



Skylight Psychiatry

Autism, ADHD and Mental Health Specialists

Respect and Support at Skylight Psychiatry

At Skylight Psychiatry, we want everyone to feel welcome, safe, and supported.

Making Things Easier for You

We understand that appointments can sometimes feel stressful. If you need us to make things easier, please let us know. **Examples of adjustments include:**

- Using clear, simple language.
- Allowing extra time to respond.
- Offering breaks or quieter spaces during appointments.
- Involving carers, advocates, or support people if you choose.
- Finding appointment times that suit your needs.

If Behaviour Becomes Unsafe

We know health conditions can affect how people feel and act, and we will take this into account. However, our staff also have the right to be safe.

If behaviour is unsafe or abusive, we may:

- Remind you calmly of our expectations.
- End a phone call, email, or meeting if abuse continues.
- Send a written reminder about unacceptable behaviour.
- Limit how you contact us (for example, only in writing or through a support person).
- In very serious cases, end your care with us.

Our Promise

We will always:

- Treat you with kindness, dignity, and respect.
- Make adjustments if you have a disability, are neurodivergent, or have a health condition.
- Provide a safe and friendly space — whether in person, online, by phone, or by email.



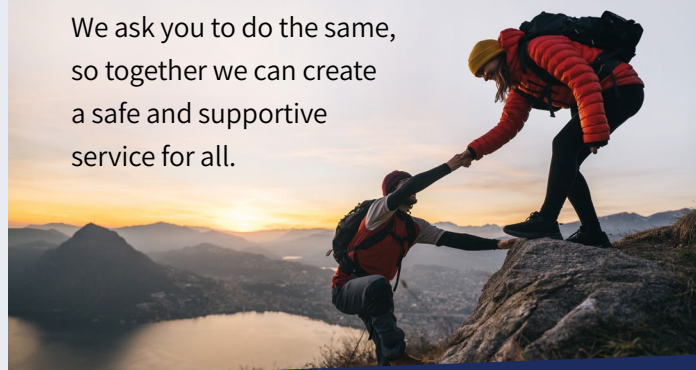
Respect for Everyone

Our team works hard to support you. In return, we ask that all patients, families, and carers treat our staff and other patients with respect. This means no abusive language, threats, or behaviour that disrupts care.

Working Together

We are committed to listening, making reasonable adjustments, and treating everyone with kindness and respect.

We ask you to do the same, so together we can create a safe and supportive service for all.



Contact Us

To talk about adjustments that would help you, please get in touch:

help@skylightpsychiatry.co.uk

 0333 577 1996



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