



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 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.**
- 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:** Table 1 provides an overview of the services [Fees from September 2019]:

Service	Description	Duration	Fee
Initial Assessment	Initial Assessment with detailed report written following the session and printing/postage to all concerned.	1hr30	£240
Review Assessment	Review assessment with summary report.	60mins	£85
Therapy	Tailored therapy session.	40/60mins	£75/£85
Referral letters / extra reports	As required	N/A	£20
Training Sessions	Training/supervision for health professionals	60mins	£85

Table 1 – Fees

Fees are based on: professional experience, time, resources, planning, preparation, travel, liaison with other professionals, email correspondence, printing and laminating, and answering professional queries on evenings and weekends. Fees are non-negotiable.

All fees include travel within a 10 mile radius of Redhill, Surrey. Miles above this (to and return) are charged at £1 per mile e.g. a session 15 miles from Redhill would incur a £10 fee (5 miles x2).

Fees are paid directly to SST by BACS (ideally) or cash/cheque **prior to, or within 7 days of the appointment (as detailed on the invoice).** Failure to pay within this time will result in **withholding sessions and report writing until payment is received.** SST BACS details are included at the bottom of the invoice.

If you are claiming fees through a **private health insurance company**, you will need to pay **the fees** in full in accordance with the payment terms above and then **claim back through your insurance.**