

Treatment and Confidentiality Agreement

This leaflet explains what you can expect from Alma Entera to keep your information confidential. It is understood that accessing treatments can make people feel anxious, particularly when there are concerns around confidentiality. It is also important for you to understand what you need to do to get the best from your treatment and expectations around engagement. If you have any questions, please contact Ellen using the details below.

Therapist's Name	Ellen Burholt	
Therapist's Contact Details	e: contact@almaentera.com	t: 07543095526

Confidentiality

Your information will be kept securely by Alma Entera and handled in accordance with the **General Data Protection Regulation (GDPR) Policy**. As far as possible (see exceptions below), Alma Entera will keep everything you tell your therapist confidential.

Your therapist is bound by Alma Entera policy and professional codes of ethics around confidentiality.

Your therapist will make notes about each of your sessions and store them in accordance with GDPR Policy. Apart from the exceptions below, the content of your record will remain confidential. Anyone who come into contact with your record will also be bound by these same rules of confidentiality:

- Your therapist may need to write a letter to the person or the service that referred you, to keep them informed of the treatment you are receiving and your progress.
- It can sometimes be helpful to discuss your treatment with other health professionals to help you receive well-coordinated care. We will contact other healthcare providers when it affects your care. This includes accessing your history with and sharing letters with any other services that you are getting treatment from, if necessary.
- All therapists receive regular supervision to ensure their work is of the highest standard. This means that your therapist may discuss your treatment with their supervisor. Their supervisor is bound by the same rules of confidentiality.

When Your Information can be Shared

There are a small number of other situations where a therapist would need to share information with other agencies, even if you do not want them to. Where possible and safe to do so, they will tell you in advance.

The situations in which information can be shared without your consent:

- When it would be in the wider public interest to share the information. For example, if you disclose intent to commit a serious crime or give information about a serious crime.
- If the clinician believes that a child or other vulnerable person might be at risk of harm, neglect or abuse to themselves or from someone else.
- If you are at risk of harming yourself or another person.
- In certain rare circumstances, a court may order the release of either information or notes about your care.

Personal Safety

Clients should be reminded that Alma Entera is an appointment only service. This means that the contact details held by the client, should be used in an appropriate manner. Alma Entera is not a service that provides crisis support.

- If you are experiencing thoughts to harm yourself or others please contact the emergency services (999/111).
- If you feel that you are experiencing a physical health or mental health condition which you are not receiving support for, please make an appointment with your GP and they will signpost you to the most appropriate help.

Please use the support lines listed below for general mental health guidance and support.

- **Samaritans Telephone Support - 116 123** - For anyone needing confidential support - Hours: 24 Hour Support
- **SANE Telephone Support - 0300 304 7000** - For anyone affected by mental illness (+ their families and carers) - Hours: 4.30pm to 10.30pm
- **CALM Telephone Support - 0800 58 58 58** - For men aged 15 to 35 - Hours: Every day 5pm to midnight

Terms of Business

- If you need to cancel a treatment or session, please give at least 24 hours' notice where possible. If you have prepaid, you will receive a gift voucher for a future treatment (*not exchangeable for money*). Alma Entera will do their best to accommodate your needs.
- Therapists are to only treat people when they, themselves, are physically and emotionally healthy. Alma Entera will give you at least 24 hours' notice, where possible, if needing to cancel a treatment. If you have prepaid, you will have a choice to receive a refund or a gift voucher to use at a different time.
- Failing to attend or cancelling more than one appointment may result in you being discharged from Alma Entera. Any missed sessions will not be replaced.
- Alma Entera is a respectful enterprise. Alma Entera aims to always treat you with respect and dignity.
- It is requested that you DO NOT record telephone calls, sessions, or treatments without your therapist's permission.
- When raising a concern or complaint, please do so in an appropriate manner, as aggression, threats and violence will not be tolerated.
- Alma Entera maintains the right to decline treating any individual. The reason for this can be requested via email or telephone.
- It is requested that full payment for all sessions is made at the beginning of each appointment, payable by bank transfer. A receipt is available on request.

Summary of Treatment Agreement

- The people who benefit most from therapies attend all their booked sessions.
- It is understood that in exceptional circumstances you may need to cancel your appointment. If so, please contact Alma Entera as soon as possible, ideally with 24hours notice, so that your appointment can be offered to another client.
- Failing to attend or cancelling more than one appointment may result in you being discharged from Alma Entera. Any missed sessions will not be replaced.
- Full payment for all sessions is made at the beginning of each appointment.
- It is important that you complete any between sessions tasks agreed with your therapist, as this will increase the likelihood of the treatment helping you.
- It is requested that you DO NOT record telephone calls, sessions, or treatments without their therapist's permission.
- Your therapist is bound by Alma Entera policy and professional codes of ethics around confidentiality.
- Supervision may be sought by Alma Entera about your care. It may be appropriate for Alma Entera to contact other professionals about your care.
- In exceptional circumstances your information can be shared without consent.
- Alma Entera will contact your emergency contact if you are taken ill whilst in their care and are not able to give explicit permission at the time.
- You are responsible for meeting your mental health and physical health needs. Please see support lines.
- Treatment(s) given should not be used in place of other required medical treatments.
- You are to inform Alma Entera if there any changes to your health.
- Alma Entera maintains the right to decline treating any individual.
- When raising a concern or complaint, please do so in an appropriate manner, as aggression, threats and violence will not be tolerated.

For Your Records

A hard copy of this leaflet will be retained with your personal information if completing it in person.

This leaflet is available to the public via www.almaentera.com and should be viewed and read when completing an online or phone consultation.

You are entitled to a signed copy of this treatment and confidentiality agreement. Please request for this to be facilitated if required.

CONSENT

I have signed below to express that I agree to this treatment and confidentiality agreement

Client

Print Name:

Signature:

Date:

Therapist

Print Name: Ellen Burholt

Signature:

Date: