where possible.

Review of Risk

- Risk is reviewed on an ongoing basis and particularly during times of increased vulnerability.

Questions or Concerns

If you have any questions about how crises or risk are managed, please discuss these with me before or during counselling.