



# Zoe Jordan

## Speech and Language Therapy

### Terms and Conditions of Service

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 contact me if you would like clarification on any points.

#### First Appointment:

In order to make decisions about whether I can offer the Speech and Language Therapy service you are looking for, I offer a free initial telephone consultation which lasts up to ½ hour. The purpose is to discuss the support you would like for your child, explain what I am able to offer and signpost you to alternative support if necessary.

Following this telephone discussion, if we are both in agreement that I can assist you with the support you require, we will organise a time for an Initial Assessment of your child's speech and language skills. You will receive a confirmation email with the details of your child's Initial Assessment appointment including date, time, location, and fee. This email will also contain a link to the Terms and Conditions of Service located on my website and a link to the "[Case History and Declaration form](#)" – please complete this prior to the Initial Assessment appointment. This form will provide me with the accurate contact details for you and your child as well as important case history information that I will analyse prior to the Initial Assessment. It will also contain a declaration to advise that you have read, understood, and agreed to the terms and conditions stated.

At the end of the first appointment, I will explain whether your child requires further Speech and Language Therapy support. This may be further assessment or therapy intervention. I will let you know whether I have the correct skills and experience to meet their needs. I will signpost you to other professionals if necessary.

#### Further Appointments:

##### **Therapy Intervention:**

Your child must have attended an Initial Assessment appointment with me before commencing therapy intervention as this enables me to plan the appropriate therapy. Therapy appointments will be agreed and booked in advance and we will agree the number of sessions at the point of booking. We will review the need for further sessions at the end of each block of sessions. Therapy sessions can be arranged in your home and/or your child's educational setting and we will agree the frequency of sessions jointly. Sessions may be weekly, fortnightly or monthly etc. depending on the needs of your child. Therapy sessions can take between 30 and 45 minutes unless agreed otherwise. This may include direct work with your child, observation of your child in various settings, discussion



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of progress and demonstration/explanation of follow up activities with parents and/or education staff. Outside of this time, intervention also includes preparation of resources and homework for the next session, writing up of notes after the session and video feedback to families where required.

### **Review Assessment:**

Your child must have attended an Initial Assessment with me prior to a Review Assessment, in order for me to assess the progress made.

### Termination of service:

Families can end my involvement with their child at any time without penalties. I will let families know if I feel there are any reasons why I should no longer see their child for intervention – reasons could include that their child would benefit from more specialist SLT intervention for their area of need; that their child no longer requires therapy or that their child is too young to benefit from therapy at the current time.

### Fees:

Initial assessment and review fees will be invoiced following the appointments taking place. Therapy appointments will be invoiced at the end of the month and will include all therapy review appointments carried out that month. Invoices will be sent via email.

### Payment:

Invoices must be paid within 10 days of the invoice date via bank transfer to the bank account listed in the invoice.

Health insurance, cash or cheques are not accepted.

### Non-Payment:

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.



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### Fee Changes:

Fees are subject to annual increases from 1 April each year. Any existing clients will be given 8 weeks' notice of any changes in fees. Fee increases will not apply to sessions which have already been booked.

### Cancellation policy:

There are occasions such as illness or family circumstances where appointments may have to be cancelled at short notice. If you do need to cancel an appointment, please contact me as soon as possible to let me know. There may be occasions where I may also have to cancel or re-schedule a session at short notice due to illness or family circumstance. I will always give as much notice as possible should this be the case .

### Non-Attendance:

The full charge for the appointment will apply in the event of non-attendance. It is your responsibility to inform me in advance if your child is not going to be at school or preschool for an appointment or if you are not going to be available for a planned home visit.

### Working hours:

My independent practice days are Mondays - Fridays. I can be contacted on any day of the week and will aim to respond by the next working day.

### Reports, Programmes and Attendance at Meetings:

Unless included within an appointment fee, an additional fee will be charged for writing reports and/or programmes and for attending meetings. These activities will be charged at my hourly rate and you will be notified of this in advance.

### Oral examination:

It is good practice to carry out an oral examination with your child if they are presenting with speech sound difficulties - this is in order to assess for any possible anatomical reason that could affect their speech sound production. This is a non invasive



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examination. It involves asking your child to say “ah” and looking in their mouth using a pen torch whilst they make the sound.

