

# Gateway Psychology Information Pack



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## 1. About Gateway Psychology

Gateway Psychology is a private psychology service based in Tunstall, Stoke-on-Trent. We provide for the psychological needs of children, young people and families in Staffordshire, Cheshire and the surrounding regions.

Our aim is to facilitate each individual child's movement through the challenges – or 'gateways' – being faced at a particular time. These could be emotional, behavioural, relational or developmental.

We are Ofsted registered for our work with adoptive families and were graded 'Outstanding' in our most recent inspection.

### 1.1. What we do:

We work with children, young people and their families in a variety of different ways. We believe that each child or young person is unique, which is why our approach to each child or young person is tailored to their individual needs. However, in general, our services include:

- Conducting assessments of therapeutic need for children and young people.
- Providing therapeutic support to children, young people and their families.
- Facilitating training for parents and carers, as well as for other professionals.

### 1.2. Our specialisms:

Our team of clinicians are highly qualified and the service we provide is very specialist. As psychologists and therapists, our clinicians have many years' training and experience in working with children, young people and their families.

We are experienced in working with a wide range of difficulties that children and young people may face. We do have particular areas of expertise. These include:

- Working with children and young people who may have complex psychological, behavioural or relational difficulties
- Undertaking assessments of therapeutic and/or psychological needs
- Providing training to parents and/or carers of children and young people
- Working with adopted children/young people and their families
- Working with looked after children (either in foster or residential care)

### 1.3. The Gateway Psychology team:

At Gateway Psychology, we pride ourselves in the experience and expertise of our team. Our clinical staff, support staff and our contracted associates are highly qualified and exceptionally skilled in their individual areas of expertise.

We employ five clinical psychologists, a psychological therapist, an assistant psychologist and a team of admin support staff. Every member of our clinical team has expertise in a variety of different specialisms, and we will always ensure that the right skills are matched to your needs.

At times, Gateway Psychology will work in collaboration with well-qualified associates or other psychological services to ensure that you receive the most appropriate service and intervention.

All our clinicians are suitably qualified and are registered with their appropriate regulatory body (for example, the Health and Care Professions Council).

### 1.4. How much does it cost to work with us?

We are a private psychological service, which means there is a charge for our services. Our fees reflect the extensive training and experience of our clinicians, as well as our specialist service.

Our fees may vary depending on the particular service required, so please contact us for more information about our fee structure.

### 1.5. What funding options are available?

In some instances, financial assistance may be available to access our services. For example, you may be able to receive support through the Adoption Support Fund if you have an adopted child or are a special guardian.

To find out more, it will be necessary to speak to your Local Authority. We are unable to facilitate or assist with this process.

It is sometimes possible for therapeutic input to be funded through insurance providers, however it will be necessary for you to check your eligibility with your provider before committing to work with us.

## 2. Before your first appointment

If you are coming to see us for the first time, we understand that you may have some questions about how the process works.

### 2.1 Paperwork and forms

Before we can see you, we need some forms to be completed by either the parents/carers or the young person.

These typically include:

- Consent Form

As the parent or carer, you must complete and sign the Consent Form on behalf of your child/teenager if they are under the age of 16. If they are 16 and older, we ask that the young person completes and signs the Consent Form for themselves.

Sometimes, we will work with the parents/carers and the therapist and your child/young person hardly ever meet. In these cases, we might ask you to complete a Consent Form for yourself as well as your child/young person.

- Registration Form

Our Registration Form gives us essential details about your child/young person. Please complete it as thoroughly as possible.

Our Registration Form is an editable document, meaning you can fill it out on your computer. Please email it back to [admin@gateway-psychology.co.uk](mailto:admin@gateway-psychology.co.uk) once complete. Alternatively, you can print, complete and scan the document to email back to us.

The Consent Form needs a signature, so please print, complete and scan the document to email to us ([admin@gateway-psychology.co.uk](mailto:admin@gateway-psychology.co.uk)).

If you prefer, the forms can also be posted to our address at 7-9 The Boulevard, Tunstall, Stoke-on-Trent, ST6 6BD.

Please note that we cannot begin working with you without these forms. Any delays in returning these to us will impact how quickly we can begin working with you.

### 2.2 Important documents and historical information

The more information we have about your child or young person, the better we will be able to help you. If there are any historical documents (such as reports or

assessments) or information that you believe would assist in our work with you, please send these to us as soon as possible.

These could be sent to us by email to [admin@gateway-psychology.co.uk](mailto:admin@gateway-psychology.co.uk) or posted to our address at 7-9 The Boulevard, Stoke-on-Trent, ST6 6BD.

### 2.3 Where are appointments held?

We normally see you and/or your child/young person at our clinic rooms in Tunstall, Stoke-on-Trent.

