

# Working together with Brain in Hand

# User Charter

At Brain in Hand we will:

## Treat you with respect

We will be on time to arranged sessions and we will be courteous and respectful towards you and any supporters you choose to involve in the session. We will also support you to have positive, respectful relationships with our team.



## Respect your communication preferences



We will contact you using the method you prefer, wherever possible. Please note that we will still need to contact you via email and SMS with important updates about your subscription. For more information about how we'll contact you, [click here](#).

## Listen to you

Our Specialists and Responders are friendly and open. They will really listen so that you feel valued. They are there to put you at ease and help you get the most out of your Brain in Hand system.



## Safeguard your welfare



If we are concerned about your welfare or wellbeing, we will work with you to seek the appropriate help and guidance. If we are concerned for your immediate safety or the safety of others, we will contact your emergency contact and the emergency services as appropriate. [Click here](#) to read our safeguarding policy for more information.

## Give you the tools you need



We will do our best to make sure that you have all you need to use your Brain in Hand system independently. Our Specialists and Responders will help you feel confident in using the software, whether that's independently or with your support network.

## Under the age of 18?

We will communicate any welfare or wellbeing issues to your support network to ensure you receive help and guidance.

We will invite your Supporters to participate in your personal planning sessions.

We will either record your Specialist Support sessions or have another member of Brain in Hand staff present during your sessions.

We will send copies of any emails about important changes to your account, license, or subscription to your support network.

## Protect your confidentiality



We will never share the contents of your account without your written consent. Your Response Service has access to your account in order to support you. Your information will be secured in line with the General Data Protection Regulation 2018 and UK data legislation. [Click here](#) to see our privacy policy.

# Getting the most out of your Brain in Hand experience

## 1 Arrange and attend your specialist sessions

When your specialist gets in touch it's important to arrange your Specialist sessions so that we can help you to get started in the right way. They will work on what's important to you and help you use your unique strengths to break down goals and tasks into simple manageable chunks that you can review on your phone.

### ? What do I do if I can't make a specialist session?

Please give us at least 24 hours' notice. You can speak directly to your Brain in Hand Specialist or contact Brain in Hand on [support@braininhand.co.uk](mailto:support@braininhand.co.uk) or 01392 247909. Click to view our Cancellation Policy.

## 2 Review and update your strategies frequently

Ensuring your system reflects your day-to-day situation is the best way to make Brain in Hand work for you. You will learn new strategies over time to help you manage anxiety, remember things, plan, and make decisions. So keeping your account up to date will enable you to always have the best strategies when you need them.

## 3 Keep your details up to date

Telling us about you and your situation when you register helps us to support you in the best way for you. You can update your information from 'My Details' within your account. It is important to keep all your contact details up to date and have an emergency contact name and phone number listed on your account to access our services.

