



Terms and Conditions

This document sets out what users of Sally Riley Speech and Language Therapy service should expect and in return what is expected of the user of the service.

Fee summary

Service	Fee
Initial contact by phone/ email	No charge
Initial consultation & assessment	£120
Therapy/ Review sessions	£65
Letters/ Reports/ Therapy programmes	Additional charges may apply
Attendance at meetings	£65 per hour
School/ Nursery visits	£65 per hour
Advice sessions	£65 per hour
Training	Please contact for more information

Initial contact

You can contact us by email or phone. It is helpful if we are given some background information to help decisions around the most appropriate form of action.

Initial consultation and assessment

The initial consultation includes:

- A case history to gain background information
- Assessment (informal/ formal)
- Verbal feedback and a summary report if requested or needed

This session will be around 60 to 90 minutes. Further assessment maybe required if more information needs to be ascertained. This will be charged at the rate for therapy sessions.

Therapy/ Review sessions

A standard therapy session usually lasts between 45 minutes and 1 hour but may vary depending on the child. This is the time spent with the child, parents/ carers or teachers. The fee allows for preparation of material,

planning and liaison with parents and professionals. Longer sessions may be charged accordingly. This will be discussed with parents/carers in advance.

It is often difficult to estimate the exact number of therapy sessions necessary. It is usual practice to offer a pre-agreed number of treatment sessions, with an opportunity to review management options during that period. It is important for parents/ carers to be available to observe the session or for discussion as appropriate. If sessions are taking place in an education establishment, feedback will be provided by an agreed form, either by email or phone.

Discharge criteria

Parents/ carers are free to withdraw a child from therapy at any time. The therapist may also withdraw treatment or discharge a child for any of the following reasons:

- Progress is no longer being made
- Speech and language skills are within normal range
- Advice has been given
- Intervention is not thought to be appropriate
- Non-compliance, for example, follow-up activities not being carried out, frequently cancelled appointments

Letters/ Reports/ Therapy programmes

Written documents which are additional to the initial assessment report are charged in respect of the total time taken to prepare them. Lengthy telephone conversations will be charged at the therapist's discretion. Parents/ carers will be advised in advance.

Attendance at meetings

This will be charged at £65 for the first hour (or part hour), there after a pro rata charge maybe incurred.

School/ Nursery visits

Such visits are only made with parental agreement. These will be charged at £50 for the first hour (or part hour), there after a pro rata charge maybe incurred.

Therapy can be undertaken in school on a regular basis once permission has been granted by the head teacher and security checks completed. Where home/ school activities are provided, it is the responsibility of the parent/ carer to ensure that the therapy materials are sent back on the appropriate day. It is also the parent/carer's responsibility to inform of a child's absence.

The parent/ carer is encouraged to come to school based sessions by arrangement with the school. However, feedback can take place by other means.

Training

Talks, workshops and training sessions for parents/carers and professionals can be arranged. These are charged at an hourly rate. Additional charges at the same rate will be made for time taken in preparation and the provision of handouts etc.

Cancellation Policy

Please give a minimum of 24 hours notice of cancellation of appointments wherever possible. Please make contact via phone or email and please try and ensure notification is confirmed.

Frequent missed appointments or late cancellations are very likely to interfere with the effectiveness of therapy so alternative solutions maybe discussed or intervention postponed.

If Sally Riley SLT need to cancel an appointment for any reason, we may do so at any time before the appointment is scheduled to begin. We will refund any fees you have paid us for the appointment or offer you a choice of alternative dates for the appointment. We cannot be liable to compensate you for any other expenses you incur. Sally Riley SLT will make every effort to give a minimum of 24 hours notice for cancellations but cannot guarantee this.

Payment

Payment will be by BACS.

Data protection and confidentiality

Please see Sally Riley SLT Privacy Policy on the website.

All clinical information is kept confidential subject to the permissions agreed in the consent section, unless information is required by the law. Please note that if information is disclosed which relates to a child protection issue it is the duty of care of the professional to disclose this information to the appropriate authority in accordance with the Safeguarding Children Act 2004.

Sharing Information

Sally Riley SLT follows the Royal College of Speech and Language Therapists' guidelines. The professional standards require good liaison with other professionals, including NHS speech and language therapists. This is subject to the parent/ carer's consent, see consent section.

Reports and programmes can be shared as the parent/ carer chooses. Sally Riley SLT will only share these documents with your prior consent except in the event of a safeguarding concern where there is a legal obligation to share information.

Complaints

If you are unhappy with any aspect of the service provided by Sally Riley Speech and Language Therapy, please contact Sally Riley to discuss your concerns.

If you wish to instigate a formal complaint about any Speech and Language Therapist you can contact ASLTIP (www.helpwithtalking.com) or the HCPC (www.hcpc-uk.org) to discuss your concerns about any Independent Speech and Language Therapist. For complaints about Speech and Language Therapists who are not members of ASLTIP you should contact the HCPC directly.

Consent

I consent to the following: (*Please delete as appropriate)

I agree for Sally Riley Speech and Language Therapy to liaise with other professionals, e.g. health, education, childcare.	*YES/ NO
I agree to the sharing of reports and information with other professionals, e.g. health, education, childcare.	*YES/ NO
I agree to liaison with NHS speech and language therapists including sending and receiving reports and exchanging of written and/ or verbal information.	*YES/ NO
I agree to Sally Riley Speech and Language Therapy using email as a form of communication with myself and other professionals, e.g. medical, education, childcare.	*YES/ NO
I agree to the use of video and audio recordings for clinical use.	*YES/ NO

Please sign two copies of the document declaring that you have read, understood and agree to the above terms and conditions. Please retain a copy for yourself. The second copy will be retained by Sally Riley Speech and Language Therapy.

I hereby state that I have read and understood the above terms and conditions and agree to abide by them.

Child's name _____

Signed _____

Name (please print) _____

Relationship to child _____

Date _____