

Wanstead Wellbeing CIC



Wanstead Mental Health Clinic

The Therapeutic Centre of Excellence

The Gold is in you
Our Team guides you to find it



Position Statement

Wanstead Wellbeing CIC is dedicated to providing Positive Mental Health Support to those in need at their point of need.

As a Community Interest Company we are committed to protecting the professionals we work with and adhere to the UK's highest Ethical Framework for Counsellors & Psychotherapists.

Wanstead Mental Health Clinic – The Therapeutic Centre of Excellence

Delivers a new approach to Counselling, Psychotherapy and Mental Health services. With over 20 years of private practice experience our Clinical Director brings together a functional and effective process to support professional development and maximise the delivery of Positive Client Experience.

Wanstead Mental Health Clinic – The Therapeutic Centre of Excellence, owned and managed by Wanstead Wellbeing CIC is a Mental Health Service Provider that goes beyond the traditional scope of a clinic that is nothing more than a collection of sole traders.

Wanstead Mental Health Clinic – The Therapeutic Centre of Excellence is a Collaboration Partner of Ayanay Psychological Accreditation (APA) and operates to the Ethical & Professional Framework of their elevated protocols.

Wanstead Mental Health Clinic

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Point of Focus



Wanstead Mental Health Clinic – The Therapeutic Centre of Excellence

Provides a dedicated Counselling, Psychotherapy and Mental Health Wellbeing Environment.

With all services provided by Qualified Therapeutic Professionals. Wanstead Mental Health Clinic makes access to effective support available within a safe and caring environment.

Wanstead Mental Health Clinic – The Therapeutic Centre of Excellence provides a triad of support to Those in Need, Qualified Therapeutic Professionals and The Local Community.

Those in Need

- Ease of Access
- Effective matching to the appropriate Professional
- Ethical, Confidential and Professional Service

Qualified Therapeutic Professionals

- Exclusive Support and Professional Development
- Effective matching to the appropriate client
- Ethical, Confidential and Professional Service

The Local Community

- Mental Health Awareness Events
- Business Networking Events
- Dedicated Access and Collaborative Working

Delivering Counselling & Psychotherapy with
Empathy
Congruence
Unconditional Positive Regard

Services



Therapeutic Pathways

Wanstead Mental Health Clinic is a **Therapeutic Centre of Excellence** and will offer those in need 3 Teams of Qualified Therapeutic Professionals, that meet their needs. The Service Fees are:

The Affiliated Team

The Affiliated Team is made up of professionals with up to 3 years Post Qualified experience.

Service	In person	Digital Access
Face to Face (1-2-1)	£65.00	£55.00
Couples	£99.00	Not Applicable
Family	Not Applicable	Not Applicable
Mediation	Not Applicable	Not Applicable

The Consultants Team

The Consultants Team is made up of professionals with up to 10 years Post Qualified experience.

Service	In person	Digital Access
Face to Face (1-2-1)	£90.00	£80.00
Couples	£120.00	£100.00
Family	£145.00	Not Applicable
Mediation	£180.00	Not Applicable

The Specialist Team

The Specialist Team is made up of professionals with up to 15 years and over Post Qualified experience.

Service	In person	Digital Access
Face to Face (1-2-1)	£115.00	£110.00
Couples	£165.00	£160.00
Family	£180.00	Not Applicable
Mediation	£190.00	Not Applicable

NOTE: These are Client Fees, Not the pay levels for professionals.



The Referral Process

The Initial Enquiry

A direct conversation will take place with the prospective client

Baseline information will be obtained and the level of need will be explained to the client, including the cost per session. A member of the appropriate team will be identified that meets the best fit with the client.

If the client agrees to proceed, Wanstead Mental Health Clinic will send the client payment instructions. On receipt of payment, the client will receive confirmation of the booking.

Any rate negotiation will be managed by Wanstead Mental Health Clinic.

Once Booking is confirmed

The allocated professional will be contacted and baseline details of the Client record will be forwarded to the professional. The team will endeavour to secure appointments at times that meet the clients need, within the Clinic's operating hours (9am – 8pm).

