

EMPOWER ME SLT TERMS AND CONDITIONS OF SERVICE

Terms and conditions set out the expectations for the service user and the therapist. They govern the contract between us and ensure that both parties are protected in the unlikely event that a disagreement occurs. Please read our terms and conditions and contact your named Therapist if you have any questions. Please sign both copies, returning one to your allocated Therapist before your first appointment with EMPOWER ME SLT. Thank you.

A) First Appointment (Assessment)

1. You will receive a confirmation of the details of your child's first appointment including date, time, location and fee.
2. At the end of the first appointment, the therapist will feedback their opinion to you and explain whether your child requires further speech and language therapy support. This may be further assessment, strategies or therapy.
3. The Therapist will signpost you to other professionals if necessary.

B) Further Appointments

1. Your child must have attended an assessment appointment before commencing any therapy with an EMPOWER ME SLT Therapist. This is so we can develop a therapy plan suitable for your child that is based on our professional opinion.
2. Therapy sessions can be arranged in your home and/or your child's educational setting.
3. Therapy appointments will be agreed and booked in advance in agreement with your EMPOWER ME SLT Therapist.
4. Your Therapist will review the need for further sessions at the end of each block of sessions with you.
5. Therapy sessions last an hour unless agreed otherwise. This hour may include direct work with your child, discussion of progress, demonstration/explanation of follow up activities with parents and/or education staff and writing up of notes.
6. No fee will be charged for time spent planning outside of the therapy sessions.

C) Fees:

£200 for initial assessment which includes a written report which can be shared with school and any other professionals. Please note that these assessments cannot be used to contribute towards an Education and Health Care Plan (EHCP).

£500 for an assessment and report which can be used to contribute towards an Education and Health Care Plan (EHCP).

£75 for a 45 minute therapy session

£100 for 1 hour therapy session

Fees will confirmed in writing before any assessments or sessions are booked.

D) Fee Changes:

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

3. Fee increases will not apply to therapy blocks which have already started or sessions which have already been booked or invoiced

E) Payment terms:

1. Fees can be paid by invoice or cash- this will be at the discretion of your EMPOWER ME SLT Therapist and agreed before the first session.

F) Non-Payment:

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

1. EMPOWER ME SLT will contact you to remind you that your payment is overdue
2. If payment is not received within 3 days then an admin charge of £10 will be required and future sessions will be cancelled.
3. If payment is still not received then EMPOWER ME SLT reserves the right to refer the matter to a solicitor and commence legal action.

G) Health Insurance:

1. If you are claiming fees through private health insurance, you will need to pay therapy fees in full in accordance with the payment terms above and then claim this back through your insurance.
2. It is recommended that you check with your insurance company prior to booking appointments to ensure that you are covered.

H) Cancellations:

1. If your therapist needs to cancel an appointment they will let you know as soon as possible and reschedule the appointment.

We understand that there may be certain situations (such as illness or family circumstances) which mean that you need to cancel an appointment at short notice.

2. If you do need to cancel an appointment please contact me as soon as possible.
3. You will not be charged if you contact your therapist more than 24hours prior to the appointment.
4. If you cancel the appointment with less than 24hours notice, you are subject to pay the full fee.

I) Non-Attendance:

1. The full session fee will apply in the event of non-attendance. Non-attendance includes:
 - If you are not in when the therapist comes to an appointment at your home.
 - If your child is not at school or pre-school when the therapist attends an arranged visit.
3. It is your responsibility to inform your therapist if your child is not going to be at school or preschool for an appointment.

J) Reports and Programmes:

1. Reports and programmes will be supplied to you on request.
2. Unless expressly included in the session fee or otherwise agreed, an additional fee calculated by reference to hourly rates will be charged for writing reports and/or programmes.
3. Reports and/or programmes can be shared by you with other professionals as you choose.
4. Reports and/or programmes will be sent to you via post or by email as you prefer.

K) Data Protection:

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 the Therapist's computer which is password protected. Paper records will be kept at the Therapist's home in a locked cabinet.

Documents containing your child's details will be password protected by your EMPOWER ME SLT.

Any paper based confidential information is stored securely in accordance with General Data Protection Regulations and the Data Protection Act 2018

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.

L) Liaison with other professionals:

1. To offer the best service to your child it is often important for me to liaise with other professionals involved in their care.
2. This includes people such as NHS Speech and Language Therapists, school/pre-school staff, your GP or other medical/educational staff.

M) Electronic communication:

1. 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.
2. Correspondence via email to other professionals will be copied to you as necessary.

N) Complaints:

1. In the unlikely event that you are not satisfied with my service please contact me. I will make every attempt to resolve this through discussion.

Declaration: *please delete as appropriate

I understand I can contact my named contact at EMPOWER ME SLT before signing the terms and conditions if I have any questions

I agree to my therapist at EMPOWER ME SLT liaising with other professionals when it is in my child's best interests: *YES / NO

I understand that my therapist at EMPOWER ME SLT will be storing and processing my child's personal information as described above: *YES / NO

I give consent for my therapist at EMPOWER ME SLT to use email as a form of communication with me and other professionals as described above: *YES / NO

By signing below, I am agreeing to these terms and conditions.

Signed:

Print Name:

Relationship to child:

Date:

Please give the email address(es) you would like your EMPOWER ME SLT to use in correspondence with you:

Email(s):