

# Parent/carer information pack

*Understanding more about  
your sessions at  
Gateway Psychology*



This information pack is for parents and carers. Please read through the information carefully before your appointment. If you have any questions, please get in touch with us.

# 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.

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.



# 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.

## **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



# The Gateway team

**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 clinical psychologists, psychological therapists, assistant psychologists and admin support staff. We sometimes work with contracted associates too.

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.

# What funding options are available?

**Our services can be funded in a variety of different ways.**

If you think you may be able to access funding through your Local Authority or another organisation, please get in contact with them.

Unfortunately, we can't help with third-party funding processes.

**You might be able to access funding through:**

- Your Local Authority/Regional Adoption Agency
- The Adoption Support Fund
- Charities or other organisations
- Insurance providers

It is also possible to fund our services yourself.

# How much do your services cost?

**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 the specialist nature of our service. Fees may vary depending on the service required. Please contact us for more information about our fee structure.



# Visiting the Gateway building



# Our building

Our purpose-built therapeutic space is designed to provide a safe, welcoming and comfortable environment for the children, young people and families who come to visit us.

We believe that this therapeutic space helps us achieve positive outcomes for our clients.



# Getting to our property

## Our address is:

**7-9 The Boulevard, Tunstall, Stoke-on-Trent, ST6 6BD\***

\*This postcode won't get you to our front door. Search 'Gateway Psychology' on Google Maps or follow the link to your right.

**Please note that our property is located on a pedestrian walkway. It can be difficult to find, especially when using sat nav systems.**

The best option is to navigate to your chosen car park, then use this [Google Maps link](#) to walk to our building. Alternatively, please call us on 01782 919520 for directions.

# Parking options

**There are plenty of parking options available nearby.**

Please note that there is parking behind our building, however this is reserved for market stallholders. Please don't park here, especially on Wednesdays and Fridays.

- Butterfield Place, ST6 6BA (£2.00 for 2 hours)
- Hunt Street, ST6 6BH (£2.00 for 2 hours)
- Alexandra Retail Park, ST6 6BE (Free for 3 hours)
- Tower Square, ST6 5AA (£3.00 for 2 hours)

# If your child is feeling worried

We understand that it can feel scary coming to see a therapist for the first time (especially in a new place).

If your child is feeling worried about coming to Gateway, please let us know.

We will do our best to help them feel comfortable and safe when they come to visit us.

**If you or your child would like to talk to someone before your first session, please do not hesitate to get in touch with us.**

# Safety and emergencies

**Our priority is keeping our clients and staff members safe at Gateway.**

Please follow the safety guidance around the office, and take note of the fire evacuation procedures signposted throughout the building.

Our staff members have First Aid and Fire Marshal training.

**In an emergency, please follow the guidance of the Gateway team.**

## **Your appointments:**

We ask that parents or carers wait at Gateway for their child or young person during child-only sessions.

We have comfortable waiting areas and drinks available.



# 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.

There are some things you will need to do before we can book your appointment. Please take a look through this section to help speed the process up.



# Paperwork

Before we can see you, we need some forms to be completed by either the parents/carers or the young person. Please note that we can't start working with you without these documents.

These typically include a Consent Form\* and a Registration Form.

These are sent to you electronically through a secure programme called Adobe Sign.





# Questionnaires



**We might also ask you to fill out some questionnaires for your child/teen.**

These form part of our outcome measures (how we evaluate our service).

If you are asked to fill in these forms, please make sure you complete them ASAP. They're really important and we require them for the work to go ahead.

# 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.



# Where are appointments held?

**We normally see you and/or your child/young person at our clinic rooms in Tunstall, Stoke-on-Trent. We don't see clients at home or other venues.**

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.

We may also host your session virtually, depending on the requirements.



# How are appointments booked?

You'll be in touch with the admin team during the case opening process.

Once your case is opened, you will be in contact directly with your clinician. They will book appointments with you.

## **After-school appointments:**

Unfortunately, we can't guarantee after-school appointments. Please ask your clinician for an appointment letter if required.

## **After-hours appointments:**

Our office hours are 9:00-17:00, Monday to Friday. We don't offer appointments outside of these times. The last available appointment is usually 16:00.

**Appointments typically last for 1 hour.  
Your clinician will advise if this is going to  
be different.**

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.'

Usually, this is 0.5 hrs extra. For example, a 1-hour appointment will be billed as 1.5 hours.



# What happens in the 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.

- We will discuss your child/young person's needs with you to help us understand the difficulties that you are experiencing.
- We will explain the anticipated direction of therapy or assessment.
- We will also talk about 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.

# As a Gateway Psychology client



# 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.



# 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.

# How do we monitor progress?

**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 administer a questionnaire at 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.

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

**Please let us know at least 24 hours in advance if you cannot attend an appointment.**

If you cancel or do not attend your appointment within 24 hours, we will need to charge in full for the session.

This will mean that you will receive fewer sessions overall. This can seriously affect progress, especially for assessments.

# 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.





# 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.

# 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!

## Useful links:

<https://www.hcpc-uk.org/>

<https://www.gov.uk/government/organisations/ofsted>

# Safeguarding, confidentiality & emergencies

**We take safety, confidentiality and safeguarding very seriously.** We have Safeguarding Policies and other documentation to define what we would do if any concerns are raised, as well as policies and procedures to protect your information. Please contact us to read our policy documents or **visit our website.**

# Our clinicians and staff

**Our clinicians are all registered with the Health and Care Professions Council (HCPC) or their corresponding regulatory body.**

All staff members are subject to Disclosure and Barring Service (DBS) checks.

We are also inspected by Ofsted for our work with adoptive families.





# How we keep your information safe

All the information you share with us is kept safely and securely in line with our regulatory body record keeping guidance and the GDPR.

For more information, please read our Confidentiality and Data Protection Policy (available upon request).



# 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).

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

**We have strict safeguarding processes in place to ensure that the children, young people and adults 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, available upon request.

# 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).

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.

# Other useful information



# Visit our website

Please visit [our website](#) for more information. You can download our Statement of Purpose and Children's Guide there too.

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



# Links to other organisations

## **Health and Care Professions Council**

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

## **Ofsted**

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

## **Children's Commissioner for England**

Sanctuary Buildings, 20 Great Smith  
Street, London, SW1P 3BT  
Tel: 0800 528 0731  
Web: [childrenscommissioner.gov.uk](http://childrenscommissioner.gov.uk)

## **Other enquiries**

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

# Our contact information



7-9 The Boulevard, Stoke-on-Trent, ST6 6BD



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01782 919520



<https://www.gateway-psychology.co.uk>



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