

Professionals  
Terms &  
Conditions

## 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** **The Therapeutic Centre of Excellence**

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

# 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**

# Welcome to Wanstead Wellbeing CIC



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.

Affiliation with Wanstead Wellbeing CIC is agreed on an annual rolling basis

## **Clinic Benefits Inc**

- Referral Service (WMHC does NOT guarantee the level of Referrals)
- 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  
Unconditional Positive Regard

## Cancellations & No Shows

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

Appointments made via the clinic 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 or 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](mailto:info@wansteadmhclinic.com)

Should a professional wish to move on from Wanstead Wellbeing CIC, we require 3 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 3<sup>rd</sup> 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**.

# Services



## Counselling, Psychotherapy & Coaching

1-2-1 | Couples | Family | Mediation

By Appointment

## Neurodiversity Assessments

Monthly by Appointment

## Single Session Support

Walk in & By Appointment

## Alpha Wave Therapy

Walk in & By Appointment

## Open Peer Support Groups

Women's PSG Tuesday 10am – Noon (Facilitator Required for Thursday 7pm – 9pm from January 2026)

[https://womens\\_psg.eventbrite.com](https://womens_psg.eventbrite.com)

Men's PSG Wednesday 7pm – 9pm

<https://men-psg.eventbrite.com>

Navigate Together Shared PSG 3<sup>rd</sup>  
Thursday of Each Month – 7pm – 9pm

<https://Nav-2-gether.eventbrite.com>

Affiliated Professionals are welcome  
to attend and support these groups.



### Peer Support Groups

With a Difference

Supported by

City Place & Tesco Express



Weekly



Tuesday 10am - Noon

Weekly



Wednesday 7pm – 9pm

Monthly



3rd Thursday Each Month 7pm – 9pm

## Targeted Support Groups

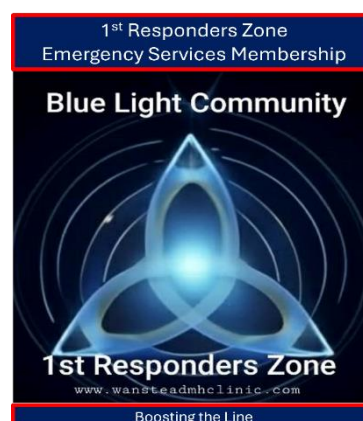
### **1<sup>st</sup> Responders Zone & Veterans RVP**

These group offers a service that puts Positive Mental Health at the core of support for those that serve, have served in the UK's Emergency Services, or are their person of significance.

<https://www.wansteadmhclinic.com/1st-responders>

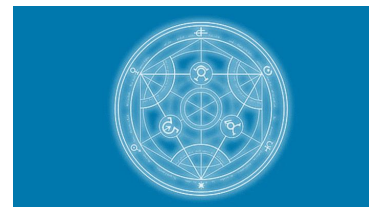
<https://www.wansteadmhclinic.com/veterans-rvp>

Note: The 1st Responders Zone is a subscription group. This is for Security of the attendee's and their families.



# Direct Access Agreements

Professionals that choose to use this option are securing Specific Room Space for up to 20 Client sessions a month (Based on Availability), at the discounted rate. This is only available via a Direct Debit payable at the beginning of each month.



Clinic appointments start from 0800hrs and the last appointment available is 8pm.

## Option 1 Direct Access Flexible Agreement

*Annual Agreement*

Up to 5 Sessions per Week (Booked Based on Availability)

= £340 per Month Direct Debit set on 1<sup>st</sup> of the month (Green Room ONLY = Less than £17 per Session for the year)

= £460 per Month Direct Debit set on 1<sup>st</sup> of the month (Wellbeing Suite ONLY = Less than £22 per session for the year) NOTE: The Wellbeing Suite can facilitate groups of up to 10 people.

