

Tunbridge Wells Independent Speech Therapy

Lida Willingale

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Terms & Conditions

Please read through the following Terms and Conditions carefully. They set out the expectations for the service user and therapist. They govern the contract between us and ensure that both parties are protected in the unlikely event of a disagreement. Please do not hesitate to ask for clarification on any points if needed at any time.

Initial enquiry

Following contact being made (telephone or email), you will be emailed information about my role, services, the fees likely to be incurred, how an initial assessment will be carried out and ongoing therapy (if it is deemed appropriate).

I will let you know the likely timescales and what I require from you. You will be **emailed a set of Terms and Conditions to SIGN and RETURN** prior to the initial assessment. You will also be emailed consent forms to sign and return.

Suitability of service

If I feel that I do not possess the appropriate skills, training or specialism to offer assessment or therapy to your child/student I will raise this and try to suggest other alternatives.

Conflict of interest: if I feel that a child/student should be referred to the NHS services I will inform the parents/carers of this. Should a child be involved with an NHS service I will always inform them of my involvement and attempt to work collaboratively. Please note that it is against the law for the NHS to withdraw their services if a child is also accessing private therapy.

Initial appointment

On receipt of a signed copy of these Terms and Conditions, you will be **emailed** confirmation of the initial assessment date, time and venue. I will let you know who needs to be present, the length of time and what I require from you. The date will be sent within an email and also as an Outlook calendar email invitation.

Correspondence

With your signed consent, email will be used for correspondence; to sent letters, summaries of sessions, reports and invoices. You need to be aware that **email is not a 100% secure method of communication**. Documents containing sensitive or easily identifiable information will be password protected and saved in Printed Document Format (PDF). A separate email will be sent with the password to the email containing the report.

Initial Assessment

Initial assessments may be carried out at home, at nursery or school (as agreed in advance with you). They will involve taking a full background history and a mixture of informal and/or formal (age and stage dependent) assessments. The initial findings will be discussed with you at the end of the session with feedback and advice given.

Some assessment may involve the use of video/sound recording. The films are temporarily stored on an encrypted, password protected i-phone. When no longer needed to inform my assessment, recordings are deleted and no copies retained. If you wish a copy of them you are more than welcome to request this.

An assessment may require liaison with other professionals involved with the child/young person. You will always be informed of any telephone/face-to-face liaison, and you will be copied in on emails sent to other professionals.

Cancellation

I reserve the right to cancel an appointment with less than 24 hours notice, but will make contact to inform you of this as soon as possible. No charges will be incurred if I cancel.

Ideally I require 24 hours notice of cancellation from yourself. Failure to do so will incur the charge for the session.

Payment

Prices will be agreed as much up front as possible, but there may be occasions when further costs may arise e.g. a comprehensive report is required, further assessment etc. I will always inform the parent/carer of any further prices which they are not obligated to accept.

Invoices will be sent via email after each session (assessment or therapy).

Payment is due 10 days from invoice. Payment may be made via cash, cheque or direct deposit.

I reserve the right to refuse to release the report until payment is received.

Late Payment policy: If I have not received payment within seven days of the due date, I will issue a polite reminder. If I have still not received payment by the 10th day following the original invoice, I reserve the right to make an additional charge "Late Payment Fee" to cover any bank charges I may have incurred.

Reports

Following an initial assessment a short bullet pointed summary of need will be provided (included in the cost of the initial assessment). **This is not a comprehensive report.** If a full report is required then this will be discussed with parents and the cost will be at my hourly administration rate.

Full reports will be produced within **3 weeks** of seeing a child/young person.

If parents/carers have any queries/amendments to the report I am happy to discuss this. If I disagree clinically and professionally with suggested amendments, I reserve the right to state this in my report.

Reports may be distributed at the parent/carer request to education staff and/or other professionals involved in the child/students' care. Consent will be sought for this prior to distribution. For older students (16+) consent will also be sought from them as deemed appropriate.

If I feel that I lack sufficient information to provide a comprehensive and reflective report and parents/carers refuse further assessment I reserve the right to state this in my report.

Advice will be provided within the report, with sign posting to commercially available resources and general and/or specific strategies. However, this does not include a specific therapy programme or resources. A tailored therapy programme is charged at an additional cost (see Services and Pricing)

Therapy & Assessment Sessions

In all settings therapy requirements will be discussed. This will include: who needs to be present and for how long, suitable room/spaces to carry out therapy and the time required. Failure to provide these requirements may result in less effective therapy or reports and I reserve the right to withdraw my services if this continues.

