



## The Love Lounge – What to Expect

The Love Lounge offers:

- **A one-off introductory consultation held on Zoom to decide if you are eligible for further 1:1 Love Lounge sessions and/or**
- The option to **email us your question** for guidance and signposting.

The introductory consultation is a chance for us to:

- Get to know you and your situation
- Understand what kind of support you're looking for
- See whether Love Lounge 1:1 sessions feel like the right fit
- Decide whether we're able to offer you further sessions (up to 8 in total)

It's essentially a starting point.

### **Important: What The Love Lounge Is Not**

The Love Lounge is **not counselling or therapy**.

We don't provide medical, legal or clinical advice. We're not a crisis service.

What we do offer is:

- A listening ear
- Lived experience
- Insight from our work at Enhance the UK

- Helpful signposting to other services, organisations or professionals

Any decisions you make after speaking with us are your responsibility. We can't be held responsible for outcomes following a consultation or email exchange.

## About 1:1 Love Lounge Sessions

The introductory consultation does **not automatically mean** you'll be offered ongoing 1:1 sessions.

After the consultation, we'll let you know whether:

- The Love Lounge is the right fit for you
- We're able to offer ongoing sessions

If you are offered 1:1 support, we'll send you **separate Terms and Conditions** that apply specifically to those sessions. You'll need to agree to those before continuing.

## What Happens in the Consultation

- The session lasts 45 minutes
- The consultation takes place on Zoom (online video call)
- Usually, two members of our team will be present
- You'll receive a link by email

Please let us know if you have any access requirements — we'll always do our best to accommodate you.

If you email us a question instead, we aim to respond within **5-7 working days**. If we're experiencing high demand, it may take a little longer.

## Confidentiality

What you share with us is treated with respect and confidentiality.

We:

- Store notes securely and password protect them
- Do not usually record sessions
- Will only record with everyone's full agreement

There are some rare exceptions where we may need to share information:

- If we believe you or someone else is at serious risk of harm
- If we believe you or someone else is at serious risk of harm
- If we are legally required to report something (such as abuse of a child or vulnerable adult, terrorism or drug trafficking)

If we ever need to involve someone outside of Enhance the UK, we will discuss this with you first wherever possible.

We may discuss your situation within The Love Lounge panel for guidance and safeguarding purposes.

## **After the Consultation**

We may send you:

- A short summary
- Helpful links or resources
- Confirmation about whether ongoing sessions are available

If you are offered ongoing 1:1 sessions, we'll clearly explain:

- Session limits
- The new Terms and Conditions

## **Your Commitment**

Please:

- Arrive on time for your session
- Give us 24-48 hours' notice if you need to cancel (we understand emergencies happen)

You're free to talk about your experience of The Love Lounge with anyone you choose. Our confidentiality commitment is about protecting **your** information.

We look forward to meeting you.

**Zoe and the Love Lounge Team**

Enhance the UK

[www.enhancetheuk.org](http://www.enhancetheuk.org)