Your Wellbeing UK

Client Disclosure & Agreement

Your Wellbeing UK

Kim Joanne (Jo) Jones

Welcome to Your Wellbeing UK.

This agreement explains what you can expect from our work together, my responsibilities to you, and your rights and choices as a client.

Please read it before your first session. You are welcome to ask questions about anything you do not understand or would like to discuss.

1. What to Expect
My approach is client-centred, supportive and tailored to your individual circumstances.

I draw upon the therapeutic approaches in which I am trained and qualified, including Cognitive Behavioural Therapy (CBT), hypnotherapy, Neuro-Linguistic Programming (NLP) and Time Line Therapy® techniques, where appropriate.

Not every approach will be suitable for every client. We will discuss your needs, what you hope to achieve and the methods that may be helpful.

You will always have the opportunity to ask questions, express concerns or decline a particular technique.

Therapy is a collaborative process. While positive changes are possible, no particular outcome or timescale can be guaranteed.

2. Our Work Together
During our initial consultation, we will explore what has brought you to therapy, your relevant circumstances and what you would like to achieve.

Our sessions may involve discussing thoughts, feelings, experiences, behaviours and beliefs, as well as exploring practical strategies or therapeutic techniques.

We will review your progress together and adapt our approach where appropriate.

You are encouraged to participate openly and honestly, but you are never required to share information before you feel ready.

You may ask to pause or stop an activity, discuss an alternative approach, or end therapy at any time.

3. Between Sessions
Depending on our work together, I may suggest exercises, reflections or practical activities between sessions.

These are intended to support your progress and are not compulsory.

If an exercise feels uncomfortable, unhelpful or difficult to complete, we can discuss this together and consider an alternative.

Progress is individual and may involve challenges, setbacks and periods of reflection. These are all valid parts of the therapeutic process.

4. Professional Role and Boundaries
I am a complementary healthcare and mental health practitioner, not a medical doctor, psychiatrist or psychologist.

I work within the limits of my training, qualifications, experience and professional competence.

My services do not replace medical assessment, diagnosis or treatment. Where appropriate, I may recommend that you seek support from your GP or another suitably qualified professional.

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I maintain appropriate professional boundaries and aim to provide a respectful, non-judgemental and supportive environment.

My professional qualifications and further information about my practice are available on the Your Wellbeing UK website.

5. Confidentiality and Client Records

Your privacy and confidentiality are important to me.

Information shared during individual sessions will be treated confidentially, subject to relevant legal, safeguarding and professional responsibilities.

There may be circumstances in which information needs to be disclosed, for example where there is a serious risk of harm, a safeguarding concern or a legal requirement. Where appropriate and safe, I will discuss this with you before making a disclosure.
I maintain brief, relevant session records to support professional practice, continuity of care and insurance requirements.

These records are pseudonymised where practical and stored securely using Microsoft OneNote and OneDrive, with appropriate security protections.

Adult client therapy records are generally retained for at least seven years following the final session, with longer retention where required or justified.

Further information about how your personal information is collected, used, stored and protected, including your data protection rights, is available in the **Your Wellbeing UK Privacy Notice** at www.yourwellbeinguk.com.

You are welcome to ask questions about my record-keeping arrangements.

6. Your Choices and Responsibilities

You remain responsible for your own decisions and actions.

I will offer therapeutic support, observations, techniques and suggestions for your consideration, but I will not make personal decisions on your behalf.

To help us work together effectively, I ask that you:

- Treat our sessions with mutual respect.
- Share information relevant to your wellbeing where you feel comfortable doing so.
- Raise any questions or concerns about our work.
- Let me know if an approach does not feel suitable or helpful.
- Follow any agreed booking and cancellation arrangements.

You may withdraw from therapy at any time. Ending therapy does not automatically require the immediate deletion of records that must lawfully be retained.

7. Appointments and Availability

Session arrangements, fees where applicable, cancellations and booking requirements are set out in the Your Wellbeing UK Booking Policy.

Therapeutic support outside scheduled sessions is subject to my availability and is not an emergency or crisis service.

If you need urgent mental health assistance, contact NHS 111 and select the mental health option where available. If there is an immediate risk to life or safety, call 999.

8. Concerns or Complaints

I welcome feedback and encourage you to raise any concerns about our work.

I will aim to address concerns respectfully, fairly and promptly in accordance with the Your Wellbeing UK Code of Conduct and complaints arrangements.

9. Client Agreement

By signing below, I confirm that:

- I have read and understood this agreement.

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- I have had the opportunity to ask questions.
- I understand the nature and limitations of the services offered.
- I understand the confidentiality arrangements and their limitations.
- I have been directed to the Your Wellbeing UK Privacy Notice.
- I agree to participate in therapeutic sessions on the basis described above.
- I understand that I may raise concerns, decline particular techniques or end therapy at any time.

Your Wellbeing UK
Kim Joanne (Jo) Jones
30th October 2026

Client Name:

Client Signature:

Date: