

Therapy Agreement (Terms and Conditions)

Information for Clients

Thank you for taking the time to read this agreement.

Welcome

Thank you for choosing Halcyon Clinical Psychology and Animal Assisted Therapy CIC.

This Therapy Agreement explains how we work, what you can expect from us, and what we ask of you when you or your child use our services. It forms the Terms and Conditions of the agreement between you and Halcyon Clinical Psychology and Animal Assisted Therapy CIC.

Please read this document carefully before your first appointment. If there is anything you are unsure about, please ask. We are always happy to answer your questions before you decide whether to proceed.

Throughout this agreement, Halcyon Clinical Psychology and Animal Assisted Therapy CIC may be referred to as Halcyon CIC, the Practice, we, our or us.

1. About Our Clinicians

Halcyon CIC is committed to providing safe, compassionate and evidence-based psychology and counselling services.

Clinical Psychologists

All Clinical Psychologists working at Halcyon CIC are registered with the Health and Care Professions Council (HCPC). Registration requires psychologists to meet the HCPC Standards of Conduct, Performance and Ethics and to maintain their professional competence through ongoing professional development. All Clinical Psychology services are provided in accordance with UK law and HCPC professional standards.

Counsellors

All Counsellors working at Halcyon CIC are members of the British Association for Counselling and Psychotherapy (BACP). Members are required to meet BACP standards for training, supervision and continuing professional development and to practise in accordance with the BACP Ethical Framework for the Counselling Professions.

2. Appointments

Appointments are available by prior arrangement only.

Appointment Length

Appointment length depends on the type of service you are receiving.

- Clinical Psychology initial assessments usually last up to 90 minutes (or 60 minutes for insurance-funded clients).
- Clinical Psychology follow-up appointments usually last 50–60 minutes.
- Counselling appointments usually last approximately 50 minutes.

Occasionally, we may recommend a longer appointment for specific clinical reasons, such as taking a neurodevelopmental history or for some EMDR sessions. Where this is appropriate, we will discuss this with you beforehand, including any additional fees.

Booking Appointments

Your first appointment can be arranged by contacting Halcyon CIC by email. Future appointments can be arranged during your sessions or by contacting us by email.

Fees

Fees vary depending on the service being provided, the clinician delivering the service, and whether your sessions are self-funded or funded by another organisation (for example, your employer, school, local authority, Integrated Care Board (ICB) or private medical insurer (PMI)). If your sessions are funded by another organization (eg PMI, school etc.), you will be liable for any session fees not covered by the funding organisation.

Our current fees are available on our website and will also be confirmed in the information we send you following your initial enquiry. Fees are subject to annual review and you will always be given at least 2 months' notice of any fee increase.

Current self-funded fees are:

- Clinical Psychology Initial Assessment – £165
- Clinical Psychology Follow-up Appointment (Dr Smalley) – £120
- Clinical Psychology Follow-up Appointment with or without Animal Assisted Therapy (Dr Binney) – £130
- Counselling Appointment – £60
- EMDR session with Counsellor £90

Arriving Late

If you know you are going to be late, please let us know as soon as possible.

If you arrive more than 15 minutes late, we will do our best to provide your appointment, although we are unlikely to be able to provide the full session. If it is not possible to continue with your appointment because of the delay, it will be treated as a late cancellation and the cancellation policy will apply (see below). This applies to face-to-face, online and telephone appointments.

Your Therapy Plan

Following your initial assessment, we will discuss our clinical recommendations with you, including the proposed therapeutic approach and an estimated number of sessions before review.

You are free to end therapy at any stage.

Communication between appointments is normally kept to a minimum both for clinical and logistical reasons. Wherever possible, questions and updates will be discussed during your next session. If substantial professional support or work is required between appointments, an additional fee may be charged for the time involved.

3. Online Appointments, Reports and Recording Sessions

Online Appointments

Some appointments may take place online using an agreed video platform such as Google Meet, Microsoft Teams or Zoom.

When we use a third-party platform, your personal information will be handled in accordance with our Privacy Notice. Your use of these platforms is also subject to their own Terms and Conditions and Privacy Policies.

Halcyon CIC is not responsible for any interruption, technical failure, loss or other issue arising from the use of third-party video platforms that is outside our reasonable control.

We always aim to begin your appointment on time. Occasionally, technical difficulties or circumstances beyond our reasonable control may cause delays or require an appointment to be postponed. If this happens, we will let you know as soon as reasonably possible and rearrange your appointment where appropriate.

