

Expectations and Boundaries- Young Peoples' Talking Therapies

Conduct and Standards: We will always act in the best interests of your child. We will follow all safeguarding procedures. All our staff are fully qualified. All staff will receive regular and effective supervision as set by their governing body. All staff will follow ethics guidelines at all times.

Supporting families: Our focus will remain on supporting your young person. However, if we identify another family member may need support we will do our best to guide them to support of their own.

Confidentiality: We will share with you any information where possible to do so that may be shared for the purposes of your child's wellbeing including any safety or safeguarding concerns. However, we are not able to share the content of the sessions with you unless your child has asked us to do so.

Session timings: We know the importance of consistency with any form of talking therapy. In order to support your young person to gain the maximum benefit from their therapy sessions will usually take place at the same time with your allocated clinician every week/ fortnight so it is worth you spending some time to ensure you are able to ensure your child is going to be able to attend all sessions.

Missed sessions: In order to try and ensure we are able to support as many young people as quickly as possible we do follow a "Did not Attend" policy and late cancellation policy. Therefore if your child does not attend 2 sessions without notice we will discharge them from the service. We understand that sometimes things happen unexpectedly. If that is the case please inform us soon as possible if you need to cancel your child session. If there have been 2 sessions cancelled with less than 24 hours notice we will advise you that a third cancelled session would result in discharge. Sometimes cancelling sessions can be a sign of people struggling with the therapy mode, location and time or the therapeutic relationship. Therefore, you can expect your clinician to raise this with you if they notice that sessions are being missed.

Out of session contact: We know at times you may have questions or concerns about your child and want to discuss these with your clinician. Whilst it may be tempting to drop your clinician a call or a message they are often very busy and are not able to answer. Please feel free to contact the office and they can get a message to them if they cannot answer it themselves, or alternatively write it down and bring it to the next session where your clinician will be able to address it in the session time.

Outcomes and feedback: We regularly use homework tasks, outcomes and feedback measures as part of our evidence based practice. They form a crucial part of supporting your child towards their goal and informing their therapy process as well as helping us to improve the services we offer. Therefore, please do ensure you and your child complete these and return them to us.

Further information and leaflets will be sent to you with additional information on the topics above. If you have any questions please do contact the talking therapies office who will answer any queries you may have.

Thank you for your support and we look forward to working with you and your young person as soon as possible.