

L O N D O N

# HARBOR

EMPATHY IN EVERY STRIDE.  
EXPERTISE IN EVERY SOLUTION.

# Welcome.

Thank you for entrusting Harbor with your journey to recovery – it is truly our privilege to welcome you into our care. We are dedicated to offering world-class independent healthcare in an environment that feels both private and exceptionally comfortable.

We understand that beginning treatment can feel unfamiliar, and even perhaps a bit daunting. This guide is designed to help ease those concerns by providing all the information you need to feel prepared and confident as you embark on your journey to wellness with us.

If you have any questions or need further assistance, please do not hesitate to reach out to me or your Consultant Psychiatrist. We are here for you every step of the way, because everything we do is centred around you.

Paul Flynn  
Founder & CEO

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# Essential client information

## Documents

To ensure a smooth admission into our services, there are a few essential documents we need to have in place before your care begins:

### + Terms & conditions

This document outlines the general terms under which we provide healthcare services, ensuring clarity and transparency in our commitment to delivering luxury, utterly curated, wholly personalised residential treatment.

### + Consent to treatment

This confirms your willingness to undertake treatment with us. Before starting, you will be asked to sign a consent form. You can withdraw your consent to treatment and information sharing at any time.

### + Consent to share information

Your client records and data are important to us. This document clarifies who we can share your information with and who you wish to disclose information to. Consent can be withdrawn at any point.

### + Residential contract

This outlines the rules and expectations for behaviour while in residence (if applicable).

### + Psychiatric assessment

Conducted by a Consultant Psychiatrist, this assessment forms the basis of your curated treatment plan.

## Safeguarding

As a private healthcare provider, we have a duty of care to safeguard, protect, and promote the rights of children and vulnerable adult clients. We work closely with regulators and agencies to ensure your safety. If you have any concerns regarding safeguarding during your care, please speak with any Harbor London employee or clinical associate.

## Mobile phones and laptops

We fully understand the need, or want, to stay connected with work, family, and friends at all times. After all, this is often our greatest support network. For this reason, mobile phones and laptops are permitted outside of clinical and therapeutic activities, unless specifically requested otherwise by a member of staff.



## Visitors

Friends and relatives are welcome to visit you during your treatment. Please ensure they have prior permission from the Consultant Psychiatrist.

