



Speech Therapy &
Dyslexia Services

TERMS AND CONDITIONS OF SERVICE

Terms and conditions ensure that the agreement between us is transparent and understood from the start and offers protection to us both in the unlikely event of any difficulty. Please read the following carefully and contact me if anything is unclear. Please then sign and return ahead of our first appointment.

1. Fees

- Please refer to “Essential Information” on www.wordsspeechtherapy.co.uk for my current services and fees. For non-standard and medico-legal services a separate fee schedule is available on request.
- A £75 non-refundable deposit is due when booking an assessment. This amount will be deducted from your first invoice.
- Fees for therapy programmes must be paid in full before each new programme starts. If you request to pay in instalments, the first and subsequent instalments must be paid according to the schedule shown on your invoice.
- I will ask for written permission before providing any services which involve an additional cost to you and provide an invoice on completion.
- All invoices are itemised so that the breakdown in fees is clear.
- Fees are subject to an annual increase from 1 January each year. Existing clients will be given 8 weeks’ notice of any changes and increases will only apply to assessments or therapy sessions booked after the 1 January.
- Please note that in all cases my professional duty is to provide a true and full opinion based on the evidence available. I will not enter into any arrangement in which the payment of fees is dependent on the contents of my report or the outcome of an appeal.

2. Travel

- Where possible appointments are planned to minimise excess travel.
- Charges occur for any journey exceeding 20 minutes calculated using www.theaa.com route planner from my base at KT22.
- Excess travel is charged pro-rata at £75 per hour. Any parking costs are charged in full.
- Excess travel is not charged for visits to regular host schools or colleges.

3. Payment

- All fees, other than the initial booking deposit, are due within 14 days of the date on your invoice.
- If you are planning to use private health insurance you are responsible for settling fees in accordance with my terms and conditions and then claiming from the

company concerned. It is therefore recommended that you check carefully with your insurance company before booking to ensure that you will be covered.

- Alternative methods of payment are shown at the bottom of the invoice.

4. Late or non-payment

- After 14 days, a reminder is sent that payment is late. If an invoice is not paid within 7 days thereafter, you will receive written notice that my service is suspended pending payment in full. There will also be a £35 late payment fee.
- When invoices remain unpaid after a further 7 days an additional 20% will be added to the amount due and I will start action to recover the amount due.

5. Cancellation

- If I am unable to attend a session I will let you know as soon as possible and reschedule the booking.
- If you need to cancel a session please let me know as soon as possible.
- Cancellations received by phone or e-mail **by 8.00am** on the day of the booking will be rescheduled.
- If you cancel an appointment **after 8.00 am** on the day of the booking then the full session fee will be charged.
- In the unlikely event that you choose to withdraw your child from a therapy programme which is underway, any fees received in advance of further sessions will be refunded with 25% deducted.

6. Non attendance

- The full session fee applies to non-attendance at an arranged session if
 - You are out when I attend an appointment scheduled at your home.
 - Your child is absent or not available when I attend a session scheduled in school or college.
- Please note that if your child is seen in school or college it is your responsibility to inform me in advance that your child is absent or unavailable at the time agreed.

7. Data Processing

- I am registered with the ICO (Information Commissioner's Office) as a data controller.
- Working with your child will involve the collection of data classed as "special category". This data will be controlled and processed solely by me according to the GDPR (General Data Processing Regulations) 2018.
- It is a legal requirement for data relating to the service I provide to be retained until your child reaches the age of 25 (or 8 years after the final contact whichever is longer). After this time, all data relating to your child will be destroyed.
- Active case notes, including reports and programmes in draft or final form, are encrypted using a unique password. These are stored electronically on a system which is accessed using a password known only to me. Case notes are archived 8 weeks after your child's last appointment and transferred to a password protected encrypted USB stick stored securely in a locked filing cabinet. Any paper based information which forms part of a child's active case notes is stored following the GDPR and scanned into your child's electronic notes when these are archived.

- You may apply in writing for an electronic copy of your child's file or request changes to any inaccuracies. These requests will be processed within 28 days.
 - Please refer to my privacy and data retention policies for further information.
- 8. Use of Images, Video and Audio Recordings in Assessment and Therapy**
- It is often helpful to include a photo of your child's pen grip and written work or to record a child's speech and language as part of an assessment. No copies are retained beyond their inclusion in the assessment and reporting process.
 - With your consent and verbal agreement from your child, therapy may involve the sensitive use of video and voice recordings to aid awareness and practice of a particular skill. I will additionally clarify and adhere to school or college policy as relevant.
 - All recordings are temporarily stored on an encrypted, password protected device and deleted within 24 hours of the therapy session in which they were made.
- 9. Safeguarding**
- I have an enhanced DBS certificate and subscribe to the DBS update service.
 - I update my safeguarding training annually and complete additional training in line with the requirements and policy of individual schools or colleges.
 - In the event of a safeguarding concern, when your child or another person is at risk of harm, it is my duty to share this with the relevant professionals in line with current legislation and statutory guidance.
- 10. Liaison and Information Sharing**
- Effective liaison is required as a professional standard by HCPC (Health and Care Professions Council) and it is in your child's best interests that I liaise with relevant professionals involved in their care.
 - All reports and therapy targets are sent to parents or carers with the strong recommendation that they are shared with relevant professionals.
 - It is particularly important that you let me know whether your child is being seen by another Speech and Language Therapist and vice versa so that assessments are not duplicated and therapy provides the best outcomes for your child.
 - If your child is seen at school or college, parents are strongly encouraged to maintain links by attending scheduled sessions, contacting me as needed and by following up recommended activities at home.
 - I can be contacted by phone or e-mail and aim to respond to messages within two working days.
 - Whilst testimonials are always welcome, to maintain the integrity of my service, I would prefer clients not to post testimonials or commendations on social media.
- 11. Electronic Communication**
- Please be aware that emails between personal accounts are not 100% secure.
 - With your consent, email will be used for correspondence and information sharing.
 - Only your child's initial will be used in the subject and body of the e-mail.
 - Attachments will be saved in PDF (Printed Document Format) and encrypted with a password.

12. Complaints Procedure

- I aim to provide an excellent and efficient service which adheres to the standards required as part of my membership to the following professional bodies: Health and Care Professions Council, Royal College of Speech and Language Therapists, Association of Speech and Language Therapists in Independent Practice, Professional Association of Teachers of Students with Specific Learning Difficulties.
- If you are not satisfied with my service please contact me in the first instance so that we can discuss and resolve the issue.
- If you remain unsatisfied you are entitled to contact the above regulatory bodies.

Declaration of Consent:

| | | |
|--|-----|----|
| I have read and understood the terms and conditions and understand I can make changes to my declaration at a later date if I wish. | YES | NO |
| I agree to my child's personal data being stored, used and retained as described above. | YES | NO |
| I agree to the use of images, video and/or audio recordings in assessment and therapy as described above. | YES | NO |
| I agree to the use of email as a form of communication with me and other professionals as described above. | YES | NO |

By signing below, I am agreeing to these terms and conditions.

| | |
|--|--|
| Signed: | |
| Print Name: | |
| Relationship to child or young person: | |

Please give the contact details you would like me to use in correspondence with you.

| | |
|--------|--|
| Email: | |
| Phone: | |