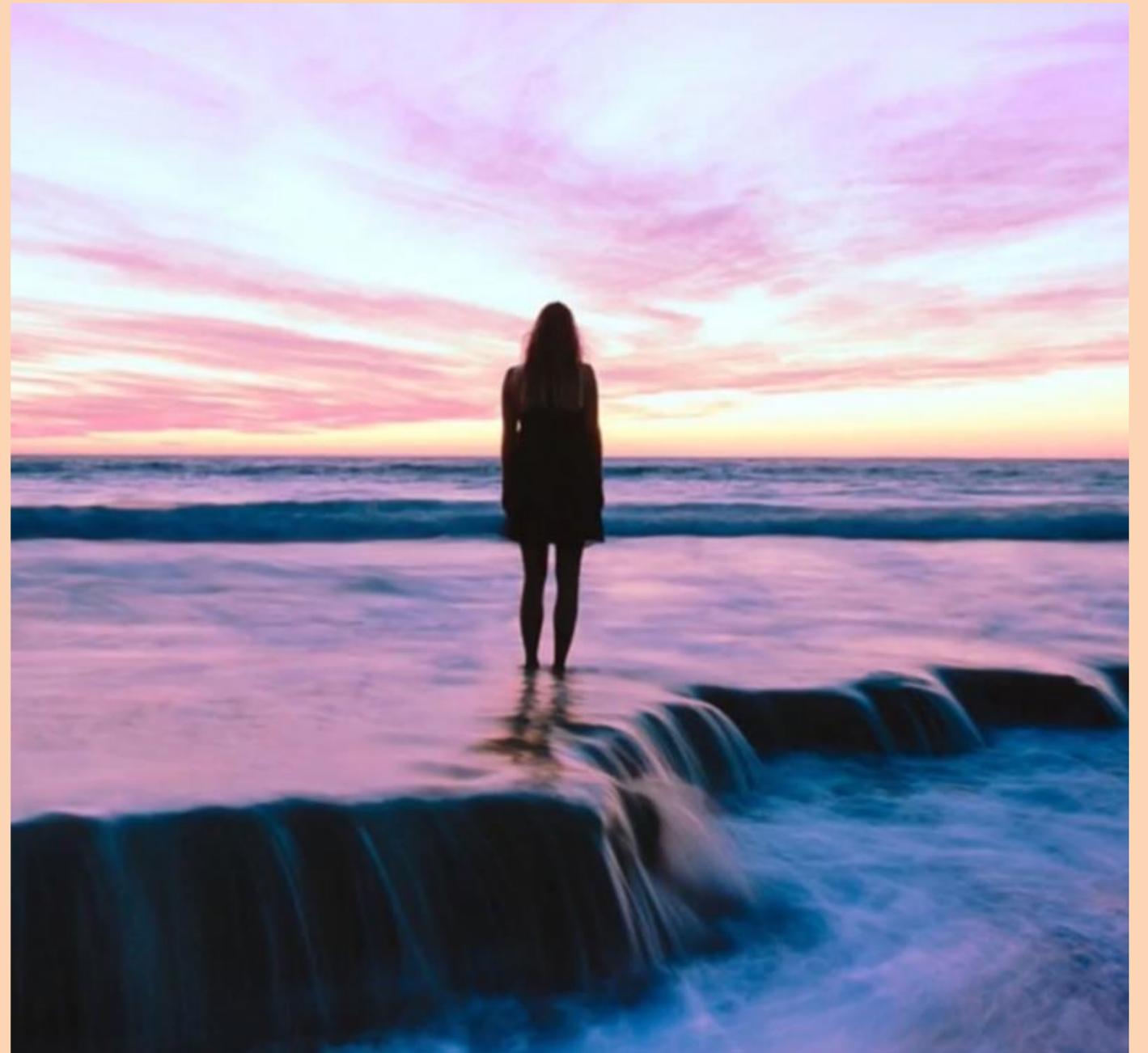




THERAPY HARLEY STREET  
Psychotherapy, Counselling and Well-being

WORKING  
THROUGH  
COVID-19 TIMES  
*FROM FEAR TO INSIGHT*

Reflective workshop with  
Bárbara Godoy



It is necessary to keep  
psychological services  
working



Learning from Pandemic  
Wellbeing  
Adapting Professional Practice  
Group Support

