



Chatty Chipmunks Terms and Conditions

Definition

Terms and conditions set out the expectations of client and therapist. They govern the contract between us and ensure that both parties are protected in the unlikely event that a disagreement occurs.

Please read them and contact me with any questions. You will be asked to sign a copy to say that you have read and understood these conditions prior to our first appointment. You can also view my Privacy Policy on my website <https://chattychipmunks.co.uk/>.

I am a member of the Royal College of Speech and Language Therapists (membership number: RC0036554), Association of Speech and Language Therapists in Independent Practice (membership number: 3952), and am registered with the Health and Care Professions Council (registration number: SL33593).

Free Consultation

This is a free no obligation 15 minute phone call open to anyone who would like to discuss their specific requirements further and understand more about our service. This may be parents of children with suspected or diagnosed speech and language concerns, or health/education professionals who wish to discuss a training package, workshop or service level agreement that we can offer.

If I feel that I have the correct skills and experience to support your child or setting and you are happy to go ahead, you will be put on the waiting list for assessment.

Initial Assessment (First Appointment)

1. You will receive an email and/or SMS message confirming the details of your child's first appointment including date, time, location and fee. You will also be sent a copy of our terms and conditions to be signed and returned via email. Please sign this document and return it to me prior to our first appointment. I will also send an invoice for the cost of the initial assessment which must be paid prior to the appointment.
2. The initial assessment lasts for approximately 1.5 hours and is charged at £275, but in complex cases we may discuss and agree additional time (this will incur an additional charge at the hourly rate of £66 per hour pro rata and an additional invoice will be sent after work has been completed). This 1.5 hours may be spent entirely in clinic or partly in clinic and partly at your child's nursery or school. At the end of the first appointment, I will explain my findings and whether your child requires speech and language therapy and/or further assessment. I will also provide some general speech and language advice to try at home.
3. If appropriate and with your consent, I will add them to my waiting list. If not, I will refer on to other professionals and/or discharge them.

4. I will write a detailed report and send securely to you and relevant stakeholders (with your consent) via email (included in the initial assessment cost). This may be shared with other professionals as you see fit.

Therapy

1. Your child must have completed an initial assessment with me in order to receive therapy. This is so that I can plan appropriate activities targeting their areas of need. You (and your child if appropriate) will be encouraged to set some goals during the first session of therapy. These will be SMART (Specific, Measurable, Achievable, Relevant and Time bound) goals so that we can say with certainty whether or not your child has met these at the end of the block.

2. Therapy may either take place in a rented community space or, occasionally, in your child's setting such as nursery or school. I regret that I am unable to offer therapy at home (either therapist's or client's home). If desired by the client, due to reasons such as travelling distance from therapy, therapy sessions may occasionally be held virtually as long as this is deemed appropriate by the therapist taking into consideration the child's age, stage of development, areas of need and type of therapy required. Therapy sessions may either be individual (1:1) i.e. just the therapist and one family, or group sessions where there will be other families present whose children present with similar difficulties to your own. This will be based upon your child's areas of need and the type of therapy and will be decided by the therapist and agreed with you in advance. Therapy sessions will last between 30 and 45 minutes depending upon the age and stage of development of the child. Prices for each of these vary slightly (£66-£82.50) to account for the varying length.

Please see my website <https://chattychipmunks.co.uk/> for more information about the kind of services and therapy that I can offer.

3. Therapy prices include the non face to face time spent preparing for the session, making resources and writing notes afterwards. Please note that I require therapy to be booked in blocks. These blocks are typically 6 weeks in length but can vary depending on the nature of the therapy. Therapy type, time, location, session length, block length and price will be discussed and agreed with you in advance. Payment will be taken prior to the first session of each block. No session will be held unless payment has been received.