### Infection Control:

It is important for both parties to cancel an upcoming appointment with as much notice as possible if either of them are presenting with symptoms of a cold/virus in order to reduce the risk of contagion. If either party or their family members have concerns about being Covid positive, it is important to inform the other party in advance and to make a plan with regards to whether the upcoming appointment can go ahead or not depending on the Covid status of the household.

### Record keeping and storage of confidential client data:

I am registered with the Information Commissioner’s Office (ICO) as a Data Controller. You can view my ICO registration by visiting: [www.ico.org.uk/ESDWebPages/Entry/ZB490675](http://www.ico.org.uk/ESDWebPages/Entry/ZB490675) All client details, case notes and correspondence will be stored securely and treated confidentially according to General Data Protection Regulations and the Data Protection Act 2018.

Information is stored on a secure electronic system called “WriteUpp”

Any paper based confidential information is stored securely in accordance with General Data Protection Regulations and the Data Protection Act 2018. Paper based confidential information is scanned and uploaded to the secure electronic system called “WriteUpp” and then shredded.

In accordance with law, all records will be kept securely until your child is 25 years old. After this time all records relating to your child will be destroyed.

You may apply in writing to access an electronic 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 which can be found at: [Privacy Policy \(zoejordanslt.co.uk\)](http://zoejordanslt.co.uk)

### Electronic communication:

Email is not a 100% secure method of communication. With your consent, it will be used for correspondence and to send letters, reports, and other documents. Correspondence via email to other professionals will be copied to you as necessary.



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### Sharing information with other professionals:

It is often necessary to liaise with a range of relevant professionals, (such as class teacher, learning support assistant, SENCo, GP, Paediatrician, ENT surgeon, Cleft Surgeon, Psychologist etc.), including any NHS Speech and Language Therapists involved in order to provide the best care for your child. Our professional standards require good liaison and where both an independent and an NHS therapist are involved, it is good practice for them to work together collaboratively to maximise opportunities for effective therapy to take place.

All clients are eligible for referral to speech and language therapy within their local NHS trust. It is the responsibility of the client to inform the independent therapist if they are receiving, or on a waiting list for NHS therapy, and to inform the NHS therapist of any independent therapist involvement.

### Video recording:

Some assessment and therapy techniques will involve the use of video and/or sound recording. The videos are temporarily stored on an encrypted, password protected iPhone which only I can access. When no longer needed to inform my assessment or therapy intervention, recordings are deleted and no copies are retained. If videos need to be shared with parents, (for instance to provide you with a model of how to carry out a particular therapy activity), they will be shared via Whatsapp with your permission.

### Safeguarding and child protection:

I recognise my moral and statutory responsibility to safeguard and promote the welfare of all children. I follow school safeguarding procedures in each school that I visit and nursery safeguarding procedures in all nurseries that I visit.

I carry a current enhanced certificate of disclosure from the Disclosure & Barring Service (DBS) which I renew on an annual basis. I adhere to HCPC guidelines [slts--newstandards.pdf \(hcpc-uk.org\)](#) when considering the safety and welfare of children on my caseload.

In the event of a safeguarding concern, where your child or another person is at risk of harm, I have a legal obligation to share that information with relevant professionals in line with the Children Act 2004. You can find out more information here:

[www.gov.uk/government/publications/working-together-to-safeguard-children--2](http://www.gov.uk/government/publications/working-together-to-safeguard-children--2)



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### Complaints procedure:

I aim to provide the best quality care. If you believe that you have not been provided with a service delivered with an appropriate level of skill and care, then please contact me to discuss at the earliest opportunity. I will make every attempt to resolve this with you through discussion. If it is not possible for us to resolve matters, and you wish to complain formally, please contact the Health and Care Professions Council at [www.hcpc-uk.org](http://www.hcpc-uk.org)

### Acceptance and Agreement:

Before the speech and language therapy sessions begin, parents/carers will be asked to fill in the declaration which forms part of the “[Case History and Declaration form](#)” that is sent as a link in the Initial Assessment confirmation email. The declaration indicates that they have read, understood, and agreed to the terms and conditions stated.

Zoe Jordan

Specialist Speech & Language Therapist (BSc Hons, MSc, HCPC Reg., MRCSLT, MASLTIP).



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