

CLIENT SERVICE AGREEMENT

Listenkind Services — Client Agreement

1. Service

Listenkind services provides non-clinical telephone wellbeing and listening support to adults aged 18 and over.

2. What we provide

The service may include:

- active listening;
- companionship;
- wellbeing check-ins;
- general wellbeing support;
- encouragement;
- Signposting.

3. What we do not provide

Listenkind Services does not provide:

- medical diagnosis;
- medical treatment;
- nursing care;
- personal care;
- psychotherapy;
- clinical counselling;
- psychiatric treatment;
- medication management;
- emergency response;
- Crisis intervention.

4. Safeguarding

I understand that information will normally be treated confidentially but that information may need to be shared where there is a serious safety or safeguarding concern or where disclosure is legally required or otherwise lawful.

5. Referrals

I understand that Listenkind Services may recommend that I contact another professional or service where my needs are outside the scope of the service.

6. Telephone service

I understand that support is provided by telephone and that Listenkind Services does not provide home visits without prior planned and official request.

Listenkind runs all its services in accordance with a legal framework comprising policies and procedures, including its Data Protection and Confidentiality Policy and Procedure, CQC Statement, the Mental Capacity Act 2005, UK GDPR, the Care Act 2015, and all other applicable legislation. These documents can be obtained by making a written request. Email us at hello@listenkind.com.

7. Client confirmation

I confirm that:

- I am aged 18 or over;
- I understand the nature of the service;
- I understand its limitations;
- I understand the confidentiality and safeguarding arrangements.

☐ **I agree to the terms of this Client Service Agreement.**

Client details

Client name: _____

Signature/confirmation: _____

Date: _____