All Affiliated professionals are asked to keep the Assessment time advised of their availability for referrals. It is the professionals responsibility to ensure that their total Client hours, do NOT exceed the Ethical limit of 25 hours per week.

Direct Access (Room Rental)

Wanstead Mental Health Clinic – The Therapeutic Centre of Excellence, encourages and supports all professionals to develop their own client base and therefore, offers professionals the opportunity of Direct Access (Room Rental).

Should a professional wish to receive Referrals from **Wanstead Mental Health Clinic**, in addition to their Direct Access commitment, they are welcome to do so and receive the Referral payment as outlined above.

Schedule	In person Package Minimum	Additional Single Session Access
Consultants Room	£250.00 PCM (Up to 5 sessions a week) = to £11.53 per session	£15.00 Based on availability
Wellbeing Suite	£350.00 PCM (Up to 5 sessions a week) = to £16.15 per session	£20.00 Based on availability



To benefit from the fixed rate the Direct Access Fee must be paid and all appointments booked by the 28th of the Month, for appointments in the following month or a fixed block of time is booked, that the professional can then fill with their client appointments.

Note: Paying the Package Fee in advance secures the session limit at the value outlined above. Without advance payment all bookings will be costed at the Single Access rate.

Unused Appointment entitlements will not be rolled over.

Transfer of Appointment slots to other professionals is not permitted.

If for any unfortunate reason a pre-paid appointment slot is cancelled, by a professional within 48 hours, (i.e unwell) **Wanstead Mental Health Clinic** requires the professional to inform their client and the clinic management. We reserve the right to offer that time out to other professionals in the interim.

Assessment and Referral

With awareness of Mental Health at an all-time high, and access to effective support becoming increasingly difficult, it is clear that many people are struggling to know what support is best to engage. **Wanstead Mental Health Clinic** will provide a low cost Assessment and Referral Service. This will allow for a more effective engagement and allow the prospective client to develop a greater understanding of their need.

Assessments will be carried out by a Senior Accredited Professional and match the need of the individual to the Knowledge and Experience of the appropriate Qualified Therapeutic Professional.

Whilst Assessments will be undertaken without obligation to use the **Wanstead Mental Health Clinic** referral, The Service will give those in need a clear understanding of what to look for in a professional service provider, in order that they receive the support they need.

Service Cost includes 1hr Assessment and Written Report

Neurodiversity Assessments

Wanstead Mental Health Clinic – The Therapeutic Centre of Excellence, offers Neurodiversity Assessments on request.

Personal Injury Impact Assessments

Anyone that has experienced a Personal Injury, that has impacted on their Mental Health can benefit from our Personal Injury Impact Assessment. Available on request from our In House Consultant Psychologist.

What you should know



What you should know about working with **Wanstead Mental Health Clinic– The Therapeutic Centre of Excellence.**

Wanstead Mental Health Clinic – The Therapeutic Centre of Excellence is not a training provider. All professionals working within the Clinic will be Qualified Therapeutic Professionals.

Professional Bodies are Voluntary Registers, therefore, affiliation is legally protected as your choice. It is a requirement for professionals to be affiliated to a Voluntary Register within the sector of Counselling & Psychotherapy. **Wanstead Mental Health Clinic– The Therapeutic Centre of Excellence, DO NOT** Mandate which Voluntary register, a Professional chooses to affiliate with.

Contracts are with Wanstead Wellbeing CIC and include:

- * A rolling basis
- * CPD commitment in line with Ethical & Professional Standards

Clinic Benefits Inc

- Telephone Handling
- Referral Service
- Directory and Corporate Promotion
- Confidential Peer Support Platform

Confidentiality

The Ethical & Professional Conduct Protocols require every **Wanstead Mental Health Clinic** professional to make a direct intervention in the event that a client or peer discloses a 'Risk Of Harm' either to themselves or to others.

Wanstead Mental Health Clinic– The Therapeutic Centre of Excellence, has a dedicated protocol for Risk of Harm Disclosures, which is explained in the Service Handbook for all Professionals affiliated to **Wanstead Mental Health Clinic.** This will also be explained to each client at the beginning of their engagement with **Wanstead Mental Health Clinic.**

Professional Supervision

The Ethical & Professional Conduct Protocols require every **Wanstead Mental Health Clinic** professional to undertake Professional Supervision. This must be in place and maintained by the professional throughout their affiliation.