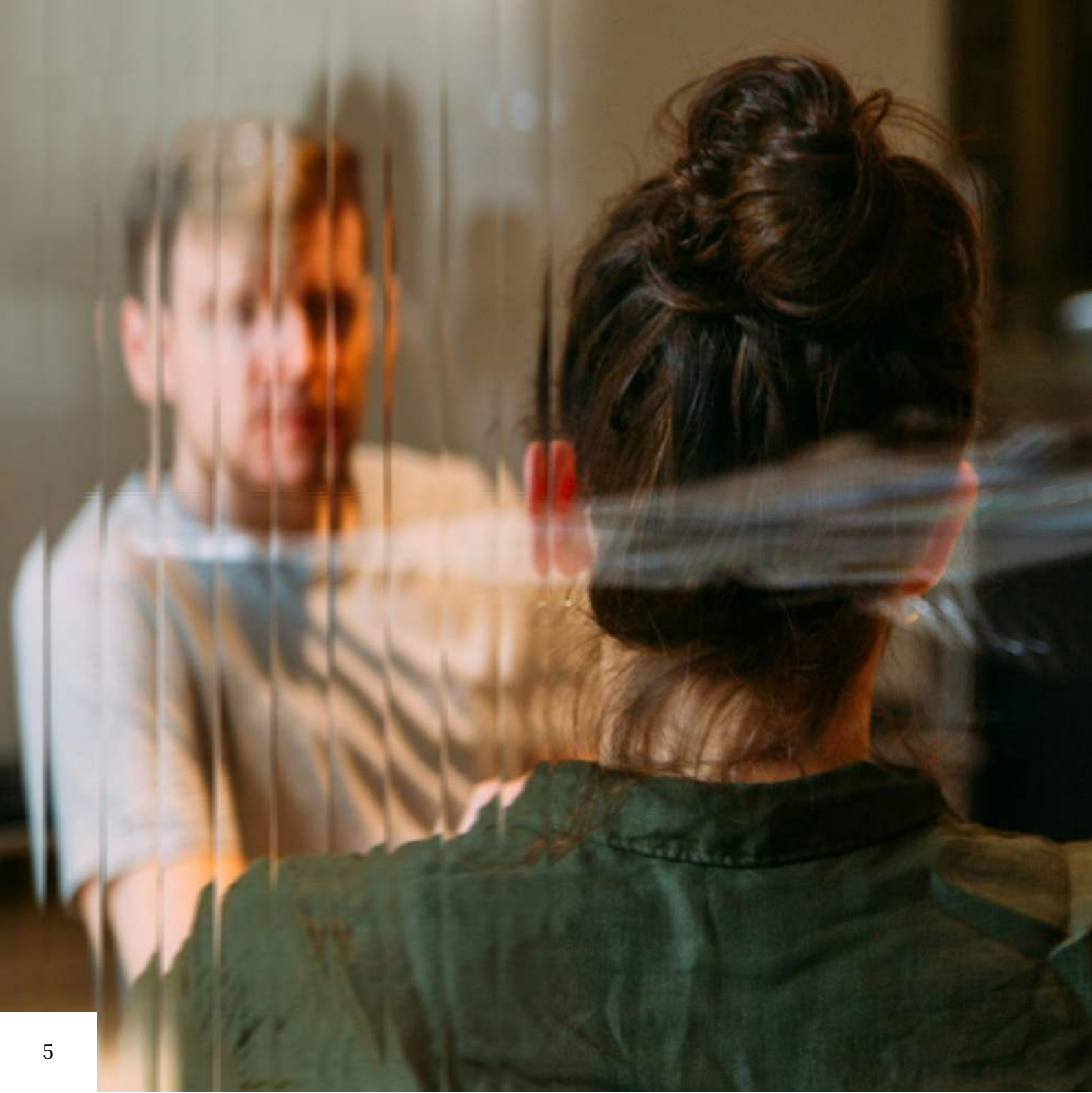
## Treatment fees

All assessment and treatment fees must be settled before admission by bank transfer. We offer all-inclusive price packages covering assessments, consultations, psychiatry, psychology and therapy, nursing, accommodation, and meals.

Costs not included are tests and consultations before or after treatment, costs related to unrelated medical conditions, additional treatment, aftercare, recovery maintenance, and any extensions to your care plan. Additional fees will be invoiced separately.

For more information, please contact our Head of Case Management.





### Your rights

We observe your rights under the Human Rights Act 1988, the Access to Health Records Act 1990 and the Data Protection Act 2018, and believe that you and all patients within our care have the right:

- + To seek advice regarding concerns or queries you may have
- + To be given clear and full explanations of any proposed treatment before deciding whether to consent
- + To have access to your own health records
- + To be ensured that all entries within the health record are confidential
- + To raise suggestions and complaints about any aspect of the service you feel does not meet our high standards
- + To be assured your privacy and dignity are maintained

### Privacy

In order to protect your privacy and confidentiality, our staff are unable to give out any information regarding your treatment to anyone not listed on your consent form. Should you wish to update this at any point throughout your treatment please speak to our Medical Director.