Our clinic rooms are purpose-built for the work we do, and this specialist environment gives our clinicians the right space to provide therapy to your child/young person. When you do come to see us, remember to take a look at the map we provide to you, as our postcode does not take you directly to our front door.

As a rule, we don't see clients at their homes or at other venues. There may be times where we conduct observation sessions at your child/young person's school or at other venues as applicable.

### 2.4 How are appointments booked?

During the case opening process, you will mostly be in contact with the administration team. Once your case has been opened, your clinician will contact you to arrange an appointment. You will book future appointments directly with your clinician too.

We will always endeavour to arrange appointments at a convenient time for both you and your child/young person. However, please remember that our clinicians' availability can be limited, and it may not always be possible to give you your first choice of day and time. It may be necessary to arrange appointments during school hours, for example. We can provide letters or appointment cards for you to give to your child or young person's school if needed.

### 2.5 How long are appointments?

Appointments typically last for 1 hour, although your clinician will advise if this is likely to be different.

Please note that we charge for preparation time before a session and writing-up of clinical notes after a session, so billed times do not match the time actually "in-the-room." Typically, this is 0.5 hrs extra, so for example, a 1-hour appointment will be billed as 1.5 hours.



## 2.6 Do we have evening or weekend appointments?

Unfortunately, we are not able to provide evening or weekend appointments. We operate during typical office hours: 9am to 5pm from Monday to Friday.

Our last available appointment during these times is 4pm.

## 2.7 Who will you see?

As mentioned above, we have an experienced and highly qualified team of clinical psychologists and therapists.

When preparing your case, we carefully allocate the most appropriate clinician to work with you and your child/young person. This is always based on their particular areas of expertise and experience in the difficulty facing you and your child/young person.

## 2.8 What happens in your first appointment?

If you are coming to see us for the first time, your first appointment will be held with your allocated clinician. Typically, we will see you (and your partner as applicable) without your child/young person present for this first session.

In this session, we will discuss your child/young person's needs with you to help us understand the difficulties that you are experiencing. We will likely discuss your child or young person's history, your current situation and what you hope to achieve during your time with us. In the early stages, we may ask you to fill out some questionnaires that help to assess the issue, the situation and the child or young person's 'state of mind'. We may also visit with the family, carers or school as we feel necessary.

We will explain the anticipated direction of therapy or assessment and what to expect during your sessions with us.

This session will also give you the opportunity to ask any questions you may have before we begin working with you.

## 2. As a Gateway Psychology client

### 3.1 How long will we see you for?

It usually depends on the needs of your child or young person and the service they are accessing from us. It can also depend on the funding available.

We will discuss the anticipated length of the therapy or assessment in your first session. Please remember that this could change in the duration of the therapy or assessment. You are welcome to let us know your thoughts about this too.

### 3.2 What will your appointments be like?

The structure of your appointments can be varied and will always be tailored to your child or young person's individual requirements, capabilities and needs. It will also depend on the type of service you are accessing from us.

For example, assessments may involve questionnaires, activities and discussion. Therapy may include discussion, art activities and playing with toys (depending on the child/young person's age).

Sometimes, we will see the child or young person on their own. Other times, we will see both the parents/carers as well as the child or young person. Your clinician will discuss this with you.

### 3.3 How do we monitor progress?

In therapy cases, we monitor progress in a variety of ways. At the start of therapy, we will set goals that we would like to achieve in the duration of your time with us. We also typically administer a questionnaire at both the beginning and end of the piece of work to understand how we are achieving those goals. This questionnaire may be administered during the work too should the clinician feel this is necessary.

Your clinician will regularly keep a record on how your child/young person is doing. They will keep you updated, and you are welcome to ask questions or raise concerns to them.

For assessments, we will provide an end of assessment report with our recommendations for further work.



### 3.4 How long are appointments?

As mentioned above, appointments typically last for 1 hour. There may be times when we see you for longer appointments, however this will always be discussed with you beforehand.

### 3.5 What happens if you do not attend or cancel an appointment?

Our clinicians' time can be very limited and missed 'slots' due to late cancellations or a failure to attend cannot be filled. As such, late cancellations (within 24 hours of the appointment) or failure to attend a session are usually charged for.

If you know you will not be able to attend an appointment, please contact us more than 24 hours before your scheduled appointment so that we can rearrange it.

If one of our clinicians has to cancel an appointment (due to illness, for example), the clinician will rearrange the appointment to a suitable time or date. There would be no charge in instances like these.

### 3.6 What happens if you are late to an appointment?

We understand that there are times when you may be late to an appointment. Please contact us to let us know what time you expect to arrive.

Depending on how much of your session is missed, we will do our best to ensure that your appointment goes ahead. However, we would not be able to provide the full session and the appointment will finish at the scheduled time. Unfortunately, it is usually not possible to make up for missed time.