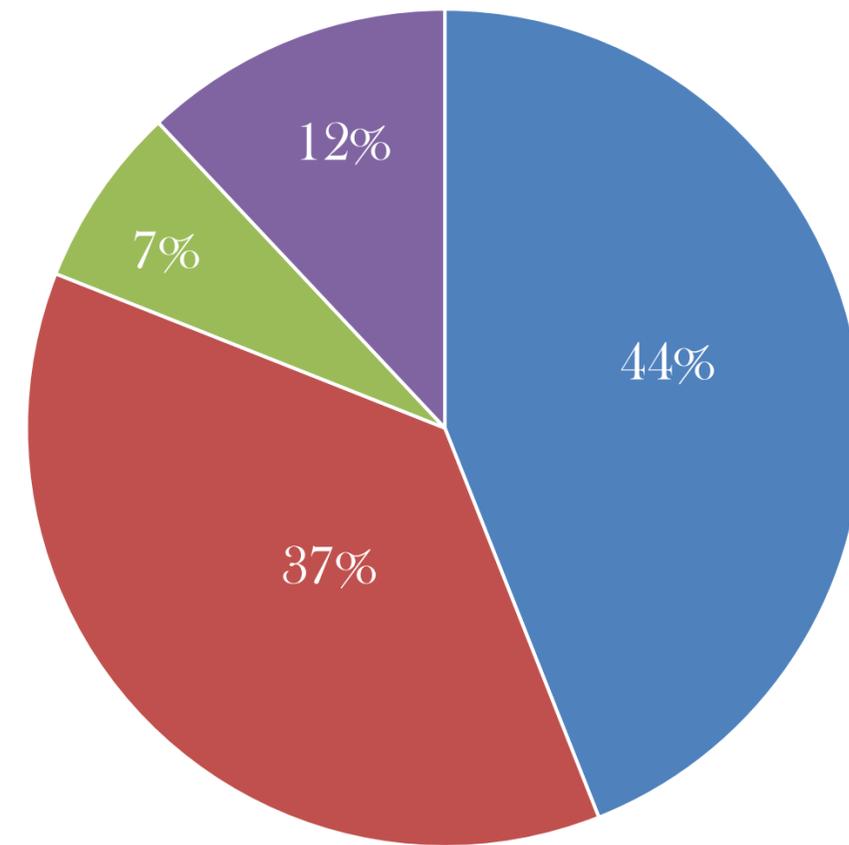
# Learning from Pandemic



What experiences can we share?

# Academic and Professional backgrounds

Case study



■ Counselling degree ■ Psychotherapist ■ Psychologist ■ Other\*

N:81

\*Other: Nurse, Osteopathy, Social Science degree, Social Worker, Philosophy and Religious History degree, Political Science degree, Physiotherapist

# What are the expectations about the course?

## **Adapting Professional Practice**

Reflex about how the work has changed

Think the implications of working online and remotely

Learn new techniques/skills and increase the knowledge

Learn about approaches to process fear of the pandemic with frontline NHS personnel

Be trained in existential therapy and get strong existential leanings

Develop professional curiosity and explore different perspectives

Get some guidelines and guidance

Have CPD training

## **Learning from Pandemic**

Understand the affect COVID 19 has on clients, our individual and collective psyche and in the practice

Find meaning in this crisis and reflect on experiences

Reflect on the legacy and the implications of the pandemic and learn from this experience

Get insights on working with clients on their fears, existential angst, anxiety and stress

Manage the slowdown of economic activity caused by lockdown

Think about the present reality in the world and the UK

Navigate through these unprecedented times

# What are the expectations about the course?

## **Wellbeing**

- Find personal & professional growth
- Increase self-confidence, self-care and self-preservation skills
- Manage stress, talk about anxiety and hold fears
- Manage the unknown and uncertainty
- Deal with the effect Covid-19 is having on the self
- Gain some insight and support
- Manage Therapeutic burnout