I try to be as flexible as possible when booking appointments to accommodate the needs of the family. If therapy is indicated, the frequency of therapy sessions will be agreed jointly. Sessions may be weekly, fortnightly or monthly etc. depending on the needs of the family and reviewed regularly in conjunction with the parents/staff involved.

Additional liaison meetings / telephone calls to others will be charged at the hourly rate.

Parents/carers/staff may request additional resources but these will be charged for at the hourly rate (see Services and Pricing).

Following each session feedback and "next steps" will be given to the parents/teach and or support staff. An email will be sent to parents following each session with my notes on the session and resources in Word or PDF format. If liaison has not been possible verbally the main content of the email will be sent to setting staff (where appropriate and agreed).

Where therapy/sessions over-run by more than 15 minutes on a REGULAR basis, an additional hourly fee will be charged.

Confidentiality

As a practicing professional clinician I am bound by standards within HCPC rights to practice and as a member of RCSLT to uphold strict confidentiality of information gathered through the therapy process.

I adhere to the Caldicott Principles of only sharing information when it is absolutely necessary and may share this information if I feel there is a significant danger or safeguarding issue. Where ever possible I will seek consent to share this information, unless doing so will create more harm.

In the **event of a safeguarding concern**, I have a legal obligation to share information with relevant professionals in line with the Safeguarding Children's Act 2004.

Data and Security

In accordance with the Data Protection Act 2018 and GDPR, I am bound to process your data with your **informed consent**. I do not use any information for marketing purposes and will only share information with those you specify in your consent form. All information is kept either digitally with password entry and paper-based notes on therapy sessions are kept in a locked unit

I will liaise by email and phone, unless consent is not obtained. Please be aware that as with any digital service, security may be at risk of hacking. I tend to use minimal personal identifiable information i.e. First name or initials only. I do request that you confirm with me you have received reports/summaries of need which contain more sensitive information.

The Royal College of Speech and Language Therapists advise us that **written or digital records are kept until the child/young person's 25th birthday**. Files are then deleted or destroyed by shredding.

If you choose to send films/pictures I am happy to receive them as progress tracking, but will delete them immediately after viewing. Please be aware that What's App and Zoom are not considered to be highly secure.

I am registered with the Information Commissioner's Office (ICO) as a Data Controller. You can view my ICO registration online.

You may apply in writing to access a copy of your child's notes or to request modifications of any inaccuracies. These requests will be dealt with within 30 days. For further information please refer to my **Privacy Policy** at www.tunbridgewellsspeechtherapy.co.uk

You have the right to change your consent to data sharing and therapeutic intervention either verbally or written at any point.

Provision of resources

*During COVID-19 I have begun distributing resources in plastic sealable/wipeable boxes which will be left outside your door. These games and toys are all wipeable and no soft toys are included. They will be fully disinfected and cleaned prior to being delivered. The purpose of them is to aid your home therapy and it will be expected that they are returned in a similar state as they were provided in. If they are irreparably damaged it will be discussed with you and a small fee may be applied.

If you do not wish to receive a box of toys please let me know. Also, if your child has any particular likes/ dislikes please do let me know and I will endeavour to provide some resources related to these.

Resources are usually emailed as pictures or word lists / reading material.

I have started using app's where ever possible as this reduces the need for paper based resources and enables clients to engage in their therapy more easily within the demands of family life. I will attempt to signpost to free or downloadable resources that may help your child

Travel

Where **travel exceeds a 5mile radius from Tunbridge Wells Independent Speech Therapy base** a fee of £1 per mile will be charged to cover travel costs and time

Termination of Services

I am **happy for parents to end my involvement with their child at any time without penalties**. Likewise, if there are valid reasons why I should not be seeing a child (e.g. a more specialist SLT is required, the child is too young to benefit from intervention or therapy is no longer required) I will always be honest with parents and suggest drawing therapy to a close.

Declaration

I understand I can contact Lida Willingale to ask any questions before signing the Terms & Conditions **YES / NO**

I understand that Lida Willingale will be storing and processing my child/young person's data as described above **YES / NO**

I give consent for Lida Willingale to use email to correspond with myself and other professionals **YES / NO**

Signature:

Date:

Name of child:

Relationship to child:
