



Terms and Conditions of Service

Terms and conditions set out the expectations of the service user and the therapist. They serve as a contract between both parties to ensure both are protected in any circumstances. Please read these terms and conditions carefully and ask the therapist any questions should you have any. Should these terms and conditions change, you will be asked to read a new copy. Thank you.

First Appointment (Initial Assessment)

1. You will be sent the following by email (please check your spam/junk email if you have not received it):
 - Confirmation of the date, time and location of the session.
 - An invoice for the session (one hour worth).
 - Terms and conditions.
 - Privacy Policy.
 - A pre-assessment questionnaire.
2. Please complete the pre-assessment questionnaire and send it back to me before the assessment. This will ensure I have the correct details and can tailor the assessment to your child's needs.
3. Please read the terms and conditions and privacy policy. Both have implied consent, please let Laura know if you have any questions or if you do not give consent to any parts of the document.
4. Assessment sessions last for up to one hour (unless agreed otherwise). This hour will include direct work with your child, a discussion with you and cleaning and clearing away of resources.
5. At the end of the assessment, I will give you a verbal summary, let you know if I feel your child requires further intervention and if I have the skills to provide that intervention.
6. Resources may be sent to the service user after the session if required. Most will not incur an additional charge. Any that do incur additional charges will be discussed and payment will be required before these resources are sent out.
7. Should the session last over an hour, an additional invoice will be sent for the extra time – payment due by the following day.
8. I will signpost you to other services if appropriate.

Further Appointments (Intervention Sessions)

1. Your child will have required an initial assessment with the therapist before starting intervention to ensure an appropriate therapy plan can be set.
2. Therapy sessions can take place at the child's home, their educational setting and/or anywhere else deemed appropriate by the service user and the therapist.
3. Therapy sessions will be agreed and booked in advance (usually on a half-termly basis).
4. We will review the need for further sessions on an ongoing basis and will discuss if they are no longer required or a change of frequency of sessions needs to be considered.
5. Therapy sessions last for up to one hour (unless agreed otherwise). This hour may include direct work with the child, discussion of progress, observation of the child, demonstrations and explanations to parents/educational staff, answering any questions, cleaning and clearing away of resources.
6. Resources may be sent to the service user after the session(s) if required. Most will not incur an additional charge. Any that do incur additional charges will be discussed and payment will be required before these resources are sent out.

Reports and Programmes

1. Reports and programmes are written on request from the service user and come with an additional charge on a pro-rata hourly rate.
2. You will receive an invoice for this, and the report/programme will be provided once payment has been received.
3. Reports will be saved securely on your child's notes. In cases where parents are separated, and both have parental responsibility, reports will be shared with both parties (unless there are reasons these should not be shared).
4. Service users can inform the therapist who else they would like the report/programme sent to (such as educational setting/consultant) and will be required to provide appropriate names and addresses.



5. Reports/programmes are private and confidential and can only be photocopied by the service user or the therapist unless specific permission has been given by the therapist.
6. Additional reports will be sent out by letter. A request can be made by the service user for them to be sent out via email.

Resources

1. Unless you are told otherwise, resources are provided for the child's parent(s) within the cost of the session fee. These resources will be sent via email.
2. A copy of resources for the child's educational setting etc. can also be provided free of charge on the request of the service user. These resources will be sent via email.
3. Any resources required that require bespoke set up/laminating/Velcro etc. will be charged at the pro-rata hourly rate.
4. Where an additional fee is required, the resources will be provided after this fee has been paid.

Virtual Services

1. I am able to deliver intervention sessions (if appropriate for your child) and meetings through virtual platforms (such as Zoom/Microsoft Teams). Should these be set up by myself, they will be via Zoom.
2. You will be sent a link to this session up to two weeks before the session via email (please check your junk/spam). You will be required to log on to this link just before the session is due to start.
3. Cancellations and non-attendance policies will apply as per this document.
4. Should you be late to a session, I will contact you via text message/WhatsApp message/email/telephone. If you are late to the session, the end time for the session will remain the same and you will be charged for the full session.
5. Please be aware that any virtual sessions cannot be fully secure. However, they are made as secure as possible by sending individual appointments, sessions that are password protected and use of a waiting room – please use a recognisable name when joining the session so I can safely let you in from the waiting room.