*Your privacy is  
our top priority*

# Your feedback

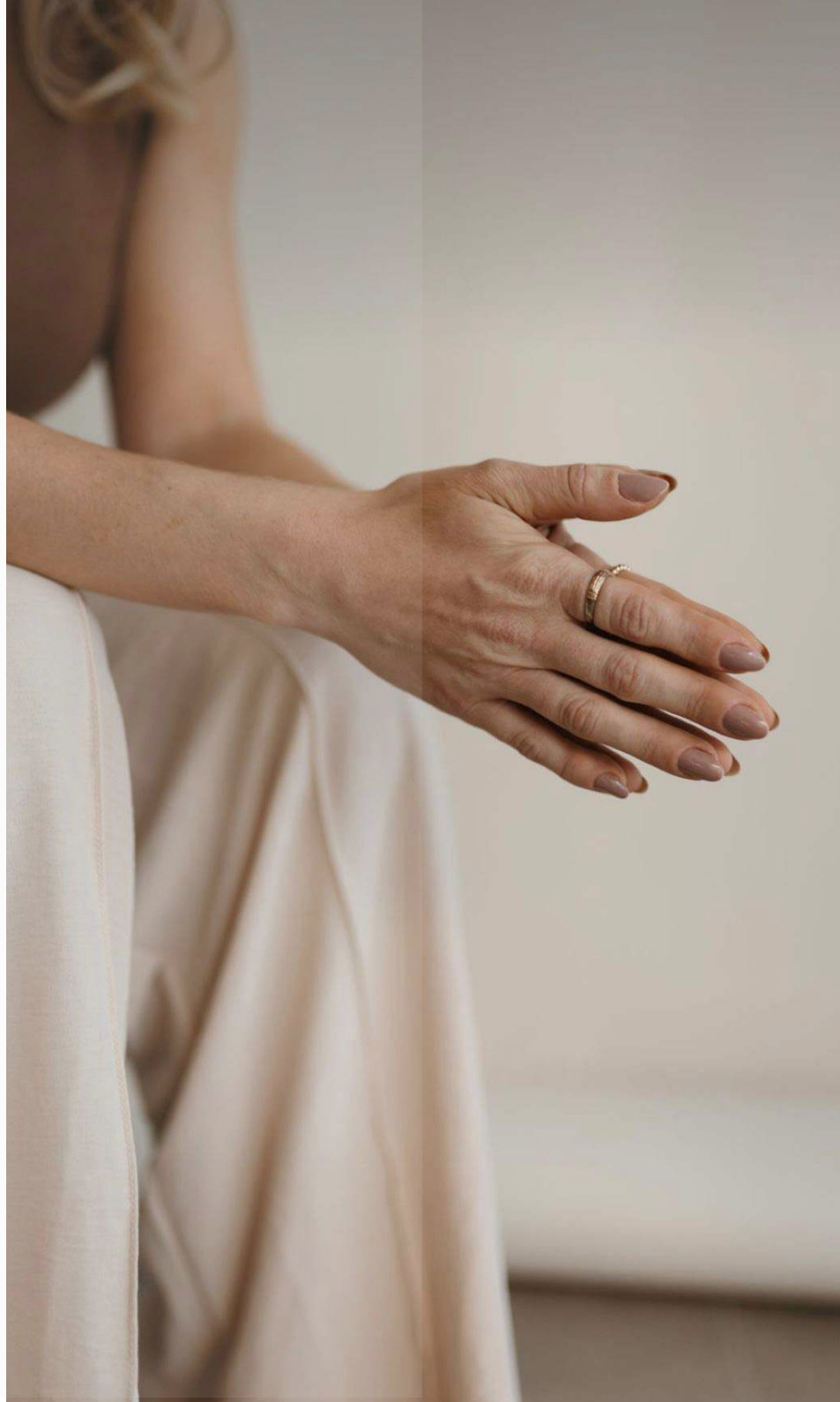
We highly value feedback from our clients, whether positive or constructive, as it helps us maintain and enhance our standards of care. During your treatment, you will have the opportunity to discuss the quality of the service you are receiving. After your treatment, we kindly ask you to complete our client questionnaire and provide feedback on your experience.

## Compliments and complaints

At Harbor, we strive to deliver a high-quality, responsive, and well-led service at all times. To ensure we consistently meet this high standard, we seek feedback from clients and their families.

Compliments help us understand that we are meeting or exceeding the expectations of our clients and their families. Your feedback influences our organisational and service development, informing our quality assurance programme.

If you are unhappy with any aspect of your care during treatment, please speak to any Harbor London employee or clinical associate. They will be happy to address your concerns. If you remain dissatisfied, please request to speak with our Medical Director to discuss your issue.



After your visit if you wish to make a written complaint please direct your letter to:

**Operations Manager**  
**Harbor London Limited**  
**40 Grosvenor Gardens,**  
**London, SW1W 0EB**

Your letter will be acknowledged in writing within 5 working days and an investigation will begin into your complaint. You should receive our response within 20 working days, however, should our investigations take longer we will keep you informed. Upon receipt, you can contact the Medical Director who may arrange (with your consent) an appointment to meet with you or discuss your concerns over the telephone.

We always aim to resolve matters quickly and amicably. However, if you remain unsatisfied, you may write to:

**The Chief Executive**  
**Harbor London Limited**  
**40 Grosvenor Gardens,**  
**London, SW1W 0EB**

Get in touch

# Contacting us

We provide a high-availability, rapid response service and always strive make ourselves accessible to clients and their families at any time of day. If you wish to find general information about Harbor, please visit our website at:

[www.harborlondon.com](http://www.harborlondon.com).

