



Dear Parents and Guardians,

We hope this message finds you and your family well.

We are writing to inform you of an upcoming change to the counselling service currently being accessed by your child. As of July 11th 2025, the current service operated under Mable Therapy will be ceasing operations. However, we are pleased to share that a new organisation, Bywater Therapy, will be up and running shortly providing the same level of care and dedication to our clients.

About Bywater Therapy

Bywater Therapy is being set up and led by Dr Alexandra Barnett, a Chartered Counselling Psychologist registered with both the Health and Care Professions Council (HCPC) and the British Psychological Society (BPS). With over twenty years' experience working with both children and adults, Alexandra is passionate about providing high-quality psychological support. She is excited to be supporting the transition of young people currently working with Mable, ensuring they continue to receive the same level of care and attention they have come to expect.

What's Staying the Same:

- Your child will still receive the same level of support from one of the dedicated counsellors who have been working for Mable. It may not be possible to receive therapy from the same counsellor, however our aim is to ensure as many young people as possible continue to receive support from the person they have developed a trusting relationship with.
- Session fees will not change.
- The therapeutic relationship, quality of care, and professional standards will continue uninterrupted.

Transition to New Organisation – Continued Client Work

What's Changing:

- **Therapy Sessions:** Sessions will now be delivered via Microsoft Teams (or a similar secure video platform), instead of through the Mable platform.
- **Canvases and Resources:** These will no longer be used in real time during sessions, but your young person will receive PDF copies of relevant materials after each session.
- **Communication and Booking:** The majority of communications, including appointment bookings and general enquiries, should be made with your counsellor.

Clinical Records and Data Security:

Counsellors will now be keeping their own clinical records, in full compliance with data protection laws. All practitioners are bound by the standards of the Information Commissioner's Office (ICO) and the British Association for Counselling and Psychotherapy (BACP). This ensures that all records are handled with the highest levels of confidentiality and care.

With regards to payments, once the counsellor has entered the bookings on the new booking system you will be asked to reenter your payment details. You will receive additional guidance soon about any actions needed on your part.

A Continued Commitment

Although there are changes to how the service will be delivered, we want to reassure you that the heart of the work remains the same: offering thoughtful, professional, and compassionate support to every young person in our care.

Thank you for your continued trust in our team. If you have any questions about the transition or need support with the new systems, please don't hesitate to reach out.

Warm regards,

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