



ONLINE AND EMAIL THERAPY AND SUPPORT

What is Online Therapy and Counselling?

Online Therapy (or e-therapy) is a relatively new development in mental health and psychotherapy. Therapists provide emotional and psychological support in real-time and therapy can be accessed in the comfort of your home office.

Online Therapy and Counselling, also known as e-therapy or teletherapy involves providing therapy, CBT, counselling, guided self-help sessions, mental health services and support over the internet. Online therapy and counselling can be delivered using a range of methods.

There are a number of reasons why someone might choose an online therapy option. These include convenience and accessibility that this delivery method provides. Clients who are housebound; live far from our offices; or who don't feel comfortable with therapy face-to-face may find Online Therapy and Counselling to be a convenient, flexible and comfortable choice.

We provide Online Therapy and Counselling via Zoom. Zoom is confidential and GDPR-compliant audio videoconferencing platform. Your sessions are conducted via video from the comfort of your own home or office.

Therapy and Counselling via Zoom may be accessed via a desktop computer or laptop or tablet. Some may access it via phone, however, we have found that therapy is more effective via a desktop computer, laptop or device as your therapist may share resources with you during sessions, show graphics or work through worksheets with you and desktop computer, laptop or tablet lend themselves well to this way of working.

Your therapist will send you instructions on how to join Zoom and access sessions. It's easy and convenient to use. There's some more general information about Online Therapy and Counselling below. If you are interested in Email Therapy and Counselling, please see the next section of the Information Sheet.

- The main difference between online and face-to-face therapy is that Online Therapy and Counselling are provided online. The same working agreements, confidentiality, privacy procedures, boundaries etc. also apply to Online Therapy.
- Online Therapy and Counselling has many advantages including: accessible to those living in remote/rural areas; accessible to those

experiencing physical limitations; convenient; can be accessed from home (no travelling); and can be easier to fit therapy into busy, daily life.

- Many concerns and problems can be addressed including: eating disorders; depression; low mood; anxiety; panic; assertiveness; confidence; self-esteem; identity; stress; emotional regulation difficulties; unhelpful behaviours; personality; relationship issues; work-related issues; bullying; trauma; body image and much more. It's also possible to access Online Guided Self-Help Sessions if you prefer a more structured approach to support.
- It can be long-term or short-term and depends on each individual and the problems being addressed. We go at YOUR pace!
- It is private and confidential. We use a high-quality platform offering a safe and easy-to-use interface for 'attending' sessions.
- If you have any questions or need more information, please feel free to get in touch.

What is Email Therapy and Counselling?

Email Therapy and Counselling is in a time-delayed format and you will receive a maximum of 2 therapeutic support emails per week from your therapist (you pay per email).

Email Therapy and Counselling involves you, the client, typing your thoughts, feelings, problems, concerns or whatever you want to talk about and sending them via email to your therapist (a maximum of 1000 words). Your therapist takes the time to read and respond to your email with a well-thought-out therapeutic reply. Clients can send emails anytime and your therapist will provide a response within 2 days of receiving the email. Email Therapy and Counselling provides you with the opportunity to offload and release any thoughts, feelings, behaviours, worries etc. that are bothering you or causing you distress.

Email Therapy and Counselling is easy to access, flexible and convenient. All you need is a personal email address (not used by other people) to send and receive emails. Email Therapy and Counselling lets you express your thoughts, feelings, experiences, troubles, worries, and concerns as they occur, at any time, rather than waiting for several days until the next session.

Typing out your feelings in your own environment can be really beneficial too. It's reassuring to know that someone on the other end will take the time to read your email thoroughly and prepare a supportive, therapeutic response. Your therapist may even send over resources for you to work on or suggest tools or strategies to assist with what you are going through.

Clients may not always have the time to attend face to face-to-face therapy or online therapy via Zoom. Email Therapy offers you the opportunity to send an email to your therapy from anywhere and at any time.

Clients who are housebound; have hearing difficulties; live far from our offices; who wish some anonymity; or who don't feel comfortable with therapy face-to-face or via Zoom also find Email Therapy and Counselling to be a convenient, flexible and comfortable choice.

If you have any questions or need more information, please feel free to get in touch.