## Option 2

*Affiliated Professionals Only*

Ad Hoc Sessions Booked based on Availability. Ad Hoc or Additional booking to Direct Access Agreements. **Payable at time of booking.**

### **Green Room access**

Monday - Saturday = £20.00

### **Yellow Room access**

Monday - Saturday = £25.00



**Therapy Space**  
With a Difference  
Not just RENT A ROOM



Monday to Saturday - 1<sup>st</sup> Appointment 8am - Last Appointment 8pm

Consultants Room  
Book Up to 5 Sessions Per Week  
Monthly Direct Debit - £340  
Annual Agreement

Ad Hoc  
From £20 per Session

Supporting Ethical Professionals  
to Thrive

Wellbeing Suite  
Book Up to 5 Sessions Per Week  
Monthly Direct Debit - £460  
Annual Agreement

Ad Hoc  
From £25 per Session

### Referral Options

Professional Matched to Client

Minimum Referral Rate £45

No Additional Costs

### Why Affiliate with Wanstead Wellbeing CIC?

Qualified Professionals Only  
No Trainees | No Placements

Highest Ethical Framework  
Safeguarding Professionals & Client

CPD and Ongoing Support  
You Matter. We care that you Succeed

Bookings are taken based on availability. Contact [info@wansteadmhclinic.com](mailto:info@wansteadmhclinic.com)

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.



## Respecting Boundaries

All Session slots are booked for 60 minutes. This allows for 5 minutes between appointments to ensure no cross over between sessions. Professionals must vacate the room at the end of their booked time. This also allows a professional to access the room up to 5 minutes before an appointment starts. (i.e Where a professional books sessions at 10am they may access the room at 0955 and must vacate the room by 1055) Therefore, the Incoming professional is entitled to knock on the door at 1055, if the previous professional has not vacated the room.

Professionals are not permitted to use rooms between sessions without booking the session.

i.e Where a professional books sessions at 10am & 12.00 they may access the room at 0955 and must vacate the room by 1055. This allows the client session to run from 10am to 10.50am. They will be permitted to re-enter the room at 1155.

Where a professional remains in the room over their booked time they will be invoiced for the session slot.

## Clinic Referrals

**All referrals are subject to an Administration Fee. Referrals are not included in any Direct Access Allowance. Professionals are not liable for Room Rental on a Referral.**

Clinic Referrals are matched to Professionals based on the Client need.

**All Client fees are negotiated by the clinic.**

**Any discussion regarding rate should be directed to WMHC.**

**Client Fees are protected and Professionals may not engage in discussions around the Clients Fee.**

***WMHC ensures the minimum referral rate offered to a professional is £45.00.***

Professionals are offered the referral at a fixed rate with no additional cost to the Professional.



Where the clients need and the negotiated fee allow, Professionals will be offered higher referral rate. (The Internal Referral Notice will include the Referral Rate being offered)

The client is seen by the professional on behalf of the clinic; they do not become the professional's direct client. Professionals have no obligation to accept a Clinic Referral. Any rate negotiation will be managed by Wanstead Mental Health Clinic. Professionals will be paid by the clinic based on the negotiated rate. This rate accounts for the administration costs, covered by the Clinic. Including:

- Room Rental
- Invoicing and financial processing
- Insurance coverage
- Initial Referral Assessment

Clients that are offered to professionals as Clinic Referrals remain clinic clients. They will complete Clinic Registration Documentation. This is done on arrival for the initial appointment. Professionals will complete WMHC Processes to ensure consistency and standards. (See WMHC Paperwork Below)

Professionals will be informed that a client has arrived and is ready to proceed to the allocated room, once all paperwork is completed.

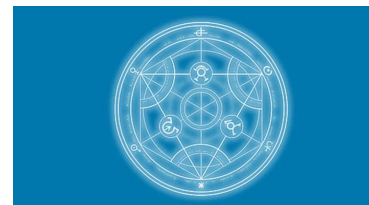
When a referral is accepted the Professional contacts the client to Introduce themselves and agree the appointment date and time. (WMHC will give the professional the availability to choose from.) Once the appointment is agreed WMHC will contact the client with payment directions to confirm the appointment booking. The professional will be responsible for invoicing WMHC for all referrals (See Below Invoicing WMHC).

Whilst it is expected that clients will pay for sessions in advance via Bank Transfer, in the event that a client has not yet completed payment in advance, the client can pay by Credit / Debit Card on arrival. Only once payment is confirmed, will a professional be informed the client is ready for them to be collected from Reception. Professionals must wait until the booking in process is complete, before coming to reception to collect the client.

WMHC must be informed of the appointment schedule, to ensure payments are maintained.

