

## Terms and Conditions – Birth Trauma Service

### 1. About the Service

The Birth Trauma Support Service is designed to help individuals and families understand their pregnancy, birth, postnatal, and perinatal experiences through reflective discussion, review of available maternity records, and education regarding maternity care. The service may also support individuals in preparing for future pregnancies and births.

This service is educational, informational, and supportive in nature. It is not psychological therapy, counselling, psychotherapy, psychiatric care, or any other form of mental health treatment and is not intended to replace professional mental health treatment or therapy.

### 2. Scope of Practice

All support is provided within the professional scope of practice of a registered midwife.

The service may include:

- Discussion of pregnancy, birth, and postnatal experiences.
- Explanation and interpretation of maternity records and clinical documentation.
- Education regarding maternity care pathways and decision-making.
- Support with understanding maternity terminology and procedures.
- Information and guidance when considering future pregnancies.
- Signposting to appropriate services and resources where relevant.

The service does not provide:

- Mental health assessments.
- Diagnosis of mental health conditions.
- Counselling or psychotherapy.
- Crisis intervention services.
- Medical diagnosis or treatment.
- Emergency care.

### 3. Suitability for the Service

This service is intended for individuals who feel ready to explore and reflect upon their experiences in a supportive educational setting.

Prior to or during the booking process, clients may be asked to provide information to determine whether the service is suitable for their needs.

We reserve the right to decline, postpone, cancel, or discontinue appointments where:

- We believe the service is not appropriate for the individual's current needs.
- There are concerns that the individual may require mental health support, counselling, psychological therapy, or specialist clinical intervention.
- Participation may pose a risk to the individual's wellbeing.
- The individual requires services beyond the professional scope of a midwife.

Where appropriate, alternative sources of support may be suggested, at the discretion of the midwife.

## 4. Mental Health and Crisis Support

This service is not a substitute for mental health care.

If you are experiencing significant emotional distress, symptoms of trauma, depression, anxiety, post-traumatic stress disorder (PTSD), thoughts of self-harm, suicidal thoughts, or any mental health crisis, you should seek immediate support from an appropriately qualified healthcare professional, your GP, local mental health services, NHS 111, or emergency services where necessary.

By booking an appointment, you acknowledge that this service is not intended to treat or manage mental health conditions.

## 5. Online Consultations

Appointments are delivered remotely using an online platform selected by the provider.

Clients are responsible for:

- Ensuring they have access to a suitable internet connection and device.
- Attending appointments in a private and appropriate environment.
- Providing accurate contact information.

While reasonable steps are taken to ensure confidentiality and security, no online communication system can be guaranteed to be completely secure.

## 6. Fees and Payment

All appointments must be paid for in full at the time of booking.

Bookings are not confirmed until payment has been received.

Current fees are displayed on the website and may be amended from time to time.

## 7. Cancellation and Refund Policy

Clients may cancel or reschedule appointments by providing at least 48 hours' notice.

Where sufficient notice is given, appointments may be rescheduled or refunded at the discretion of the provider.

Appointments cancelled with less than 48 hours' notice will not be eligible for a refund.

Failure to attend a scheduled appointment without prior notice will be treated as a missed appointment and no refund will be issued.

If the provider cancels an appointment more than 48 hours ahead of the appointment, clients will be offered either:

- An alternative appointment date and time; or
- A full refund.

Where the provider determines that the service is not suitable for a client before the appointment takes place, a full refund will normally be issued.

## 8. Review of Records

Where clients request support in understanding maternity records or clinical documentation, explanations provided are based on professional knowledge, experience, and the information available at the time.

The service cannot provide legal opinions, determine liability, establish negligence, or offer expert witness services unless expressly agreed in writing under a separate contract.

## 9. Educational Services for Healthcare and Education Providers

The provider also offers educational consultations, teaching sessions, and professional discussions relating to birth trauma, maternity care, perinatal experiences, and other topics within the professional scope of a registered midwife.

These sessions are provided for educational purposes only and do not constitute clinical advice, legal advice, organisational consultancy, or professional supervision unless specifically agreed in writing.

## 10. Confidentiality

Information shared during consultations will be treated confidentially and handled in accordance with applicable data protection legislation.

Confidentiality may be breached where required by law or where there are concerns regarding the safety of an individual, child, or vulnerable person.

Further information is available in the Privacy Policy.

## 11. Limitation of Liability

The provider will exercise reasonable skill, care, and professional judgement in delivering the service.

However, the provider accepts no liability for:

- Decisions made by clients based on information discussed during consultations.
- Outcomes relating to future pregnancies or births.
- Actions or omissions of healthcare organisations or professionals involved in a client's care.
- Indirect or consequential losses arising from use of the service.

Nothing in these Terms and Conditions excludes liability where such exclusion would be unlawful under applicable legislation.

## 12. Professional Boundaries

The service is provided within professional, ethical, and regulatory standards applicable to registered midwives.

The provider reserves the right to terminate a consultation or refuse future bookings where behaviour is abusive, threatening, discriminatory, inappropriate, or otherwise prevents safe and professional delivery of the service.

## 13. Changes to These Terms

These Terms and Conditions may be updated from time to time. The latest version will always be available on the website.

## 14. Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of England and Wales. Any disputes arising in connection with the service shall be subject to the exclusive jurisdiction of the courts of England and Wales.