

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, educational provisions, Local Education Authorities, health, social care and other professionals.

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.

Where We Work

MSA are able to provide their services in a variety of environments that meet the bespoke needs of young people and their families. Our team base at Beck Farm, located in the New Forest, is in an idyllic location and offers a calm environment for assessment and ongoing work.

In instances where work cannot be undertaken at Beck Farm, other locations may include, but are not limited to; the young person's home, education environments, health and care settings and alternate venues within the community.

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 weekends. There are occasional times when our services will be offered outside of the academic school year - by arrangement.

Commencement of an MSA service / Cost of Services

All costs of the services provided by MSA are included in the 'MSA Service Costs for Families'. Invoices are sent out monthly via email and payment will be due within 30 days of the invoice. Any work involving an

assessment will require 50% of the cost 7 days before the assessment and 50% on receipt of the report.

Our fees may include indirect professional time for case management (meetings, education reviews, report writing, session planning, visits to schools, training etc).

We regret that we are unable to accept work funded via personal budgets directly from parents.

We are only able to accept bank transfer as a form of payment.

Attendance and Cancellations

When you are offered an appointment/session, 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 yourselves with our Health & Safety and Safeguarding procedures. Should you need to cancel an appointment/session, please telephone the office or the person with whom you were going to meet with at least 24 hours' notice. If you do not attend an appointment without cancelling, or without 24 hours' notice, you may be liable for the cost of that appointment. In the event that we have to cancel an appointment, you will not be liable for payment.

Cancellation of assessments should be made with two weeks' notice. If you do not attend an assessment without cancelling, or without two weeks' notice, a cancellation fee may be charged.

Siblings, friends or family may accompany someone who is accessing our services. The therapeutic needs of the child/young person/family are paramount and therefore those in attendance should 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 or can be made available on request. Personal information is held securely on our own server and in locked cabinets. A Consent Form will be provided for parents/carers/individuals to sign at the start of their work with MSA.

Liaison with Families, External Professionals and Organisations

All parents with parental responsibility will be consulted during the assessment process. We regret that we are unable to complete assessments for young people where this is not agreed.

The MSA staff team working with a young person and their family, may also 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.

MSA staff are able to contribute to Annual Reviews and Professional meetings at an additional agreed cost.

If you do not wish for information to be shared with relevant external agencies this should be made clear before we commence any work, however this may impact on our ability to work 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 ensure the items are adequately covered within their own policies. MSA cannot accept responsibility for any items brought to our premises.

Conditions

Where a young person is commissioned to receive ongoing work, a case manager will be assigned who should be the point of contact for parents. Individual timetables will be issued to parents whenever amendments are made.

MSA reports are not intended for use in legal processes, e.g. tribunals.

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-adherence to the terms and conditions