

Frequently Asked Questions



Q: What age can I access this online service?

A: Our online therapy service is for adults: 18+ years.

Q: What digital platform will I need to access the online service?

A: We will be using Microsoft Teams as our preferred platform. However, upon agreeing your session, this can be discussed with us to suit you.

Q: Do I need to be in an office for my session?

A: Online service allows for flexibility, to meet the needs of clients from the most appropriate and confidential space.

Q: Do practitioners understand neurodiverse needs?

A: Yes. Our practitioners are experienced in neurodiverse conditions, and understand how this can influence the approach.

Q: Am I restricted to a certain number of sessions, and when they will be?

A: No. Service users will have the choice as to how many, and how often they would like their sessions. This can be worked out and organized with the practitioner during initial sessions. Flexibility will also be offered for service users to choose daytime/evening sessions as agreed with the therapist.

NB: An initial telephone call with our team is arranged prior to any payment or booking to ensure this is the right service for you.

Q: What approach do the practitioners use?

A: There are many approaches to counselling and therapy. Our practitioners offer an integrated approach, tailored to the individual and aim of the work.