Referral Follow Up Contact

Wanstead Mental Health Clinic– The Therapeutic Centre of Excellence, will complete follow up contact with all Referral clients at regular points from the commencement of work. This feedback will be communicated to the professional as appropriate.

Whistleblowing and Complaint Process

In line with best practice and Ethical & Professional Conduct Protocols **Wanstead Mental Health Clinic– The Therapeutic Centre of Excellence**, upholds an elevated Whistleblowing and Complaint Process. This is included in the Service Handbook for all affiliated Professionals.

Equality & Diversity

Wanstead Mental Health Clinic– The Therapeutic Centre of Excellence, Ethical and Professional Conduct Protocols this includes full observance of Equality and Diversity Protocols as laid out in the Service Handbook for all affiliated Professionals.

Oath of Commitment to Ethical Working

While the professions of Counsellor & Psychotherapist are unregulated, professionals are free to choose the Voluntary Register of their choice. However, we believe in working to an Oath of Commitment to Ethical Working and Delivering Counselling & Psychotherapy with

Empathy
Congruence
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Cancellations & No Shows

Wanstead Mental Health Clinic– The Therapeutic Centre of Excellence, operates a 48 hour Cancellation policy, applicable to Clients and Professionals.

Appointments are all Prepaid, therefore any cancellation made after the 48 hour mark will be paid to the professional as a Late Cancellation. Cancellations made before the 48 hour mark will be refunded and offered an alternative appointment.

Referral Clients that are a no show for an appointment will be contacted by **Wanstead Mental Health Clinic– The Therapeutic Centre of Excellence**, and the Professional will be paid for the session.



Advertising Entitlements

Being affiliated to **Wanstead Mental Health Clinic– The Therapeutic Centre of Excellence**, will allow all professionals to grow their own Private Practice. This is to be encouraged and professionals can benefit from the Direct Access (Room Rental) option offered by Wanstead Wellbeing CIC.

It is a requirement however, that all professionals respect and adhere to the following guidelines in respect to advertising and promotion, relating to **Wanstead Mental Health Clinic – The Therapeutic Centre of Excellence**. Failure to follow these guidelines will be a breach of Contract and result in Termination of Affiliation, Removal from all referral Pathways, and an Ethical Breach Report being made to the relevant Professional Body/s.

- 1.** All reference to **Wanstead Mental Health Clinic – The Therapeutic Centre of Excellence**, is clear and transparent. The Professional is an Affiliated Counsellor of **Wanstead Mental Health Clinic – The Therapeutic Centre of Excellence**
- 2.** Only Approved Imagery of **Wanstead Mental Health Clinic – The Therapeutic Centre of Excellence**, is used
- 3.** **Wanstead Mental Health Clinic – The Therapeutic Centre of Excellence** may not be used as the primary contact for a professionals Private Practice
- 4.** **Wanstead Mental Health Clinic – The Therapeutic Centre of Excellence**, will not be accepted as a postal address for Affiliated Professionals, without prior written agreement from Wanstead Wellbeing CIC
- 5.** Affiliated Professionals that receive referrals are prohibited from attempting to pass clients on to Counselling services or providers external to **Wanstead Mental Health Clinic – The Therapeutic Centre of Excellence**. Those found to be breaching this ethical boundary, will be removed from receiving referrals and all referral clients will be reassigned.

These measures protect the client and **Wanstead Mental Health Clinic – The Therapeutic Centre of Excellence**, whilst ensuring the integrity of the professional. Wanstead Wellbeing CIC reserves the right to make a Professional Conduct Report to the relevant Professional Body/s in the event of such breaches.

Amending Working Agreements & Moving On

All professionals in line with growth through experience that wish to change their current status in line with our payment plans, please contact info@wansteadmhclinic.com

Should a professional wish to move on from Wanstead Wellbeing CIC, we require 2 months' written notice.

Should, in the event that Wanstead Wellbeing CIC is required to terminate an affiliation, due to breaches of the Terms & Conditions, Ethical & Professional Conduct or other such



break down in the working relationship, Wanstead Wellbeing CIC reserves the right to make a Professional Conduct Report to the relevant Professional Body/s. We also reserve the right to take further legal action as appropriate.

