



Terms and Conditions

Terms and conditions set out the expectations for both the client and the therapist. They aim to avoid disagreement and, in the unlikely situation where a disagreement occurs, they protect both parties.

The terms 'we', 'us' and 'therapist' used throughout this document refer to Carolyn Howard and Hannah Brown at Chatterbox East.

Please read the terms and conditions carefully and feel free to contact your therapist with any questions.

Role of the Parent/Carer

During your child's therapy, tasks and activities will be provided for you to carry out with your child between therapy sessions. Your therapist will discuss and agree with you an appropriate and manageable level of home practice. Completion of home practice is as important as the therapy sessions themselves, and regular home support usually results in more positive outcomes. It is important that you (or a member of school staff) commit to attend all the agreed therapy sessions.

Initial Assessment

You will receive written confirmation by email with the details of your child's initial assessment including the date, time, location and fee. You will also receive these terms and conditions which you will be asked to sign and return to your therapist.

Initial assessments last between 1 and 1.5 hours and are a combination of case history, discussion, informal and formal assessment. At the conclusion of your first appointment, it will be agreed whether further appointments are required based on the individual needs of your child. If specifically requested, a written summary report can be provided, reports are charged separately per hour with time rounded up to the nearest half hour.

If insufficient information is gathered during the first appointment it may sometimes be necessary to carry out further assessment of your child. This will be discussed and agreed with you and you will be informed of any associated costs.

Therapy

Therapy sessions last up to 1 hour (unless otherwise agreed) and can take place at your home or your child's education setting. The session will include a combination of direct therapy with your child (which typically lasts between 30 and 45 minutes depending on the attention and age of the child), discussion of progress, demonstration/explanation of follow up activities with parents and/or education staff.

No fee is charged for time spent planning and writing notes outside of therapy sessions.

The frequency and number of therapy sessions depends on the individual needs of your child, and this will be discussed and agreed with you prior to commencing therapy.



Fees and Payment

Please refer to the fee table on www.chatterbox-east.co.uk for details of assessment and therapy costs. Initial assessments will be invoiced electronically via our accounting software following the appointment and must be paid within 10 days. Therapy appointments will be invoiced electronically at the end of each month via our accounting software and must be paid within 10 days of the invoice date.

Fees are subject to annual increase from 1st April each year. Existing clients will be given 8 weeks' notice of any changes in fees.

We are registered with selected private medical insurance companies. Please speak with us in advance if you intend to fund our services through private insurance. If prior agreement is not sought from your insurer, you may be liable to settle Chatterbox East fees in full.

The following process will apply in the event of non-payment:

1. After the agreed 10-day payment window you will be contacted to remind you that payment is overdue.
2. If an invoice is not paid within 7 days thereafter, you will receive written notice that therapy is suspended pending payment in full.
3. If payment is not received in full within 7 days of therapy being suspended, your therapist reserves the right to refer the matter to a solicitor and to commence legal action.

Travel Costs

In some circumstances, we may charge an additional fee for travel depending on your location, this would be discussed and agreed with you before you engage services from Chatterbox East.

Cancellation

Notification of a cancelled session must be received by 8pm the day before or you may be required to pay the full cost of the session.

It is your responsibility to inform your therapist if your child cannot make an appointment at school, nursery or your home. If your therapist attends an arranged visit to school/nursery/your home and your child is not present you will be charged the full session fee and any applicable mileage charges.

If for any reason your therapist has to cancel an appointment with you this will be done as soon as possible and your session reorganised for a mutually convenient time.

Discharge Criteria

Parents are free to withdraw from treatment at any time. Your therapist may also withdraw treatment or discharge the child for any of the following reasons:

- The child's speech and language skills are within the normal range for their age.
- The child is no longer making progress (typically no progress for 3+ months despite input).
- All appropriate strategies are in place and advice has been given.



- Therapy/intervention is not deemed appropriate.

Data Protection and Information Sharing

The protection and management of personal data is taken very seriously at Chatterbox East. We are registered with the Information Commissioners Office (ICO) as Data Controllers. You can review our ICO registrations by visiting www.ico.co.uk

In order to monitor progress and provide cohesive therapeutic input, clinical notes are written following each therapy session. These notes document the aims of the therapy session, the child's progress against those aims and the recommended next steps. Notes are held on a cloud based clinical notes data management facility called *Write Upp*, therapists working for Chatterbox East will have access to these notes.

In order to provide holistic and individualised therapy in most cases it will be necessary to liaise and share relevant clinical information with other professionals, you will be asked to indicate that you agree to this by ticking the relevant box when signing the consent form.

For full information regarding data management and information sharing please refer to the Chatterbox East Privacy Policy at www.chatterbox-east.co.uk.

Safeguarding

Chatterbox East therapists are DBS (Data Barring Service, formally CRB) checked and hold enhanced certificates. You may request to see those certificates at any time. Safeguarding children is paramount. In the event of a safeguarding concern, where your child or another person is at risk of harm, your therapist has a legal obligation to share relevant information with professionals in accordance with the Safeguarding Children's Act 2004. You will be informed before doing so providing that in the therapist's opinion, to do so does not put you or your child at further risk.

Complaints

Most complaints can be resolved by communicating directly with your therapist. Please contact your therapist if you are concerned or dissatisfied in any way. If you wish to make a formal complaint, please contact the Association of Speech and Language Therapists in Independent Practice at www.helpwithtalking.com.



Consent

- I have read, understood and agree to the Chatterbox East terms and conditions of service.
- I have read, understood and agree to the Chatterbox East Privacy Policy, giving consent for the collection and use of my personal data as laid-out in this policy (this includes information provided to *Write Upp* clinical notes data management and accounting services).
- I give consent for you to notify and share information directly with NHS Speech and Language Therapists involved in my child's care.
- I give consent for you to notify and share information directly with other involved health professionals (e.g. Health Visitor or Occupational Therapist).
- I give consent for you to notify and share information directly with and relevant education staff.
- I recognise that although Chatterbox East has made every effort to maintain the security of my data, some communication systems such as email and post cannot be entirely secure.
- I consent to my child receiving speech and language therapy delivered by an agreed therapist on behalf of Chatterbox East.
- I consent to my child receiving speech and language therapy delivered by an agreed therapist in my child's education setting without me present, but where possible in the presence of a member of education staff.

Name and signature of parent/carer

Relationship to child

Date
