



## TERMS & CONDITIONS

This document sets out the terms and conditions for the services provided by Speech Therapy Maldon.

Speech Therapy Maldon is a trading business under Customised Business Programmes Ltd, which is a limited liability company registered in England and Wales. Registration number: 7102671. Registered office: I SVT Building, Heybridge, Maldon, Essex.

By bringing your child to our clinic for initial assessment, you agree that you give consent for your child to be seen for a speech and language assessment, review, intervention and advice, where relevant.

The consenting parent is responsible for full payment of fees which are outlined below.

Please be aware that no reports will be sent out prior to full payment of fees. Reports will be sent out 3 weeks after the assessment or on payment of fees, whichever is later.

### **SERVICES PROVIDED & FEES**

This section outlines the services provided for families and the fees for those services.

Session time is around 40% of the Therapist's work per client and this fee covers planning, preparation and resource creation time, as well as writing clinical case notes, professional duties and registrations.

#### **ASSESSMENTS**

##### **Initial assessment £140**

Approx. 60 mins. Including

- a detailed case history,
- observations of your child's communication skills,
- informal assessment
- feedback to parents
- short report note (200 words max). Additional report options available (see below).

##### **Formal/Complex Assessment £250**

Approx. 90 mins. Including:

- a detailed case history, comprising information from school on academic performance

- observations of your child's communication skills,
- formal assessments
- feedback to parents
- detailed report (500-1500 words)
- identified targets and suggested activities

#### **Review Assessment £85**

Appointments after a set amount of time to reassess your child's progress and to update targets. Includes a short report note (200 words max).

#### **EHCP Assessment and Report £450**

90-120 mins, comprising:

- a detailed case history, comprising information from school on academic performance
- observations of your child's communication skills,
- multiple formal assessment (where necessary)
- feedback to parents
- detailed report
- identified targets and suggested activities
- Statement of outcomes and needs

### **THERAPY**

#### **Therapy sessions**

Approx 30-45 minute sessions on a one to one basis, in clinic.

- Block of 4 sessions £260
- Block of 6 sessions £390 (with end of therapy report £440)
- Additional single sessions £65

A typical block consists of 6 sessions, delivered weekly or twice per week. After the initial 6 sessions, further sessions may be required, dependent upon your child's needs. Late payment of fees will result in a delay in booking any subsequent sessions.

Therapy sessions are offered in an agreed number of sessions with an opportunity to review management options at the end of that period.

Parents are free to withdraw a child from therapy at any time, with a minimum of 48 hours' notice of the next session. Please see cancellation policy below.

#### **End of Therapy report £50**

Outlining targets worked on, session outcomes and recommendations for next steps. May also include targets, suggested activity ideas and picture resources, where required.

## **REPORTS**

Reports may be shared by the parents with education and health staff. Please inform the Therapist who you have shared the report with.

### **Short report note (included free of charge at initial assessment)**

A brief outline of the appointment, including bullet points and a recommendation. 200 words max.

### **Summary report £50**

Containing, brief notes on assessment findings, background information and recommendations for next steps. Around 500 words.

### **End of Therapy report £50**

Outlining targets worked on, session outcomes and recommendations for next steps. May also include targets, suggested activity ideas and picture resources, where required.

### **Detailed report £90**

Containing background information, details on language skills, assessment findings and recommendations for next steps with targets and suggested strategies where relevant. Between 500-1500 words.

### **Report for EHCP £255**

For children already known to my caseload. A comprehensive report outlining your child's current speech and language skills and targets, with identified targets and suggested activities in the form of a Speech and Language Programme for support in the home and school environments. Includes a statement of outcomes and needs

### **Detailed letters/ Onward referrals £90**

Often referrals to specialist services i.e. Consultant Paediatrician or Specialist CLEFT service need to be made. These follow a specific referral pathway, requiring the Therapist's time for administration and recorded postage.

## **ADDITIONAL SERVICES**

### **Nursery/School visit**

- **£180 half day + mileage**
- **£360 whole day + mileage**

Observation and assessment of your child in a school setting. This may include demonstrations and training to school staff of recommended intervention and sharing resources.

Session cost includes travel time. Mileage is charged at 50p/mile, calculated from CM9 4GD using Google Maps Route Planner.

### **Attendance at meetings**

Attendance at case conferences or education meetings

- **£180 half day + mileage**
- **£360 whole day + mileage**

### **Additional work undertaken**

Any additional work undertaken will be charged at £75 per hour, unless otherwise negotiated prior to the work being undertaken.

**Fees are subject to review every 12 months.**

## **PAYMENTS**

- Invoices will be sent out via email within 21 days of completing a session. Therapy blocks will be invoiced in advance of sessions.
- Payments are made by bank transfer. Receipts are available on request as proof of payment.
- Bank transfers should be made to Customised Business Programmes: Sort code 40 05 20 Account number 51700154 with your child's name as the reference.