Before your online appointment, please ensure that:

- you have a reliable internet connection;
- you are in a private place where you cannot be overheard or interrupted;
- you are able to speak freely and confidentially;

- you are dressed appropriately, as you would be for a face-to-face appointment; and
- where possible, you use headphones or earphones to improve sound quality and privacy.

If technical difficulties prevent us from completing the appointment, we will discuss with you whether it is appropriate to continue by telephone or rearrange the session. If the session needs to be rearranged it may be treated as a cancellation in line with our cancellation policy (see below).

Letters, Reports and Professional Liaison

We are happy to provide one brief summary letter (up to one page) at no additional cost if you request one.

If you require a longer report, additional letters or other written documentation, these will be charged at your clinician's hourly rate.

Please note that Private Medical Insurers and other funding organisations (such as employers, schools, local authorities or Integrated Care Boards) do not usually cover the cost of reports, letters or other administrative work. Unless they have agreed otherwise in writing, these costs will be your responsibility.

Halcyon CIC does not prepare reports for court proceedings, educational tribunals or child contact disputes.

Where clinically appropriate and subject to availability, your clinician may attend meetings such as multi-agency meetings or EHCP review meetings. Attendance at meetings, or liaison with other professionals lasting longer than 15 minutes, will be charged at your clinician's hourly rate together with any reasonable travel time and travel costs where applicable.

As with reports and letters, these costs are not usually covered by PMIs or other funding organisations and may therefore be payable by you.

Recording Therapy Sessions

To protect your privacy and the integrity of the therapeutic process, therapy sessions must not be audio or video recorded without prior discussion and agreement with your clinician.

If recording is agreed, the recording is for your personal use only and must not be shared with anyone else or published on social media or any other online platform without our prior written permission.

4. Cancellations, Payment and Funding

Changing or Cancelling Appointments

We understand that sometimes appointments need to change. If you need to cancel or rearrange an appointment, please let us know as soon as possible.

Cancellation Notice

You can cancel or rearrange an appointment without charge by giving at least 24 working hours' notice (Monday to Friday, 9.00 am–5.00 pm). For example, if your appointment is on a Monday, we would need to hear from you by Friday.

If you have paid in advance, you may choose either a full refund or to transfer your payment to a future appointment.

Late Cancellations and Missed Appointments

Appointments cancelled with fewer than 24 working hours' notice, or appointments missed without notice, will be charged at the full appointment fee. This applies to face-to-face, online and telephone appointments.

Where possible, we will always try to offer your appointment to another client, although this is rarely possible at short notice.

If you are unable to attend in person, we will usually offer an online or telephone appointment instead where clinically appropriate.

If your sessions are funded by a private medical insurer, employer, school, local authority or Integrated Care Board (ICB), late cancellations or missed appointments may still count as one of your allocated sessions and may not be funded. We recommend checking the terms of your funding arrangement as you would be liable for late cancellations and missed appointment fees not covered by an external funding organisation.

Frequent Cancellations

If you cancel more than two appointments, we may discuss whether we are able to continue reserving a regular appointment slot for you.

If We Need to Cancel

Occasionally we may need to cancel or rearrange an appointment due to illness, unforeseen events or other circumstances beyond our reasonable control.

If this happens, we will let you know as soon as possible and offer either a full refund of any advance payment or the option to transfer your payment to another appointment.

If your appointment is delayed by more than 30 minutes, you may choose to cancel the appointment and receive a full refund of any advance payment.

Halcyon CIC is not responsible for delays or cancellations arising from circumstances outside our reasonable control or from information, actions or omissions by you.

Third-party Venues

Where appointments take place at a third-party venue, you agree to follow that venue's reasonable health and safety requirements. You remain responsible for your own personal belongings.

Payment

Unless another organisation has agreed to pay for your sessions, payment is required at least 24 hours before your appointment.

Payment may be made by bank transfer.

- Account Name: Halcyon CIC
- Bank: Lloyds Bank
- Sort Code: 30-96-26
- Account Number: 36658868

Please use the initials of the person receiving the service as the payment reference wherever possible.

All fees are exclusive of VAT (VAT is not currently chargeable unless we notify you otherwise).

We may review our fees from time to time and will normally give existing clients at least two month's notice of any increase.

