

Nursing Terms & Conditions

Clear information for families using HH Mental Health Nursing Services

BEFORE BOOKING Please read these terms alongside the relevant service description, fee information, Privacy Notice and Cancellation & Refund Policy.

By confirming a booking, the person arranging and paying for the service agrees to these terms. HH will provide key information in a form that can be saved or retained.

1. About these terms

These terms apply to planned, private nursing assessments, evidence-gathering appointments, parent consultations, child or teen support, family sessions, professional reports and related services provided by HH Training Network Ltd ("HH").

The person making the booking is referred to as "you". The child, teenager, parent, carer or family member receiving the service is referred to as the "service user". Where another professional or organisation pays, additional written arrangements may apply.

2. Who provides the nursing service

HH nursing work is delivered or clinically overseen by an appropriately registered professional working within their competence, professional standards and agreed role. Registered nurses remain individually accountable to the Nursing and Midwifery Council Code.

3. What HH Nursing Services provide

Assessment & understanding

- Structured clinical interviews and relevant questionnaires.
- Evidence gathering from the young person, family and, with consent, schools or other professionals.
- Clinical formulation, practical recommendations and professional reports where included.

Practical support

- Short-term, personalised support for children, teenagers, parents and families.
- Strategies for emotional wellbeing, confidence, routines, relationships, school and daily life.
- Signposting, liaison or recommendations for other services when appropriate.

IMPORTANT LIMITATION HH does not provide formal medical diagnoses, prescribe medication or operate an emergency or crisis service.

An HH report may support discussions with a GP, school or another service, but HH cannot guarantee acceptance onto an NHS pathway, a diagnosis, treatment, school adjustment or any decision made by a third party.

4. Suitability and acceptance of a referral

- Every enquiry is considered individually. HH may request further information before deciding whether the service is suitable.
- HH may recommend another service, delay work until appropriate safety arrangements are in place, or decline a referral that falls outside its competence, capacity, insurance or safe scope of practice.
- A booking is confirmed only when HH has accepted the referral, agreed the service and appointment arrangements, and confirmed any required payment or payment plan.

Booking, Consent & Appointments

What families can expect before and during the service

5. Information provided before booking

Before the contract is confirmed, HH will explain the main features of the service, its price or payment basis, expected appointments, what is included, any important exclusions and how to cancel. Any individual proposal, booking confirmation or service summary forms part of these terms.

6. Authority, consent and participation

1 Authority to arrange care The person booking must provide accurate information about their identity, relationship to the child or teenager and any parental responsibilities or legal restrictions relevant to the service.	2 Informed consent HH will seek appropriate consent before assessment, support, report sharing, photography, recording or other activities requiring permission.
3 Young person involvement Children and teenagers will be given information they can understand and supported to express their wishes. Their views, capacity, maturity, wellbeing and rights will be considered.	4 Disagreement or uncertainty Where authority, consent or family arrangements are disputed or unclear, HH may pause work and request documents, agreement or independent advice before continuing.

7. Your responsibilities

- Provide complete, accurate and up-to-date information, including relevant health, medication, safeguarding, legal, communication and accessibility information.
- Tell HH promptly about changes that may affect safety, consent, attendance or the suitability of the service.
- Complete requested questionnaires honestly and return them within agreed timescales.
- Attend appointments on time and provide a private, safe environment for online sessions.
- Treat HH staff, contractors and other service users respectfully. Threatening, discriminatory, abusive or unsafe behaviour will not be accepted.

8. Appointments

Appointment length, location and participants will be confirmed in advance. A parent or carer may need to attend part or all of a child or teenager's assessment. HH may alter the order or format of appointments where this supports safety, engagement or clinical quality.

- Face-to-face appointments depend on venue availability and clinical suitability.
- Secure video appointments require a suitable device, internet connection and confidential space. HH is not responsible for the user's equipment or connection, but will take reasonable steps to rearrange a materially disrupted appointment.
- HH may stop or pause an appointment if privacy, safety, consent or meaningful participation cannot be maintained.

9. Missed, late or changed appointments

The current Cancellation and Refund Policy explains notice periods, missed appointments, late arrival and any charges. Any charge will be applied fairly and will reflect the circumstances, work already completed and any direct loss that HH cannot reasonably avoid.

Fees, Reports & Information

How payment, records and professional outputs are managed

10. Fees and payment

The fee and payment schedule will be shown on the website, booking page, invoice or written confirmation before the service begins. You are responsible for checking what is included and paying by the stated due date.

- A service may require payment in advance, staged payments or an agreed payment plan.
- HH may pause future appointments or withhold non-urgent administrative work where an undisputed payment is overdue, after giving reasonable notice and considering safety and continuity.
- Any third-party costs, such as independently commissioned professional reports, venue fees or specialist assessments, will be agreed before they are incurred.

11. Your 14-day cancellation right for distance bookings

COOLING-OFF PERIOD Where a consumer contract is made online, by telephone or away from HH premises, you will normally have 14 days to cancel without giving a reason.

