

Shallion Support Client Agreement

1. Purpose

Shallion Support provides bespoke, non-medical, home-based support for individuals living with a chronic condition such as M.E., Long Covid, Fibromyalgia, PTSD and similar. This support is designed to assist with everyday tasks, reduce isolation, and bring comfort and continuity to the lives of those we serve.

2. Services Provided

Services may include:

- Help with light domestic tasks (non-clinical, non-personal care)
- Collaborative meal planning and preparation
- Support with pets, IT, managing appointments, and home organisation
- Companionship and motivational support
- Assistance attending necessary appointments

3. Support Workers

All have undergone the appropriate safeguarding checks. The same individual may not be assigned to you every visit; however, Shallion Support will do its best to maintain consistency where possible.

4. Professional Boundaries

Clients agree to maintain a respectful and professional relationship with all Shallion Support team members.

Clients must not:

- Request medical, personal, or intimate care
- Share or request inappropriate personal details
- Promote religious, political, or ideological beliefs during sessions
- Engage in harassment, discrimination, or verbal abuse

Any breach of these terms may result in the termination of support.

5. Confidentiality

All personal information shared with Shallion Support will be kept confidential and only shared internally where necessary to deliver services. Your data will not be passed on to third parties without consent, unless legally required.

6. Feedback & Communication

We welcome open and constructive feedback to improve our service. Any concerns or changes in your circumstances should be reported promptly.

7. Termination

You may discontinue services at any time by providing written or verbal notice. Shallion Support reserves the right to terminate services if any terms of this agreement are breached.

Signed:

Client Signature

Date: