



TERMS AND CONDITIONS January 2021

The following document sets out the terms & conditions for clients receiving services from Inspire to Speak.

In order to make decisions about whether we can offer the service you seek, we will provide a **free** initial consultation which lasts approximately ½ hour. This can take place over the phone or via video link if appropriate. The purpose of this is to discuss the support you would like for your child, to explain what we can offer and to signpost you to alternative support if necessary.

A record of that telephone / video consultation is kept on file for one year from the date of the consultation.

Fees:

Following the initial **free** consultation:

Assessment (including a brief summary report)

£130 - £350 depending on age of child and complexity

Therapy sessions

½ hour - £60

1 hour - £80

Summary report - £95

Reports

£150 - £450 depending on complexity

Meetings

£75 per hour or part thereof

Fees are subject to review on a 6 monthly basis (Sept 1st and April 1st).





Travel charges

Travel under 10 miles from the therapists base in Hastings is free. Over 10 miles is chargeable at a rate of 50 pence per mile

Cancellation policy

We understand that sessions may have to be cancelled at short notice due to illness. **I do not charge for cancelled sessions providing there is a valid reason given** and that this is done with at least **24 hours notice**. Similarly, we trust that parents understand that there may be occasions when *Inspire to Speak* must cancel or postpone a session at short notice due to illness.

If you need to cancel an appointment at very short notice, please inform the SLT by mobile phone, text or voicemail before 8.30am on the day of the appointment. In exceptional circumstances, fees will be waived. Should *Inspire to Speak* need to change the date of an appointment, we aim to give you as much notice as possible and provide you with a choice of alternative dates. In unforeseen circumstances we may need to cancel at short notice.

Hours and holidays

Inspire to Speak's normal appointment times are from 9 - 5.30 Monday to Friday. During school holidays appointments can be made by special arrangement. Prior notice will be given of therapist's non working days or holidays.

Payment

Invoices are issued in advance of assessment or blocks of therapy. Online payment is required for that month's input by the day of the first appointment that month.

For whole term school-based contracts invoices are issued at the beginning of a term. Payment is requested within 14 days. Direct online bank transfer is preferred. Cash and cheques are also accepted.

Every attempt will be made to resolve late payments amicably. However, these may incur an additional 10% charge. In the case of failure to pay, outstanding debts will be collected through legal proceedings.

Refunds

If a pre-paid session is cancelled or postponed within the terms of our cancellation policy above, we will make a note in your payment record and the payment will cover the following session. In other words – we deduct the cost of cancelled sessions from the following month's invoice.

If pre-paid sessions are cancelled and not rescheduled, then we issue a credit note for future sessions. If future sessions are unlikely to be needed, then we refund all monies owing within 1 month.





Record keeping and storage of confidential client data

Inspire to Speak is registered with the Information Commissioners Office (ICO) and all records are kept in accordance with GDPR legislation. Information on how we store your personal information is detailed in our privacy policy. Records are stored in locked cabinets, remotely on Writeupp.com and on password protected IT equipment.

When the therapist is visiting, records are either taken into schools, or client's homes, or locked in the boot of a car – whichever is deemed safer at the time.

Electronic client reports & intervention plans are stored remotely on Writeup.com which is secure, and password protected. Audio and video recordings of clients are also stored on writeup.com. Full names & addresses are never used during audio & video recording.

The therapist and Inspire to Speak is responsible for their own client data confidentiality and for ensuring that this is inaccessible to their own family members when working from home. Documents containing client data that are no longer required are shredded before disposal.

Our privacy policy can be downloaded from Inspiretospeak.co.uk

Sharing information with other professionals

It is usually necessary to liaise with a range of relevant professionals (possibly GP, class teacher, learning support assistant, SENCo, paediatrician, psychologist, audiologist) including any NHS Speech and Language Therapists involved in order to provide a high-quality service. Reports sent by email are password protected.

Clients' records are audited annually by other local Speech and Language Therapists for quality assurance purposes. This involves a therapist looking through the records and checking that certain standards are being adhered to. All speech and language therapists are required to maintain confidentiality at all times regarding clients. Please inform the therapist working with your child if you do not wish your child's SLT records to be audited.

Complaints procedure

School staff, parents and carers are actively encouraged to raise concerns or issues at the earliest opportunity. We recognise that most concerns will be dealt with informally and never go further than the preliminary stage. Please discuss any complaints or concerns that you may have with the therapist working with your child in the first instance.



Alexander McMillan
MA Hons, PGDip,
HCPC Reg., MRCSLT, MASLTIP

Inspire to Speak
Speech, Language and Communication Therapy



If we are unable to resolve the difficulty, then you can take your concern to the Association of Speech & Language Therapists in Independent Practice (ASLTIP)

<http://www.helpwithtalking.com/Complaint-Policy>

For serious issues you may also contact the Health Professions Council at:

Park House
184 Kennington Park Road
London, SE11 4BU
Phone: 020 7840 9814
Fax: 020 7582 4874
Email: ftp@hpc-uk.org



inspiretospeak.co.uk
alexandermcmillanslt@gmail.com
07395-375506





Acceptance and Agreement

Before the speech and language therapy sessions begin, parents/carers will be asked to sign, and return to me, the declaration below indicating that they have read, understood and agree to the terms and conditions stated.

Declaration *please delete as appropriate

I understand I can contact Alexander McMillan with any questions before signing the Terms and Conditions.

I agree to Alexander McMillan liaising with other professionals when necessary: * YES / NO

I agree to Alexander McMillan using video/recording equipment as part of the assessment/therapy: * YES / NO

I understand that Alexander McMillan will be storing and processing my child's personal information as described above: * YES / NO

I give consent for Alexander McMillan to use email as a form of communication with me and other professionals as described above: * YES / NO

By signing below, I am agreeing to these terms and conditions.

Signature: _____ Date: _____

Print Name: _____

Name of Child/Young Person: _____

Relationship to Child/Young Person: _____

Please confirm below the email address(es) you are happy for me to use in correspondence with you:

