



Crescentia Therapy

Discovering growth in vulnerability

A Warm Welcome

A guide to counselling at Crescentia Therapy

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About Crescentia Therapy

Welcome to Crescentia Therapy

Established in 2025, Crescentia Therapy was founded with a simple yet powerful intention: to create a space where people feel safe enough to be vulnerable, and supported enough to grow. The name, Crescentia, comes from the Latin root for growth — a word that perfectly captures my belief in the healing potential within every person.

My guiding principle, “Delivering Growth in Vulnerability,” reflects the heart of what I do. I honour the courage it takes to open up, and I believe that true change begins when you feel safe, seen, and heard. Therapy with me is not about fixing what's broken — it's about nurturing what's already within you.

I provide a compassionate, non-judgmental environment where clients are encouraged to explore their thoughts, emotions, and experiences at their own pace. Whether you're facing anxiety, low mood, trauma, relationship issues, or simply seeking deeper self-understanding, Crescentia is a space where all parts of you are welcome.

At the core of my work is my commitment to inclusivity, equality, and emotional safety. I support people from all backgrounds, identities, and life experiences with deep respect and care. My ethos is rooted in empathy, authenticity, and gentle empowerment — because I know that sustainable personal growth only happens when you feel emotionally safe.

Crescentia Therapy exists to walk alongside you on your journey — not ahead of you, not behind you, but with you.



An Introduction to Lisa

Counsellor | Owner



Lisa

Counsellor | Owner, Crescentia Therapy

My name is Lisa, and I am a qualified integrative therapist with a Level 4 Diploma in Therapeutic Counselling. I am passionate about creating a safe, supportive, and non-judgmental space where you feel heard, valued, and empowered in your journey toward healing and growth.

At the core of my practice is a person-centred approach, which I thoughtfully integrate with other therapeutic models tailored to your unique needs. I believe therapy is a collaborative process, and together we will work towards your goals at a pace that feels right for you.

From a young age, I have been dedicated to helping others — a path that naturally led me into the counselling profession. I bring not only professional training but also lived experience of mental health challenges such as anxiety and stress. Having personally benefited from therapy, I truly understand the importance of the therapeutic relationship in fostering meaningful change.

My clinical experience includes working across three different agencies, where I've supported clients from diverse backgrounds, including those involved in the criminal justice system.

The main presenting issues I work with are anxiety, depression, stress, trauma, infertility, relationship difficulties, low self-esteem, addiction, substance misuse, and bereavement.

I know that reaching out for support can feel daunting — if you are reading this, you've already taken a courageous first step. I would be honoured to support you through the rest of your journey.



Registered Member of the BACP

Registration Number: 413894



Culture and Ethos

How I work, and who I work with

Crescentia Therapy is founded on a culture of inclusivity, equality, and emotional safety. I welcome and honour individuals from all walks of life, embracing the richness of diverse backgrounds and experiences.

My ethos is rooted in supportiveness, integrity, and authenticity — creating a therapeutic environment where you are encouraged to explore, reflect, and grow at your own pace.

“I believe that every person deserves to feel seen, heard, and valued, and it is my privilege to hold that space with care and professionalism.”



Mission Statement

“At Crescentia Therapy, my mission is simple. I strive to provide a safe, non-judgmental space where you feel empowered to explore your thoughts and emotions. I am committed to walking alongside you with empathy, compassion, and respect — supporting your journey toward healing, understanding, and personal growth.”

— Lisa, Owner and Counsellor



Values

G R O W T H — the principles behind my practice

G	Grounded in Empathy I meet every individual with warmth, compassion, and non-judgment. I believe that empathy is the foundation of safe, effective therapy.
R	Respect for All I honour the unique identities, stories, and voices of every client. Inclusivity and cultural sensitivity are embedded in everything I do.
O	Openness & Authenticity I bring my genuine self into the therapeutic relationship and encourage you to do the same — knowing that healing begins where honesty and connection meet.
W	Wisdom Through Reflection I hold space for reflection, curiosity, and insight, supporting you in making sense of your past and present to foster meaningful, lasting growth.
T	Trust & Transparency I am committed to building a relationship grounded in trust, confidentiality, and ethical integrity. Your safety — emotionally and psychologically — is always my priority.
H	Hope in Healing I believe in the power of the therapeutic process and your human capacity to heal. Even in the darkest moments, I will help you hold onto hope as a catalyst for change.



What is Counselling?

Counselling is a form of talking therapy that offers a confidential, non-judgmental space to explore emotional, psychological, or relational difficulties. I understand that reaching out can feel overwhelming, which is why I focus on creating a space where you feel heard, understood, and safe. Counselling isn't about giving advice — it's about supporting you in understanding yourself better and helping you make choices that feel right for you.

