



PORTOBELLO

BEHAVIOURAL HEALTH

BESPOKE SUPPORT FOR WELLNESS & RECOVERY

At Portobello Behavioural Health, you never have to struggle alone.

Our support plans are hand-tailored to meet your specific situation, wherever you are in your journey to better health. When you're ready, our team of highly experienced practitioners will help you chart a sensible, clinically rigorous path to greater wellness that works for you and your life.

Let's find a way forward—together.

Portobello Behavioural Health

www.portobellobh.com

enquiry@portobellobh.com

+44 (0)20 3633 2111

Case Management

Our expert case managers handle all of the treatment details so you can focus on what's important.

Case managers work with you to identify your goals and create a hand-tailored care plan. We help you select, coordinate, and manage your custom care team while monitoring your treatment plan progress and celebrating your success. Our case managers are uniquely positioned to quickly identify and creatively respond to any new challenges that may present themselves during treatment. Perhaps most importantly, our case managers facilitate easy communication with family, friends, and/or colleagues while acting with the utmost discretion and sensitivity at all times.



Behavioural Health Coaching

Our coaches provide dedicated emotional and practical support to people with behavioural, mental health, and/or addiction issues.

Coaches are trained to walk alongside clients in the journey to wellness, not as clinicians, but as trusted allies. Many of our carefully vetted coaches have lived experience with recovery. Coaches share a vital spirit of hope, camaraderie, and possibility while guiding clients through the practical elements of recovery.

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Our coaches are supervised by our clinical team, but they leave treatment planning to clinicians. This allows our coaches to focus on tending to the day-to-day details that represent the backbone of a strong, meaningful recovery. Our coaching program is highly flexible and individualized. We have options including as-needed assistance, transportation help, social support, domestic help, intensive support, and live-in arrangements.

Therapy

Whether you're looking for individual, adult, adolescent, couples, family, or group counseling, our team of psychotherapists—with locations in London and Surrey—provide empathy, hope, and expert guidance on your journey.

Our clinicians follow a holistic, integrative therapeutic approach that allows them to design treatment around each client's specific needs.

We work across multiple clinically rigorous modalities—including cognitive behavioural therapy (CBT), psychodynamic therapy, humanistic therapy, and experiential therapy—to deliver effective treatment tailored to the individual. In addition to individual therapy, we also offer options for couple's and family work.



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Fees

Assessment

All clients accessing case management and/or coaching services are required to have a clinical intake assessment which costs £300.

Case management

There is a monthly fee for case management which is determined following assessment and based on level of support required.

Coaching

£85 per hour – with a minimum charge of £170 for in person session

1 hours coaching – £170

2 hours coaching – £170

3 hours coaching – £255

4 hours coaching – £340

and then £85 for each additional hour

Online/telephone coaching is charged at £85 per hour, with a minimum charge of £85.

24-hour coaching – £1,150

Weekly and specialist coaching by arrangement

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Fees (cont.)

Therapy

£75-155 per hour (dependent on which therapist is being seen)

Intervention

Therapeutic intervention services – £2,500-£3,000 plus expenses

Transportation

When a coach is engaged to accompany a client to be securely checked either in or out of a residential facility, fee is agreed on a case-by-case basis depending on what is required, typically:

£1,500 – UK

£2,500 – Europe

£3,500 – South Africa and North America

£4,500 – East Asia

Testing

Drug and alcohol testing costs £35 per test when taking place during a regular coaching session. If you want to set up standalone testing please discuss with us.

Terms

Case management is billed monthly in advance. It can be cancelled at any point and the subsequent bill will not be issued. There is no refund for unused weeks if case management is cancelled part way through a monthly cycle.

Coaching and therapy are normally billed in arrears, usually monthly.

The minimum cost for any face-to-face coaching session is £170. This is for the first two hours of coaching, after which coaching is charged at £86 per hour. Within reason, coaching is rounded up to the next hour. For online or telephone coaching the minimum charge is £85, unless agreed otherwise with PBH in advance. Coaching is capped at a maximum of £1,150 for any 24-hour period*.

Coaching cancellation requires at least 24 hours' notice. Providing less than 24 hours' notice will incur the minimum charge of £85 (online) or £170 (face-to-face) for session-based coaching, £1,150 for 24 hour coaching. Weekly coaching requires 48 hours' notice, providing less will incur a £1,150 charge.

Transportation is charged in advance and any expenses or additional costs are invoiced following completion. 24 hours' notice must be given for cancelling a transportation job otherwise the full fee is charged.

24 hours' notice must be given for cancelling a therapy session otherwise a cancellation fee of £75-£155 will be charged (depending on which therapist a session is booked with).

Testing is charged at £35 per test used. For example, testing for drugs and alcohol will cost £70 as these are two different tests. The above fee is charged when testing takes place as part of a chargeable coaching session.

Please note that we do not accept insurance payments. In some instances it may be possible for clients to reclaim the cost of services from their insurance company but we do not deal with insurance companies directly. If we are required to submit additional information to help support a claim an administration fee will be charged.

Please note fees are reviewed annually and are adjusted for the start of May each year. At least one month's notice will be provided for fee changes.

*Specialist coaching has the same cancellation policy but a different rate applies - please discuss with a member of the team.

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