## **Group Support**

- Exchange and share experience with others
- Feel connected with others
- Receive and provide support from/to other therapists
- Spend time with other professionals and interact with them
- Hear and learn from the experience of others
- Realise that we are in this together
- Have an insightful discussion
- No expectations

# Wellbeing



In these uncertain times we all need a safe space

# How can we promote the well-being of psychological professionals during the pandemic?

Visible leadership and open communication channels with professional bodies

Also, include teamwork, if possible

Keep physical needs satisfied: have moments to rest/relax/cry and good eating and sleeping habits

Maintain social connection and methods of community support

Give yourself permission to step back and ensure breaks and rest

Take care of yourself and pace yourself – this is a marathon, not a sprint

Planning and organization can be a tool to face anticipatory anxiety

Have realistic expectations for managing frustration, disillusionment and exhaustion

Remember – this situation is unprecedented; it is okay to not be okay

It is a time for innovate the way to implement psychological care, be creative

Tensions at home may over-run work life, so take the time to embrace that

Experiencing symptoms of stress doesn't mean you aren't up to the job, it means you're human



# Adapting professional practice



What recommendations have to be considered?

## HARLEY STREET ONLINE CLINIC



### ONLINE PSYCHOTHERAPY & COUNSELLING

*In these uncertain times we all need a safe space to talk. Professional excellence and authentic human care. We can help you.*

***Request an appointment >***

*Isolated? You don't need to feel lonely*

*Therapy Harley Street Online Clinic a safe place to talk.*

*At Therapy Harley Street we are strictly following the guidelines provided by Public Health regarding Coronavirus. As many people now are self-isolating we have updated our technology in order to be able to offer you high-quality online service. Barbara Godoy – director*

### OUR PRACTITIONERS



***“We can help you find yourself in these challenging times”  
Therapy Harley Street,  
Psychotherapy, Counselling and  
Wellbeing***

<https://www.therapyharleystreet.co.uk/harley-street-online-clinic/>

# Be flexible and understanding

Before offering video therapy consider whether any client developmental, emotional or financial factors might affect their ability to engage with sessions online



Reasonable adjustments should be made to enable people with disability, different languages and ages

# A calm place

**Walls:** White or clean. **Avoid:** business of any kind like wallpaper or strong coloured painted walls or surfaces behind you.

**Background:** Books or art. **Avoid** messy bookshelves and personal objects that don't belong to a consulting room, like a TV, etc. Plants have been one of the favourite features of our consulting rooms

**Natural light:** During the day is highly desirable. **Avoid** having a window behind you and facing the camera, this blinds the other person and your face will be a shadow.

**Lighting:** Ceiling lights might be deal, let any light be directed towards you from above. **Avoid** lights directed towards the camera or from underneath.

**Sounds:** Choose a quiet place and wear headphones

**Feedback:** While looking at our own image is important to ensure the quality of the service **AVOID** looking at yourself during the session, or arranging your hair, or be distracted in any way by your own feedback image.

# A safe place

Under no circumstance can anybody hear or see the client or be heard or seeing by the client. If your walls are thin and someone could hear the conversation from another room

**Centred:** The video frame will reflect on your own stance so make sure you are right at the centre of the screen. To be sure make the following test: 1) Identify the mid point of your frame, which will probably be around the area of your upper lip; 2) See if the space between your right ear and the right edge of the frame is equal to the space between your left ear and the left edge of the frame. 3) See also the relation between the space you have over your head and below your chin.

**Level:** Adjust the angle of the camera to be horizontal, this is, on a line parallel with the horizon, or if its easier parallel to the floor. Avoid having the camera inclined upwards or downwards or tilted in a sidewise angle.

**Your Eyes:** Talk with your face and your eyes towards your camera so that the client feels that you are talking to them. Be aware that you must not be talking to the image of your client, which could be located in your computer away from your camera.

# A professional place

**Proper Welcome:** For the Initial Session have ready a little “welcome speech” to establish the online frame and its boundaries

When starting video therapy for the first time, spend the first few minutes ensuring the client is comfortable with the link, and that everything is working

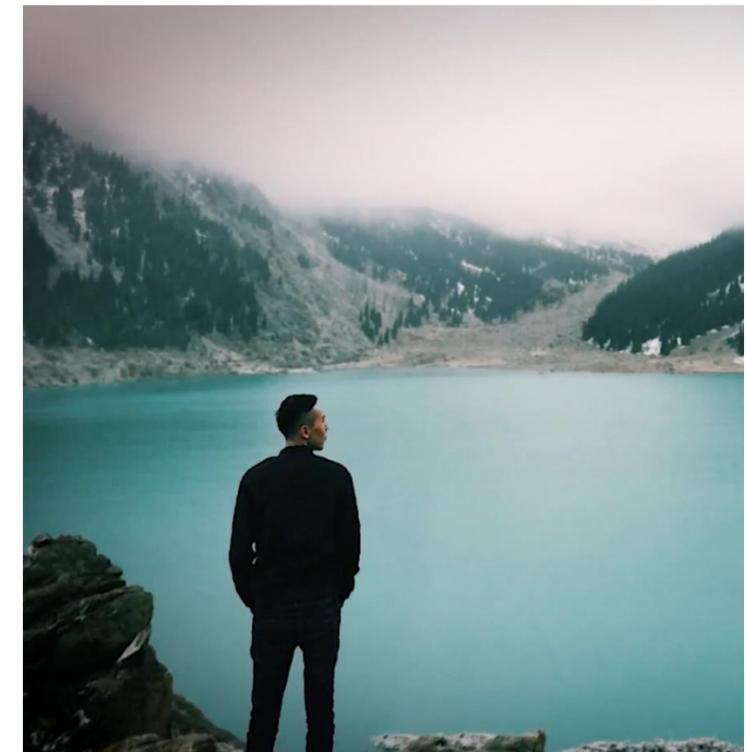
**Setting up the Session:** You can use Zoom, FaceTime or Skype (or any other software you prefer). You will need to learn about their privacy settings

Be prepared to offer the client a mini-tutorial in navigating the hardware/software if necessary

You may need to talk slowly at first whilst you assess the connection

Ensure the clients are in a comfortable, private space where they can not be overheard

If technology fail during the session, agree with the client what you will do, e.g. attempt to reconnect or continue by telephone.



# Accessibility, safety and confidentiality must be promoted

Ensure the communication method you are using is secure

In case you want to record the session, you must previously agree with the client and establish the boundaries of confidentiality

Check that your insurance provider covers the practice of online therapy.



# What is security?

Not “leave the keys in the front door” or leave the therapy room door open

Software needs to run reliably without crashing too often

Any platform or company providing a service which handles personal data (ours, or our clients), must keep it private and doesn't share it with others

Also, protect against exposing personal information unintentionally

# What is privacy?

# What is encryption?

You must use a very strong password

You can also encrypt data as it is communicated across the internet so that interception and accessing during transmission is virtually impossible

# Know the right way to use the technological tools

Before and during the session, consider whether you would email or use screen-sharing options to share resources and information with your client

After the session, always add notes of the consultation to the client's record

Close any programmes not needed while you work and stop any software such as Dropbox synchronising