If you ask HH to begin work during that period, you must make an express request. If you then cancel after work has started, HH may charge a proportionate amount for services already supplied. If the service is fully completed during the 14 days after your express request and acknowledgement, the statutory cancellation right may end. This does not affect rights where a service is not provided with reasonable care and skill.

12. Cancellations, refunds and changes

- The separate Cancellation and Refund Policy applies to customer cancellations, missed appointments and refund calculations.
- If HH cancels an appointment, HH will normally offer a suitable alternative or refund/credit the affected amount.
- Where work has already been completed - such as reviewing questionnaires, records, correspondence or preparing a report - any refund may reasonably reflect that completed work and unavoidable direct costs.
- HH will not use excessive cancellation charges or automatically retain payment where no service or benefit has been provided.

13. Reports and professional opinions

A report reflects the information available, the service user's presentation and the clinician's professional opinion at the time. It is not a formal diagnosis unless expressly stated by a suitably authorised diagnostic service, and it does not bind another professional, school, NHS service or organisation.

- You should review reports promptly and notify HH of factual inaccuracies. HH will correct verified factual errors.
- A disagreement with a clinical opinion does not automatically mean the report will be changed. HH may add relevant clarification or record a differing view where appropriate.
- Reports are prepared for the agreed purpose. Reuse for legal proceedings, benefits, employment, court, insurance or another purpose may require separate agreement and may fall outside HH's scope.

14. Records, confidentiality and information sharing

HH keeps appropriate clinical and business records and handles personal information in line with its Privacy Notice, Children and Young People's Privacy Notice, Consent, Confidentiality and Information Sharing information, and Record Retention arrangements.

- Information is normally shared with consent and only for an agreed purpose.
- HH may share relevant and proportionate information without consent where necessary to protect someone from serious harm, meet a legal duty, respond to safeguarding concerns or cooperate with an authorised investigation.

- Email and website forms should not be used for emergencies or highly urgent risk information.

Safety, Ending Services & Legal Information

How HH manages concerns, complaints and responsibility

15. Safety and safeguarding

The welfare of children and young people takes priority. If information suggests that someone may be at risk, HH may undertake a risk review, develop or update a safety plan, seek advice, contact a parent or carer, or share information with health services, social work, police, a school safeguarding contact or another appropriate body.

URGENT HELP HH is not an emergency or crisis service and routine enquiries are not monitored continuously.

If someone is in immediate danger or there is a life-threatening emergency, call 999 or attend A&E. Use the HH Urgent Help and Crisis Information page for current support options.

16. When HH may pause or end a service

HH may pause, change or end a service where continuing would be unsafe, clinically inappropriate, outside professional scope, prevented by a serious breakdown in trust, affected by repeated non-attendance or non-payment, or made impracticable by abusive or threatening behaviour. Where reasonably possible, HH will explain the reason, give appropriate notice and provide signposting or continuity information.

Immediate action may be taken where there is serious risk, unlawful conduct, a significant safeguarding concern or conduct that threatens another person's safety or dignity.

17. Complaints and feedback

Concerns should be raised as soon as possible so they can be addressed. The HH Complaints and Feedback Procedure explains how to submit a complaint, expected response times, review arrangements and any applicable external escalation route. Raising a concern will not result in unfair or retaliatory treatment.

18. Our responsibility and your legal rights

- HH will provide services with reasonable care and skill and in accordance with the agreed description.

- HH cannot guarantee a particular clinical, educational, diagnostic, referral or treatment outcome, or decisions made by independent third parties.
- Nothing in these terms excludes or limits liability that cannot lawfully be excluded, including liability for death or personal injury caused by negligence, fraud, or your statutory consumer rights.
- HH is not responsible for losses that were not reasonably foreseeable, or for failures caused solely by inaccurate or withheld information, third-party decisions, or events outside HH's reasonable control, except where the law provides otherwise.

19. Events outside reasonable control

HH may need to postpone or adapt services because of clinician illness, venue closure, severe weather, technology failure, public emergency or another event outside reasonable control. HH will communicate as soon as reasonably possible and offer an appropriate alternative, credit or refund for the affected service where due.

20. Changes to these terms

HH may update these terms to reflect legal, regulatory, safety or service changes. The version applying to an existing booking will not be changed unfairly. Important changes affecting an ongoing service will be explained in advance wherever reasonably possible.

21. Governing law

These terms are governed by Scots law. The Scottish courts will have non-exclusive jurisdiction. Consumers living elsewhere retain any mandatory rights to bring proceedings in the courts available to them under applicable law.

22. Contact and company information

HH Training Network Ltd is a private limited company registered in Scotland. Registered office: 5 South Charlotte Street, Edinburgh, EH2 4AN. Company number: SC881534.

Website: www.hhtrainingnetwork.com | Email: G@hhtrainingnetwork.com

Effective date: 28 July 2026 | Version: 1.0 | Review date: July 2027

RELATED INFORMATION Please read these terms with the relevant booking confirmation and public policy documents.

Clinical Scope & Limitations | Privacy Notice | Children and Young People's Privacy Notice | Consent, Confidentiality & Information Sharing | Safeguarding Statement | Urgent Help & Crisis Information | Cancellation & Refund Policy | Complaints & Feedback Procedure