

CLIENT AGREEMENT

Mind in Bexley and East Kent Ltd provide Cognitive Behavioural Therapy (CBT) and other Talking Therapies to adults living in the Bexley Borough through the NHS Bexley Talking Therapies Service. CBT is aimed at reducing distress by looking at unhelpful thinking patterns and behaviour which have a negative effect on how we feel. This is a solution-focused collaborative form of therapy, involving working together and guided discovery. Clients will be asked to carry out tasks in-between sessions to practice what they have learned. We offer both group and individual sessions and these are provided face to face, via online video sessions, via telephone and digitally.

As part of the services we offer, our team of Employment Support Workers provide help to clients who are looking for employment or need help to stay in their place of work. If you feel that this would be helpful, please ask your therapist for a referral.

Client Records and Confidentiality:

Digital records are kept on very secure IT systems, accessed only by authorised staff. Some of the data collected is anonymous and can be used to evaluate the service and for research purposes. Client records are maintained in accordance with the *Data Protection Act 2018*. Please also refer to the [Mind in Bexley and East Kent Confidentiality Statement and Privacy Policy](#) for further information.

Numerical data and statistics are collated and reported to the Department of Health and may be used for research purposes. Anything that you tell us is confidential within the Mind in Bexley and East Kent team, unless we have concerns about the safety of you or someone else, in which case we will discuss this with senior staff and may need to involve other people. If this becomes necessary, we will try to talk to you about this first, however if you indicate risk and you do not attend your appointment this may not be possible. It is a condition of this service that we are provided with the name of your GP, so that we can contact them if we have any concerns, and we usually provide the GP with a report. If there is a specific reason for you not wishing this report to be sent, please discuss this with your therapist.

As an NHS service provider, we provide data reports for monitoring and research purposes to NHS England and the DWP (as part of the employment support programme). This service data information is published statistically, and clients are not identifiable.

Attendance at sessions and non-attendance Policy:

For therapy to be consistent and effective, it is important to attend regularly. If unable to attend a scheduled appointment, please give us as much warning as possible so that the appointment can be offered to another client.

This allows us to manage therapist time and helps to keep waiting lists down. We understand that sometimes there are genuine emergencies that prevent clients attending appointments and cannot be foreseen. Should this happen, please contact us within 24 hours of your scheduled appointment to explain the reason for not attending. Please leave a clear message on our answer phone if your call is not answered in person.

Cancelling with less than 24 hours' notice will be treated as a DNA (Did Not Attend). If you do not attend on two occasions with at least 24 hours' notice, then we will discharge you from the service. We will then offer your slot to someone on the waiting list, and you will need to re-refer if you wish to continue with treatment.

Employment support:

Our attendance policy for Employment Support mirrors that of our treatment sessions above but are counted separately to missed therapy appointments. If you breach our attendance policy for employment support can be discharged from employment support but remain in treatment

- If a client is discharged from therapy due to missed appointments or because they are no longer suitable for the service, they will no longer be able to access Employment Support
- Clients may continue with employment support (for a limited time) after they have completed treatment. Please ensure that all clients who are receiving EA support are aware of the above.

Complaints Procedure, Monitoring and Evaluation:

We encourage clients to provide both positive and negative feedback to improve our service. Evaluation forms are distributed at the end of therapy. Anonymous data on outcomes are collected and collated and may be used for research purposes and for articles for publication. You can decline to consent to this. A full complaints procedure is available on our website and making a complaint will not adversely affect the service you receive.

Telephone and video call appointments

Questionnaires:

- As you are aware, we take a set of questionnaires at the start of each appointment. An electronic copy can be found on the website. If you have agreed to receive questionnaires by email, please ensure that you complete these before your scheduled appointment time.

You should be in a place where you cannot be overheard and can speak freely with your therapist. Headphones can be helpful. Ensure your device is charged and working prior to your appointment. If you are having any connectivity issues during your appointment – please let your therapist know.

If you are in a video call, there are several things to consider:

- Ensure good internet connectivity. If it's slow, consider turning other devices off in the household
- Try to join the session a few minutes before the session is due to start
- Consider what you are wearing – remember that you can be seen!
- Think about your surroundings and consider removing personal items that you don't want to share.
- If you (or family members) have a pet, try and minimise the likelihood of being interrupted
- Phones should be set to silent.
- In a group call, be mindful that the first sessions maybe a bit challenging for some.
- Consider muting yourself until you want to participate.
- Use headphones if you have them.
- The lighting needs to be good – try not to have a light behind your head.
- Use the chat section on your screen – you can select your therapist or send a message to a group.
- A code word will be agreed prior to starting the session. This should be spoken out loud to stop the session from continuing. This can be used if there is a risk to confidentiality. When the code word is heard, the therapist will pause the session and the 'chat' option will be used.
- Some sessions may be recorded for training purposes. Verbal consent will be obtained prior to the start of the session. If you do not want the session to be recorded, please let the therapist know, either verbally or using the 'chat' option at the start of the session.
- Please do not share the Teams link or ID for your group with anyone else
- Recording and photographs by clients are not permitted.
- If you lose connection – don't worry. Try to reconnect, otherwise one of the facilitators will call you back. Don't be afraid to say if you are having difficulties – we are here to provide support.



Bexley Talking Therapies
for anxiety and depression

I understand the above points and am willing to proceed with therapy:

Client's Name:

Client's Signature:

Date:

I consent to the recording of sessions for the purpose of training, research and development.

Client's Name :

Client's Signature :

Date:

(Verbal /email consent is acceptable and must be documented on the client's record)

Welcome to the NHS Bexley Talking Therapies service. Please retain this leaflet as it contains important information.

Attendance

Regular attendance at therapy sessions or in groups is important to get the best out of the sessions. Please tell your therapist or group leader in advance of any planned unavoidable absence. If there is a reason why you cannot attend on the day, please leave a message on **020 8303 8932 (option 1)**. Messages are being monitored regularly by our administration team.

Taking Care of Yourself

It is particularly important to engage in self-care. Remember to give yourself time and space to make use of the therapy or classes and ensure you are getting enough rest and nourishment. Sometimes during therapy, difficult emotions can come up or events can happen which can cause more distress. Your safety and support are very important to us. If emotions are becoming very overwhelming, it is important that you let someone know how you are feeling. Think about who you could tell (e.g., friends and relatives), to support you.

You can also contact your therapist or group leader on the above number. After hours, contact:

Crisis Advice Line: 0800 330 8590,

- Sane Line 0845 767 8000,
- Samaritans 116 123 or
- Umbrella Crisis Nightline 020 7226 9415, a night-time phone line for anyone with difficulties relating to a mental health problem, open every night from 12:30am – 6am

In the unlikely event that the feelings get worse and if you feel that you are at risk of harming yourself, or others, at any time, please make an urgent telephone appointment with your GP or call 111 for advice.

We have a 'Get Help Now' section on our website which provides crisis information, including details of support lines and the Mind in Bexley Crisis Café which remains open from 6pm – 10pm.