

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 'I', 'me' and 'my' used throughout this document refer to Carolyn Howard at Chatterbox East.

Please read my terms and conditions carefully and feel free to contact me with any questions.

Role of the Parent/Carer

During your child's therapy, I will provide tasks and activities for you to carry out with your child between therapy sessions. The aim is for you to do 10-20 minutes home practise daily with your child. Completion of these tasks 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 (email or a letter) 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 I ask that you sign and bring to our first meeting.

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, I will discuss with you whether further appointments are required based on the individual needs of your child. If specifically requested, a written summary report can be provided within 10 working days of your initial assessment (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 work with your 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 my fee table on www.chatterbox-east.co.uk for details of assessment and therapy costs. Appointments will be invoiced and emailed to you via *Asto* (invoicing app) 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. Fee increases will not apply to therapy blocks which have already started or sessions which have already been booked or invoiced.

Clients using private medical insurance are responsible for settling the invoices and then claiming from the insurance company. It is advisable to check your level of cover before commencing therapy.

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

1. After the agreed 10-day payment window I will contact you 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, I reserve the right to refer the matter to a solicitor and to commence legal action.

Travel costs within a 30-mile radius of my base (IP29 4SP) are included in the stated session fee. Journeys in excess of 30 miles are charged at 50p per additional mile and are calculated using Google Maps.

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 me if your child cannot make an appointment at school, nursery or your home. If I attend 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 I have 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. I 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.
- I deem therapy/intervention not appropriate.

Data Protection and Information Sharing

The protection and management of personal data is taken very seriously at Chatterbox East. I am registered with the Information Commissioners Office (ICO) as a Data Controller. You can review my ICO registration by visiting www.ico.co.uk

In order to provide holistic and individualised therapy in most cases it will be necessary to liaise with other professionals and 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

I am DBS (Data Barring Service, formally CBR) checked and hold an enhanced certificate. You may request to see my certificate 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, I have a legal obligation to share relevant information with professionals in accordance with the Safeguarding Children's Act 2004. I will inform you before doing so providing that in my opinion to do so does not put you or your child at further risk.

Complaints

Most complaints can be resolved by communicating with me directly. Please contact me 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 *Asto* invoicing services).
- ☐ I give consent for you to notify and share information directly with NHS Speech and Language Therapists, other involved health professionals 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 Carolyn Howard on behalf of Chatterbox East.
- ☐ I consent to my child receiving speech and language therapy delivered by Carolyn Howard in my child's education setting without me present, but in the presence of a member of education staff.

Name and signature of parent/carer

Relationship to child

Date