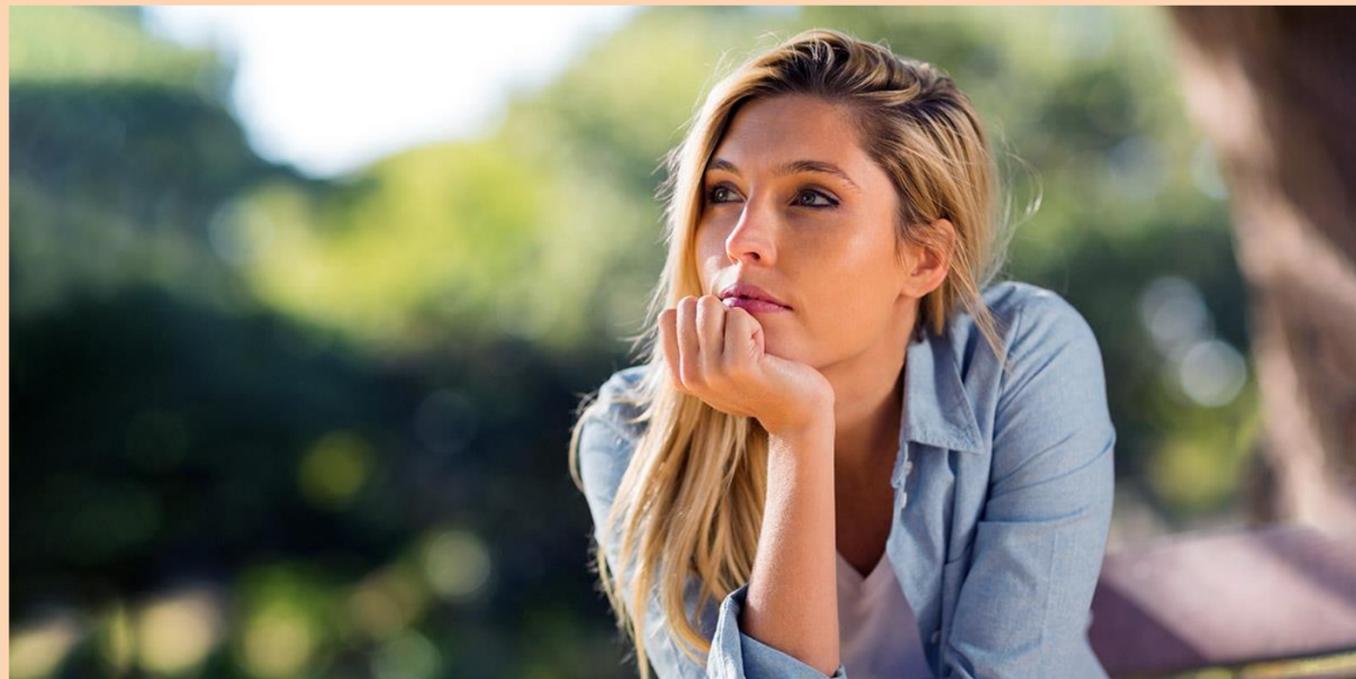
Turn off all listening devices e.g. "Alexa", "Siri" and similar apps on mobiles and smart watches.

Do NOT put links to online therapy sessions in an online calendar and sending details of sessions and links within an encrypted email

Having a separate phone for client work will ensure clients do not have access to your personal phone number

Ensure you have a good firewall and anti-virus/anti-malware software installed

# Consider the following issues



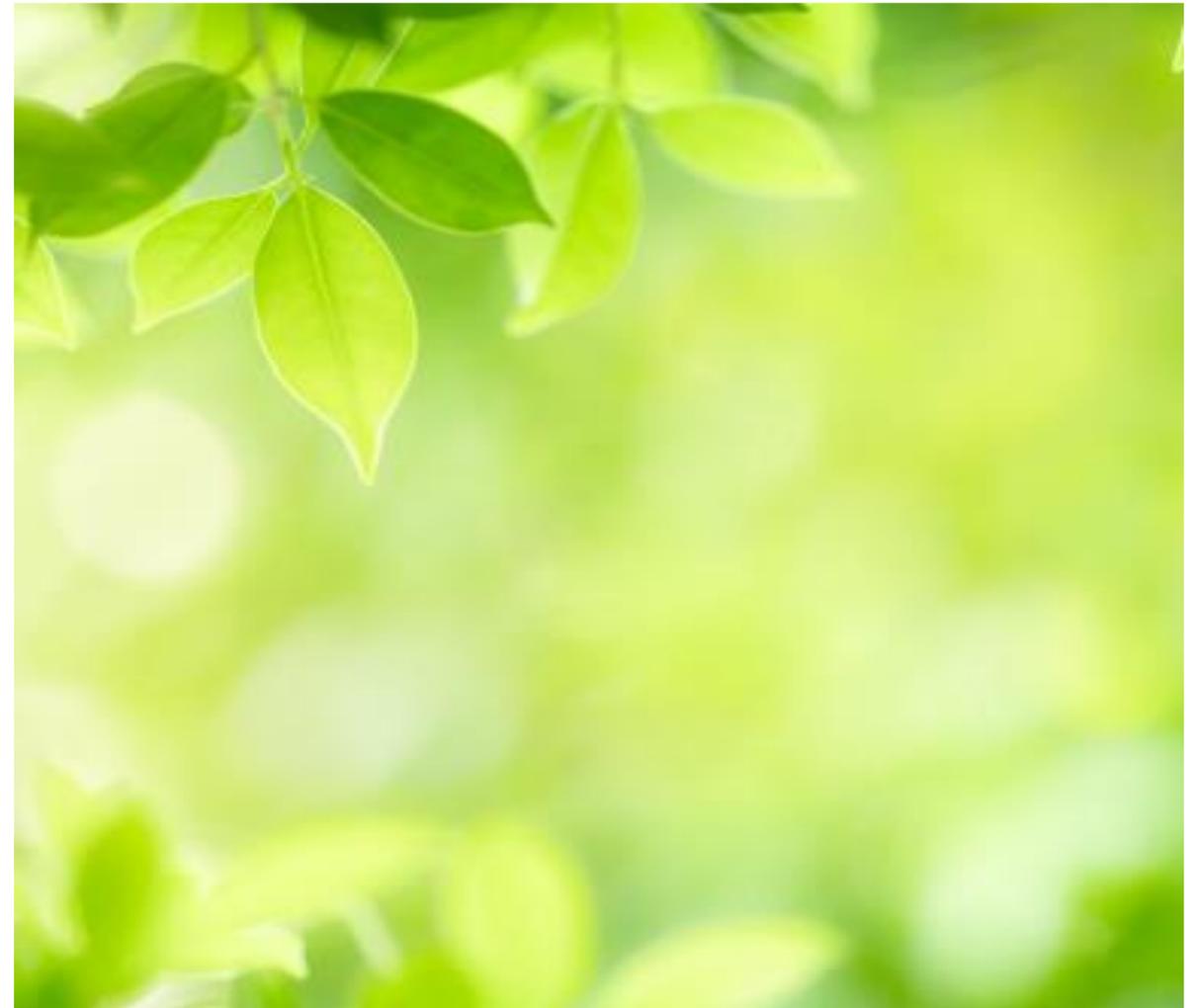
Would you want to know where the client is during the sessions?

What would you do if a client terminated a therapy session, especially following a disclosure of plans or intentions to harm themselves or others?

Do you need to follow-up any sessions by emailing clients' crisis details? How will you ensure the client has received these?

How will you transparently discuss the security of the video link and the risks associated with this in terms of confidentiality?

# Group Support



Our Mission is to support the therapeutic endeavour in the community, not just in terms of its practice but also generating an environment for continuing professional development and research in a way that facilitates self-enquiry and creativity



# THERAPY HARLEY STREET

## WORKING THROUGH COVID-19 TIMES

*From Fear to Insight*

*with Bárbara Godoy and guest lecturers*

*An ONLINE reflective journey for therapists who want to grow stronger together*

Ten Saturdays 10am to 1pm. Starts 12 September.

One-hour lecture led by different teachers followed by two-hour group session with Bárbara Godoy



**Life as Experiment  
& Adventure**  
*Manu Bazzano*  
12 September



**But What  
About You?**  
*Dr Christian Schulz Quach*  
19 September



**Fear as Contained  
Excitement**  
*Bárbara Godoy*  
26 September



**New Technologies:  
Impact on Self & Culture**  
*Victor Perez*  
3 October



**Adapting Your Professional  
Practice: Online Presence**  
*Pat Spink*  
10 October



**Therapists'  
Grief as Healing**  
*Prof. Robert Romanyshyn*  
24 October



**Different Views  
on Death and Dying**  
*Dr Yaqui Martinez*  
31 October



**How to Experientialise  
your Pandemic**  
*Dr Greg Madison*  
7 November



**Relatedness**  
*Prof. Ernesto Spinelli*  
21 November



It's a challenging  
time, but we can  
grow stronger  
together







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Thank you

