



Parent / Carer Information Sheet

Please keep this page for your records.

This sheet summarises the key practical arrangements for music therapy, including attendance, cancellations, term-time working, payment and safeguarding.

Mid Cornwall Music Therapy

Emma – HCPC Registered Music Therapist

HCPC Registration Number: AS15349

emma@midcornwallmusictherapy.co.uk

Tell: 07989 881248

1. ATTENDANCE AND THERAPEUTIC CONTINUITY

Regular attendance for the agreed number and frequency of sessions is important. Consistent attendance helps the therapist and child or young person to develop a therapeutic relationship, maintain continuity and work towards agreed goals.

If attendance becomes difficult, please talk to me. We can consider whether the current arrangements continue to meet the child or young person's needs.

2. TERM-TIME WORKING

Music therapy is normally provided during school term time only.

There are normally no scheduled music therapy sessions during school holidays.

Where a **specific therapeutic need** is identified, additional sessions during school holidays may be considered on a **case-by-case basis**. These will depend on the therapeutic rationale, the child or young person's needs, my availability, the setting and the relevant funding arrangements.

Any additional holiday sessions will be discussed and agreed in advance and are not automatically included within the usual therapy arrangement.

3. 24-HOUR CANCELLATION POLICY

I operate a 24-hour cancellation policy.

If a session is cancelled with **less than 24 hours' notice**, the session will normally remain chargeable and should be expected to be paid for.

I understand that **emergencies happen**. I will use professional discretion where there are exceptional circumstances or a genuine emergency.

Please give as much notice as possible if a session cannot be attended.

To cancel or discuss attendance:

07989881248

emma@midcornwallmusictherapy.co.uk

4. PAYMENT AND FUNDING

Payment is normally made **upfront weekly, monthly or termly**, depending on how the therapy is funded.

Where therapy is funded by a school, local authority, NHS service, charity or another organisation, payment and cancellation arrangements may follow the terms agreed with that funder.

Where a different arrangement is needed, this will be agreed between the therapist and the relevant funder.

5. ILLNESS AND MISSED SESSIONS

Please do not attend an in-person session if the child or young person is unwell or may have a contagious illness.

Please contact me as soon as possible. Where appropriate and clinically suitable, an alternative arrangement may be considered, although this cannot always be guaranteed.

6. ENDING MUSIC THERAPY

Where possible, therapy should end following a **therapeutically sound conversation**, rather than simply stopping sessions.

This gives an opportunity to consider:

- progress and therapeutic outcomes;
- the child or young person's feelings about ending;
- any unfinished therapeutic work;
- whether further support is needed; and
- whether a transition or onward referral would be helpful.

If therapy needs to end unexpectedly, please contact me so that the safest and most appropriate ending can be considered.

7. SAFEGUARDING — KEEPING CHILDREN AND YOUNG PEOPLE SAFE

Safeguarding is an important part of professional music therapy practice.

If a child or young person tells me something that raises a concern about **abuse, neglect, exploitation or their safety**, I will listen and take the concern seriously.

I cannot promise to keep information secret if sharing information is necessary to protect a child or young person.

I may need to make a factual record and share information with appropriate safeguarding professionals when necessary.

SAFEGUARDING CONTACTS

If a child is in immediate danger:

Call 999

Cornwall safeguarding concerns — MASSH / MARU:

0300 123 1116

Out of hours:

01208 251300

Cornwall Local Authority Designated Officer (LADO):

01872 326536

lado@cornwall.gov.uk

The LADO can advise where a concern or allegation relates to someone working with children.

8. PRIVACY AND PROFESSIONAL BOUNDARIES

Personal information will be handled respectfully and securely.

Information may be shared where appropriate for therapy, administration, safeguarding or another lawful professional purpose.

I maintain clear professional boundaries and may communicate with parents, carers, schools and other professionals where this has been agreed or where safeguarding requires action.

CONTACT

Emma — Mid Cornwall Music Therapy

Telephone: 07989881248

Email: emma@midcornwallmusictherapy.co.uk

This information sheet is a practical summary and should be read alongside the full **Attendance and Cancellation Policy** and **Safeguarding Children and Young People Policy**.

Reviewed: September 2026