



SPEECH AND LANGUAGE THERAPY
TERMS OF SERVICE AND DECLARATION OF CONSENT

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I am a speech and language therapist in independent practice which means that my work is for a fee, with remuneration being the responsibility of the client, the local authority, or the educational establishment that has instructed me to do the work.

NATURE OF SERVICES SUPPLIED

Under the terms and conditions of this agreement for speech and language intervention via teletherapy, Speech and Language Therapy work may include, amongst other work, initial assessment, intervention and review.

Initial Assessment will take place during your first appointment and is necessary before any therapy or intervention with me can take place.

Prior to your initial assessment, I will send information via email confirming details about the first appointment, including date, time, expected duration, and fee. The following attachments will be included: Fee Schedule / Terms of Agreement / Privacy Policy / Pre-assessment questionnaire. Two copies of the Terms of Agreement must be signed by parents/carers and one copy returned to me along with the completed Pre-Assessment questionnaire prior to the first appointment.

The initial assessment may include:-

- Initial interview and/or pre-assessment questionnaire for you to complete to provide information about your child's development, including developmental milestones, medical history, education.
- Administration of standardised tests and assessments.
- Informal observation, mainly through play.
- Summary and/or discussion of findings about whether or not your child needs further assessment or intervention from a speech and language therapist.
- A detailed written report about your child's speech, language and communication needs and recommendations about how you can support your child.
- OR a written summary of our discussion, with recommendations about how you can support your child.
- Liaison with your child's pre-school or school, if necessary.

Intervention will take place via Zoom whilst your child is at home with you or in their educational setting. Intervention may include:-

- Treatment sessions. The number of sessions will be agreed, booked and paid for in advance. (Duration of treatment sessions is usually one hour and may include direct work, discussions with parents and carers, explanations and demonstrations of activities, writing notes. However, shorter or longer treatment sessions may also be arranged by prior consent if this is deemed to be beneficial to the child). At the end of the pre-agreed block of therapy, a review of progress will be made in discussion with parents and carers, to determine what further input would be appropriate.
- Liaison with other professionals.
- Advice, in the form of verbal and written activity plans/programmes.

Review may include:-

- Re-assessment using standardised tests.

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- Observation of your child's skills.
- Liaison with other professionals.
- Discussion of results and observations.
- A written report with further recommendations.

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I offer 3 types of initial assessment:

- BASIC Assessment appointment lasting 60-90 minutes, with brief verbal, handwritten or emailed summary at the time of the session/during the allocated time slot - £110.00
- STANDARD Assessment appointment lasting 60-90 minutes, with written summary report - £180.00
- ENHANCED Assessment appointment lasting up to two hours, with detailed written report – from £280. This also includes more detailed assessment using additional standardised assessments, if appropriate. (N.B. If more than two hours are required to fully assess your child, additional time will be arranged and invoiced at a fee of £70.00 per hour of face-to-face time. If a child's written report is likely to take more than two hours to complete, the cost will be invoiced at £70 per hour, and will be agreed with parents in advance).

Other Work:

- Treatment session for 45 minutes to one hour - £70.00
- Scheduled Meetings with pre-school or school staff and other professionals for the purpose of guidance, training, planning or demonstration of treatment programmes - £70.00 per hour
- Written school or home programme/update/additional reports - £70.00 per hour
- Other work/assessments on request - £70.00 per hour

My terms and conditions for Fees/Remuneration are as follows:

- Fees must be paid within ten days of the date on the invoice.
- Initial assessment fees must be paid before the written assessment report will be released.
- Blocks of therapy must be pre-paid in advance.
- Fees for additional work, which may take the form of reports or meetings, will be agreed before the work is undertaken, with payment being due on completion of the work.
- Fees will be reviewed annually with a possibility of increase from the 1st September or 1st April. Existing clients will be given 8 weeks' notification of any changes. Any increase will not be applied to services that have already been booked or invoiced.

TERMS OF PAYMENT

My preferred payment method is by online bank transfer. Bank Transfers can be made to: NatWest, Sort Code: 60-15-29, Account: 76452670. Please quote invoice number when making an online payment.

The following steps will be taken if fees are not paid:

1. An email reminder will be sent to notify you that your payment is overdue.
2. If full payment of the outstanding invoice is not made within seven days, written notice will be sent to inform you that all further therapy is suspended until full payment has been received.
3. If full payment is not received within seven days of suspension of services, I reserve the right to refer the matter to a solicitor with the view to begin legal action.

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HEALTH INSURANCE

It is the responsibility of parents and carers of prospective clients to check coverage provision with their insurance company before booking appointments.

Payment of fees for private speech and language therapy must be made in full, according to the terms and conditions of this agreement. These fees can then be claimed back through your insurance company.

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OBLIGATIONS OF BOTH PARTIES

By signing this agreement, the client will agree to attend all appointments on time. If there is a non-attendance for a teletherapy appointment at the scheduled time, whether the child is at school or at home, the full session fee will apply.

If it will not be possible to attend a scheduled appointment, you will be required to notify me of the cancellation before 9 a.m. on the day of the appointment. If you cancel but fail to notify of cancellation before 9 a.m. on the day of the appointment, this will result in an invoice of 50% of the cost of the session. Cancellation of an appointment prior to 9 a.m. on the day of the session will result in no charge, and payment will be refunded in full if a mutually convenient alternative appointment time cannot be arranged.

If I need to cancel an appointment with you, I will inform you as soon as possible and the appointment will be re-scheduled.

