

Terms and Conditions

The following represent the terms of engagement for the client requesting the services of The Specialist OCD Clinic. These terms of engagement apply from when the client first opts in with the Psychologist until the termination of the Psychologist services by either party.

What we offer

Assessment and Treatment

Following an initial assessment, we will discuss and agree on a treatment plan together, drawing on the evidence-base for treatment and your individual needs. Your treatment plan will include the number of sessions and review points. Review sessions will be an opportunity to assess how treatment is progressing, discuss any adaptations to optimise treatment success, and consider extending sessions from the initial plan.

HCPC registered Professionals

All our Clinical Psychologists are registered with the Health and Care Professions Council (HCPC) and are bound by the HCPC Standards of Conduct. Copies of the codes of conduct can be found [here](#).

Online sessions

To ensure that location and travel are not barriers to accessing support, sessions are typically offered online via Microsoft Teams or Zoom. If you require sessions in person, please discuss this with us as we may be able to arrange this for an additional cost.

Contact between appointments

Please note that as we only work privately on certain days of the week, we may not be able to read or respond to emails quickly and so encourage you not to email the clinic requiring an urgent response.

Reports and letters

Reports and letters are not provided as standard. However, these can be requested for an additional cost.

Commitment to treatment

Evidence shows that treatment works best when sessions are offered weekly as this helps to sustain momentum and ensures the optimal "dose" of therapy. Therefore, therapeutic work will have maximum impact if cancellations from both Psychologist and client can be kept to a minimum, and we endeavour to ensure this where possible. If you cancel two appointments in a row, we will discuss with you how we can ensure to minimise further cancellations. We also reserve the right to charge a fee to hold your appointment time, in the event of ongoing cancellations.

Payments

Fees and Charges

Our standard fee for an online therapy or CBT session is £160 per 50-minute session. Assessments typically take up to 2 hours and, where conducted online, are charged at £320.

Fees for in-person appointments vary depending on the location at which the assessment or therapy session takes place. The applicable fee for an in-person appointment will be confirmed with you in advance of the appointment and before any charge is incurred.

Where an appointment takes place as a home visit, the applicable session or assessment fee will be confirmed in advance. Home visits may also incur additional charges to reflect the clinician's travel time and reasonable travel expenses. These additional charges will be discussed and agreed with you in advance.

In some circumstances, an assessment or therapy session may require additional time beyond the scheduled appointment. Where additional time is considered necessary, any additional fees will be discussed with you as soon as reasonably possible and, wherever practicable, before the additional time is provided and before further charges are incurred.

Reports and letters

Brief letters and reports are charged at £160. Where a more extensive report is required, the likely fee will be discussed with you and agreed with your Psychologist in advance of the work being undertaken.

Liaison with other professionals

In some circumstances, liaison with other professionals may be important for your care, for example in relation to risk management, social care support, education or other aspects of your care and treatment. Where such liaison requires significant or regular clinician time beyond that ordinarily included within your assessment or therapy sessions, an additional charge may apply. Your Psychologist will discuss the nature and likely cost of this work with you in advance and, where practicable, agree the charge before the work is undertaken.

Confirmation of fees

The fee applicable to your particular appointment or service will be confirmed to you in advance where it differs from the standard fees set out above. Any agreed fee or estimate provided to you for a particular service will apply to that service, subject to any additional work or circumstances that are subsequently discussed and agreed with you.

Payment

BACS details will be sent to you on booking your assessment. Fees are due 48 hours prior to your appointments. Payments should be made by electronic bank transfer using the invoice number as reference.

Insurance

Please discuss with us if you are hoping to seek support via insurance, as this may be something we can accommodate.

Cancellations

Missed and cancelled appointments

Missed appointments or those cancelled with less than 48 hours' notice will be charged the full cost of the session. If you have not joined the session 15 minutes from the pre-agreed time, your Psychologist will attempt to contact you via telephone. If unable to make contact, the session will be considered a missed appointment.

Sessions cancelled by Psychologist

On occasions, your Psychologist may have to cancel the session at short notice (e.g. due to ill health). In such circumstances, you will not be required to make payment, and any payment already made will be refunded to you, or can be used as payment for your next session.

Crisis Support and Risk Management

Crisis support

Please note that we are unable to offer urgent or crisis support. If you feel you or your child are at risk to yourself or others, please attend your local A&E department or contact the emergency services on 999. If you find you are in need of additional support between appointments, but it is not an emergency, you can contact your GP or call NHS 111.

Shared Care

In the event that a client discloses risks related to self-harm, suicidal behaviours, disordered eating, or other behaviours that may compromise their safety, we require that they are under the regular care of a medical professional (e.g. their GP or local NHS mental health service). Our clinicians do not work in isolation when managing risk; therefore, we may need to share relevant information with the client's wider professional network to ensure appropriate support and safety planning. Please note that if this involves the preparation of reports or attendance at multidisciplinary meetings, additional costs may apply.

Pausing or Ending Treatment

If, during the course of therapy, a client's level of risk increases to the point that it requires direct management to ensure safety and stabilisation, or significantly interferes with their ability to engage in treatment for OCD, we reserve the right to pause or end treatment. We will always endeavour to work collaboratively with clients to promote stability and, where necessary, support them in accessing alternative or additional services that can better meet their needs. However, effective OCD treatment cannot take place if there is an ongoing threat to the client's physical safety, and therapy may therefore need to be temporarily suspended or concluded in such circumstances.

Confidentiality and Privacy

Confidentiality

The Specialist OCD Clinic abides by the boundaries of confidentiality as outlined within the practice guidelines by the Health Care Professionals Council and the Data Protection Act 1998. Please see privacy policy for further details.

Breaking confidentiality

An exception to this is where the Psychologist is concerned that the client is at risk of harm to themselves or others or is at risk of being harmed by another individual. The Psychologist will have to break confidentiality in these incidents and where possible will discuss this first with the client, but there are situations where this may not be possible.

Supervision

As part of ensuring The Specialist OCD Clinic provides the best possible evidence-based service, the Psychologists receive regular supervision. During supervision the Psychologist may discuss the client but will ensure anonymity by not naming the client or others involved in the case, except if the above applies. In addition, the Clinical Psychologist who provides supervision also upholds current practice guidelines regarding confidentiality and will not disclose any information outside of the supervision session.

Recording

If you would like to audio or video record your sessions, please discuss this with your Psychologist in advance. If you and your Psychologist consent to record the sessions, it is important that you also both consent and mutually agree how any recordings will be used in advance. It is our policy that no session recordings can be shared on social media in any form.

Data protection

Under the General Data Protection Regulation (GDPR) (EU) 2016/679, we have a legal duty to protect any information we collect from you. We are committed to ensuring protection of all personal information that we hold, and in maintaining a system that meets the obligations of GDPR regulations. Information is anonymised where possible and all data is stored, archived and destroyed in accordance with our obligations. For more information, please refer to our privacy policy.