

Terms and Conditions of Service 2024-2025

This policy identifies the expectations and duties of Surrey Speech Therapy Ltd (herein referred to as SST), and parents/carers for services to be provided.

General Policies

1. **Location:** SLT services will be provided by SST at the child's home, nursery or school.
2. **Data Protection Policy:** Please see SST's separate *Privacy Policy*.
3. **Liaison:** All families are entitled to NHS provision and SST will ensure close liaison with NHS colleagues to support the child and his/her family appropriately. If required, SST will make referrals onwards to other agencies e.g. Paediatrician, Ear Nose and Throat Specialists, Audiology or other specialists. If existing relationships exist, the therapist will liaise. *Liaison will only happen with parent(s)/carer(s) prior consent.*
4. **Training:** In line with HCPC and RCSLT guidance, SST therapists undertake mandatory training (e.g. Child Protection), receive regular supervision from 2 other Speech and Language Therapists and Continuing Professional Development (CPD) through training, courses and being a member of the ASLTIP local Group and RCSLT. Occasionally, student therapists may observe therapy sessions - consent will be received from the parent/carer prior to this taking place. The therapist may also need to cancel appointments to attend training as part of her CPD requirements. You will be given plenty of notice of this, as training dates are booked well in advance.

Appointments

5. **Initial Consultation:** This is the first contact. It is either a telephone call or email with the SSLT Director and Clinical Lead, Claire Elliott and is free of charge. If Claire believes assessment would be beneficial, she will email a referral form to the parent(s)/carer(s). The parent(s) are then required to complete the form and return, via email as a word document.
6. **Initial Assessment / Review:** Duration: **1hour – 1 hour 30minutes**. The child's parent(s)/carer(s) are present throughout. The SSLT therapist will write a summary/detailed report within 7 days of the appointment and send it to parents to check through before it is shared with the child's GP, childcare/school setting and any other professionals. *The report is only provided following receipt of payment for the session [See point 8 r.e. payments].*
7. **Therapy sessions:** Duration: **45 minutes - 1 hour** (depending on child's needs).
 - The therapist will write targets, plan the resources for the session and deliver the therapy.

- Parent(s)/carer(s) must take part fully to ensure they know what to do with the child in the therapist's absence in between sessions/ for homework.
- **Adults are advised not to use personal mobile phones when a session is taking place to ensure full focus and no distractions.**
- Sessions occur weekly, fortnightly or monthly depending on the child's needs – the therapist will let you know.
- The therapist provides all resources required.
- If therapy takes place at school, every effort will be made for a member of staff to observe the session(s) to ensure carryover of tasks. Parents are actively encouraged to observe. Where this is not possible, the therapist will use WhatsApp messaging or video to explain what happened and how the child can be supported at home that week.

- 8. Payment and Fees:** The parent will receive an invoice with BACS payment details on the day of the Initial Assessment and for Therapy, in a monthly invoice issued on the first session of that month. These are to be paid within 6 days of receiving the invoice i.e. by the second weekly therapy session. See Separate Fee structure for full details of fees.

If payment has not been received by this date, an automated email reminder will be sent. If following the sending of the reminder email, payment has not been received within 2 days, services will be withdrawn immediately, and therapy sessions will stop. SSLT reserves the right to seek legal advice.

Fees will be subject to an annual review to keep in line with inflation. Existing clients will be given a 4 week notice period of any increase in fees. Fee increases will not apply to agreements already started or where payment has been invoiced.

- 9. Cancellations:** Due to the time necessary to schedule and prepare for appointments, cancellation is required with 24 hours' notice of an appointment, or the full fee will be charged. In the event of SST cancelling the session, the client will incur no fee.

The therapist will liaise termly with the child's class teacher, for sessions which take place at school to ensure there is no conflict with school trips/performances. If the child is absent on the day of a session with no warning given to the therapist from parents/carers, the parents/carers will be charged for the session.

- 10. Videography:** Some sessions may need to be videoed as part of the therapy process (with parent's/carer's consent). The therapist will only use parent's/carer's devices for this to ensure confidentiality (unless the therapist requires a recording for analysis of the child's speech/language). Please ensure there is ample storage space on your device(s) for this purpose before the session.

- 11. Complaints procedure.** SST would like the therapy process to be as positive and successful as possible however, if you have any concerns regarding any element of the assessment or therapy delivered by SST, please speak to SST Director and Clinical Lead, Claire directly. If you are unable to resolve the issue together, contact can be made with ASLTIP for further advice.