

Overseas Practitioner Policy

Professional Indemnity Insurance & Safeguarding / Crisis Protocol

For practitioners based outside the UK providing online therapy to clients in the UK

1. Purpose and Scope

This policy sets out the minimum requirements for practitioners based outside the UK who provide online therapy to UK-based clients on behalf of New Road Psychotherapy.

It applies to all employed and contracted overseas practitioners and covers:

- Professional indemnity insurance.
- Clinical supervision.
- Safeguarding and crisis response.

This is an internal policy and does not constitute legal advice. Insurance, regulatory and safeguarding requirements vary between jurisdictions and should be confirmed with the relevant insurer, professional body and, where appropriate, legal adviser.

2. Professional Indemnity Insurance

Professional indemnity insurance must explicitly cover online practice from the practitioner's country of residence with clients located in the UK. Written confirmation from the insurer must be obtained before approval to provide services and kept on file for the duration of the practitioner's engagement.

Insurance documentation must be renewed annually. Any lapse in cover, change to the policy, or change of country of residence must be reported immediately. Clinical work must not be undertaken where appropriate insurance cover is not in place.

3. Clinical Supervision

Appropriate clinical supervision must be in place throughout the practitioner's engagement.

- A named clinical supervisor must be in place before approval to provide services.

- The supervisor must be aware that the practitioner is providing online therapy to clients based in the UK and be able to support clinical, ethical and safeguarding issues arising from this work.
- Supervision must meet the requirements of the practitioner's professional body and New Road Psychotherapy's supervision policy.
- Practitioners must have access to additional consultation where safeguarding, ethical or clinical concerns arise.
- Any changes to supervision arrangements must be notified to New Road Psychotherapy without delay.

4. Safeguarding and Crisis Response

Appropriate safeguarding arrangements must be in place for all clients receiving online therapy from practitioners based outside the UK.

4.1 Client Information

The following information must be obtained before the first session:

- Full name and date of birth.
- Current address and telephone number.
- Emergency contact details (with the client's consent).
- GP details, where available.
- Relevant risk history and existing crisis support arrangements.

4.2 Session Requirements

At the start of each session:

- Confirm the client's current physical location.
- Record any changes to contact details or risk.
- Ensure the client has access to written information about UK crisis services.

4.3 Crisis Response

Where concerns arise regarding a client's safety:

- Remain with the client where possible and assess immediate risk.
- Where there is an immediate risk to life, contact or support the client to contact 999 (or the relevant emergency service if outside the UK).

- Where serious but non-immediate risk is identified, support access to the client's GP, NHS 111, local crisis team or other appropriate service.
- Contact the client's emergency contact, where consent has been provided and additional local support is required.
- If contact is lost during a high-risk situation, make reasonable attempts to re-establish contact. If concerns remain, contact the emergency contact and, where necessary, request a welfare check via emergency services.
- Notify the Clinical Supervisor and Safeguarding Lead as soon as practicable and no later than the same working day.
- Record all actions taken in the client's clinical record and complete any required safeguarding or incident documentation.

4.4 Crisis Information

All clients must receive written information about:

- Emergency services (999).
- NHS 111.
- Samaritans (116 123).
- Their GP practice.
- Their local NHS Mental Health Crisis Team, where applicable.

4.5 Documentation and Review

All safeguarding concerns, risk assessments and crisis interventions must be recorded in the client's clinical record. Incidents involving overseas practitioners will be reviewed through supervision and clinical governance processes.

5. Governance Requirements

To provide services on behalf of New Road Psychotherapy, overseas practitioners must:

- Be legally entitled to practise from their country of residence and comply with any applicable local legal, regulatory or licensing requirements.
- Comply with New Road Psychotherapy's policies and procedures, including those relating to confidentiality, data protection, safeguarding and record keeping.
- Conduct online sessions from a private, secure environment using approved systems to protect client confidentiality.

- Notify New Road Psychotherapy promptly of any changes to their country of residence, professional registration, clinical supervision arrangements or professional indemnity insurance that may affect their ability to provide services.
- Participate in annual compliance reviews to confirm that insurance, supervision and governance requirements continue to be met.

Contact Information: If you have any questions or concerns about this policy, please email the centre manager at admin@newroadpsychotherapy.com.

Review and Revision: This policy will be reviewed annually, or sooner where legal, regulatory or organisational changes require amendment, to ensure it remains relevant and effective.

Effective Date: July 2026