



Speech & Language Therapy

TERMS AND CONDITIONS

The following document sets out the terms & conditions for clients receiving services from Speak Up For Kids Speech & Language Therapy.

Fees

Standard fees for main services are outlined below. Please read on to find out about alternatives to standard sessions.

Initial enquiries can be made over the phone, online or by e-mail **free of charge**.

The purpose is to discuss your concerns and the support you would like for your child, explain what we can offer and signpost you to alternative support if necessary.

A general information sheet will be sent out to you so that you can make an informed decision as to whether you would like to take up our services.

Assessment

Initial assessment appointments (usually up to an hour) are charged at £70 plus travel. This includes obtaining background information, observation and play with your child, informal assessment, possible formal assessment and a written report.

Therapy

Therapy sessions and any follow up review/reassessment appointments are charged at £60 per hour pro rata. Please note therapy time includes both face to face time with your child and also any liaison, planning and preparation of resources and clinical notes.

I remain committed to keeping costs down and making services accessible to all. There is therefore a tiered option for services which are arranged as and when the need arises. This may include:

Drop in advice sessions which are free of charge.

Screening assessment can be requested at a cost of £30.

Group sessions. These will be set up if there are thought to be enough children that would benefit from the same intervention. They are usually held in community locations and depending on the cost of room hire, will be charged between £10 and £20 per person per session.

Split rate sessions. If a number of children are able to be seen either individually or in joint sessions within the same nursery/school, fees will be calculated and reduced accordingly.

Nursery/school contracts can be arranged per half term or term with discounted education setting rate. The input provided and time allocated will be discussed and agreed with individual establishments and tailored to specific need. This may be training sessions, upskilling teaching assistants through shadowing or specific pieces of targeted work carried out by a therapist.

Fees are subject to review on a 6-monthly basis (Sept 1st and April 1st). You will receive at least 6 weeks' notice of fee increases and these will not apply to invoices that have been already issued or sessions that have been booked.

We do not provide services under health insurance policies although some insurers do accept a receipt to reclaim a set number of sessions.

Travel charges for home and school visits

All travel outside of Carlisle from the SLT's clinic base in Dalston will be charged at 55p per mile. This is calculated via google maps.

Long distance. Any journey which takes over an hour (excluding unexpected travel delays) will be charged at £30 per journey.

Cancellation policy

At least 24 hours' notice is required to cancel an appointment in order that appointments can be offered to other clients. Appointments cancelled within 24 hours will be charged at the usual hourly rate (without travel costs).

If you need to cancel an appointment at very short notice, please inform us by mobile phone (07841040893), text or voicemail before 8.30am on the day of the appointment. In exceptional circumstances, fees will be waived.

Should we need to change the date of a session, school visit or meeting, we aim to give you as much notice as possible and provide you with a choice of alternative dates. In unforeseen circumstances we may need to cancel at short notice.

Hours and holidays

Depending on availability, Speak Up For Kids Speech & Language Therapy's normal appointment times are from 9-5 Monday – Friday. We will give reasonable notice of holidays/training days and will re-arrange sessions wherever possible.

Payment

Invoices are normally issued by the end of each week. Alternatively, we accept pre-payment (with a 5% discount offered) for block booking of sessions.

Payment is requested within 7 days. Direct online bank transfer is preferred. Cash payments can be made if preferred but cheques are not accepted.

Every attempt will be made to resolve late payments amicably. However, these may incur an additional 10% charge. In the case of failure to pay, outstanding debts will be collected through legal proceedings.

In the event of another family member paying for Speak Up For Kids Speech & Language Therapy services (such as grandparents), we are only able to share information around the child's progress with written consent from parents/guardians.

Refunds

If a pre-paid session is cancelled or postponed within the terms of our cancellation policy above, we will make a note in your payment record and the payment will cover the following session. In other words, we deduct the cost of cancelled sessions from the following week's invoice.

If pre-paid sessions are cancelled and not rescheduled, then we issue a credit note for future sessions. If future sessions are unlikely to be needed, then we refund all monies owing within 1 month.

If your child does not engage in a session, we are unable to reimburse any of the session.

Therapy sessions

In most circumstances your child must have had an assessment with us before we can provide therapy. This is to ensure that the assessment is carried out to our standards and targets can be carefully identified. We are not able to start therapy following assessment with another therapist – although it may reduce the assessment time needed.

We will talk to you about this in more detail at the first appointment.

For every appointment we have with your child, we spend between half an hour to an hour (longer in the case of detailed assessments) planning, preparing, analysing and record keeping. The face to face session is just one part of the therapy process.

The more that you, and education setting staff, are involved in the therapy process, the better the outcomes are likely to be. We are less likely to see results without your support for newly learned skills at home.

All discussions about your child will usually take place during therapy sessions as they are an integral part of the therapy process. You are welcome to book an additional half hour /phone appointment if you need a longer discussion, which will be invoiced for.

Safeguarding

If a safeguarding concern arises, where we believe a child may be at risk of harm, we are 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>

Record keeping and storage of confidential client data

Speak Up For Kids Speech & Language Therapy and the associated lead data controller/Director, Charlotte Smith, is registered with the Information Commissioners Office (ICO) and all records are kept in accordance with GDPR legislation. Information on how we store your personal information is detailed in our GDPR/privacy policy which can be found on our website. Paper records are stored in locked filing cabinets and on a password protected laptop which is locked in a filing cabinet when the office is vacated. When the SLT is out on visits, any paper records are taken into schools, or client's homes, or locked in the boot of a car – whichever is deemed safer at the time. Electronic records are stored within the GDPR and HIPAA compliant virtual practice management system Therapy Plaza which is password protected. These records are kept until the child is 25 years of age or until 26 years if the young person is 17. Further information about Therapy Plaza is available at [About Us - Therapy Plaza](#). Any electronic client reports & intervention plans are password protected before emailing. Audio and video recordings of clients are stored on password protected devices.

Full names & addresses are never used during audio & video recording. Documents containing client data that are no longer required are shredded before disposal.

Sharing information with other professionals

It is usually necessary to liaise with a range of relevant professionals (possibly GP, class teacher, learning support assistant, SENCo, paediatrician, psychologist, audiologist) including any NHS Speech and Language Therapists involved to ensure provision of a high-quality service. ***We will only discuss your child's case with other professionals or share information with your consent, with the exception of safe-guarding concerns.*** The exception to this is where schools have contracted in our services and your child is seen at the school's request with your consent. It is then necessary to share the report with the school. Reports sent by email are password protected.

Complaints procedure

School staff, parents and carers are actively encouraged to raise concerns or issues at the earliest opportunity. We recognise that most concerns will be dealt with informally and never go further

than the preliminary stage. Please discuss any complaints or concerns that you may have with Charlotte Smith in the first instance.

If we are unable to resolve the difficulty, then you can take your concern to the Association of Speech & Language Therapists in Independent Practice (ASLTIP)

<http://www.helpwithtalking.com/Complaint-Policy>

For serious issues you may also contact the Health Professions Council:

<https://www.hcpc-uk.org/concerns/raising-concerns/>

Acceptance and Agreement

Before the speech and language therapy sessions begin, parents/carers will be asked to sign, and return to me, a declaration indicating that they have read, understood and agreed to the terms and conditions stated.

Signature

Parental Signature _____

Name in Full: _____

Child's Name: _____

Date: _____

***Please print off two copies, sign them and return one to Charlotte Smith at
speakupforkidsslt@gmail.com***