If fees remain unpaid, future appointments may be suspended until your account is brought up to date. Outstanding invoices may incur administration costs and interest at 8% above the Bank of England base rate together with any reasonable recovery costs.

Funding Your Therapy

Self-funded Clients

If you are paying for your own therapy, the payment terms above apply.

Funding Through an Employer, School, Local Authority or ICB

Where another organisation has agreed to fund your therapy, we will usually invoice that organisation directly unless alternative arrangements have been agreed.

Cancelled or missed appointments may not be covered by your funding arrangement and you may be responsible for the appointment fee.

Where another organisation or individual is funding your therapy, and a fee becomes payable because of a late cancellation or non-attendance, we may need to inform the person or organisation funding your sessions that the appointment was cancelled or not attended in order to explain the charge or arrange payment. We will only share the minimum information necessary to do this.

Private Medical Insurance (PMI)

Some of our Clinical Psychologists are registered with PMIs, including providers such as Bupa and Aviva.

Before your first appointment, please confirm that your clinician is recognised by your insurer, obtain any required authorisation code, confirm the number of authorised sessions and tell us about any policy excess.

If your insurer changes or funding ends, please let us know before your next appointment. You remain responsible for any fees not covered by your insurer.

Halcyon CIC is not a party to your contract with your insurer.

Most PMIs do not cover late cancellations, missed appointments, reports, letters or other administrative work. Where these costs are excluded, you will be responsible for payment.

5. Confidentiality, Privacy and Information

Confidentiality

Confidentiality is an essential part of developing a safe and trusting therapeutic relationship.

Everything you discuss with your clinician will be treated confidentially unless there is a legal, ethical or professional reason why information must be shared.

When We May Need to Share Information

There are some situations where we may need to share information without your consent. These include where:

- there are concerns that you or someone else is at serious risk of harm;
- there are safeguarding concerns relating to a child or vulnerable adult;
- disclosure is required by a court or other legal obligation; or
- disclosure is required to meet our professional or regulatory responsibilities.

Wherever it is safe and appropriate to do so, we will aim to discuss this with you before sharing information.

Clinical Supervision and Professional Support

To maintain high standards of practice, all clinicians take part in regular professional supervision and peer consultation.

Your clinician may discuss aspects of your work with their supervisor or other appropriate professional colleagues. This is a normal part of safe clinical practice.

Only the information necessary for supervision will be shared, and everyone involved is professionally bound by the same duties of confidentiality.

Communication with Your GP or Other Professionals

We do not routinely share information with your GP or other professionals without your knowledge.

Where communication with your GP or another healthcare professional would benefit your care, we will usually discuss this with you first and seek your agreement.

If we believe there is a serious concern about your safety or the safety of someone else, we may contact your GP or another appropriate professional without your consent where this is necessary and proportionate.

Working with Children and Young People

When working with children and young people, confidentiality will be explained in an age-appropriate way.

Parents or those with parental responsibility will usually receive general information about progress, but the content of therapy sessions will remain confidential unless there is a safeguarding concern or another legal, ethical or professional reason to share information.

Your Responsibility

To help protect your own confidentiality, please take care when communicating with us by email or attending online appointments. If you choose to use shared devices, shared email accounts or attend appointments from somewhere others may overhear you, there is a greater risk that your information could be accessed by others.

How We Use Your Information

Halcyon CIC is committed to protecting your privacy and handling your personal information responsibly.

To provide our services safely and effectively, we collect, use and store personal information about you. This may include information about your health, wellbeing, family circumstances and the care you receive from us.

We process your personal information in accordance with UK data protection legislation and our Privacy Notice, which explains in detail what information we collect, why we collect it, how we use it, who we may share it with, how long we keep it and your rights. This is available on our website.

Clinical Records

We keep accurate clinical records to support your care and to meet our legal, professional and regulatory responsibilities.

Only those who need access to your information in order to provide our services or meet our legal obligations will be able to access your records.

Approved Clinical Documentation Technology

To support accurate clinical record keeping, Halcyon CIC may use approved clinical documentation technology, including NovoNote or Heidi Health.

These systems may securely process information discussed during therapy sessions to assist your clinician in preparing clinical notes and other documentation. Your clinician remains responsible for reviewing, editing and approving all documentation before it becomes part of your Halcyon CIC healthcare record.

Approved clinical documentation technology is used solely to assist with the preparation of clinical records. It does not make decisions about your care, diagnosis or treatment. Your clinician remains responsible for all clinical decisions.

