



Pastoral Care Policy

Counsellor: Lisa

1. Introduction

Pastoral care at Crescentia Therapy is grounded in compassion, respect, and a commitment to the emotional, psychological, and spiritual well-being of every individual. As a counsellor, I strive to provide a safe and supportive environment where clients can explore their personal challenges, seek meaning, and feel heard without judgement.

This policy outlines the principles and practices I follow in delivering consistent, ethical, and supportive care.

2. Aims of Pastoral Care

The aims of pastoral care at Crescentia Therapy are to:

- Promote holistic well-being — emotional, mental, and spiritual.
- Foster a safe and confidential space for clients to share personal struggles.
- Offer guidance, empathy, and encouragement during times of distress or transition.
- Support clients in making informed and autonomous decisions.
- Signpost clients to additional services or supports when needed.

3. Core Values

My approach to pastoral care is based on the following core values:

- **Grounded in Empathy** — I meet every individual with warmth, compassion, and non-judgment. I believe that empathy is the foundation of safe, effective therapy.
- **Respect for All** — I honour the unique identities, stories, and voices of every client. Inclusivity and cultural sensitivity are central to how I work.
- **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.
- **Wisdom Through Reflection** — I hold space for reflection, curiosity, and insight. I support you in making sense of your past and present to foster meaningful, lasting growth.
- **Trust & Transparency** — I am committed to building a relationship grounded in trust, confidentiality, and ethical integrity. Your emotional and psychological safety is always my priority.
- **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.

4. Scope of Pastoral Care

Pastoral care may include:

- Providing emotional and psychological support through counselling.



- Helping clients cope with grief, anxiety, stress, relationship challenges, or identity concerns.
- Supporting clients experiencing life changes or crises of meaning.
- Offering space to explore existential, moral, or spiritual questions in a respectful and inclusive manner.
- Liaising with other professionals or services (with consent) when further support is needed.

5. Boundaries and Limitations

- **Non-directive Support** — I do not impose beliefs, give prescriptive advice, or act as a spiritual or religious guide.
- **Professional Boundaries** — the pastoral care I offer is within the scope of my training as a counsellor. I do not provide medical, legal, or financial advice.
- **Referrals** — if a client's needs exceed my area of competence or require specialist input (e.g., psychiatric support, crisis intervention), I will discuss appropriate referrals in a respectful and collaborative manner.

6. Safeguarding and Confidentiality

I take safeguarding seriously. Where a concern arises regarding risk of harm to the client or others, or any safeguarding concern involving a child or vulnerable adult, I will follow my Safeguarding Policy and legal responsibilities.

Confidentiality is respected at all times unless there is:

- Risk of serious harm to self or others.
- Disclosure of abuse of a child or vulnerable adult.
- Involvement in or intent to commit acts of terrorism.
- Legal obligation (e.g. court order).

Full details can be found in my Privacy Policy and Safeguarding Policy.

7. Equality and Inclusivity

Crescentia Therapy is committed to inclusive practice. I welcome clients from all walks of life and do not discriminate based on gender, age, ethnicity, religion, sexuality, disability, or socio-economic status. I am committed to continually reflecting on my practice to ensure it remains inclusive, respectful, and trauma informed.

8. Legislation and Professional Standards

This policy is informed by the following legislation and professional guidance:

- **The Equality Act 2010** — protecting clients from discrimination on the basis of protected characteristics.
- **The Human Rights Act 1998** — in particular the right to respect for private life and freedom of thought, conscience, and religion.
- **The BACP Ethical Framework** — setting the professional and ethical standards I abide by as a registered counsellor.

9. Review of Policy

This policy is reviewed regularly to ensure that it remains relevant and up to date with current professional and ethical standards. Feedback from clients is always welcome as part of this process.



Policy Sign-Off	
Policy version:	2
Version 1 created:	10/04/2025
Version 2 updated:	08/08/2026
Next scheduled review:	08/08/2027
Signed:	