### **PRIVATE HEALTH INSURANCE AND THIRD-PARTY PAYMENTS**

- If treatment is funded by an insurance company or third party, payment is requested from the client who is then responsible for seeking their own compensation of fees.

## **COMMUNICATIONS**

- Contact will be via telephone or email and emailed documents will be encrypted with a password.
- Requests for documents to be sent via recorded mail will need to be specifically requested and postage fees paid for by parents.

## **LOCATIONS**

- Children can be seen in our clinic, at home, at nursery or at school. A parent or guardian must attend the clinic sessions. Where children are seen at nursery or school, a teaching assistant or nursery assistant should be present.
- Parents agree to information being shared with teaching and/or nursery staff.
- Visits to nursery/school are charged at the rate outlined in the 'Fees' section.
- Parents have the responsibility to inform school/nursery of the intended appointment. Parents are also expected to inform the Therapist if the child has not attended school/nursery as per the cancellation policy below.

## **CANCELLATIONS**

- Cancellations made with more than 48 hours notice will not be charged.

Cancellations made with less than 48 hours notice will be charged full fee.

- The Therapist withholds the right to apply discretion in certain cases.
- Cancellation by the Therapist will be made as early as possible and appointments will be rearranged.

## **STUDENTS**

Speech Therapy Maldon provides clinical placements for Speech and Language students who may be present during your visits. The students will be under the supervision of the Speech and Language Therapist and are bound by the Data Protection and client confidentiality policies of this company. If you do not wish for a student to be present during your session, please inform the Speech and Language Therapist.

## **TERMINATION OF INTERVENTION**

- Clinical and treatment decisions are made in accordance with the professional guidelines of the Health and Care Professions Council and the Royal College of Speech and Language Therapists. Treatment will be declined or ceased if it is not needed.
- The Therapist withholds the right to terminate treatment with 24 hours' notice for any reason.

## **NHS THERAPY**

- All children have the right to access their local NHS Speech and Language Therapy Service. The parents must inform the Independent Therapist if the child is known to the local NHS service.
- Where it is felt a child who is not currently known to the local NHS service would benefit from referral, this will be discussed with parents in the first instance, before referral is made.
- If a child is offered therapy sessions with the NHS service, any therapy sessions with Speech Therapy Maldon will be paused and rescheduled. It is preferable to not have 2 blocks of therapy running at the same time.
- Parents must notify the NHS Speech and Language Therapist that their child has been receiving additional support from Speech Therapy Maldon.

## **COMPLAINTS**

- Please discuss any complaints or concerns that you may have with the Therapist or Manager in the first instance. If we are unable to resolve the difficulty, then please write to:

*The Chair*

*Association of Speech and Language Therapists in Independent Practice*

*71-75 Shelton Street*

*Covent Garden*

*London*

*WC2H 9JQ*

## DATA PROTECTION

- This Statement sets out Speech Therapy Maldon (a trading name of Customised Business Programmes Ltd) policy in relation to the holding and using of information about you which may be obtained from you or other sources during the treatment of your child.
- This information may include personal details (including date of birth, telephone numbers, address, email contact, etc), details relating to your family lifestyle and social circumstances, education and training and employment details. This information may be shared with you, your relatives, and other healthcare or education professionals.
- This information also includes documents provided by you or with your consent e.g. school reports, liaison with others e.g. school SENCos, and payment/transaction details.
- Clinical information is held in an electronic notes system (WriteUpp), registered to Speech Therapy Maldon, Unit 15 Bentalls Centre, Heybridge, Essex CM9 4GD. Other information is held in mobile phone contacts, paper notes and digital archive files, in secure storage.
- The information is used for the administration of our service to you and your child, and for the purpose of keeping our accounts and records.
- The Company will not sell any personal contact information to another company. Your email address will not be put on any spam lists or sold to a third party.
- Paper information will be shredded 3 months after your last contact with us. Electronic information will be archived and stored within the guidelines of the Data Protection Regulation for Health Professionals.
- In the event of a merger, sale or acquisition, personal information will be shared. The service user's parents will be notified via email and/or prominent notice on our website and/or social media accounts.
- In the event of a data breach, you will be contacted to inform you of the breach and the information which may have been accessed.
- You have the right to request a copy of all information kept about your child, known as a *Subject Access Request*. A fee for electronic records is charged at £50 for unfounded or excessive requests, unless disclosure is required by a Court of Law or other statutory duty.
- You have the right to erasure, or 'to be forgotten'. This will result in the

erasing of all information held by Speech Therapy Maldon. This request must be made in writing and will be responded to within one calendar month. This does not include the clinical notes created by the clinician/ Therapist which will be held and stored within the guidelines of the Data Protection Regulations.

- You can get information about data protection from the Information Commissioner's Office: [www.ico.org.uk](http://www.ico.org.uk)
- Data Controller: Beth Marrant, Speech and Language Therapist and Company Director, Customised Business Programmes Ltd t/a Speech Therapy Maldon.

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