Where these services involve processing information outside the United Kingdom and EEA, Halcyon CIC takes reasonable steps to ensure that providers have appropriate safeguards in place in accordance with UK data protection law before using their services. Further information is available in our Privacy Notice.

Your consent will always be requested prior to approved clinical documentation technology being used during your therapy and you are welcome to discuss any questions or concerns with your clinician.

Contacting You

We will use the contact details you provide to arrange appointments, send information about your care and contact you regarding administrative matters relating to your therapy. Please let us know if your contact details change during the course of your therapy.

6. Ending Therapy, Complaints and Agreement

Ending Therapy

Therapy is a collaborative process and can end for a number of different reasons.

Towards the end of therapy, your clinician will usually discuss the progress you have made, review your goals and consider whether any further support or recommendations may be helpful.

You are free to end therapy at any time. If possible, we encourage you to discuss this with your clinician so that your ending can be planned safely and appropriately.

Your clinician may also recommend ending therapy where:

- your therapeutic goals have been achieved;
- another service would be better suited to your needs;
- continuing therapy is no longer clinically appropriate;
- appointments are repeatedly missed or cancelled; or
- fees remain unpaid despite reasonable attempts to resolve the matter.

Wherever possible, we will discuss any decision to end therapy with you beforehand and provide information about other sources of support where clinically appropriate.

If You Have a Concern or Complaint

Halcyon CIC is committed to providing a high-quality, compassionate and professional service. If something has not met your expectations, we welcome the opportunity to hear about it and, where possible, to put things right.

If you have any questions or concerns about your care, we encourage you to discuss them with your clinician in the first instance where you feel comfortable doing so.

If you wish to make a formal complaint, please refer to our Complaints Policy (available on our website), which explains how to make a complaint, who to contact, how your complaint will be investigated, the timescales we aim to work to and what to do if you remain dissatisfied.

Crisis Management and Emergencies

The services provided by Halcyon CIC are not intended to provide emergency or crisis support.

If you require urgent help between appointments, please contact your GP, NHS 111, call 999 in an emergency, attend your nearest Accident and Emergency Department, or contact another appropriate emergency or crisis support service.

General Information

Changes to this Agreement

Halcyon CIC may update this Therapy Agreement from time to time to reflect changes in legislation, professional guidance or the way services are provided. Where changes are significant, we will let you know before they take effect.

Exceptional Circumstances

Halcyon CIC is not responsible for delays or failures in providing services where these arise from circumstances beyond our reasonable control.

Your Responsibilities

By entering into therapy with Halcyon CIC you agree to:

- provide accurate and up-to-date information;
- tell us if your contact details change;
- attend appointments wherever possible;
- let us know if you need to cancel or rearrange an appointment;
- pay any fees for which you are responsible; and
- treat our clinicians and staff with courtesy and respect.

Halcyon CIC is committed to treating you with the same professionalism and respect.

Infectious Illness

If you or your child have symptoms of an infectious illness, please do not attend in person. Where clinically appropriate we will offer an online or telephone appointment instead.

Contact Between Appointments

If you need to contact us between appointments, please do so by email where possible. We do not provide therapeutic support outside scheduled appointments. We aim to respond to administrative enquiries within three working days where possible.

Governing Law

This agreement is governed by the laws of England and Wales.

Agreement

Please read this Therapy Agreement and our Privacy Notice carefully before confirming your agreement.

By signing this agreement, or by using our secure electronic system to confirm your agreement (for example, by typing your name and selecting the consent or agreement option) you confirm that:

- you have read and understood this Therapy Agreement (Terms and Conditions);
- you have had the opportunity to ask questions;
- you understand how your personal information will be used, as explained in our Privacy Notice;
- you understand that Halcyon CIC may use approved clinical documentation technology, including NovoNote or Heidi Health, to assist with preparing clinical records;
- your clinician remains responsible for all clinical decisions and all documentation;
- you agree to the fees, payment terms and cancellation policy described in this agreement; and
- you agree to receive services from Halcyon Clinical Psychology and Animal Assisted Therapy CIC in accordance with this Therapy Agreement.

Client

Name: _____

Signature or Electronic Confirmation: _____

Date: _____

Parent, Guardian or Person with Parental Responsibility (where applicable)

Name: _____

Relationship to Client: _____

Signature or Electronic Confirmation: _____

Date: _____

Clinician

Name: _____

Signature: _____

Date: _____