

Terms and Conditions

Please read through these terms and conditions and do not hesitate to contact me if you have any questions regarding them.

1. Service procedures

- 1.1. In order to make decisions about whether I can offer the service you are looking for, I can offer a **short initial chat** over the phone, online or by e-mail. The purpose is to discuss the support you would like for your child, explain what I can offer and signpost you to alternative support if necessary. This will be free of charge.
- 1.2. If appropriate, an assessment session will then be arranged. This will be tailored to the age and needs of your child and will include informal and/or formal assessment tasks, observations and discussion with parents.
- 1.3. To commence therapy sessions, it is required that the child has been assessed by a qualified Speech and Language Therapist in the last 3 months and a written report is available. If the assessment has not been conducted by myself, I will need to use some of the first therapy session to get to know your child and to set appropriate targets for therapy.
- 1.4. A short case history from the parents will be gained, either at the beginning of the assessment session, or before the initial session over the phone or via video call
- 1.5. The frequency of therapy sessions will be agreed on jointly and can be twice weekly, weekly, fortnightly, or monthly depending on the needs of the child and family circumstances.
- 1.6. All appointments are offered at the child's home or childcare/school setting. If appropriate I can also provide online therapy sessions via video call. To be most effective sessions should take place in a quiet, familiar environment with minimal distractions.
- 1.7. My typical working times are from 9-5.30 Tuesday – Friday, and I am also able to offer some limited Saturday appointments, depending on availability.

2. Payment

- 2.1. Fees are outlined in a separate document. The Therapist reserves the right to review fees on an annual basis.
- 2.2. Payment is requested at the end of each assessment session, or at the end of each month if carrying out regular therapy sessions. Blocks of sessions can also be paid for in advance.
- 2.3. If you need to cancel a booked block session due to illness, this will be rearranged at no extra cost. If a block is paid for in advance, money will be reimbursed if the full set of sessions is not required.
- 2.4. Payment must be received within 14 days. Direct online bank transfer is preferred.

- 2.5. Every attempt will be made to resolve late payments amicably. However, these may incur an additional 8% charge. In the case of failure to pay, recovery proceedings may need to be taken.
- 2.6. I am not directly registered with any health insurance providers, although some insurers may accept a receipt to reclaim a set number of sessions. Please refer to the terms of your health insurance.

3. Travel

- 3.1. Travel within a 5 mile radius of KT17 is included in the cost.
- 3.2. If required to travel further than 5 miles from the Postcode area KT17, mileage will be charged at 45p per mile after the first 5 miles. For further distances, additional costs may be applied due to the additional time required, and this will be discussed with you individually.

4. Cancellation

- 4.1. At least 24 hours' notice is required to cancel an appointment in order that appointments can be offered to other clients.
- 4.2. A charge of £40 will be made in the event that I attend for a booked assessment or therapy session and the child is not present and I have not been made aware by phone or email at least an hour before the session is due to start.
- 4.3. Should I need to cancel an appointment, such as due to illness or unforeseen circumstances, I will inform you as soon as possible and the session will be rearranged at the earliest opportunity.
- 4.4. Parents/carers are able to end my involvement with their child at any time without penalty. Likewise I will always be honest with parents if there are valid reasons why I should not be seeing a child. This would be, for example, if a Speech and Language Therapist specialising in another area is required, your child is too young to benefit from intervention, or therapy is no longer required.

5. Collaboration with others

- 5.1. If your child is currently being seen by another Therapist (such as through the NHS), with your permission I will contact them so that we can work collaboratively to best support your child. The Royal College of Speech and language therapy have clear guidelines stating that accessing independent Speech and Language Therapy does not affect your ability to continue to access NHS services.
- 5.2. I will gain consent from parents/carers before sharing information with other professionals, such as school staff or medical professionals. The only exception to this would be if there are safeguarding concerns.
- 5.3. Parents/carers are welcome to share reports and targets written by the Therapist with others who are supporting or working with their child.

6. Safeguarding

- 6.1. I hold a valid and up to date DBS certificate which is available to view on request.
- 6.2. As a healthcare professional it is my duty to report to Children's Services if I suspect that a child may be at risk of harm through abuse or neglect. I would always discuss this with a parent first unless this would put the child in immediate risk of harm.
- 6.3. If a safeguarding concern arises, where I believe a child may be at risk of harm, I am legally obliged to share information with relevant professionals as outlined in the Children Act 2004. You can find out more information here: <https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

7. Confidentiality

- 7.1. I am registered with the Information Commissioners Office (ICO) and all records are kept in accordance with GDPR legislation.
- 7.2. I keep written and typed confidential notes on my involvement with each child. These electronic records are stored within the GDPR compliant virtual practice management system WriteUpp which is password protected. These records are kept until the child is 25 years of age. Further information about WriteUpp is available at <https://www.writeupp.com>.
- 7.3. For some assessment and therapy interventions, audio or video recordings are required to ensure the data is accurate and intervention is of high quality. Parent/carer consent will be obtained before any recordings are carried out, and the recordings will be deleted as soon as they are no longer required, and will not be shared any further. Full names & addresses are never used during audio & video recording.
- 7.4. Documents containing client data that are no longer required are shredded before disposal.
- 7.5. For more details about how I handle personal data in accordance with GDPR and data protection legislation, please request a copy of my Privacy Policy.

8. Complaints

- 8.1. Parents and carers are encouraged to raise any concerns or issues at the earliest opportunity. Please discuss any complaints or concerns that you may have in the first instance with the Therapist.
- 8.2. If the issue is unable to be resolved, you can take your concern to the Association of Speech & Language Therapists in Independent Practice (ASLTIP) – office@asltip.com, or the Royal College of Speech and Language Therapists (RCSLT) – info@rcslt.org