



together we

Cumbria

Together We- Engagement Contract.

This contract sets out our promise to you for the provision of our Talk service. The purpose of this agreement is to ensure clarity and understanding of how our one-to-one service works.

2. Confidentiality

All sessions are confidential, and information shared during sessions will not be disclosed to any third party without consent, except in the following circumstances:

- Where there is a risk of harm to the Client or others.
- If required by law (e.g., safeguarding concerns, legal orders).
- Where supervision is required, in which case client information is discussed anonymously.

You may be asked for permission to record your session (via video or audio). This helps support practitioner training and supervision, ensuring we continue to provide the best possible care.

Your practitioner will discuss confidentiality with you on first appointment, please review the confidentiality agreement for further information about confidentiality

3. Session Details

Sessions will take place at an agreed location, sessions may be within one of our community bases, online or by telephone and will last up to 50 minutes, unless a longer length has been agreed prior with your practitioner. Sessions will be scheduled on a regular basis but usually are hosted weekly or fortnightly, unless advised otherwise by your practitioner. The frequency of sessions will be discussed and reviewed regularly.

As part of our service, we use questionnaires to help track progress and understand the impact of our support. These are simply a way to check in and see what's working, help with care planning and they don't determine eligibility for care. Additionally, the insights from these questionnaires help us improve our services and demonstrate their effectiveness as a community-commissioned provider.

5. Cancellations and Rescheduling

We recognise that attending sessions can sometimes be difficult, especially when experiencing mental health challenges. We aim to be as flexible as possible while ensuring we can support all clients effectively. If you are unable to attend a session, we encourage you to let us know as soon as possible. We understand that unexpected circumstances arise, and we will work with you to accommodate where possible.

However, due to high demand for our service, if you do not attend **two consecutive sessions without prior notice**, we will assume you no longer wish to continue, and we will contact you to



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discuss discharge. If you anticipate difficulties attending, please discuss this with your practitioner in advance so we can explore ways to support your engagement.

Practitioners will inform clients as soon as possible if a session needs to be rescheduled. Occasionally, we may need to cancel or postpone sessions due to service demands, staff illness, or unforeseen circumstances. While we aim to provide at least 24 hours' notice, this may not always be possible. If a practitioner misses two consecutive appointments, we will review the case and explore reassignment to another practitioner in collaboration with you.

6. Client Responsibilities

It is your responsibility to attend sessions on time and actively participate in the therapy process. Talking therapy is a collaborative process and that progress depends on your engagement. If you have concerns about your support or ability to engage, please speak to your practitioner. It is your responsibility to inform the practitioner if you are unable to attend or engage in therapy for any reason.

We are committed to providing a safe, respectful and inclusive environment for everyone. We expect clients to treat practitioners and other people involved in their care with respect. Abusive, threatening, discriminatory or offensive behaviour will not be tolerated, including racial, sexual, homophobic, transphobic or other discriminatory language or behaviour. Where such behaviour occurs, we may need to discuss this with you and consider whether it is appropriate and safe for therapy to continue.

7. Practitioner Responsibilities

We will provide a safe, professional, and non-judgmental space. Additionally, we will maintain appropriate professional boundaries and adhere to ethical guidelines. Some examples of professional boundaries include limiting contact out of sessions, not accepting social media requests and keeping to sessions timings and structure. These boundaries are established to create a safe and effective therapeutic environment, ensuring that the focus remains on your well-being and therapeutic goals.

9. Emergency Contact and Crisis Support

Your practitioner may provide their work mobile number to help with appointment setting, it is important to note your practitioner is not available for crisis support outside of scheduled sessions. Within your sessions, a safety plan will be undertaken with you. In case of an emergency, the Client should contact emergency services (999), 111 for mental health support, their GP, or a relevant crisis support service (e.g., Samaritans: 116 123). Your practitioner will agree appropriate out-of-session contact arrangements and preferred contact methods.

10. Termination of support

You may choose to end intervention at any time but is encouraged to discuss this in advance. The practitioner may also end intervention if they feel it is no longer beneficial or appropriate for the Client. Referrals to alternative support services may be offered if necessary.



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11. Complaints and Feedback

If you have any concerns, we firstly encourage you to discuss them with your practitioner. If this does not satisfy your concerns, please escalate your concerns to referral@togetherwe.uk

We always appreciate feedback, and welcome all, whether positive or constructive, as it helps us improve and grow.

12. Agreement By entering our service, both parties agree to the terms outlined above.