

Terms and conditions of service

Terms and conditions set out the expectations for both the client and the therapist. They make sure that both parties are protected if any disagreements occur. My terms and conditions are written in plain English to keep them easy to read. If you have any queries about these terms and conditions, please discuss them with me before agreeing to them.

Sessions

Each session lasts for one hour. Sessions may be carried out in clients' home, school or nursery.

Within the one hour, 45-50 minutes is used as contact time and 10-15 minutes is used to pass on vital information to parents/teaching staff and writing notes.

Sessions may be used for assessment, observation or therapy according to the client's wishes and the therapist's judgement of what would be beneficial.

An initial assessment may consist of several sessions (e.g. one session of assessment in the client's home, one session of observation at school, one session of observation in a community setting).

Fees

Single sessions are charged at £75-85 each. (£75 is charged to parents who are paying for therapy themselves). £85 is charged to school if the child's needs are more complex and there are other members of the MDT involved and this extra cost covers liaising with other professionals.) Time spent planning and preparing before sessions is included in this price.

Consent

The consent to work with your child comes from the request you made during the initial contact or request for a service.

Reports

A full initial assessment report, detailing all assessments carried out, assessment results and recommendations, is charged at one hourly session rate, dependent on how long the report takes to write. An estimate can be given prior to writing the report.

Information sharing within the multidisciplinary team

Liaison with NHS therapists is sometime necessary and in the interests of your child. Parents will be informed when information is requested, what information is shared and who with.

Communication

Communication can be on the telephone or email. If you would like a brief update after each session this can be agreed, however, the time taken will be part of the hour of therapy.

Travel

Travel is charged at 45p per mile. The first five miles of the journey is not charged. Mileage above this is added to the invoice. The mileage costs are worked out using

Payments

Invoices will be provided to the bill-payer within the agreed timeframe. This can be weekly or monthly. Payments should be made within 14 days of the invoice.

Payment can be made by cheque, cash or bank transfer.

Non-payments

Failure to pay for services delivered within the time-scales agreed will result in:
A friendly telephone call/email reminding that payment is due,
A letter sent to the bill-payer reminding that payment is due, therapy will be stopped as of the date of this letter.
If payment is still not received a small claims court can be used.

Cancellation

If the therapist cancels an appointment, the session can be re-arranged at a date and time convenient for the client and the therapist.

If the client cancels an appointment the day before the appointment, the session can be re-arranged at no cost.

If the client cancels an appointment on the day of the appointment, then the bill-payer will be invoiced for the session.

Confidentiality and data protection

All client details, case notes and correspondence will be stored securely and treated confidentially according to the Data Protection Act, in accordance with the standards set by the professional bodies listed below.

Criminal Records Bureau (CRB)

I hold an up to date CRB record and on request this can be seen.

HCPC

I am a member of the health care professions council register.

ASLTIP

I am a member of the association of speech and language therapists in independent practice.

RCSLT

I am a member of the royal college of speech and language therapists.

Complaints

Most complaints can be resolved by communicating directly. Please contact me if you are concerned or unsatisfied in any way. If you wish to complain formally, please contact the Association of Speech and Language Therapists in Independent Practice at www.helpwithtalking.com.