DATA PROTECTION

- I am registered with the Information Commissioner's Office in the UK as a Data Controller. My registration can be viewed by visiting www.ico.org.uk/ESDWebPages/Entry/ZA285131.
- All client details, case-notes and correspondence will be stored securely and treated confidentially according to the General Data Protection Regulation Act 2018.
- Paper records are kept in a locked filing cabinet in a secure location. Computer records are kept on a password-protected computer and/or stored on an encrypted flash drive which is stored in a locked filing cabinet when not in use.
- In accordance with UK law, records are kept securely until a child is 25 years old, after which, records will be destroyed.
- You may apply in writing to access a copy of your child's notes or to request adjustment of any inaccuracies. These requests will be dealt with within 30 days, and incur an administration charge of £25.
- A separate document regarding privacy policy will be provided and will outline my practices regarding GDPR.

TELEPRACTICE

- Online sessions with pupils will only be undertaken with parental consent. When a parent, carer or teacher logs into a Zoom therapy session, this is seen as implied consent by the adult for the child to participate in the online session.
- Parents/carers/teachers are encouraged to be in or around the child's space if possible, especially in the initial stages of therapy.
- It is expected that parents/carers/any other adult in attendance will dress appropriately and behave in a way that is similar to a face-to-face office therapy session. If not, the session will be terminated.

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- The session should take place in a suitably quiet area of the house with minimal distractions (not a bedroom), to ensure ease of communication during the session. If this condition is not met, the session may have to be terminated.
- You will be informed of the session time, well in advance for planning. If you have a problem with a session time, please inform me as soon as possible so that the session can be rescheduled, if necessary.
- Please ensure that you have suitable technical equipment to allow the session to go ahead, with a camera and microphone (if necessary).
- It is required that the adult/child will have a knowledge of how to use the necessary device.
- If connectivity is poor, the session will be rescheduled; however, please make every effort to ensure that WiFi and equipment is able to cope with video calling.

USE OF AUDIO/VIDEO RECORDINGS

Some assessment and therapy techniques require the use of audio or video recordings to observe your child during interaction with others. This data will be briefly stored on a password-protected device. The stored video data will be promptly deleted once it has served its immediate purpose in relation to assessment or therapeutic intervention. No copies will be retained.

ELECTRONIC COMMUNICATION

- Email is not a 100% secure method of communication. With your consent, it will be used for correspondence and to send letters, reports and other documents. Confidential documents will be sent in Printed Document Format (PDF) and will be password-protected to ensure that they are secure and cannot be updated.
- In emails, your child will be referred to by their initials or by first name only.

SAFEGUARDING

- The UK Disclosure and Barring Service (DBS) processes and issues DBS checks for England, Wales, the Channel Islands, and the Isle of Man. DBS also maintains Barred Lists and decides whether an individual should be barred for any reason from engaging in regulated activity. For your peace of mind, I am signed up to the DBS Update Service for regular ongoing checks via annual subscription.
- If there is a safeguarding concern in the UK 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 Act 2004.

LIAISON WITH OTHER PROFESSIONALS

- In order to provide the best possible service to your child, it may be necessary to liaise with other professionals involved in their care. These professionals may include, amongst others, UK National Health Service staff, other speech and language therapists involved in the care of your child, pre-school and school staff.
- Consent to liaise with professionals will be obtained from you as part of your agreement to accept my Terms and Conditions.

REFERRALS TO THIRD PARTIES

- If I feel that your child might benefit from the services or products of a particular firm, agency, or business, I will make recommendations in good faith and because I believe it to be in your child's best interests.



- If I do make such a recommendation to a third party, I will not be liable for any advice you may be given by that firm, agency or business.

COMPLAINTS

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If you are not happy with the service you have received, initially please discuss your complaint with me, where an amicable agreement will hopefully be reached.

If that response is not to your satisfaction, please contact the UK Association of Speech and Language Therapists in Independent Practice (ASLTIP) at www.helpwithtalking.com.

TERMINATION OF CONTRACT

- You may end this agreement and any instructions to us in writing at any time. However, I will be entitled to keep all your documents whilst there is money owing, including fees and expenses which have not yet been billed.
- I may end this agreement (and therefore cease acting on your behalf) through written notice and for good reason. Examples of “good reason” include where you have given me insufficient instructions, fees are outstanding, or the relationship between us has broken down.
- You will be charged for any work I have already done on your behalf. My charges will be based on the agreed rates of this contract.

WORK HOURS AND AVAILABILITY

- My working days are Monday to Friday 9:00 a.m. to 5:00 p.m.
- I aim to answer all emails and phone calls within 24 hours of receiving them, or on my next working day.

DECLARATION OF CONSENT AND AGREEMENT TO JILL REDGRAVE’S SPEECH AND LANGUAGE THERAPY TERMS OF SERVICE

I understand that I can contact Jill Redgrave if I have any questions before signing the Terms of Service and Declaration of Consent.

I agree to Jill liaising with other professionals when it is in my child’s best interest to do so.

I agree to Jill using audio/video as necessary in my child’s speech and language therapy sessions, as described above.

I understand that Jill will be storing and processing my child’s personal information, as described above.

I consent to Jill using email as a form of communication with me and other professionals, as described above.

By signing below, I certify that I agree to Jill Redgrave’s Terms and Conditions as stated above.

Signed Print.....

Parent/Carer of

Date

Email address(es) that you would like me to use in correspondence with you.....

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