WMHC will provide the professional with all relevant documentation for use with Referral Clients. These documents are to be the only documents used. Including for the purposes of the notes taken and Session Tracker so that WMHC can maintain an accurate oversight of the progress.

Referral Clients will receive a courtesy call every 4 – 6 weeks from WMHC Executive. Any feedback will be given to the Professional.



**Referrals are offered separate to Direct Access Payments. Which are for professionals to see their own Direct clients.**

## WMHC Paperwork

WMHC will process all invoices received within 14 days. (Except Mind Right Referrals).

All referrals offered will be offered following an assessment by WMHC. Professionals will be sent an Internal Referral Notice. All referral clients must be treated with consistency and WMHC must be able to maintain an accurate and consistent overview of all clients. WMHC Paperwork includes

- Internal Referral Notice
- Client Record Included Therapeutic & Confidentiality Boundaries – (Completed and Signed by the client on arrival for their 1<sup>st</sup> Appointment)
- Session Tracker

All documentation is shown in the Service Handbook and Affiliated Professionals will receive a full set of WMHC Templates to be used with Clinic Clients.

## Invoicing WMHC

Affiliated Professionals will be required to Invoice WMHC each month for all Referrals Appointments. Invoices should be received by the last day of the month.

Invoices to WMHC Must include:

| Date of Appointment | Referral Reference | Session Delivery Remote / F 2 F | Session Number | Referral Fee |
|---------------------|--------------------|---------------------------------|----------------|--------------|
|                     |                    |                                 |                |              |
|                     |                    |                                 |                |              |
|                     |                    |                                 |                |              |
|                     |                    |                                 |                |              |

WMHC ensures to pay invoices within 14days of receipt.



# Therapeutic Pathways

## Initial Enquiry & Pre-Therapy Assessments

A direct conversation will take place with the prospective client. Where a direct referral can be made the Referral will proceed. And an Internal Referral Notice will be sent to the Professional.

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.

### Pre-Therapy Assessment

Where appropriate it may be beneficial for a prospective client to undertake a Pre-Therapy Assessment.

WMHC have designed this assessment to support those that have struggled to connect with a Therapeutic Professional or are presenting with complex or multi layered concerns.

The Pre-Therapy Assessment gives a prospective client an overview report with guidance including:

The overview report also offers knowledge to successfully engage with an ethical and appropriately suited professional for that individual's needs.

| In House Practitioner                                 |  | External Practitioner              |  |
|-------------------------------------------------------|--|------------------------------------|--|
| Clients Preference<br>AM / PM /<br>Week day / Weekend |  | Therapeutic Approach /<br>Modality |  |
| Frequency                                             |  | Level of Qualification             |  |
| Type<br>(F2F or Digital)                              |  | Level of Experience                |  |
| Focus                                                 |  | Specialisation                     |  |
| Additional Considerations                             |  |                                    |  |



## Access to the Building

The 1<sup>st</sup> appointment time available Monday to Saturday is 8am.

The last appointment time available Monday to Saturday is 8pm

All appointments and changes must be booked via [info@wansteadmhclinic.com](mailto:info@wansteadmhclinic.com)

### Key Access

Professionals Access to the building is by appointment. Affiliated Professionals that wish to offer appointments 'Out of Reception Hours' (10-4) can do so and receive an Access Key.

NOTE: All Access Keys are granted by Totality Wellbeing Hub Management under their Key Holder Agreement. Keys are Security Coded and cannot be replicated without authorisation. Keys must be signed for and Key holders accept responsibility for informing WMHC in the event of a Key being lost.

Responsibility for Access Keys is extremely important. Security Coded Keys alone are costed at £20.00 per key. Plus a returnable deposit of £20.00 payable to Totality Wellbeing Hub Management.

## Mind Right Referrals

Wanstead Mental Health Clinic is an Approved Service Provider to Mind Right and Affiliated Professionals are invited add Mind Right Referrals to the benefits of Affiliation. (This is a separate registration process)

These are not used as a core business revenue stream for professionals. These are made with the following fixed terms:

The rate per completed session is £45.00

Professionals are paid at the same rate for Online sessions. (This rate is secured for-WMHC Practitioners and fixed for both in person and remote appointments)

Mind Right do not cover the cost of No Shows or Late Cancellations.

