



## TERMS and CONDITIONS Updated September 2024

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

In order to decide whether we can support you, we provide one **free** initial consultation which lasts approximately ½ hour, often longer. This is by phone or video link whichever is preferred. During the consultation we discuss your needs and appropriate support. We explain what we can offer and may signpost you to alternative support if necessary.

A record of that telephone / video consultation will be kept on file. This record will be deleted after one year from the date of the consultation if you choose not to use the services of Inspire to Speak.

### Fees:

Following the initial **free** consultation:

### **Assessment (including brief summary report)**

From £130 - £350 depending on age and complexity

### **Therapy sessions:**

The length of therapy sessions is always informed by the needs of the person/child. It may be necessary or appropriate at times to shorten or abort a session. If this happens, the fee for the scheduled session will still be due. It may be waived at the discretion of the therapist.

If appropriate, a session that is going particularly well may be extended to support progress. This would be discussed with the parent / guardian. Extra charges would not be incurred without prior agreement.

Scheduled ½ hour - £60

Scheduled 1 hour - £80

### **Reports**

Summary report - £95

Assessment reports £150 - £450 (depending on complexity)

### **Meetings**

£75 per hour or part thereof

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





## Travel charges

There is no charge for travel to locations less than 10 miles from the therapist's base in Hastings. Travel to locations 10 miles or more away are chargeable at a rate of 50 pence per mile.

Travel time may be charged at 50% of the hourly rate of £80 per hour. Travel time charges will be discussed and agreed in advance of the therapy being delivered.

## Cancellation policy

We understand that sessions may have to be cancelled at short notice due to illness.

No charge is made for cancelled sessions providing a valid reason is given with at least 24 hours' notice. Similarly, we expect that parents understand that there may be occasions when *Inspire to Speak* cancels or postpones a session at short notice due to illness or unforeseen circumstances.

If you need to cancel an appointment at very short notice, please inform the SLT by mobile phone, text or voicemail before 8.00 am 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 usual appointment times are from 8.15 - 5.30 Monday to Friday. Appointments may also be made at weekends or during school holidays subject to availability and mutual agreement. Prior notice will be given of therapist's non-working days or holidays.

## Payment

Invoices are issued following therapy sessions. Online payment is required promptly. Invoices are issued using Xero accounting software.

Payments should be made directly using bank transfer. Cash will not be accepted. Bank details are provided on all invoices. Every attempt will be made to resolve late payments amicably. In the case of failure to pay, therapy will cease and outstanding payments may 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 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



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sessions. If future sessions are unlikely to be needed, then we refund all monies owing within 1 month.



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## 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 and clinical notes are stored securely and remotely on *cliniko.com* and on password protected IT equipment. Data and notes recorded on other clinical software is archived securely. Paper records are scanned and added to digital records.

When the therapist is visiting, records may be taken into schools, 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 *cliniko.com* which is secure, and password protected.

Notes may also be made on smaller audio or video recordings of clients. These notes are kept and the videos are then deleted unless they are particularly significant. Video recordings shared with or by parents are transferred securely using "Wetransfer". Some parents choose to send videos encrypted via Whatsapp. Neither full names nor addresses are used when sending video or audio material.

The therapist and Inspire to Speak is responsible for 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](http://Inspiretospeak.co.uk)

## Sharing information with other professionals:

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

Clients' records are audited annually by another Speech and Language Therapist 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



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maintain confidentiality at all times regarding clients. Please inform the therapist if you do not wish your SLT records to be audited.



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### 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 in the first instance.

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](mailto:ftp@hpc-uk.org)



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## Acceptance and Agreement:

Name of Child/Young Person/Client: \_\_\_\_\_

Before Speech, Language and Communication therapy sessions begin, the client/parents/carers will be asked to sign and return 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 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: \_\_\_\_\_

Relationship to Child/Young Person: \_\_\_\_\_

Please confirm the email address(es) you prefer us to use to contact you:

\_\_\_\_\_

