

## Terms and Conditions of Service

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 your prior consent.
4. **Training:** In line with HCPC and RCSLT guidance, SST therapists undertake mandatory training (e.g. Resuscitation), receive regular supervision and maintain professional development 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.

### 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/contact form to the parent(s). The parent(s) are then required to complete the form and return, via email. An initial assessment date and time will be agreed and a therapist allocated.
6. **Initial assessments:** Duration: **1hour30minutes**. The child's parent(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.*
7. **Therapy sessions:** Duration: **40minutes-1 hour** (depending on child's needs). The therapist will write targets, plan the resources for the session and deliver the therapy. Parents/carers must take part fully to ensure they know what to do with the child in the therapist's absence in between sessions. Sessions occur weekly, fortnightly or monthly depending on the child's needs. The therapist provides all resources required. When 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.

8. **Review assessment:** Duration: **1hour**. The child's parent(s) are present throughout. The SSLT therapist will re-assess the child against their original targets, which were set at the beginning of therapy. The therapist will write a summary report within 7 days of the appointment and send it to parents to check through before it is shared with the child's childcare/school setting and any other professionals.
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 may be charged. In the event of SST cancelling the session, the client will incur no fee.
10. **Videography:** Some sessions may need to be videoed as part of the therapy process (with parent's consent). The therapist will only use parent'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.
12. **Fees:** Please see SSLT Ltd Fees January 2021 document which provides an overview of the services. Claire Elliott can provide you with this document.

Surrey Speech Therapy Limited.  
3 Dunlin Close, Redhill, RH1 5HJ  
Tel: 07796694090 Email:  
[claire@surreyspeechtherapy.co.uk](mailto:claire@surreyspeechtherapy.co.uk)  
Web: [www.surreyspeechtherapy.co.uk](http://www.surreyspeechtherapy.co.uk)

 hpcp  
registered  
[www.hpcp-uk.org](http://www.hpcp-uk.org)

 Member  
ASLTIP  
 ROYAL COLLEGE OF  
SPEECH & LANGUAGE  
THERAPISTS

Claire Elliott BSc (Hons) MRCSLT HCPC  
MASLTIP