## 4 Maintain current supporters and use your Brain in Hand with them

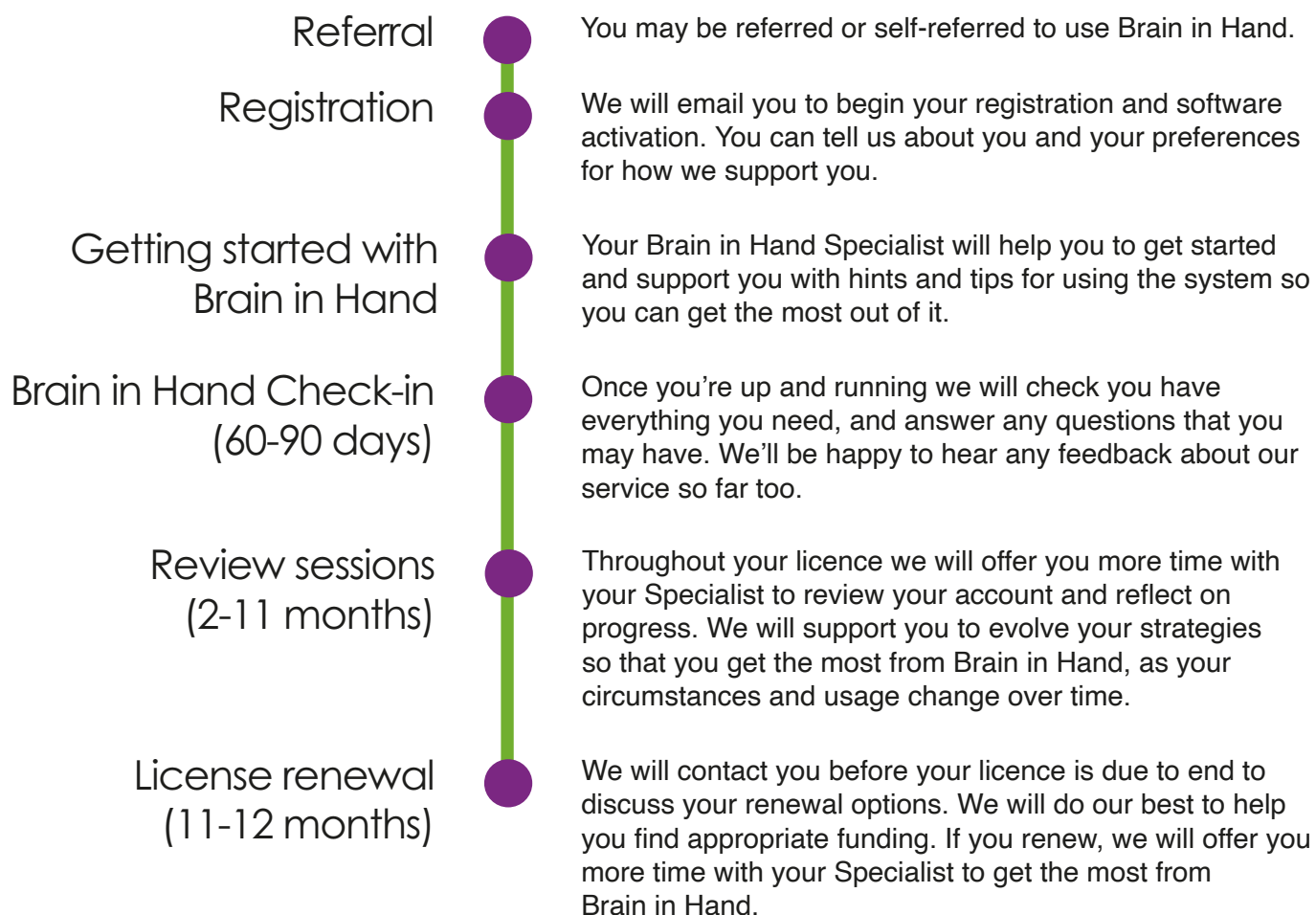
We don't replace your existing supporters, so it is important to still engage with them. Brain in Hand can help you work even better together by ensuring you always have access to strategies you've worked on with them. Invite them to join one of your sessions to start using Brain in Hand together. Over time you may find you need them less.



## Brain in Hand is not a mental health or crisis service

**It is not an emergency service or substitute for dialling 999. Brain in Hand Specialists and Responders are not therapists and can't provide a counselling or therapy service. We can't provide or replace any professional support that you may require or be receiving.**

# Your journey with Brain in Hand



## Your Brain in Hand Software Licence

Your Software Licence starts the first time you log in. If you do not activate your software licence by logging in, it will start automatically 90 days after you were first invited to register and will typically run for a full year. Your Specialist can answer any questions you have about your licence, or you can contact [support@braininhand.co.uk](mailto:support@braininhand.co.uk) or 01392 247909 Option 1.

### Your Brain in Hand Specialist

Once you have registered, your Specialist will contact you to arrange your first session.

Your Specialist will support you to get started, review and evolve your account strategies as your needs change.

### Your Brain in Hand Response Service

Using a simple traffic light system in your Brain in Hand software, you can request support when you need it. Depending on your Brain in Hand package, you may be connected to one of our Response Services. Please ensure you read your service's guidelines.

**[Click here for NAS guidelines.](#)**

**[Click here for TakingCare guidelines.](#)**

If you have any questions or feedback, please get in touch. You can email [support@braininhand.co.uk](mailto:support@braininhand.co.uk) or call 01392 247 909 and select Option 1. [Click here](#) to see our Complaints Policy