

# Terms & Conditions

The terms and conditions of [Resilient Minds Highland](#) are set out to confirm that both parties understand the occupational therapy services to be carried out, expectations, the costs involved, the time scale set for payments and the issues regarding data protection.

All client contact details and sensitive data information provided by or related to a client is always treated as strictly confidential. Resilient Minds Highland will never intentionally divulge, disclose or communicate client information unless the clients consent has been agreed. No clinical documents will be shared without consent from the client.

The only circumstance where Resilient Minds Highland may need to breach confidentiality will be in circumstances where the therapist believes that the individual or others may be at risk of significant harm, where possible the client will be notified if this is required.

## Credentials

### Professional Qualifications, Governance and Membership

Denise Keanie qualified as an Occupational Therapist in 2006 and has worked in various mental health settings since qualification. She is registered with the Health Care Professions Council and holds a registered qualification from the Royal College of Occupational Therapists. She holds an Enhanced Disclosure Certificate and is professional member of the Independence Section for Occupational Therapists.

Denise is also a practicing Dialectical behavioural Therapist trained also in Prolonged Exposure protocol. Denise has also completed [Emdria](#) Approved training in Eye Movement Desensitisation and reprocessing (EMDR) and attends professional supervision to ensure she practices in a safe and effective manner.

## Services

### Free Consultation

All individuals are entitled to a free no obligation 30-minute consultation to help determine if Resilient Minds Highland is the right service for them. Resilient Minds Highland Therapists have the right to determine whether an individual would benefit from further assessment or not if the individual wishes to proceed. To arrange a free no obligation 30-minute consultation please email: [resilientmindshighland@gmail.com](mailto:resilientmindshighland@gmail.com).

### Referrals and Assessments

Resilient Minds Highland endeavour to provide an assessment within 3 weeks of referral or register of interest. During busy periods or periods of staff absence waiting times may be longer. Each assessment will be completed along with evidence-based treatment recommendations, it is the client's choice whether or not to proceed with the recommendations set out.

Please bear in mind that whilst the assessment is carried out by Resilient Minds Highland recommendations may include signposting to more relevant services based on client need. All assessments and treatment recommendations follow a phase-based model to help determine the right treatment at the right time for each individual. If written reports are required for external purposes i.e. Return to Work, additional charges may apply depending on the level of assessment required. In general, reports will be provided in an SBAR format unless requested otherwise.

### Occupational Therapy & Treatment Sessions

Duration and frequency of sessions will depend on individual need and recommendations highlighted at assessment. Prior to commencing any episode of care individuals will be provided with a full breakdown of sessions and costs to allow them to make an informed decision before committing to a therapy programme. Therapy programmes can be arranged in pre-agreed blocks with regular review to monitor progress and ensure continuation of therapy is in the best interests of the individual.

Every individual has the right to stop therapy at any time by notifying their therapist at the earliest opportunity (see cancellation policy below).

Resilient Mind Highland Therapists reserve the right to terminate therapy if they consider this to be in the best interests of the client or a therapist feels threatened by violent, aggressive, inappropriate or intimidating behaviour.

Common reasons for considering termination of therapy include:

- a) if a review session indicates that no progress is being made and there is no clear solution to move forward.
- b) if an individual does not appear to be fully committed to the therapy programme – this may include a pattern of lateness to appointments, not completing work in between sessions or lack of motivation to take responsibility for their own well-being i.e. not implementing self-management strategies.

Resilient Minds Highland endeavour to work with individuals to determine whether difficulties with engagement and/or progress are due to a motivational deficit or a skills deficit and work with the individual to try and identify solutions. If termination of therapy is deemed appropriate this will be highlighted to the individual at the earliest opportunity with the option to problem-solve and regain commitment if the individual wishes to continue.

### Online Working/Tele-therapy

In general, all clinical contacts will be delivered online using a video consultation platform. Prior to commencing therapy all clients will be required to read and consent to Resilient Minds Highland Remote Working Agreement in order to ensure safe and effective online working.

## Fees

### Referrals, Assessment and Treatment

Assessment fees range depending on whether a report is also requested/required. This will be discussed at the initial consultation session.

Individual treatment sessions are charged at £60 and payment is required in advance.

