

Terms and Conditions of Psychological Therapy

Hello and welcome to TherapySense. We know that lots of words can be boring but we need to outline what is very important when engaging in psychological therapy. Therefore we would really appreciate it if you could read this document so you are aware of what we expect from you and what you can expect from us. By engaging with TherapySense you are agreeing to these terms and conditions.

Session duration and fees

Sessions last 50 mins and are charged at a £100 per assessment session and £80 per follow up session. Sessions for child, family or couple work is charged at £120 for assessment and £100 for follow up. This fee includes both face to face and telephone/online sessions.

Payments

Payments are to be made by online payment services STRIPE or PAYPAL. Payment is due at time of booking and needs to be made 48hours before the appointment. If you have private medical health insurance and chooses to use this payments are dealt with directly between TherapySense and the private health insurance provider. Please provide your membership number and authorisation code for us to process this.

If a health or insurance company is paying for your treatment, you may be still liable for the charge. If this is the case then we will invoice you directly for the cancellation. Your treatment sessions could be suspended dependent on your policy if you cancel a session with less than 48 hours notice.

Cancellations and changes to appointments

48 hour notice is required to cancel or amend your therapy session without incurring a charge. If your appointment is on a Monday, please cancel/amend on Friday. If less than 48 hours notice is provided, you will be charged via invoice from TherapySense. The cancellation fee charged is at TherapySense's discretion and is based on the reason for the cancellation. No refunds are payable for booked but unattended sessions with less than 48 hours notice (whatever the reason).

On occasion Psychologists may wish to offer flexible appointments e.g during summer holidays, we aim to give you at least 3 weeks notice should we wish to offer you alternative appointments. We aim to make the appointments convenient for you and our psychologists.

Lateness

If you arrive late for the session. The session will still end at the same time. If you arrive early please wait and we will call you at the appointment time.

Holidays

Please let us know of any holidays or planned breaks with as much notice as possible to preserve the continuity of our work and our psychologists will do the same.

Reviews

We will review sessions regularly approximately every four - six sessions to ensure you feel you are getting the most out of therapy; you are not tied into any commitment you can end sessions at any time. If we consider your requirements beyond our competence we reserve the right to

end the treatment, we will discuss this in the session with you and recommendations of suitable service providers will be provided.

Confidentiality

We at TherapySense believe confidentiality is an integral part of psychological therapy as it helps to build the therapeutic relationship and provides you a sense of safety.

All of the personal information that is provided to us, either by your referrer or by you, will be kept securely and confidentially.

There are exceptions where the confidentiality boundary of the sessions will be broken, these include if you disclose risk of harm to yourself or someone else, or there was a disclosure of a criminal act. If this happens we will explain what process will happen next and will make recommendations, which will be documented in your notes.

Information we collect about you and how we use it

Upon starting therapy, basic personal information will be collected for contact and identification reasons. During our meetings, an assessment of your psychological health will be completed, and notes will be taken during sessions. These will include personal and sensitive details about your life. The assessment and notes are used solely for the delivery of a psychological therapy service to you.

Your rights

You have rights relating to the information we hold to verify the accuracy or to ask for them to be supplemented, deleted, updated or corrected. You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us via the contact details stated in this agreement. Information will be provided to you within 30 days.

We want to make sure that your information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. You have a right to request the transfer of your data to another individual or company.

How long we keep your information for - data retention

Your information is kept for the time necessary to provide the therapy service requested. In the case of children aged under 13 years records will be kept for 7 years after they reach the age of maturity (18 years old). After this date, all data will be securely deleted.

Sharing of data

There may be times where it may be helpful to share your information like family or third parties like your GP or health insurance company. We will explicitly ask your consent before doing so. If we do send data to third parties it will be sent securely.

Each psychologist is required to undergo regular supervision so that you can be assured they are providing you with the best possible service. We share anonymized information about you with our supervisors who are also HCPC registered (www.hcpc-uk.org) in order to regularly review our practice.

Security of your data

Information will be kept securely and confidentially in line with the data retention policy as stated above.

Lawful basis for processing your information

The lawful basis for us holding and using your information is in relation to the delivery of a contract to you as a health care professional. As an accredited member of HCPC we operate under a strict code of confidentiality.

Ethical Standards

TherapySense practitioners abide by the ethical codes of practice of the British Psychological Society (see www.bps.co.uk) and are regulated by the Health & Care Professions Council (www.hcpc-uk.org). All psychologist practitioners are registered and can be found on the Health & Care Professions Council website.

Benefits and risks of engaging in psychological therapy

Since therapy often involves discussing unpleasant aspects of your life, you may experience uncomfortable feelings like sadness, guilt, anger, frustration, loneliness, and helplessness. Psychological therapy can also lead to better relationships, solutions to specific problems, and significant reductions in feelings of distress and anxiety. There are no guarantees of what you will experience. However, most people benefit and feel empowered by regular psychological work. It is important to remember that, ultimately, you are responsible for your own health physically, emotionally and psychologically. TherapySense cannot be held responsible for your well-being whilst in session or anytime afterwards.

Psychological availability

Please avoid taking affect altering drugs or alcohol before a session. If you arrive in what we believe to be an altered state that makes you psychologically unavailable the session will not take place and you will be charged for the session.

Finishing Therapy

If either you or the psychologist think it is time to bring the therapy to an end, this should be discussed and arranged. Sometimes one session is enough to make sure the decision is a good one. Sometimes it is better to have a series of sessions to review the work and either decide to go on with therapy after all, or else to find a way of making a good ending. Ending the therapeutic relationship is a shared process and should never be a one-sided or impulsive act.

Disclaimer

Please bear in mind that TherapySense cannot always offer assessment or treatment for every issue which may arise. Where possible we will try to signpost you to someone who may be able to help you with that particular issue. The psychologist is solely responsible for psychological assessment and treatment. You must not alter or permit the alteration of any report prepared by the psychologist. TherapySense will be responsible for your case management, but will not be responsible for any breach of agreement with your Psychologist, who is governed by the HCPC code of conduct.

Emergency Support

If you need emergency help at any time you should phone the emergency services on 999. Neither TherapySense nor your Psychologist can receive emergency calls or calls without prior appointment.

Anti-discrimination policy

TherapySense is strongly committed to anti-discrimination. It values difference and diversity and does not discriminate on the grounds of age, gender and gender identity, sexual preference or orientation, marital/partnership status, religion, race, colour, national origin, disability, heritage or political belief.

Bad Weather

In the event of bad weather, online video conferencing or phone session will be offered as an alternative to a face to face session and if this is declined then cancellation charges will still apply as above.

Guarantees

The effects of therapy vary from person to person, therefore a cure or money back guarantee does not apply.

TherapySense reserves the right to amend these terms and conditions from time to time and we will let you know if we do this.

If you have any questions regarding this please do not hesitate to contact us at hello@therapysense.co.uk