Centre Socials & Networking

Wanstead Wellbeing CIC is dedicated to promoting positive working relationships and collaborative engagement with the local community. **Wanstead Mental Health Clinic– The Therapeutic Centre of Excellence**, will plan and host various events throughout the year to encourage and foster a positive environment for all.

All Affiliated Professionals are invited to take part in the Monthly ‘Networking with the Counselling World’ event. This takes place on the 3rd Thursday of each month from 7pm – 9pm. We encourage all Affiliated Professionals to promote this event and use it to showcase themselves.

Liabilities and Professional Affiliations

Professional affiliation with Wanstead Wellbeing CIC via **Wanstead Mental Health Clinic – The Therapeutic Centre of Excellence**, will be as an independent contractor and professionals remain liable for all tax, insurance & legal liabilities, associated with their work.

Wanstead Wellbeing CIC respects the roles and responsibilities of Professional Bodies / Voluntary Registers in the Counselling, and Psychotherapy space. Professionals are free to align with the Voluntary Register of their choice. Whilst the Clinic is an Accredited Facility of Ayanay Psychological Accreditation (APA) Professional Membership of Ayanay Psychological Accreditation (APA) is not a requirement of affiliation to Wanstead Wellbeing CIC.

Wanstead Wellbeing CIC will only affiliate and refer clients to Qualified Professionals, No Client of **Wanstead Mental Health Clinic – The Therapeutic Centre of Excellence**, will be served by a trainee. Affiliated Professionals that may offer Training Placements in other venues, will not be permitted to introduce clients to services delivered by trainees.

Affiliated professionals that accept referrals from **Wanstead Mental Health Clinic – The Therapeutic Centre of Excellence**, will not be permitted to see those clients outside the safeguards of **Wanstead Mental Health Clinic**.

Invoicing Wanstead Mental Health Clinic

All Invoices for payment must be submitted by 1600hrs on Friday of each week, for Payment to be processed on the following Monday (Tuesday when there is a Bank Holiday). Invoices received after the close of business on Friday will be processed the following week.



Affiliation to Wanstead Mental Health Clinic – The Therapeutic Centre of Excellence

Requirements

Affiliating to a Centre of Excellence is not the same as joining a collection of sole traders that simply use a room in a single building.

Wanstead Mental Health Clinic - The Therapeutic Centre of Excellence, is offering a truly different service to professionals and as such the affiliation requirements are different.

All professionals wishing to affiliate with **Wanstead Mental Health Clinic - The Therapeutic Centre of Excellence**, are required to provide evidence of:

- Qualification (Level 4 Diploma and above)
- Appropriate Professional Insurance
- Professional Supervision (External)
- Voluntary Register Affiliation (To the organisation of your choice)

Everyone wishing to affiliate with **Wanstead Mental Health Clinic** will complete a direct conversation with the Clinical Director of **Wanstead Mental Health CIC**.

All professionals agree to abide by Ethical & Professional Conduct Protocols.

Ethical and Professional Conduct Protocols

Wanstead Mental Health Clinic encourages all professionals to maintain an active learning attitude towards ethical and professional conduct. If in doubt on any question of ethical and professional conduct, members should seek guidance directly.

Our Ethical and Professional Conduct overview

1. Trust, Openness and Truth

Congruence in and out of your practice is essential. The foundation of all positive relationships, begin with trust, openness, and truth.

2. Confidentiality, Protection, and Boundaries



Creating boundaries creates safety and security. Being confident to set boundaries in your professional and personal life is reflective of assertiveness, self-care, and ethical practice.

3. Accountability and Responsibility

We all make mistakes; responsibility to acknowledge, process, accept, and explore, is reflective of accountability and responsibility.

4. Social Media

Wanstead Mental Health Clinic does not condone any information regarding clients being disclosed via any means, including social media, this includes Facebook, X Formerly Twitter, therapy groups, LinkedIn, or any other platform. Wanstead Mental Health Clinic will vigorously protect all clients and any such breaches of client identification will result in further action being taken as required.