Discounts are available for advance block booking of sessions which will include a 30% non-refundable deposit should a client wish to terminate therapy prior to completion of the agreed sessions.

Accepted forms of payment include cash, cheque or BACS.

### Reports

Charges for written reports and recommendations, including an Employee Return to Work Plan, will vary depending on the level of detail required.

### Education & Awareness Group Sessions

Education & Awareness sessions in community or workplace settings can be provided to meet the specific needs of the participants. The cost for sessions will vary depending on duration and number of people attending. Travel costs apply, see below.

### Travel

Travel to and from the assessment/treatment premises will be charged at 50p/mile and up to £25/hour.

### Payment of Fees

Payment is required in advance of appointment.

Services may be withdrawn at any time if payment remains outstanding.

### Cancellation Policy

There is a 100% charge for appointments that are missed.

There is a 50% charge for appointments that are cancelled less than 24 hours before the scheduled date/time.

We will endeavour to give you as much advance notice as possible in terms of holidays or of any need to cancel a future appointment.

If you have any questions, with regards to our Terms and Conditions, please do not hesitate to contact us.

## Data Protection

### General Data Protection Regulation (GDPR) Compliance

Resilient Minds Highland regards your privacy as paramount importance and we are committed to ensuring that your privacy is protected. You can be assured that any personal or identifiable information we collect about you will only be used in accordance with this privacy statement.

#### Name and Contact Details of the Data Controller:

Name: Denise Keanie

Email: resilientmindshighland@gmail.com

Telephone: 07737893441

#### Why We Collect and Process Your Data

Consent – We always ask for your consent to process your data in order to provide our specialist occupational therapy services to you.

Contract – we may have a contract in place with a third-party which requires us to process your personal data to meet that contractual obligation.

#### How and What Information is Collected About You

We may collect the following information by email, telephone call, by post, questionnaires / forms, or in person:

- Name
- Date of Birth
- Contact details (phone, email, address)
- Medical history and lifestyle information, including reports and letters from employers, healthcare professionals and/or the Local Authority.
- Photographs / Videos – recordings of sessions maybe required for clinical purposes. If this is a requirement we will always notify you beforehand to gain your consent prior to recording.
- Any clinical documentation including outcome measures and questionnaires

#### What We Do with the Information We Gather and What it is Used For

Professional record keeping detailing sessions, discussions, interventions & plans;

Initial consultation and assessment;

Detailed record of therapy provided;

Sharing your information with relevant parties when necessary – you will be notified if this is required.

#### Your Rights

If you have given your consent to us processing your data, you have a right to withdraw your consent to any further processing.

You have the right to request your data be transferred to another organisation.

If you wish to withdraw consent or request a transfer, please email [resilientmindshighland@gmail.com](mailto:resilientmindshighland@gmail.com)

We will always give you the opportunity to opt out of future marketing whenever we send you marketing material or you can opt out at any time by contacting us.

Please view this link for more information about your rights: <https://ico.org.uk/your-data-matters/>

### How You Can Access Your Information

You may request details of personal information which we hold about you under the General Data Protection Regulation. If you would like a copy of the information held on you please write to [resilientmindshighland@gmail.com](mailto:resilientmindshighland@gmail.com)

### How Long We Keep Your Information For

The Regulation states “The UK GDPR does not dictate how long you should keep personal data. It is up to you to justify this, based on your purposes for processing. You are in the best position to judge how long you need it.”

See this link for more info: <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/principles/storage-limitation/#archiving>

Resilient Minds Highland will retain personal data for 7 years for adults, unless upon review it is deemed necessary to retain it for a longer period.

### Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have secure electronic systems in place as well as secure filing of paper documents with access granted only to those who require it i.e. have direct involvement in your care & treatment.

### Audits and Inspections

Resilient Minds Highland will comply with any necessary audits or inspections to ensure adherence to data protection responsibilities.

### Your Right to Complain

If you have a concern about our information practices, you have a right to complain. You can find various methods to make a complaint on the ICO website: <https://ico.org.uk/make-a-complaint/>



CREATING HOPE AND BELIEVING IN CHANGE  
**RESILIENT**  
**MINDS**  
*Highland*

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[resilientmindshighland@gmail.com](mailto:resilientmindshighland@gmail.com)