Fees and Payment

1. For initial assessments, payment for the session will be required in full up to one week before the session. An invoice will be sent from WriteUp (Key Communication) via email (please check your junk/spam) once the assessment date and time has been booked and agreed.
2. For intervention sessions, an invoice will be sent from WriteUp (Key Communication) via email (please check your junk/spam) within one working day of the session taking place and will be due by the end of the following day.
3. For additional work, such as reports, programmes, professional meetings etc., the invoice will be sent once the work has been completed from WriteUp (Key Communication) via email (please check your junk/spam) within one working day of the work taking place and will be due by the end of the following day. Reports/paperwork/resources etc. will be sent out once payment has been received.
4. Should service users have significant reasons that payment needs to be altered, this needs to be discussed and agreed with the therapist as soon as possible.
5. My preferred method of payment is via bank transfer to the following account:
 - Halifax
 - Account Name: Mrs Laura B Steere
 - Sort Code: 11-00-51
 - Account Number: 13296265
6. Please refer to the website www.keycommunication.co.uk for up-to-date information on fees.
7. Please use your first name as a reference so it is easy to trace.
8. A confirmation of payment received will be sent from WriteUp (Key Communication) via email (please check your junk/spam).

Fee Changes

1. Should there be a change to fees, service users will be given a minimum of two months' notice regarding these changes.



Non-Payment

1. It is the service users' responsibility to inform the therapist immediately should payment need to be altered/delayed. This will need to be agreed at the discretion of the therapist.
2. If payment has not been received by the time it is due, the therapist will chase up this payment.
3. If payment still has not been received by the following day, the therapist reserves the right to add a late payment charge to the invoice (this will be an additional 2% of the original invoice per day – including weekends and bank holidays).
4. If payment has not been received by the next planned session, the upcoming session may be cancelled, and no further sessions offered until the invoice has been paid in full. This could lead to discharge from the service.

Health Insurance

1. If you are claiming fees through private health insurance, you will need to pay my fees in full in accordance to 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.

Travel

1. No fee will be charged for the first 20 minutes of travel to appointments.
2. Excess travel is charged at £60 per hour pro rata.
3. Travel times are calculated using the AA Route Planner (www.theaa.com).
4. All journeys are calculated from my base at DA6 8JE.
5. Service users are asked to, where possible, provide opportunities to park close to the property (such as having a space on the drive, providing details of visitor parking, providing the therapist with a parking permit etc.).
6. Should the above not be provided, and I am issued with a penalty charge for parking, this will need to be settled by the service user – an invoice from WriteUp (Key Communication) will be sent via email for this (please check your junk/spam).
7. All parking fees will also be added to the invoice.

Cancellations

1. If I need to cancel an appointment, I will let you know as soon as possible.
2. If you need to cancel an appointment (such as due to illness or family circumstances):
 - Please let me know as soon as possible.
 - Cancellations made up to 8.30am on the day of the appointment will not be charged for.
 - Cancellations made after 8.30am on the day of the appointment up to 30 minutes before the start time will be issued with a £25 charge.
 - Cancellations made within 30 minutes of the start time of the appointment will be issued with a £55 charge.
 - Please ensure cancellations are made via email/text/WhatsApp message and that you have received a reply from me so that both parties know the session has been cancelled/needs to be rescheduled.

Non-Attendance

1. The full session fee will apply in the event of non-attendance. Non-attendance includes:
 - If you are not in when I come to your appointment at home/where the appointment is planned to take place.
 - Your child is not in their educational setting/agreed location when I attend an arranged visit.
2. It is your responsibility to inform me if your child is not going to be at their educational setting for an appointment, not the responsibility of the educational setting.

Infectious Illnesses and Hygiene within Sessions

1. Please follow all current guidance on all infectious diseases, such as Covid-19, chicken pox, noro-virus, shingles etc. Please cancel sessions should your child (or you if a home visit) have a suspected or confirmed infectious illness.



2. All participants in a session will be expected to clean their hands (via hand washing or hand sanitiser) at the beginning and end of each session and at additional times if needed (such as someone sneezing).
3. Time will be allocated at the end of each session (within the hour) to clean all equipment touched in the session.
4. There may be times when additional PPE is required, such as face masks, aprons etc. Should this be required, the therapist will wear the appropriate equipment and adults in the session may also be required to wear a face covering (unless medically exempt).

Data Protection

1. I am registered with the Information Commissioner's Office (ICO) as a Data Controller. You can view my ICO registration by visiting www.ico.org.uk/ESDWebPages/Entry/ZA331830
2. 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 1988.
3. Information is stored on a secure electronic system called "WriteUp". Reports and programmes are password protected.
4. Any paper based confidential information is stored securely in accordance with General Data Protection Regulations and the Data Protection Act 1988.
5. In accordance with the law, all records will be kept securely until your child is 25 years old (26 years old should they receive intervention whilst they are 17 years old). After this time, all records relating to your child will be destroyed.
6. You may apply in writing to access an electronic copy of your child's notes or to request modification of any inaccuracies. These requests will be dealt with within 30 days.
7. For further information, please refer to the Key Communication Privacy Policy at www.keycommunication.co.uk

Safeguarding

1. For your peace of mind, I renew my DBS on a yearly basis. Service users may see my DBS enhanced disclosure at any time.
2. I have completed Safeguarding Children to Level 3 training.
3. In the event of a safeguarding concern, where your child or another person is deemed to be at risk of harm, I have a legal obligation to share that information with relevant professionals in line with the Safeguarding Children's Act 2004.
4. As a lone worker, I ensure others know where I am due to be in my day and they can check at any time my whereabouts. They have instructions to contact the police should they have concerns about my whereabouts or wellbeing. In the unlikely event that I feel I am at risk within a session, I reserve the right to end the session and leave.
5. The therapist has the right to work in a safe environment that is free from harassment, bullying, threats and/or harm.

Liaison with Other Professionals

1. To offer the best service to you and your child, it is often important for me to liaise with other professionals involved in their care. This may include people such as NHS Speech and Language Therapists, educational staff, your GP or other medical/health staff.
2. If other professionals are working with your child, it is highly advisable that you inform them that your child is receiving input from myself and that you inform me of their involvement as well.

Working Hours and Availability

1. I work Monday to Friday (term time only). I work three short days and two long days (half day on a Friday).
2. Please contact me via email, text message or WhatsApp message. If you require a phone call, please request this and we will arrange a convenient time for this to take place. An additional invoice will be sent for this should the phone call be longer than 15 minutes.
3. I will have an out of office reply on my email when I take leave.
4. I will aim to inform you of any upcoming leave.



Use of Video

1. Some assessment and therapy techniques involve the use of video to record you and/or your child.
2. The videos will be uploaded confidentially on WriteUpp and will be deleted from the original source.
3. Should this need to take place, it will be discussed with you beforehand and specific consent will be sought from you at this stage.

Electronic Communication

1. Email is not a 100% secure method of communication.
2. With your consent, it can be used for correspondence and to send letters, reports and other documents.
3. Where possible, documents that have any of your/your child's details will be password protected and/or saved in Printed Document Format (PDF).
4. Correspondence via email to other professionals will be copied to you as necessary.
5. The therapist will refer to your child in emails either by their first name or their initials only.

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.
2. If it is not possible for us to resolve matters, and you wish to complain formally, please contact the Association of Speech and Language Therapists in Independent Practice at www.asltip.com.

By employing Speech and Language Therapy services from Key Communication, it is assumed that you have read and are consenting to these Terms and Conditions. This will be available on your child's notes for you to read at any time. If you do not consent or have any questions, please contact Laura at laurasteereslt@outlook.com. It is assumed you are giving consent for the following:

1. completion of a Speech and Language Therapy assessment.
2. completion of intervention sessions.
3. discussion with other professionals when it is in your child's best interests.
4. secure storage and processing of your child's data as described above.
5. communication with you, your child (if appropriate) and other professionals in a range of formats, including face-to-face, paper, virtual (such as Zoom/Microsoft Teams), telephone, text message, WhatsApp message and email as described above.

Should you have any questions or do not give consent for any of the above, please let Laura know via email to laurasteereslt@outlook.com.