People seek therapy for many reasons — such as anxiety, stress, low mood, grief, trauma, relationship difficulties, or simply a desire for greater self-awareness and emotional balance. You don't need to be in crisis to benefit. Whether you feel isolated, emotionally stuck, or just want someone impartial to talk to, therapy can offer meaningful support at any stage in life.

Good counselling should feel collaborative, respectful, and emotionally safe. I am professionally trained to listen with empathy, remain impartial, and gently challenge unhelpful patterns where appropriate. A strong therapeutic relationship is key: your counsellor should be ethical, non-judgmental, and self-aware, working within their limits and referring on if necessary. Most importantly, therapy should empower you, at your pace, toward growth and healing.

For more on therapy and ethical practice, visit the British Association for Counselling and Psychotherapy (BACP) at www.bacp.co.uk



Session Insight & Pricing

I offer a free 20-minute initial “getting to know you” assessment to ascertain your aims for therapy and to make sure I can meet your expectations, along with the opportunity for you to decide if I am someone you would like to take this journey with.

If you would like to proceed, I will arrange a mutually agreed appointment to start our sessions. My sessions thereafter last 50 minutes and can be arranged weekly or bi-weekly, in person, online, or by telephone to suit you.

Pricing

FACE-TO-FACE £50 per session Dudley • Wolverhampton Wombourne	ONLINE £45 per session Available throughout the UK	STUDENT COUNSELLORS £35 per session Reduced rate for trainee counsellors in personal therapy
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All sessions offer a safe, confidential and supportive space to explore whatever you're going through.



Policies

If you would like to read my policies, please access these via the 'Policies' section of my website:

www.crescentiatherapy.co.uk

The screenshot shows a web browser window displaying the 'Privacy Policy' page of Crescentia Therapy. The page has a green header with the logo and tagline 'Discovering growth in vulnerability'. The main content is on a white background. It starts with the title 'Privacy Policy' and the role 'Counsellor: Lisa | Data Controller'. A paragraph explains that privacy is vital and outlines the policy's basis in UK GDPR, the Data Protection Act 2018, the Data (Use and Access) Act 2025, and BACP ethical standards. The page is divided into three numbered sections: '1. Who I Am', '2. The Lawful Basis for Processing Your Information', and '3. What Information I Collect and Why'. Section 1 identifies Lisa as the Data Controller. Section 2 lists three lawful bases: Contract, Legitimate Interest, and Special Category Data. Section 3 is divided into 'Initial Contact' and 'During Counselling', both listing the types of information collected. At the bottom, there is a version number (Version 2), a date (08/08/2026), and a next review date (08/08/2027). The page number 'Page 1' is also visible.

Privacy Policy
Counsellor: Lisa | Data Controller

Your privacy is vital to me. This policy outlines how I handle your personal data following the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, the Data (Use and Access) Act 2025, and the ethical standards of the British Association for Counselling and Psychotherapy (BACP).

1. Who I Am

I am Lisa, a counsellor operating under Crescentia Therapy. I am registered with the Information Commissioner's Office (ICO) — registration number C1673812.

I am the Data Controller, which means I am responsible for deciding how your personal information is collected, stored, and used.

2. The Lawful Basis for Processing Your Information

Under the UK GDPR, I must have a lawful basis for processing your data. The bases that apply in my work include:

- **Contract** — if you are currently receiving counselling or have made an enquiry, I use your data to provide counselling services as per our agreement.
- **Legitimate Interest** — if counselling has ended, I may retain your data for a set period (see below) for legal, ethical, or professional reasons.
- **Special Category Data** — information about your mental health is processed under the provision of health treatment and is necessary for the counselling contract between us.

3. What Information I Collect and Why

Initial Contact

When you reach out (via phone, email, or web form), I collect information such as:

- Your name
- Contact details
- Brief information relevant to arranging counselling

If you decide not to proceed, I will delete your information within [insert timeframe], unless you request an earlier deletion.

During Counselling

I keep:

- Basic personal information (e.g., name, contact number, GP)
- Brief notes on each session
- Payment and appointment records

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Client Services: Get in Touch

I'd love to hear from you

EMAIL

To make an enquiry, email me at lisa@crescentiatherapy.co.uk

CALL

Or if you'd prefer, give me a call on 01902 544906

WEBSITE

For more information, visit www.crescentiatherapy.co.uk

All enquiries are usually answered within 24 hours, and all contact is strictly confidential and uses secure phone and email services.



Find Me on Social Media

01

Facebook

'Crescentia Therapy'

02

Instagram

@crescentia_therapy

03

LinkedIn

'Crescentia Therapy'