

Student Counselling Service: Information for Students

Appointments

Counselling appointments are usually 50 minutes long.

For some students one or two appointments will be sufficient, while others may need more (we offer up to six sessions). How often you meet is something you can decide with your counsellor, but please note that appointments may be 2 or more weeks apart. If you feel you need to see a counsellor more frequently, please discuss this with your counsellor.

In some cases, counselling at LSE may not be the most appropriate support for you:

- Short-term therapy may not be helpful for those who need longer-term and/or more specialised therapy;
- Complex and ongoing mental health difficulties may be best supported by the NHS and/or LSE's team of Mental Health Advisers;
- Medical issues may need to be prioritised with referral to medical services;
- Your studies are about to finish.

We will signpost alternatives where LSE Counselling is not suitable.

Cancellations

We ask that you give us at least 24 hours' notice if you need to cancel or reschedule an appointment. Giving as much notice as possible means we can offer your appointment to another student. Sessions cancelled less than 24 hours in advance are usually counted as an attended session.

To cancel or reschedule your appointment please email your counsellor directly and CC student.counselling@lse.ac.uk.

Non-attendance

If you don't attend an appointment, your counsellor will contact you to see if you'd like to reschedule. If we don't hear back from you, unless we have significant concerns about your wellbeing, we'll assume that you have decided not to continue for now (but you are welcome to get back in touch with us at a later date).

Late arrival

It's helpful if you can let your counsellor know if you are running late. If you can't do this, your counsellor will usually keep the Zoom session open for 15 minutes. We will always try to see you if you are late for an in-person session, but the session will need to finish on time due to other appointments taking place.

Online Sessions

A Zoom link will be emailed to you on the morning of your appointment. Please make sure you are in a private and quiet space.

Confidentiality

The Student Counselling Service will not pass on any personal information about you outside of the Student Wellbeing Service except in the following circumstances:

- Where we have your consent from you to disclose the information;
- Where the counsellor would be liable to civil or criminal court procedure if the information was not disclosed. This includes knowledge of risk to others in relation to terrorist activities or child protection issues;
- Where we believe you or a third party is in serious danger (e.g. actively suicidal or homicidal).

In most of these circumstances the counsellor will try to speak to you first.

Referrals

Sometimes it's helpful for students to meet with another member of staff within LSE, or someone external, such as your GP. We will get your consent to share information about you outside of the Student Wellbeing Service (unless we have significant concerns; see above for more information).

Records

Counsellors are required to keep brief notes about counselling appointments. All students using the Service will be asked to sign a Data Protection statement on their Access to Service form to agree to records being kept. All records are encrypted and password protected in line with legal requirements. They are kept for a period of six years, after which they are destroyed.

Feedback and complaints

We regularly survey students who have used the Service to get their feedback about their experience. If you wish to provide feedback at any time, or make a complaint, please visit our [website](#) for further information.

You can get in touch with us at:
student.counselling@lse.ac.uk

