



**Inspire
Wellbeing**
SERVICES

Inspire Wellbeing Services Client Guide

Dear Client,

We would like to welcome you to Inspire Wellbeing Services. We invite you to take a moment to read the introductory information below; our team will be available to discuss any questions you may have.

The Inspire Wellbeing Services Team

www.inspirewellbeingservices.co.uk



About Inspire Wellbeing Services

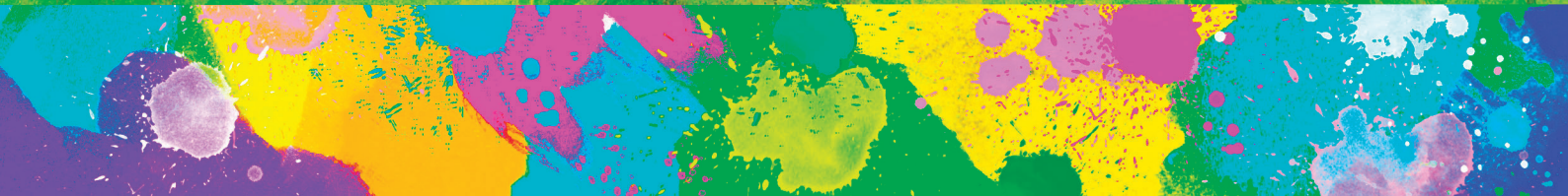
Inspire Wellbeing Services is a mental health and wellbeing service that can offer support to adults, professionals (such as teachers or therapists), children, young people, and families. We are a community interest company linked to the charity Kids Inspire. This means that any funds raised through this service are pledged to Kids Inspire to support children, young people and their families who are unable to afford and access timely mental health interventions.





Our Approach

- **We are client centred:** With each client we meet, we look and listen to how their past affects their present, reviewing the whole system around the individual.
- **We are trauma informed:** We are passionate about brain development, and the latest neuroscience research. We consider negative childhood experiences and address causes rather than symptoms.
- **Our diverse therapeutic approach:** Our qualified, experienced therapists have been trained in a broad range of therapeutic approaches. They focus on the strengths of the individual and/or the family to build and nurture resilience.
- **One size of therapy does not fit all:** Our therapists will gather information from you during a detailed assessment to create a bespoke package of therapy to fit your specific needs.
- **Our ethos of equality, diversity, and inclusion:** We want Inspire Wellbeing Services to be a welcoming place where each individual feels valued and included regardless of their background, race, gender, age, sexual orientation or beliefs. We are here to listen so we can deliver the best, most effective service for each individual's needs.



