

Psychology Plus Guidelines on the Safe and Effective Use of Online Therapy (last updated Jan 2026)

This document provides some information and guidance on how video-conferencing technology can help us to work together, remotely in a way that feels safe, comfortable and therapeutic.

- You will need a device with a microphone and camera, access to a good internet connection and the use of a quiet, private space for the 50-minute session. I prefer to use googlemeet for online sessions which is easily accessible for most people and does not require you to have a google account. I will email you an invite ahead of each session and you just click on the link to join the meeting.

Preparing for Remote Therapy Sessions:

- Decide where you will sit for the session. Treat this as you would any therapy session, arranging not to be disturbed during the session if you can. I will be doing the same. Let family, housemates or work colleagues know that you have a private meeting and cannot be disturbed. Disturbances also include digital disturbances - pings and interruptions from messages and emails, for example. Please disable these and close down other windows and applications/notifications so that these will stay out of your environment. Put any other devices you are not using (i.e. phones) away.
- Unless otherwise agreed, please do not to have anyone else in the room or within ear shot of our sessions.
- Please do not take audio or video recordings of sessions without discussing this with me first.
- If you are comfortable using headphones with a built- in microphone (such as that come with your mobile phone), this will give you added privacy.
- Choose a comfortable seat. If possible, move away from your desk or work-station so that your therapy session doesn't feel like another work call. If you are working online from home, then try to factor in a little extra time before and after your therapy session. Think of this as the time you would take to "travel" to and from to your therapy.
- Have a pen, paper, tissues and a glass of water at hand.
- Ensure that your device will have power through the entire 50-minute session. Ideally, you should be connected to power.
- To avoid problems associated with the waxing and waning of your wifi signal, if practical, you might want to plug your desktop straight into your router with a cable. If you are using a lap top it's wise to close other tabs or applications and to limit the rest of the household's use of wifi while you are on your therapy call. I appreciate this might not make you very popular, but pixilation and delays can be distracting. Do whatever you can to ensure a good connection at your end.

- Whatever device you are using, laptop or tablet/phone, ensure that it is properly situated so that I can see you well - not the ceiling, or a wall, or half your face. I'll feed back to you if the frame needs adjustment. Try not to be backlit by a window or roof light, as I can't then easily see your face.
- Please don't walk around with the phone or hold it in your hand. From my vantage point it looks like you're bouncing around, and you probably won't be focused on the session. Ensure that your device is on a surface in front of you, stable and supported, so it doesn't keep falling over. For a natural connection between us, it works better if you're facing it straight on – not from above or below.

Managing Risk:

If you terminate the connection during the session when you are severely agitated or upset or after you have said something that suggests your own safety or the safety of others is compromised, I will first attempt to re-contact you online. If reconnecting with you online is unsuccessful, I will try you by phone. If I am unable to reach you by phone, I will attempt to contact your emergency contact and/or your GP, using the information you provided in your contract. It is important therefore to inform me of any changes of numbers or other contact details.

Please feel free to discuss any of this with me at any point in our work together. It might seem like a lot to get your head around to start with but we can work some of this out together as we go along!