Payment from Mind Right is made 30 days from the end of the month that the invoice is submitted.

- Professionals are responsible for setting the appointment schedule and modality for sessions.
- Professionals must provide the appointment schedule so Mind Right are updated and complete a fixed progress report at the halfway point.
- Professional can request additional sessions, by completing the Mind Right Request form.
- Professionals must inform WMHC if there is a break in contact, No Show, or Late Cancellation. WMHC will contact the client and liaise with Mind Right to get sessions back on track.
- Professionals must complete an End of Therapy Report along with their Invoice.



## Invoicing WMHC for Mind Right Referrals.

Must include

**Your Invoice No.**

Mind Right's case reference:

Example shown for reference

| Mind Right Reference      | Date | Type           | Session Delivery | Cost |
|---------------------------|------|----------------|------------------|------|
| MRS400.....               |      |                |                  |      |
| <b>Beneficiaries Name</b> |      | Single Session | Remote 1         | £45  |
| <b>Modality Used</b>      |      | Single Session | Remote 2         | £45  |
| Eg. CBT                   |      | Single Session | Remote 3         | £45  |

Note: Mind Right Process and pays invoices 30 days from the end of the month the invoice is received.

**( NOTE. If you submit an invoice at the beginning of the month it will not be paid by Mind Right until the end of the following month).WMHC will transfer payment on receipt from Mind Right. There is NO Advance Payment option from Mind Right or Wanstead Mental Health Clinic. Your Invoice Must be accompanied by the End of Therapy Report.**

# 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)
- Placement Record if Qualification is under 5 years
- 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
- Coercion to Assisted Dying
- Genital Mutilation

Note: Risk of harm to self and others includes any and all:

- Coercive Control
- Chemical or Physical Mutilation
- Physical, Emotional, Psychological, Financial Abuse

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.

## **Continuous Professional Development**

Wanstead Mental Health Clinic is committed to supporting all Affiliated Professionals to enhance and grow their professional knowledge and understanding. To this end, we will host multiple Public CPD events throughout the year. These will include:

- The Art of Therapy
  - Building a solid Client Base
  - Building a consistent Client Experience
- Working Alone, Working Safe, Working Wise
- Alpha Wave Therapy
  - Introduction
  - Practitioner
- Working with Veterans

All Affiliated Professionals will receive a Dedicated Discount Code for all Public Training Events.

All professionals will be given a formal induction session with the Executive Directors.

# Reporting Protocols

## DIAL Reporting



### Disclosure | Incident | Accident | Liability

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**.

|                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Disclosures</b> | <ul style="list-style-type: none"><li>• Current Harm or Risk of Harm, to self and / or others</li><li>• Sexual Abuse of Children (Current &amp; Historic)</li><li>• Reports of Criminal Engagement   Intent   Knowledge</li><li>• Coercion or Risk of Manipulation in relation to Assisted Dying</li></ul>                                                                                                                                                                                  |
| <b>Incident</b>    | <p>Incidents refer to events of potential negative impact for a Client   The Professional   The Clinic</p> <p>e.g</p> <ul style="list-style-type: none"><li>• Confrontations</li><li>• Confidentiality Breaches,</li><li>• Policy / Procedure / Protocol breaches</li></ul>                                                                                                                                                                                                                 |
| <b>Accident</b>    | <p>Accidents refer to all occurrences that have the potential to cause a negative physical impact. Including</p> <ul style="list-style-type: none"><li>• Slips, Trips and Falls</li><li>• Anything requiring medical intervention</li><li>• Anything requiring the use of the First Aid Kit</li></ul>                                                                                                                                                                                       |
| <b>Liability</b>   | <p>Liability refers to events that present potential professional risk to a member of the WMHC team. Liability Risks are usually presented by external parties seeking to manipulate or coerce a professional. These can present as: Conflicts of Interest, Risk of Ethical Conduct Breaches, Risk of Confidentiality Breaches, Threats of Blackmail. Reporting such liability risks allows Wanstead Wellbeing CIC to maximise the professional protection available to a professional.</p> |

## 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 Professionals 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, brings 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 Executive Team 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.

Wanstead Wellbeing CIC and APA respect and honour the legally protect Freedom of Choice Professionals have to affiliate to the Voluntary Register of their choosing.