

# Talking Speech Therapy

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## **Terms & Conditions of Service**

*Terms and conditions set out the expectations for the service user and the therapist. They govern the contract between us and ensure that both parties are protected in the unlikely event that a disagreement occurs. Please read my terms and conditions and contact me if you have any questions.*

### A) First Appointment (Assessment)

1. You will receive a letter confirming the details of your child's first appointment including date, time, location and fee.
2. At the end of the first appointment, I will explain whether your child requires further speech and language therapy support. This may be further assessment, or therapy blocks.
3. I will let you know whether I have the correct skills and experience to meet their needs.
4. I will signpost you to other professionals if necessary.

### B) Further Appointments

1. Your child must have attended an initial assessment appointment with me before commencing therapy. This enables me to plan appropriate therapy goals and targets.
2. Therapy sessions may be held at my clinic, at your child's educational setting or via teletherapy.
3. Therapy appointments will be agreed and booked in advance. We will agree the number of sessions at the point of booking.
4. We will review the need for further sessions at the end of each block of sessions.
5. Therapy sessions last an hour unless agreed otherwise. This hour may include direct work with your child, discussion of progress, demonstration/explanation of follow up activities with parents and/or education staff and writing up of notes.
6. No fee will be charged for time spent planning outside of the therapy sessions.

#### C) Fees:

1. A 50% deposit must be paid at the time of booking your first appointment. The remainder of the fee for your first appointment will be invoiced on completion of the assessment.
2. Fees for therapy blocks must be paid in advance of each block of sessions commencing.
3. Additional reports, meetings or visits will be invoiced once completed.
4. I will seek your agreement prior to undertaking any additional work that will incur further fees.
5. Please refer to 'Services & Fees' on [www.talkingspeechtherapy.co.uk](http://www.talkingspeechtherapy.co.uk) for current fees.

#### D) Fee Changes:

1. Fees are subject to annual increases from 1 April each year.
2. Existing clients will be given 8 weeks' notice of any changes in fees
3. Fee increases will not apply to therapy blocks which have already started or sessions which have already been booked or invoiced

#### E) Payment terms:

1. As at C1 above, a deposit of 50% must be paid at the time of booking your first appointment.
2. Invoices must be paid in full within 10 days of the invoice date.
3. My preferred method of payment is via bank transfer.
4. Cash or cheque payments are also accepted.

#### F) Non-Payment:

1. I will contact you to remind you that payment is overdue.
2. If payment is not received in full within 7 days of the overdue date, therapy will be suspended until full payment has been received.

#### G) Health Insurance:

1. If you are claiming fees through private health insurance, you will need to pay my fees in full, in accordance with the payment terms above and then claim this back through your insurance.
2. It is recommended that you check with your insurance company prior to booking appointments to ensure that you are covered.

#### H) Cancellations:

1. If I need to cancel an appointment at short notice, due to unforeseen circumstances, I will let you know before 9am on the day of the appointment and I will reschedule the appointment.
2. I understand that there may be certain situations (such as illness or family circumstances) which mean that you need to cancel an appointment at short notice. If you do need to cancel an appointment please contact me as soon as possible.
3. The session will be refunded in full if you contact me before 9am
4. If you cancel the appointment after 9am on the day of the appointment, a cancellation fee of £35 will be incurred and this will be invoiced as a cancellation without notice.

#### I) Non-Attendance:

1. The full session fee will apply in the event of non-attendance. Non-attendance includes:
  - If your child is not at school or pre-school when I attend an arranged visit.
  - If you are not available to participate in a teletherapy session at the appointed time.
2. It is your responsibility to inform me if your child is not going to be at school or preschool for an appointment, or that you will be unable to attend the pre-booked teletherapy session.

#### J) Reports and Programmes:

1. Reports and programmes will be supplied to you on request.
2. Unless expressly included in the session fee or otherwise agreed, an additional fee will be charged for writing reports and/or programmes.
3. Reports and/or programmes can be shared by you with other professionals as you choose.
4. Reports and/or programmes will be sent to you via post or by email as you prefer.

K) Resources:

1. Unless otherwise agreed the cost of any resources provided to you are included in the session fees. Resources can be shared with the school by the parent.

L) Data Protection:

1. I am registered with the Information Commissioner's Office (ICO) as a Data Controller.

2. All client details, case notes and correspondence will be stored securely and treated confidentially according to General Data Protection Regulations and the Data Protection Act 2018.

3. Information is stored on a secure electronic system called "MyTherapyTracker". Reports and programmes are password protected.

4. Any paper based confidential information is stored securely in accordance with General Data Protection Regulations and the Data Protection Act 2018.

5. In accordance with law, all records will be kept securely until your child is 25 years old. After this time all records relating to your child will be destroyed.

6. MyTherapyTracker allows parental access to all the notes and reports.

M) Safeguarding:

1. For your peace of mind, I renew my DBS check annually. Service users may see my DBS enhanced disclosure at any time, please see my Safeguarding document.

2. In the event of a safeguarding concern, where your child or another person is at risk of harm, I have a legal obligation to share that information with relevant professionals in line with the Safeguarding Children's Act 2004.

N) Liaison with other professionals:

1. To offer the best service to your child it is often important for me to liaise with other professionals involved in their care.

2. This includes people such as NHS Speech and Language Therapists, educational psychologist, school/pre-school staff, your GP or other medical/educational staff.

O) Working hours and availability:

1. My normal working hours are Monday, Wednesday, Thursday, Friday between 9:00am – 5:00pm and Saturday mornings between 9:00am – 1:00pm. I do not work on Tuesday or Sundays.
2. My last therapy appointment during the week will be 4:00pm and the last appointment for an initial consultation will be 2:00pm. On Saturday, the last therapy appointment is at 12:00pm and the last initial assessment will be at 10:30 am. EHCP assessments must be carried out between school hours due to school involvement.
3. I can be contacted by email, phone or website and I aim to respond to a written enquiry by my next working day.

P) Use of video:

1. Some assessment and therapy techniques involve the use of video to record your child playing with you.
2. The videos are stored on a AVerVision M17 13M visualiser or on the MyTherapyTracker software management system.

Q) Electronic communication:

1. Email is not a 100% secure method of communication. With your consent, it may be used for correspondence and to send letters, reports and other documents.
2. Documents will be password protected and saved in Printed Document Format (PDF).
3. Correspondence via email to other professionals will be copied to you as necessary.
4. I will refer to your child in emails by their initials only.

R) Complaints:

1. In the unlikely event that you are not satisfied with my service please contact me. I will make every attempt to resolve this through discussion.
2. If it is not possible for us to resolve matters, and you wish to complain formally, please contact the Association of Speech and Language Therapists in Independent Practice at [www.helpwithtalking.com](http://www.helpwithtalking.com)