

## Description of Our Service

*MindSenseAbility (MSA) is a specialist service for young people with Autism Spectrum Disorders (ASD) and associated conditions. We provide:*

- Consultancy
- Assessment
- Intervention/Treatment
- Therapeutic Educational Programmes
- Training
- Group work/facilitation

*MSA work collaboratively with parents, Local Education Authorities, social care and other professionals. Our assessments can be used to support Education Health Care Plans, however, MSA do not provide assessments or supporting evidence for legal reviews, appeals or tribunals.*

## The Staff at MSA

All staff have extensive experience working with children and/or young people and where appropriate, are registered with their relevant governing body (e.g. HCPC, GMC). They hold enhanced DBS, are supervised, attend multi-disciplinary meetings and are encouraged to continually develop professionally. All staff have undertaken training in Therapeutic Crisis Intervention (TCI) with regular updates.

## Cost of Services

All costs of the services provided by MSA are agreed and billed directly to your placing authority. If you require any additional service this will need to be approved by your placing authority before the schedule of work is amended.

## Opening Times

Our office is usually open from 9:00-5:00 during the academic year and an answerphone is available to leave messages if there is no one to take your call.

We follow the Hampshire County Council Academic School Year and are closed on bank holidays and during school holidays. There are times when our services will be offered outside of the academic school year- by arrangement.

## Attendance and Cancellations

When you are offered an appointment, we will stipulate if this will be at Beck Farm Studios, at another establishment or in your home. Please arrive in good time to sign in and acquaint yourself with our Health

& Safety procedures. Should you need to cancel an appointment, please telephone the office or the person with whom you were going to meet.

Siblings, friends or family may accompany someone who is accessing our services. It is vital that the therapeutic needs of the child/young person are paramount and those in attendance stay within the waiting areas or, if joining a session, follow the advice/guidance from the staff member conducting the session.

### **Confidentiality and Data Protection**

MSA has a Data Protection Policy that adheres to the General Data Protection Regulations (GDPR) 2018 which is readily available on our website [www.mindsenseability.co.uk](http://www.mindsenseability.co.uk) or can be made available on request. Your personal information is held securely on our own server and in locked cabinets. A Consent Form will be provided for you to sign at the start of your work with MSA.

### **Liaison with External Professionals and Organisations**

The MSA staff team working with a young person and their family, may need to communicate with a range of external professionals/organisations - including but not limited to - the young person's General Practitioner, other health professionals, children's services, schools and the local education authority, orally or in writing.

As a service we work in a collaborative and transparent way to address the needs of the children and families with whom we work. The clinicians within the team are obliged to provide the young person's GP with assessment reports and clinical recommendations in line with good professional practice.

If you do not wish for information to be shared with relevant external agencies this should be made clear before we commence work, however this may impact on our ability to work with you, for the reasons given above.

### **Use of Wi-Fi**

As we do not have capacity to accommodate all Wi-Fi needs, we ask you not to bring equipment that requires this service.

### **Insurance**

If you wish to bring valuable items to MSA, please insure you are adequately covered within your own policies. We cannot accept responsibility for any items brought to our premises.

## Conditions

**It may be necessary for MSA to terminate our work with a client or a family. This decision is never taken lightly however some examples of when this may occur would be:**

- Behaviour which has an impact on other Beck Farm clients/staff which cannot be managed safely in line with a risk assessment
- Non-payment of invoice
- Non-adherence to the terms and conditions

If you are a professional or from a Local Education Authority, please contact us directly for a separate set of Terms and Conditions

