



Supporting Talking

TERMS & CONDITIONS

Prior to the start of intervention, please read the following terms and conditions. By completing the consent to treat form you are agreeing to the terms and conditions outlined below.

CIRCULATING REPORTS AND SHARING INFORMATION

It is considered best practice to share information with relevant professionals in order for your child to receive appropriate therapy and for the speech and language therapist to work efficiently and effectively with your child.

Supporting Talking is committed to protecting your child's privacy and therefore your consent will always be gained before discussion with other professionals and reports/information are circulated to others, unless obliged by law to disclose personal data.

DISCHARGE

At the end of an episode of care therapy targets will be reviewed to determine if your child's potential has been achieved in the area targeted by therapy. At this point, it may be appropriate for either your child to continue with therapy sessions establishing new or renewing goals, to have a short break while others continue to implement the speech therapy programme or to be discharged from therapy as all targets have been met and the desired outcome has been reached. You may also choose to withdraw from therapy at any time or postpone therapy.

Supporting Talking also reserves the right to end an episode of care or to withdraw therapy if they feel they are no longer able to meet the child's needs, if therapy is not deemed appropriate at this time, or for any other reason deemed appropriate by the practising clinician.

CONSENT TO TREAT

By signing the consent form at registration, you are agreeing that you consent to your child receiving treatment and have read and understood the terms and conditions contained within this document.





FEES

All costs are outlined on the Services page and are agreed to upon the return of a signed Consent Form. Sessions are charged at a *per session* rate and not charged per hour, unless explicitly stated.

Failure to pay fees by the date specified on the invoice is a breach of these terms and conditions. Supporting Talking reserves the right to charge a £25 administration fee when payments are overdue by 21 days or more. Fees that are outstanding for 28 days or more may be passed onto a collections service or the Small Claims Court to recover the outstanding fees.

COMPLAINTS

If you are not happy with any aspect of the service, please discuss it as soon as possible with your child's therapist or alternatively Nicola Holmes, owner of Supporting Talking. If you continue to have a concern, then please contact the Association for Speech and Language Therapists in Independent Practice (ASLTIP) for advice.

PRIVACY STATEMENT

This statement sets out the privacy you can expect from Supporting Talking in relation to the personal data that is held about your child and the use of that information. Personal data is collected and kept on your child in order that the speech and language therapist who is working with your child can provide the most appropriate and evidence based intervention possible in order to meet your child's speech and language therapy needs.

Supporting Talking is committed to protecting your privacy and will always involve you in deciding whether reports/information are provided to anyone else, unless obliged by law to disclose personal data.

Confidentiality will be observed and personal data held by Supporting Talking will be stored securely in a locked facility or on an access controlled electronic system and will not be available to anyone other than those working for Supporting Talking. Portable electronic devices used to hold data about your child will always be password protected to avoid unintentional access by others.

Records about your child will be kept in order to fulfil statutory requirements that apply to all business and professional activities. Supporting Talking will





hold children's notes until a child is 25 years old, following which they will be destroyed in a legally approved manner.

Supporting Talking has policies in place in accordance with General Data Protection Regulation. Speech and Language Therapists are a registered profession, regulated by the Health Care Professionals Council (HCPC). If you have any questions about Supporting Talking's handling of personal data or would like to know what data is held about your child then please ask the data controller for Supporting Talking, Nicola Holmes, owner, who can be contacted at 1 Holbrow Close, Leonard Stanley, GL10 3GL.

CANCELLATION POLICY

All clients are required to give 48 hours' notice to change or cancel appointments otherwise half the fee will be charged. Where cancellations are made on the day of the appointment, the full fee will be charged.

If your child's therapy session is to take place in your child's school or childcare setting and your child is unwell, it is your responsibility (not the setting's) to let us know that your child will not be in the setting on that day.

If more than 2 sessions in a row are cancelled or missed, we can discuss if it is beneficial to put therapy on hold and then start it again when you feel that it is more appropriate.

Occasionally we may need to rearrange your appointment. We will aim to contact you at least 48 hours in advance and arrange another appointment to suit you.

REVIEW OF TERMS AND CONDITIONS

Fees and Terms & Conditions will be reviewed annually, being applicable from the 1st January.