### 3.7 Can you speak to your therapist outside of scheduled appointments?

It is usually best to keep in-depth discussions and questions to your scheduled appointments. This time is specifically reserved for you and your child or young person, meaning your clinician will be able to give you their full attention and focus.

For quick queries or admin-related discussion, you are welcome to contact your clinician outside of scheduled appointments. Please be advised that your clinician may recommend that some topics be discussed in your next appointment if it is more appropriate to do so.

Please also be advised that we are not a crisis or an emergency service. If you are experiencing a crisis or emergency, please contact your local crisis team, your GP, your social worker or 999.

### 3.8 What happens at the end of therapy or assessment?

At the end of therapy, and if this has been agreed as part of the contract work, we will usually provide you with a report detailing the direction of therapy and what was achieved in the course of the therapeutic work. We may also recommend that further work be undertaken.

If we are conducting an assessment, we will provide a report with our findings and recommendations for further intervention.

### 3.9 What to do if you have a complaint

In the first instance, please speak to us directly. Most problems can be resolved by a simple and straightforward conversation. We will try our best to resolve the issue with you.

If this does not resolve the issue, please raise a formal complaint using our Complaint Procedure and Form (please request this from us). Finally, if the issue is still unresolved, you can complain to the Health and Care Professions Council (HCPC) or Ofsted.

We really hope that we can resolve things before you feel you need to do this though!

## 4. Safety, confidentiality and emergencies

We take safety very seriously and have Safeguarding Policies and other documentation to define what we would do if any concerns were raised. Please contact us to read our policy documents.

### 4.1 Our clinicians

To ensure the safety of the children and young people that come to see us, all our clinicians and support staff are thoroughly vetted.

All our clinicians are appropriately qualified and are registered with the relevant regulatory body (for example, the Health and Care Professions Council). In addition to this, our clinical staff are subject to an extended Disclosure and Barring Service check in order to work with us.

Our support staff are also subject to a Disclosure and Barring Service check.

### 4.2 Our building and therapy rooms

Keeping children and young people safe in our building is of utmost priority for us. For this reason, we have numerous safety measures in place. For example, a fob system in our Reception area and downstairs hallway ensures that children and young people are unable to leave the premises without an adult or clinician present. Furthermore, we conduct regular risk assessments around our building to identify any potential safety concerns.

Fire escape plans can be found throughout the building.

If you have any health and safety concerns, please contact our representative Dr Charles Forse.

### 4.3 How we keep your information safe

Information safety is extremely important to us. Physical documents and case files are stored securely in our premises. Digital information is stored via a secure server.

Please see our Data Protection Policy for more information.

### 4.4 Do we share information with others?

Personal data held on individuals will be kept strictly private and confidential and will not be disclosed to any third parties without permission from the individual concerned. However, personal information may be released under exemption of the

General Data Protection Regulation (e.g. as requested by legal bodies in connection with criminal investigations, or if there are reasonable concerns about the risk of harm to the individual or to others).

#### 4.5 Safeguarding the children and young people who come to see us

We have strict safeguarding processes in place to ensure that the children and young people who see us are protected.

If we have any safeguarding concerns, we will discuss these with you where appropriate. If we are seriously concerned about the safety of your child or young person, we may be required to notify the local authorities.

Please see our Safeguarding Policy and Procedure for more information.

#### 4.6 Emergencies

If an emergency or accident occurs while your child or young person is on our property, we will take the appropriate action (for example, phoning 999).

As we mentioned on page 9, we are not a crisis or emergency service. This means that we are unable to help in the event of you require emergency intervention outside of your usual sessions with us. Please contact your social worker/your GP/your local crisis service/A&E/the police as appropriate.

## 5. Other Useful Information

Please visit our website for more information. You can download our Statement of Purpose and Children's Guide there too. Just visit [gateway-psychology.co.uk](https://gateway-psychology.co.uk).

We will send you our Terms and Conditions, our map and other registration documentation at the time of opening your case.

### 5.1 Useful links to other organisations

#### Health and Care Professions Council

Park House,  
184 Kennington Park Road,  
London,  
SE11 4BU  
Tel: 0845 300 6184  
Web: [hpc-uk.org](https://hpc-uk.org)

#### Ofsted

Piccadilly Gate,  
Store Street,  
Manchester,  
M1 2WD  
Tel: 0300 123 1231  
Web: [ofsted.gov.uk](https://ofsted.gov.uk)

#### Children's Commissioner for England

Sanctuary Buildings,  
20 Great Smith Street  
London,  
SW1P 3BT  
Tel: 020 7783 8330  
Web: [childrenscommissioner.gov.uk](https://childrenscommissioner.gov.uk)

#### Other Enquiries

For all other organisations (including local services), please contact the Children's Services department at your Local Authority.

### Thank you

If you have any further questions, please get in touch on 01782 919520 or via email [contact@gateway-psychology.co.uk](mailto:contact@gateway-psychology.co.uk).