

Lovely Massage - privacy, confidentiality and consent

Treatment and confidentiality agreement

This leaflet explains what you can expect from Lovely Massage to keep your information confidential. It is understood that accessing a treatment can make people feel anxious, particularly when there are concerns about confidentiality. It is important for you to understand what you need to do to get the best out of your treatment and expectations around engagement. If you have any questions please do contact Laura using the contact details below:

Therapist's name: Laura Dimmock-Jones

Therapist's contact details: laura@lovelymassage.co.uk 07766313626

Confidentiality

Your information will be held securely by Lovely Massage in accordance with General Data Protection Regulations (GDPR) policy. As far as possible (see exceptions below) Lovely Massage will keep everything your therapist tells you confidential.

Apart from the exceptions listed below your therapist will keep and store all your information in accordance with GDPR.

1. Your therapist may need to write a letter to other therapeutic professionals who may be treating you to keep them informed of treatments you are receiving.
2. It can sometimes be helpful to discuss your care with other health professionals to help you receive well coordinated care. We will contact other health providers when it affects your care.
3. All therapists receive CPD and supervision to ensure their work is to a high standard during which they may discuss your treatment. Their supervisor, teacher or trainer is bound by the same confidentiality.

When your information can be shared

There are a small number of situations where a therapist would need to share information with other agencies, even if you do not want them to. Where possible and if safe to do so they will tell you in advance. The situations in which information can be shared without your consent:

1. When it would be in the wider public interest to share the information. For example, if you disclose intent to commit a serious crime or give information about a serious crime.
2. If the therapist believes that a child or other vulnerable person might be at risk of harm, neglect or abuse to themselves or from someone else.
3. If you are at risk of harming yourself or someone else.
4. In certain circumstances a court may order the release of either information or notes about your care.

Personal safety

Clients should be reminded that Lovely Massage is an appointment only service. This means that the contact details held by the client should only be used in an appropriate manner. Lovely Massage is not a service that provides crisis support. In the event that you are experiencing thoughts to harm yourself

or others please contact the emergency services (999/111). In the event that you are experiencing a physical or mental health condition for which you are not receiving care please make an appointment with your GP.

Terms of business

- If you need to cancel a treatment or session, please give at least 24 hours' notice where possible. If you have prepaid, you will receive a gift voucher for a future treatment (not exchangeable for money). Lovely Massage will do their best to accommodate your needs.
- Therapists are to only treat people when they, themselves, are physically and emotionally healthy. Lovely Massage will give you at least 24 hours' notice, where possible, if needing to cancel a treatment. If you have prepaid, you will have a choice to receive a refund or a gift voucher to use at a different time.
- Failing to attend or cancelling more than one appointment may result in you being discharged from Lovely Massage. Any missed sessions will not be replaced.
- Lovely Massage is a respectful enterprise and aims to always treat you with respect and dignity.
- It is requested that you DO NOT record telephone calls, sessions, or treatments without your therapist's permission.
- When raising a concern or complaint, please do so in an appropriate manner, as aggression, threats and violence will not be tolerated.
- Lovely Massage maintains the right to decline treating any individual.
- It is requested that full payment for all sessions is made at the beginning of each appointment. A receipt is available on request.

Summary of treatment agreement

- The people who benefit most from therapies attend all their booked sessions.
- It is understood that in exceptional circumstances you may need to cancel your appointment. If so, please contact Lovely Massage as soon as possible, ideally with 24 hours notice, so that your appointment can be offered to another client.
- Failing to attend or cancelling more than one appointment may result in you being discharged from Lovely Massage. Any missed sessions will not be replaced.
- Full payment for all sessions is made at the beginning of each appointment.
- It is important that you complete any between sessions tasks agreed with your therapist, as this will increase the likelihood of the treatment helping you.
- It is requested that you DO NOT record telephone calls, sessions, or treatments without their therapist's permission.
- Your therapist is bound by professional codes of ethics around confidentiality.
- Supervision may be sought by Lovely Massage about your care. It may be appropriate for Lovely Massage to contact other professionals about your care.
- In exceptional circumstances your information can be shared without consent.
- Lovely Massage will contact your emergency contact if you are taken ill whilst in their care and are not able to give explicit permission at the time.
- You are responsible for meeting your mental health and physical health needs.
- Treatment(s) given should not be used in place of other required medical treatments.
- You are to inform Lovely Massge if there are any changes to your health.
- Lovely Massage maintains the right to decline treating any individual.
- When raising a concern or complaint, please do so in an appropriate manner, as aggression, threats and violence will not be tolerated.

For your information

Any forms filled in digitally will be kept in a password protected file. A copy of this consent form along with any other hard copy notes will be kept securely in a locked cabinet for 7 years upon which if you are no longer being treated by Lovely Massage they will be destroyed. You are entitled to request copies if you wish.

Informed consent

In exceptional circumstances the therapist may have to get consent from your GP or other medical practitioner to treat you. You can, if you wish, choose to give informed consent. This means your therapist will explain why consent is required, what your treatment will entail and what the risks are to you. If you wish to continue with the treatment without the consent of your GP or other medical practitioner you can sign below to give your informed consent.
Information consent required: YES / NO (circle)

Consent

I have signed below to express that I agree to this treatment and confidentiality agreement.

Client

Print name:

Signature:

Date:

Therapist

Print name:

Signature:

Date: