



## EXPECTATION AGREEMENT

### What to expect from the Essex Lifestyle Service

- Free local 1:1 programme offering up to **a maximum** of 6 sessions or 3 months support (whichever comes first).
- Accessible, community based rooms and public spaces in which to receive support.
- A qualified Lifestyle Coach/Practitioner offering a friendly, non-judgemental evidenced based 1:1 programme designed to help support people to make lifestyle changes.
- Behavioural change support in healthy eating, self-esteem, increasing physical activity and referring or signposting to other appropriate services where needed. For example; if your needs are beyond the remit of the Lifestyle Coach/Practitioner, we will signpost you to the appropriate service, i.e. a Dietician.
- If home visits are required, the service will offer 1 initial home visit, followed by telephone support and 1 more home visit on 'discharge'.
- After completing your Health Plan we will follow up your progress with a telephone call after 6 and 12 months to ascertain your current lifestyle changes and offer additional support if needed.

### What the Essex Lifestyle Service expects from you

- I understand that this is a 1:1 programme with no more than 6 sessions, which are based in community rooms or public spaces.
- By accessing the service, I confirm that I am ready and committed to making positive lifestyle changes.
- I understand that during the programme, with the support of my Lifestyle Coach/Practitioner, I will be required to set goals to achieve lifestyle changes.
- Wherever possible, I will give the Essex Lifestyle Service 24 hours' notice prior to my appointment if I am unable to attend, by calling the Health Trainer direct on their work mobile in the first instance or contact the office on 0300 3039988.
- I understand that if I fail to attend two consecutive appointments without providing any prior notice, the Essex Lifestyle Service will end my referral.

CLIENT	Lifestyle Coach/Practitioner
Name:	Name:
DOB:	Signature:
Signature:	
Date:	Date:

**Please hand this signed document to your Lifestyle Coach/Practitioner at your first appointment**

**Data protection:** Provide operates in accordance with the Data Protection Act. We respect your privacy. Please advise us at any time if you do not wish to receive further information or contact from the Stop Smoking Service.