



ADULT CONVERSATIONS

speech and language therapy

Speech Therapy for Adults in Staffordshire and the West Midlands

PRIVACY POLICY | TERMS AND CONDITIONS | CONSENT

Introduction

Adult Conversations offers support for adults who have an acquired communication and/or swallowing difficulty.

Based in Hednesford (Cannock) Staffordshire, Adult Conversations Speech and Language Therapy is an independent service run by Mark Chalmers BA (hons) MSc.

This document contains further information about Adult Conversations – Speech and Language Therapy. The following Privacy Policy, Terms and Conditions and Consent will need to be agreed and then signed prior to the initial appointment.



This form can be returned by email, post or it can be completed online.

If you have any further questions, please take a look at the **website**, or alternatively, you can send an email **here**.

Session Location

All sessions will take place at your place of residence. However, with your consent, it may be beneficial for you as part of your therapy plan for sessions to take place in other community settings such as coffee shops, supermarkets, restaurants, etc.

Adult Conversations is based in Staffordshire. Services can be easily provided to those in Staffordshire and the surrounding counties (Shropshire, West Midlands, Cheshire and Derbyshire) but can also be accessible to those further afield.

Adult Conversations - Speech and Language Therapy

mark@adultconversations.co.uk

07814 035 208



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Fees

Appointments will be with **Mark Chalmers (Adult Conversations founder and Lead Clinical Specialist Speech and Language Therapist)**.

Mark can support adults with acquired speech, language and swallowing difficulties (aphasia, motor speech disorders, dysphagia, etc.) resulting from a range of conditions.



Fees, services offered, and more details are available at **adultconversations.co.uk/services**.

Please note that travel expenses will be chargeable at 0.45p per mile for the distance travelled between Adult Conversations (WS12 4GG) and your place of residence or session location in both directions. Any unavoidable parking or toll charges will also be chargeable.

Additional fees for report writing, detailed conversations with family members or other professionals, etc. will be chargeable at a rate of £60 per hour (£1 per minute when less than an hour). This will be discussed with you and agreed upon before it is added to any invoices.

Please see the section on **Payment** for further information about fees and how and when to make payment.

Private Health Insurance

You will need to confirm with your health insurance provider whether you are eligible for Speech and Language Therapy.

Please contact me with the name of your health insurance provider, your membership number, authorisation code, consultant report/referral letter (if applicable) and the number of sessions that have been authorised. If for any reason your insurance provider does not pay for sessions that have been completed, you will be responsible for the cost of these sessions.

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What to Expect

- Sessions will last up to 1 hour. However, assessment of swallowing and communication may last up to 1.5 hours.
- The initial session will typically involve a case history and assessment.
- Sessions will be tailored to your individual needs. Some sessions may involve one-to-one therapy activities. Other sessions may involve providing personalised advice and education to your carers or family members (if applicable).
- Therapy provided is current and evidence based.
- Alternative and Augmentative Communication (AAC), technology and apps, advice and strategies, exercises, and therapy programmes, and / or Lee Silverman Voice Therapy (LSVT) may be advised/offered.
- The **costs** detailed include the time taken to write detailed records following sessions and the time taken to plan the sessions and create resources.
- Provision of home therapy programmes is included in this cost; if applicable, you will be given homework to do between sessions.
- Charges will still apply if a client does not engage in a session. The time will be used as effectively as possible, i.e., through liaison with family members.
- Discussions with family members/carers will usually take place during therapy sessions as they are often an integral part of the therapy process. Family members and carers are welcome to book an additional telephone appointment if a longer discussion is required.

How to Book

Email, call or send a message on **WhatsApp** to Mark to request an appointment. Please include your reason for requesting the appointment, a summary of the symptoms you are experiencing with you swallow and/or communication, your relevant diagnosis, if applicable and your contact details.

You will then be contacted within 48 hours to arrange an appointment that suits you. Session fees will be emailed to you on an attached invoice. The invoice will include payment details for you to pay by BACS. Sessions should be paid in advance. A session cannot go ahead if payment has not been received.

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