Here you will find information about us, our services, and a directory of our specialists.

For referrals, admissions, consultations and general enquiries, contact :

**Paul Flynn**

T: +44 (0)20 3709 3967

M: +44 (0)7970 941 393

E: [Paul.Flynn@harborlondon.com](mailto:Paul.Flynn@harborlondon.com)



## How to find us

Harbor is situated in the heart of London's Belgravia. Our headquarters is located at:

Harbor London Limited  
40 Grosvenor Gardens  
London  
SW1W 0EB

Empathy in Every Stride. Expertise in Every Solution.

# FAQ

## 1. What should I expect during my first week at Harbor?

Your first week at Harbor will involve a comprehensive assessment by our multidisciplinary team. This includes psychiatric, psychological, and physical health evaluations to establish a personalised care plan. You will also have the opportunity to meet your dedicated team of specialists and settle into your luxurious accommodation. Our goal is to make you feel comfortable, supported, and informed about the journey ahead.

## 2. How does Harbor ensure my privacy and confidentiality?

At Harbor, we prioritise your privacy and confidentiality. All staff members are trained in strict confidentiality protocols, and your personal information is securely handled in compliance with data protection laws. No information about your treatment will be shared without your explicit consent, ensuring your peace of mind throughout your stay with us.

## 3. Can I continue working while undergoing treatment?

We understand that some clients may need to maintain their professional responsibilities during treatment. While clinical and therapeutic activities require your full attention, we allow the use of mobile phones and laptops outside of these sessions. Our team can work with you to create a schedule that balances your treatment needs with your work commitments.

## 4. What kind of support is available after I complete my treatment at Harbor?

Post-treatment support is a critical component of our care model. We offer comprehensive aftercare services, including community support, lifestyle management, recovery and life skills coaching, and international chaperone services. Our aim is to ensure a smooth transition back to your daily life and to support your long-term recovery journey.

## 5. How can my family and friends involved in my treatment process?

Family and friends can play a vital role in your recovery. With your permission, they are welcome to visit and participate in certain aspects of your treatment plan. We believe in a holistic approach that includes the support of your loved ones, and our team is here to facilitate their involvement in a way that benefits your recovery.

## 6. What makes Harbor's approach to treatment unique?

Harbor stands out for its one-patient-at-a-time model, ensuring you receive personalised, undivided attention from our world-class team of specialists. Our approach is rooted in the integration of luxurious comfort with cutting-edge therapeutic techniques, all delivered in the heart of London. This allows you to practice coping mechanisms in a familiar environment, enhancing the sustainability of your recovery.



# FAQ

## 7. What happens if my condition requires medical intervention beyond Harbor's capabilities?

If during your stay it becomes apparent that you require more intensive medical intervention, we will facilitate a seamless referral to an appropriate medical facility. We maintain close relationships with some of the UK's leading hospitals and specialists, ensuring you receive the best possible care. We also continue to support you and maintain communication to assist with your transition back to our services when appropriate.

## 8. Can I customise the duration of my stay?

Yes, the duration of your stay at Harbor is flexible and can be tailored to your specific needs and progress. Whether you require a short-term intensive program or longer-term support, our team will work with you to design a timeline that best supports your recovery journey.

## 9. How does Harbor handle dietary restrictions and preferences?

Your private chef is skilled in accommodating various dietary needs and preferences, including medical, dietary, and religious requirements. Upon admission, we will discuss your dietary needs in detail to ensure all your meals are nutritionally balanced and tailored to your tastes and health requirements.

## 10. What types of therapeutic activities are available during my stay?

We offer a wide range of therapeutic activities designed to support your recovery, including yoga, pilates, reiki, mindfulness sessions, wilderness programs, and personal training. These activities are integrated into your treatment plan to enhance your overall wellbeing and help you develop healthy coping mechanisms.

## 11. Is there support for integrating back into my daily life post-treatment?

Yes, Harbor provides robust support for reintegrating into your daily life after treatment. Our continuing care services include community support, lifestyle management, and recovery coaching. We work closely with you to develop strategies and skills that ensure a smooth and successful transition back to your regular activities.