Our Services



Talking Therapies



Creative Therapies



Trauma Therapies



**Family and dyadic
(child-parent / couples) Therapies**



**Supervision, Mentoring and
Consultancy for Professionals**





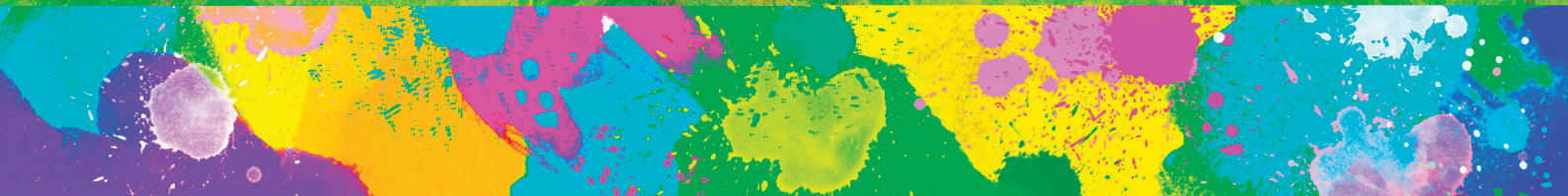
Our Process

- **Enquiry & Referral:** Once we have received an enquiry from you, our team will send you the relevant information regarding our service, as well as our referral and consent forms. We are here to support you in completing the referral paperwork.
 - **Initial telephone contact:** Once we have received your referral forms, we will arrange a telephone conversation with you to further understand your reasons for referral and how we may be able to support you.
 - **Screening and allocation:** All information gathered during the telephone conversation will be sent to our therapeutic team, who will allocate you the therapist they feel is in the best position to meet your needs.
 - **Introductory sessions:** The two initial sessions will act as a therapeutic assessment process. This will allow your allocated therapist to obtain a greater understanding of your needs, and for you to experience the therapeutic environment.
 - **Treatment plan:** The introductory sessions will help the clinical team devise a bespoke support plan. If, following these introductory sessions, our team feel the need to escalate your case to to a more senior member of the team, we will inform you of this.
 - **Reviews:** Your allocated therapist will review the plan with you at regular intervals throughout the support. If you are a parent/carer of a young person receiving support, you will be offered review meetings with the therapist supporting your child. We also use a range of outcome measurement tools that encourage your participation.
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Our Process

- **Exiting the service:** It is important for clients' wellbeing to plan the end of their therapy. We therefore encourage you to discuss your wish to end with your therapist and agree a number of ending sessions appropriate to your needs.
- Once your treatment plan is complete and you have reviewed your/your child's journey with your allocated therapist, you may be given further interventions to explore, such as another course of therapy or a diagnostic route. You can discuss any suggestions at your last scheduled session and receive support with organising any next steps.
- **End of Therapy Reports :** End of Therapy Reports are written after the end of therapy sessions by your therapist. They are a formal way of ending the support and recording what has been covered.
 - You can see: Reasons for the referral, intervention offered, session structure, general themes explored (if applicable), and any further recommendations.
 - They provide an overview of the support/treatment offered and are unique to each individual. They can also serve as a reminder of any strategies, tools or recommendations that you can implement once your support has come to an end.
 - They are an important part of a formal paper trail, providing details such as what support you received, who supported you, final thoughts, and can be useful should you wish to return to the service, or engage with other services.





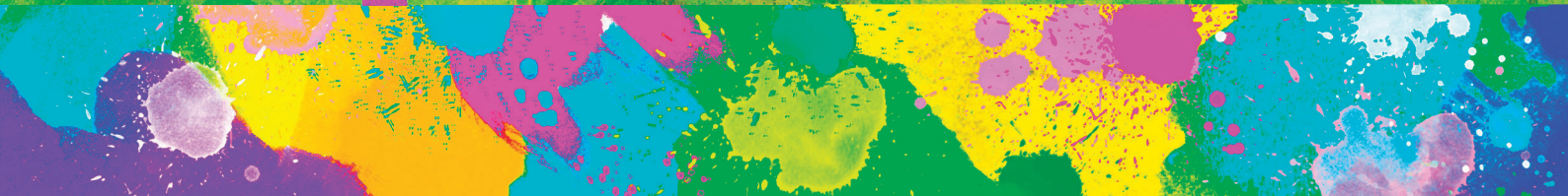
Consent & Data

Inspire Wellbeing Services will ask for your consent to support you, your child, and/or your family. Please note that if we are due to support your child, we will require written consent from both parents, if both have legal parental responsibility. This will confirm that you are happy for us to offer a service and, for this reason, we will also need to record your data. If you wish to know more about our policies, please contact our team at: hello@inspirewellbeingservices.co.uk

We have policies in place to protect your data, your privacy and confidentiality, as well as safeguarding policies that explain exceptions.

What's Next?

Our team is here for you to contact and discuss your support queries, needs and requirements. They will guide you through every step of the process.



Frequently Asked Questions



How do I pay for sessions?

Sessions and other expenses should be paid in advance or on the day they take place via bank transfer. You can find our bank details on your signed payment agreement.

How long do therapy sessions last?

