

Terms and Conditions

Services and Price List (as of April 2020):

1. Assessment

- Informal (play-based) assessment (60-90 minutes) *without* report, with follow up email to summarise your child's needs and recommendations **£105 - £140**
- Informal (play based) assessment *with* detailed report **£210**
- Formal assessment *with* detailed report **£280**
- Initial dysphagia (feeding) assessment with *either* follow up email to summarise your child's needs and any recommendations *or* detailed report and written advice **£140 - £280**
- Follow up dysphagia (feeding) assessment/review *without* report, with follow up email to summarise your child's needs and recommendations **£105 - £140**
- EHCP assessment (in 2 settings) *with* comprehensive report **£350**

2. Therapy

- Direct face-face therapy session in a child's home or educational setting **£70** per hour. (30 minute sessions can also be arranged at a cost of **£35**)
- 'Virtual' teletherapy sessions via Zoom, Facetime or other videoconferencing platforms **£60** per hour
- Individualised written programme **£70- £105**
- Indirect Therapy* **£70** per hour

*This includes any non face-to-face input which is individualised for your child and may include the following:

- Time spent making resources (for example preparing symbols or specific speech sound pictures etc) to use to deliver therapy with your child or to send to parents or school/ nursery staff
- Time spent writing reports (for EHCP, annual reviews etc).
- Attending meetings such as Annual Reviews
- Telephone conversations with parents to discuss your child's progress.
- Telephone conversations with other professionals such as your child's teacher or NHS SLT.

The first 10 minutes of a telephone call is free.

All indirect therapy will be agreed with parents beforehand.

3. Travel Expenses

In addition to the hourly rate, I charge 45p per mile to and from the appointment from my home address in Burghfield Common, West Berkshire RG7 3HG. If you live more than 45 minutes away, you will also be charged for travel time at £35 per hour.

I review my fees annually. Written notice will be provided in advance to any price adjustment.

4. Details of Services Provided:

Formal Assessment involves assessing your child using standardised structured assessments which will provide you with statistics to describe where your child is performing against his/ her peers. If you have given consent, I may also liaise with other professionals.

An **Informal assessment** involves observing and playing with your child, assessing their skills through play-based activities to ascertain their abilities and any areas of difficulty. If you have given consent, I may also liaise with other professionals.

If the assessment is for the purpose of contributing to an Education and Healthcare Plan (EHCP) or for diagnostic purposes, it is recommended that your child is assessed in at least two settings and a detailed report will be required.

TalkAbout SLT is a paperless service which means that reports will be sent to you as a password protected document via email.

Direct Therapy sessions are usually booked for an hour. This hour includes time interacting with your child face to face for therapy (usually for 45-50 minutes of the hour) and the remaining 10-15 minutes for discussion with the adult supporting the child. I would strongly recommend that your first contact with TalkAbout SLT is assessment based to enable me to get an accurate picture of your child's needs and set appropriate goals. I also request that a key person such as a parent, carer and/or member of teaching staff joins the sessions wherever possible to enable them to practice with your child in between therapy sessions. The number of therapy sessions required/ recommended is flexible and varies from child to child. This will always be agreed beforehand.

An **individualised written programme of activities** can be developed for you to follow with your child at home or in school/ nursery. The programme would focus on recommendations made during the assessment or therapy sessions and include resources to work on these targets. Please note that preparing an individualised programme usually takes 1.5 hours. This is in addition to the face to face time needed to assess the child in the first place.

If therapy sessions take longer than the time stated above, additional charges will apply at the hourly rate.

5. Payment

Therapy Services provided by TalkAbout SLT can be paid for at the end of each session or at the end of each month for services delivered that month. You will receive an invoice via email and can pay by cash, cheque or BACS transfer. Payment terms are 21 days from date of invoice. Prompt payment is appreciated.

Legal action will be taken to recover monies that remain unpaid.

Please quote either your invoice number or child's name when making payment.

Bank details for invoice settlement:

- Sort code: 77-50-16
- Account number: 04744968

Cheques should be made payable to TalkAbout SLT.

If you are more than two weeks late in paying the invoice a late fee of £10 will be applied to the bill and ongoing therapy will be stopped until the outstanding monies are paid. In addition, if a client cheque bounces a £25.00 fee will be applied to the bill.

6. Cancellation of sessions

In the unfortunate event of me having to cancel your appointment, I will endeavour to give you as much notice as possible and an alternative appointment offered if available.

If *you* need to cancel or alter an arranged appointment, I ask that you give me as much notice as possible please. If the therapy session is to take place at a third party location, e.g. your child's nursery or relative's home, it is your responsibility (as the person paying the bill) to inform us if the session is to be cancelled.

Appointments cancelled with 24 hours or more notice will not be charged for.

Appointments cancelled with **less than 24** hours notice and failed appointments, will be **charged at the full rate**.

7. Data Protection and Confidentiality

TalkAbout SLT is committed to protecting clients' privacy with regards to their personal data. Any personal data which is collected, recorded or used in any way, whether it is held on computer media or paper, will be safeguarded ensuring compliance with the Data Protection Act 2018 and the Regulation (EU) 2016/679 General Data Protection Regulation (GDPR).

Any information obtained about you or your child will be done so with your consent. This information may include personal details, details relating to your family's lifestyle and social circumstances, education and may be in written or verbal form. This data may be obtained from other professionals working with yourself or your child or family member including doctors, teachers and other therapists. This data may be shared with yourself, your relatives, other healthcare or education professionals with your permission. You will always be informed of any information sharing that may occur.

Personal data is stored on my secure online facility and also on my work computer. This information is used for the administration of my services to you and for the purpose of keeping accounts and records. Reports will be sent to you via password encrypted email unless otherwise requested.

Please refer to the Data Protection Policy and Privacy Notice for more information.

8. Child and Vulnerable Adult Protection

Client confidentiality will always be observed except where a child/vulnerable adult protection issue is raised. If I have good reason to believe that a child or vulnerable adult is at risk of abuse, I am duty bound to share this with the relevant professionals.

For more information about safeguarding, please refer to my Safeguarding Policy.

9. Professional Accreditation

I am a fully qualified Speech and Language Therapist, registered with the Health and Care Professions Council (HCPC reg). I adhere to the HCPC code of conduct at all times.

I am certified to practice by the Royal College of Speech and Language therapists (cert MRSLT) and am a member of the Association of Speech and Language Therapists in Independent Practice (MASLTIP).

I am required to complete a satisfactory Disclosure and Barring Service (DBS) check for the protection of children and vulnerable adults.

Copies of certification for all of the above are available on request.

10. Complaints

If you are unhappy with any aspect of the service provided by TalkAbout SLT please contact Emma Howden to discuss your concerns.

If you wish to instigate a formal complaint you can contact the HCPC (www.hcpc-uk.org) to discuss your concerns.

For more information about my complaints procedure, please see my Complaints Policy.

Terms and Conditions Agreement

As part of the online referral form, please can you tick a box to confirm that you have understood and agreed to the terms and conditions set out in this document by TalkAbout SLT. Referrals cannot be processed without this confirmation.

