

The Love Lounge

Advice about sex, love and disability



Important information about
using our service



About us

We are Enhance the UK. We give help and support to disabled people.



We have a service called the Love Lounge. You can talk to us and ask questions about sex, love and relationships.



We can give you information.



You can talk to us about things like:

- how you are feeling
- things that are happening in your life





- what you want to happen

We can tell you about things that might help. This might be things like:



- other services who can give you more help and advice



- Things that might make your life easier. Things like:

- easy to use sex toys

or

- cushions that help you feel more comfortable when you are having sex



Some of the team have **lived experience**. This means they share some of the same experiences as the people we work with.



Our team have learned a lot by working with:

- disabled people and listening to people's stories and experiences



- working with people who know a lot about sex and relationships

What we will and won't do



We will listen to what you tell us.

But we will not tell you what to do.



We might give you some ideas about things you could try.



We do not tell you what to do.

You do not have to follow our ideas.

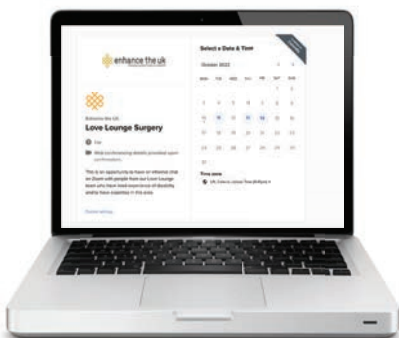


You can decide what you want to do.
You can choose how to use the
information we give you.



If you decide to try one of our ideas
and it goes wrong, you cannot say it
was our fault.

About your appointment



You can book an appointment to talk
to us on our website:

calendly.com/enhancetheuk/60min



Your appointment will be on a video call on the computer.

We will email you a link to join the meeting.



Your appointment will last for 50 minutes.



We will not record the meeting.



We might write down what you say.
We will keep this safely locked on our computer.

Who will be at the appointment



There will be 2 members of our team at your appointment.



Sometimes, we might ask an **expert** to join us. An expert is a person who knows a lot about something.



They can give you more information and advice.



You can have a good chat with the expert.



But you should still listen to your doctor or nurse.



If we do not have enough staff to come to the appointment, we will cancel it.



We will book a new appointment on a different date.



If there is any extra support you need for your appointment, please tell us. We will do all we can to help.

How we will use what you tell us



We want to give you the best service.

To do this, we must keep information about you and the help we gave you.



Information we might have about you includes:

- your name



- if you are in a relationship with someone



- information about your disability or any health problems you have



We will also collect any information you tell us in your appointment.

We use your information to give you help and advice.



We will keep what you tell us private and safe. We will treat it with respect.



We will only share your information:

- to help you get the help and support you need
- if the law says we need to share it with someone
- to stop someone from getting hurt



If we need to share your information, we will always ask you if you agree.

What you need to do



You must be on time for your appointment.



If you need to cancel your appointment, you should let us know.



You should tell us more than 24 hours before your appointment.



We will book a new appointment as soon as possible.

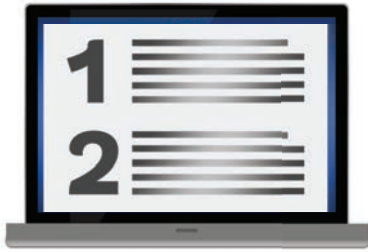


You can choose if you want to talk about your appointment with your friends and family.



After your appointment

If we need to talk to you again, we will send you an email.



The email will say what we talked about and why we want to see you again.



We will book another appointment with you.



If it is an emergency, we will try to book an appointment as soon as possible.



You can only have 2 appointments to talk to us.

Contact us



If you have any questions or for more information, you can email us at:
lovelounge@enhancetheuk.org