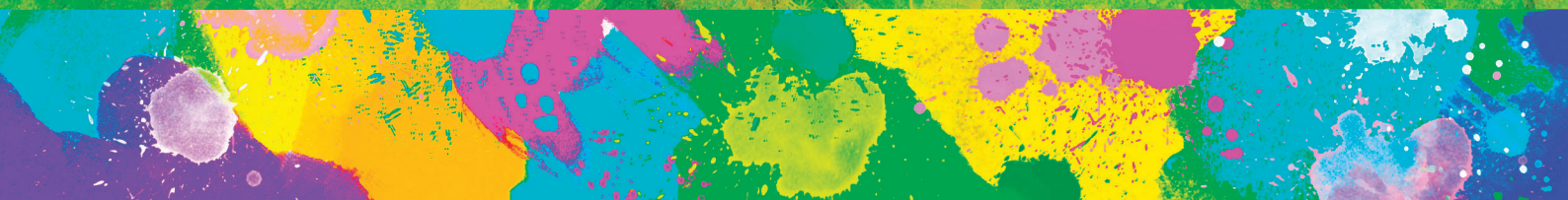
Sessions last for 50 minutes.

Sessions need to take place weekly to allow for appropriate continuity of support. In longer term cases, your therapist may recommend spacing sessions out to every 2 weeks at the end of support.

After the introductory sessions we can provide you with guidance on how long we expect the course of therapy to take. If you and your therapist feel that it would be beneficial to extend, this can be reviewed.

How long will the referral process take?

We aim to process referrals and begin the introductory sessions within three weeks of an initial telephone call taking place. If your availability is particularly limited this process may take slightly longer.



Frequently Asked Questions



What if I do not feel comfortable with my allocated therapist?

It is really important that you feel comfortable in sessions. We always try to allocate the most appropriate therapist according to the client's needs, but if you feel you would like to consider another therapist, please contact us.

Do you offer online sessions?

Yes, we do. However these may not be appropriate for every client and need.

What if I need to cancel or reschedule my appointment?

When you make a referral into our services you will sign a consent form with the details of our cancellation and missed appointment policy.

The full cost of the appointment will be charged whenever a client misses or cancels an appointment without giving a minimum of 24 hours' notice.

Where is your head office?

We are located at: Hargrave House, Hollycroft, Great Baddow, Chelmsford, Essex, CM2 7FW.



Frequently Asked Questions



Is your building accessible?

Yes, our building is accessible. Please let us know before your visit, if you have additional accessibility needs.

Can I drop my child off for their session?

For safeguarding reasons, we ask all parents to remain on site during their child's sessions.

Will I be in sessions with my child?

Sessions take place directly with the client. If the client is your child, they will usually be the only person in the session, unless your therapist explains otherwise. If your child is unlikely to agree to attend sessions alone, please raise this with your allocated therapist as soon as possible.

Do you have wifi?

Yes, we do provide guest wifi. Please ask reception for the login details.

How do I know that your team are appropriately qualified to support?

Our team of therapists are all registered with the appropriate professional bodies and regulators. We have an extensive application and recruitment process, and all our therapists have current enhanced DBS checks completed.

Any further questions?

Please do not hesitate to contact one of our team who will be happy to help.



Emergency Or In Crisis?

Please note that Inspire Wellbeing Services is not an emergency or crisis service. If you or your child is at immediate risk, please contact the crisis service related to your concern:

- **Call 999 Your GP or nearest A&E**
- **Emotional Wellbeing Mental Health Service Crisis Team (Essex) - 0300 555 1212**
- **Family Operations Hub - 0345 603 7626 (Priority Line) - 0345 606 1212**
- **Childline - 0800 1111**
- **Samaritans - 116 123**





Testimonial

“Our therapist has been fantastic in supporting not only Isla, but us as parents and the family as a whole. Isla has had so much fun with her therapist and learnt very important skills in helping her to regulate her emotions. We have also been able to remind Isla to use these skills and have done breathing techniques with her. Our therapist was able to build a very good relationship with Isla and gained her trust so well. She is absolutely brilliant at what she does! The parent sessions have been invaluable. Our therapist has given us tips and tools to help us help Isla, as well as explaining in depth what is happening in the brain and to help us understand why she was behaving as she did at her previous school.

Having our therapist by my side at a meeting with the previous school and writing a letter of support for a new school application was extremely helpful. I honestly don't know what we'd have done without our therapist's advice and information. I'm ever grateful and feel I understand our darling little girl so much more, which will help us to continue to help her. If we were ever in need of your services again, we would ask if we could have our therapist again! From the bottom of my heart, thank you!”

Please note names have been changed to protect client confidentiality.