What are Ethical and Professional Breaches

- Legal and moral breaches of confidentiality
- Sexual misconduct
- Non-disclosure of criminal or civil investigations
- False recording of evidence
- Bringing the industry into disrepute
- Malicious communications
- Misrepresentation of a client

This is not an exhaustive list and while acts of criminal and civil wrongdoing are clear, we acknowledge the boundaries of individual practice, to account for and take immediate action in relation to informing the correct authorities in situations of:

- Personal risk of harm
- Risk of harm to others
- Terrorism
- Money laundering
- Trafficking / slavery

Failure to report these situations and inform a client that the report is being made will be seen by the organisation as unethical and would result in removal from the clinic. This would be made public if the actions of the professional were deemed a risk to the public by either law enforcement or independent legal advice.

Ethical actions and interactions are based in empathy, congruence, and unconditional positive regard: to be treated in any other way would be unethical. This extends beyond the traditional measures of discrimination and abuse. To ensure that maximum protections are in place for everybody the 'burden of proof' in complaints levelled against professionals in the therapeutic sector has traditionally been unfairly favoured to protecting the alleged wrongdoer, as the injured parties are often unable to meet a 'burden of proof'. As a result



of this, We have selected to use the principle of civil law's Burden of Proof – 'the probability of guilt' rather than the criminal law burden of proof – 'beyond reasonable doubt'

Let it be clearly known and understood that no unethical actions on the part of anyone affiliated to Wanstead Mental Health Clinic will be tolerated.

Risk of Harm Reporting

In the event a client discloses a 'Risk of Harm' either to themselves or others, it must be recorded in the professionals session notes and reported to the Clinical Director of **Wanstead Mental Health CIC.**

Professional Disclosure policy

All professionals are required to confirm at application, that they have read and understood the current Ethical & Professional Conduct Protocols, regulations, policies, and procedures.

If your work involves research into counselling and psychotherapy, where a research project has legal connections, we advise members to declare their projects in advance. These declarations will be held in confidence, for the protection of the professional.

Any Research that a professional wishes to conduct, in relation to their work with Wanstead Mental Health Clinic **MUST** be fully disclosed and all findings shared prior to release.

You are also required to disclose and declare anything that may prejudice the public's perception of the profession, bring The Clinic into disrepute, or compromise the standards of good practice within the profession.

Please note that disclosure of any information does not automatically exclude you from affiliation. However, failure to disclose such information may result in a refusal or withdrawal of affiliation.

Disclosure statements

- Do you have a conviction which is not spent under the Rehabilitation of Offenders Act 1974?
- Have you ever been refused or expelled from membership of any professional body or register on the grounds of professional misconduct?
- Have you ever been the subject of any criminal or civil claim brought against you, other disciplinary action, investigation, proceeding or enquiry?



- Are you currently or likely to be the subject of any disciplinary action, investigation, proceeding or enquiry?
- Is your fitness to practise impaired for any reason including health or personal circumstances?
- Are there any other factors which could call into question your suitability for affiliation?

Professional Disclosure

If you can answer 'yes' to any of the disclosure statements above, please provide a full and comprehensive signed statement including details of Circumstances surrounding the disclosure,

Such as:

- Any mitigating factors
- What steps you took to turn your life around
- What you have learnt from your experiences

You should send this to our Ethical & Professional Conduct department marked 'private and confidential'.

All material information relating to your membership must be disclosed. It is your responsibility to ensure that you declare all relevant information.

Any information declared may be processed alongside the clinic's own due diligence to determine suitability for affiliation.

Under the Rehabilitation of Offenders Act 1974, certain convictions will become spent after a certain amount of time. If you have been convicted of a criminal offence you must declare your unspent convictions but do not need to declare ones that are spent. For guidance on whether a conviction is spent, please speak to the Citizens Advice Bureau or the relevant government department.

If you have any convictions, please list your unspent conviction(s) on a disclosure of criminal convictions form available by calling customer services.

Accredited Facility

Wanstead Mental Health Clinic – The Therapeutic Centre of Excellence is a Collaboration Partner of Ayanay Psychological Accreditation (APA) and operates to the Ethical & Professional Framework of their elevated protocols.