

Valued Living

Service Capability Statement

About us

Specialist psychological services for psychological trauma, PTSD, workplace mental health and complex presentations

Delivered by senior NHS trained clinicians with structured referral handling, outcome reporting and clear clinical pathways.

Valued Living Ltd is a UK based provider of specialist psychological services, delivering evidence-based psychological interventions, trauma-focused treatment and psychological assessment in line with NICE informed clinical pathways. Our clinicians are senior NHS trained professionals with extensive experience managing complex mental health, occupational and trauma related presentations within structured clinical governance frameworks. We also provide clinically led case coordination, supporting referrers and clients to navigate NHS and public sector pathways where shared care or escalation is required.

We work with individuals, employers and professional referrers to deliver timely, high quality psychological care that supports recovery, improves functioning and facilitates return to work and daily living.

Core services

We provide specialist psychological support including:

- Psychological assessment and formulation
- Cognitive Behavioural Therapy (CBT)
- Eye Movement Desensitisation and Reprocessing (EMDR)
- Trauma-focused and Complex PTSD treatment
- Neurodiversity, emotional regulation and relational therapy
- Work related mental health and return to work support
- Risk and safeguarding management

Client groups

We work with:

- Employers and occupational health providers
- Employee Assistance Programme (EAP) providers
- Insurance companies and medico-legal services
- NHS services and public sector organisations
- Private individuals

What makes us different

- Senior NHS trained clinicians working to recognised clinical and professional standards
- Specialist capability in psychological trauma, PTSD and complex mental health presentations
- Evidence based treatments delivered in line with NICE informed clinical guidelines
- Outcome driven care using validated clinical measures
- Structured referral handling and reliable communication
- Proven ability to safely hold and manage complex cases
- Flexible commercial and delivery models to meet referrer requirements

Clinical governance framework

- HCPC, BABCP, UKCP and BACP registered clinicians
- Formal safeguarding and risk management procedures
- Structured clinical supervision and peer review
- Routine outcome measurement and clinical audit
- Confidentiality, information governance and data protection
- Clear escalation, incident and complaints processes

These systems enable us to safely hold, manage and oversee complex psychological cases on behalf of referrers.

Governance Assurance

All clinicians working with Valued Living are required to maintain full professional registration and accreditation, meet minimum supervision and continuing professional development requirements, hold appropriate professional indemnity insurance and maintain a current enhanced DBS clearance. Compliance is monitored as part of our ongoing clinical governance and quality assurance framework.

Referral pathway

We provide a clear and responsive referral process:

Pathway stage	Description
Referral received	Secure referral via encrypted email or referral form. All referrals acknowledged within one working day.
Clinic triage	A senior NHS trained clinician reviews the referral for risk, complexity, safeguarding and suitability, and confirms whether the case can be safely held within our clinical governance framework.
Initial assessment	The client is contacted within 24 hours. A full psychological assessment is offered within five working days.
Treatment delivery	Evidence based psychological treatment is delivered in line with NICE informed clinical pathways by a clinician with the appropriate clinical competence for the presentation, including psychological trauma, PTSD, workplace mental health or neurodiversity.
Progress and outcomes	Clinical outcomes are monitored throughout using standardised measures. Clinical updates are provided to referrers in line with agreed reporting requirements.
Discharge and reporting	At the end of treatment, a clear summary and outcome report is provided to the referrer.

We can provide attendance updates, progress reports and risk notifications in line with referrer requirements.

Outcomes and reporting

We use validated outcome measures to monitor progress and recovery. Where required, we provide:

Report type	What is provided
Assessment summary	A structured clinical summary following initial assessment, including presenting difficulties, risk profile, provisional diagnosis where appropriate and recommended treatment plan.
Progress updates	Regular updates on engagement, attendance, clinical progress and any changes to treatment approach, provided at agreed intervals or on request.
Risk and safeguarding notifications	Immediate notification of any identified risk to the client or others, including safeguarding concerns, with actions taken in line with our clinical governance and safeguarding frameworks.
Discharge and outcome reports	A final report outlining treatment delivered, outcome measures, clinical progress and recommendations for any onward support or workplace adjustments.

These reports provide referrers with clear clinical oversight, outcome evidence and governance assurance.

Commercial models

We offer flexible funding arrangements including:

Funding model	How it works
Per session funding	Individual treatment sessions funded on a per appointment basis, suitable for EAPs, insurers and employers requiring flexible access to appropriately qualified clinicians.
Episode of care pricing	A fixed fee for a defined course of treatment based on clinical need, providing cost certainty for psychological trauma, PTSD and complex case pathways.
Block purchase	Pre purchased volumes of treatment sessions or assessments for organisations with regular referral demand, allowing rapid allocation and simplified invoicing.
Retainer and embedded models	Ongoing clinical capacity reserved for an organisation, supporting rapid referral handling, case coordination and clinical consultation.
Bespoke corporate arrangements	Tailored funding and delivery structures for insurers, legal firms, occupational health providers and large employers requiring specialist psychological provision at scale.

Pricing and service levels are agreed with each organisation based on referral volume, complexity and reporting requirements.

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Contact and corporate details

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UK registered provider delivering regulated psychological services in line with GDPR and ICO data protection standards

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PTSD, workplace mental health and complex psychological
presentations**