



MindUnity Ltd Terms & Conditions

Please read carefully before your first appointment

Agreement to and attendance of a consultation with MindUnity Ltd will be regarded as your consent to the following terms and conditions and the sharing of clinical information with health professionals involved in your care on a need-to-know basis.

Sessions

Sessions are confidential, this is discussed further in your initial assessment. Your non-clinical details (name, address, date of birth) along with your clinical data, including brief session notes, will be stored in a secure database called Medesk. We do not keep card payment details.

Your clinical data will only be shared with other clinicians involved in your care. Please inform us if you would prefer that your GP NOT be informed of your engagement with MindUnity Ltd. Agreement to and attendance at any consultation MindUnity Ltd will be regarded as your consent to information sharing with other professionals involved in your care. Please let us know if your name, address or GP changes so that we can update your details.

You will be offered an initial, no-obligation 15 minute phone conversation with a registered mental health nurse (RMN) free of charge. Your treatment will begin with an initial assessment by an RMN which takes around 60 minutes. Your lead RMN may then arrange sessions with you at home, in the community or at a clinic in West London.

General Information

Copies of all documentation, including DBS registration relating to your lead RMN can be provided by MindUnity Ltd upon request. If waiting for a letter or report from Lead RMN following a treatment session please note that this can take around 5 working days to be ready.

Occasionally in unavoidable circumstances we may have to rearrange a treatment session at short notice and we reserve the right to do this without incurring liability. Please make sure that we have an up to date mobile number and email address for us to contact you in such circumstances.

MindUnity Ltd does not offer crisis support or intervention. In the case of an emergency, clients are requested to contact their GP, Psychiatrist or local authority crisis support unit such as the A&E department of their local hospital.

MindUnity Ltd reserves the right to terminate any RMN Intervention should circumstances indicate that the intervention is not appropriate or safe for the RMN or the client.

Travel

We do not take clients in our private vehicles. Where travel is part of the treatment plan this will be by public transport, taxi or by foot. Taxi costs are regarded as expenses payable by the client.

MindUnity Ltd are not responsible for travel delays caused by public transport, traffic issues etc. Any delays will be communicated to the client by the RMN and managed independently. MindUnity Ltd accepts no liability or responsibility for Injury whilst travelling to the session.

Expenses

Any expenses incurred during an RMN session will be paid for by the client at the time. It is not permissible for RMN's to cover expenses and ask for repayment at a later date. Any booking fees for specific activities required prior to a session must be paid for by the client for both the RMN and the client. Support to arrange any bookings will be viewed as part of your treatment, you can arrange to do this with your RMN at no charge within a reasonable time frame, 15 minutes maximum. Any further time required to plan and arrange activity bookings will be viewed as a treatment session and charged at the normal fee rate.

Cancellation Policy

We require 48hrs notice for the cancellation of a booked session. Cancellation with less than 48hrs will be charged in full.

If a client does not communicate and is late for an RMN Session in the community, where the session is not in one of our clinic rooms, the RMN will wait for 30 minutes at the agreed meeting place, or as near as reasonably possible. In these situations, the full fee will remain payable, and should the client arrive late the session will end at the originally agreed time. At the RMN's discretion, and with prior agreement from the client to cover the additional fees, the session may be extended to allow the planned activity to proceed as per the treatment plan.

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 we cancel we will arrange another session at the earliest mutually agreeable time.

The General Data Protection Regulation (GDPR) Compliancy

MindUnity Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when working with MindUnity Ltd, you can be assured that it will only be used in accordance with our privacy statement. For details please see our privacy statement.

Treatment Fees

Individual treatment sessions with an RMN of MindUnity Ltd will be charged at £150 per hour. In certain and rare circumstances where a particular RMN is requested but is not located within reasonable travel range, extra fees for travel may be required. This will be negotiated on a case by case basis.

Letters, emails, telephone calls and research relating to MindUnity Ltd sessions are charged at £80 per hour, per related session.

Excess travel for community-based sessions £150 per hour RMN's will always attempt to clients in location clusters to reduce travel costs.

Additional Services

Group Work - fee on application

Corporate sessions - fee on application

Discretionary Discounts

If finances are a problem for you please let us know as an honest discussion is always possible. Any discretionary discounts will be agreed in writing and the decision of allowing discretionary discounts to fees lies solely with the Managing Director.

MindUnity Ltd reserves the right to remove any discretionary discounts to fees, with 72 hours' notice, in circumstances where they are deemed to be no longer appropriate. Late payment of fees will result in discretionary discounts being cancelled.

Payment of Fees

You will be sent a direct debit mandate from GoCardless prior to your appointment to make payment. Services may be withdrawn at any time if payment remains outstanding. Accepted forms of payment include card or BACS, we do not accept cash or cheques.

Bank Details

Starling

Account Name: Mindunity Ltd

Account Number: 03899103

Sort Code: 60-83-71

Please sign if you agree with the above terms and conditions and consent to appropriate information sharing with professionals involved in your care.

Client full name:

Client Signature: