



ADULT CONVERSATIONS

speech and language therapy

Speech Therapy for Adults in Staffordshire and the West Midlands

Terms And Conditions

Payment

Payment must be made in advance of your booked session(s). An invoice will be sent by email before the session/block of sessions - this is due within 12 hours of the first session. The invoice will include bank details for an online bank transfer. If payment is not received by the due date, sessions will be cancelled or postponed until payment is received.

Cancellations

Please let me know with more than 24 hours of a booked appointment if you need to rearrange the session.

If an appointment is cancelled within less than 24 hours of the session start time, a refund cannot be offered, unless I am able to offer the appointment at short notice to another client.

If you do not attend a session without cancelling, I am unable to offer a refund.

If the Speech and Language Therapist needs to cancel a session, as much notice as possible will be provided and the session will be rescheduled at the earliest convenience. No liability can be accepted for inconvenience/expense if unforeseen circumstances mean arrangements must be cancelled or changed.

Refunds

If you have signed up and paid for a therapy block but decide you no longer want the agreed number of sessions, you will receive a refund for any appointments due to take place more than 24 hours from the date of you cancelling your sessions, minus any saving for Block Therapy Sessions. If the next session is due to take place within 24 hours, I am unable to provide a refund for the session, but any travel costs will be refunded.

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Safeguarding

I hold an enhanced DBS disclosure. You may request to see this at any time. I update my safeguarding training regularly, in line with government and NHS standards. In the event of a safeguarding concern, it is my duty to refer and/or report to the relevant agencies and professionals in line with current legislation and statutory guidance.

Personal Safety

Personal safety is 'an individual's ability to go about their everyday life free from the threat or fear of psychological, emotional or physical harm from others' (defined following research undertaken by the Suzy Lamplugh Trust Research Institute). I have the right to refuse to proceed with a consultation if I feel my safety is at risk.

Liaison with Other Professionals

To provide the best service, I may need to liaise with medical professionals who are also involved in your care. This may include your GP, consultants, or other healthcare professionals (i.e., Dietitians, Physiotherapists, Occupational Therapists, Psychologists or other Speech and Language Therapists known to you). It is good practice, where both an independent and an NHS therapist are involved, to work together collaboratively to maximise opportunities for effective therapy to take place. I will therefore need to know if you are currently receiving Speech and Language Therapy intervention elsewhere (NHS or independent therapist). Please also inform me if you are currently on a waiting list for NHS Speech and Language Therapy. This will enable me to provide thorough handover information to facilitate a seamless transfer between services, or to liaise effectively with them to work alongside each other.

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Video and Audio Recordings

There may be times when I advise taking video and audio recordings for assessment and therapy. This may be to analyse your voice quality, speech intelligibility, expressive language abilities or to allow you to listen back to yourself and self-monitor your progress.

They can also provide powerful feedback indicating the progress you have made with therapy. Audio and video recordings will either be deleted at the end of the session or saved in a folder on a password-protected computer using only your initials and the date of the recording. I will seek consent before taking or saving any recordings. You do not have to consent to this.

Reportable Incidents

A reportable incident is a death, a serious injury, a sexual assault or sexual grooming, abuse or neglect, or unauthorised use of restricted practice. If I notice something, or you tell me about something that happened to your child that is a Reportable Incident, I must tell a relevant government authority about it. I have a legal requirement to follow these rules very carefully. I may need to ask for more information to make sure I have taken all the details accurately. I will need to carefully document all the information provided. There may be times where a Reportable Incident has happened where I need to give your personal information to the relevant authority without your consent.

Complaints and Compliments

I aim to always provide a positive service. If you are unhappy with the service you receive, please direct any concerns to **mark@adultconversations.co.uk**. I hope that we can work together to resolve them. If you remain dissatisfied and wish to make a formal complaint, you can contact the **Association of Speech and Language Therapists in Independent Practice (ASLTIP)** or the **Health and Care Professionals Council (HCPC)** for further advice.

I welcome your positive feedback and may wish to feature this on the website or **Facebook** page with your consent. If you want to compliment the service you have had from me, please contact **mark@adultconversations.co.uk**.

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