4. During the final session of the block, goals will be revisited and progress discussed. During this session it will also be discussed with you whether your child would benefit from further speech and language support. If so, and you are happy to go ahead, their name will be added to the waiting list for further therapy. If not, they will be discharged and you will receive a brief summary of progress. If you wish to receive a full report at discharge this will be charged at £130.

Liaison with other professionals

In order to provide the best service possible for your child, I will liaise with other key professionals involved in your child's care such as health visitors, NHS Speech and Language Therapist or staff at your child's setting. I will copy them in free of charge on any reports written and share any targets or programmes set with them. Minimal discussions will not be charged. However if I am required to attend any multi-disciplinary meetings or engage in lengthy discussions, these will be charged at the rate of £66 per hour or

pro rata in 15 minute increments. These will be discussed and agreed with you and payment taken in advance where possible, or at the end of the block.

Payment

Please see the 'Fees' page on my website (www.chattychipmunks.co.uk) for more details on costings. Payment for initial assessment must be paid before our first appointment. Invoices for subsequent therapy will be emailed prior to each block of therapy and must be paid in advance. Any additional charges incurred during the assessment or block, such as for laminating of particular resources or discussions with other professionals (where these were not payable in advance), will be charged at the end of piece of work or block. You will receive an invoice to be paid within 28 days.

Additional reports, meetings or visits such as observations will be invoiced as agreed and set out in my 'Fees' page. I will obtain your permission before undertaking any work that will incur additional fees.

Fees may be subject to an annual increase to keep in line with inflation. Existing clients will be given an 8 week notice period for any increase in fees. Fee increases will not apply to blocks already started or where blocks have already been booked and payment invoiced.

Chatty Chipmunks may offer periodic discounts and sale prices. The terms, conditions and expiry date on these offers will be clearly stated. These discounts will not apply to clients where the appointment has already been booked, invoiced for and/or paid.

Payment via BACS is preferred (account details given via emailed invoice and are also detailed below). We regret that we are unable to accept payments made by cheque.

Samantha Jones

Account number: 89221346

Sort code: 60-83-71 (Starling bank)

Non payment

Full payment for sessions must be received prior to the initial appointment or block of therapy. Failure to pay will result in the appointment being cancelled or postponed.

Any additional charges incurred during the block, such as for laminating of particular resources or discussions with other professionals (where these were not payable in advance), will be charged at the end of the block. You will receive an invoice to be paid within 28 days. After this time, you will receive a reminder email to pay. If the amount is still not paid I will stop all work relating to you child and will give you a further 7 days to pay. If after this time I have still not received payment, I reserve the right to contact a solicitor and commence legal proceedings.

Health Insurance

If you are paying through insurance we require full payment from you in advance, which you can then claim back separately with your insurer. We will provide an invoice for you to do this. We are unable to liaise with

insurers directly.

We strongly recommend that you check the wording on your insurance prior to booking to make sure that your child is covered for speech and language support.

Travel

No charge will be given for appointments within a 5 miles radius of Huntingdon (PE29). Journeys further afield will be considered on a per appointment basis, and if undertaken, will incur an additional charge of 50p per mile to and from the location of the visit. This will be included in the session fee to be paid in full in advance.

Reports and programmes

Reports and therapy programmes may be supplied to you on request, though will incur an additional fee unless included in the original fee (such as in the case of initial assessment). All standard reports (not including EHCP) are charged at £130. EHCP reports take considerably more time and are priced accordingly. If you do need an EHCP report this will be discussed and agreed with you in advance. Written programmes will be charged at the standard rate of £66 per hour (or pro rata in 15 minute increments).

Reports and/or programmes may be shared by you with other professionals as you wish.

Reports will be password -protected and sent via email. Programmes will usually be sent via email using initials rather than your child's name for anonymity.

Resources

Unless otherwise agreed the cost of any resources provided to you are included in the session fees.

A copy of paper resources for nursery or school can also be provided at no extra charge.

Further copies can be provided at additional cost (price given on enquiry).

If you would like resources that are usually given in paper form to be laminated, I can provide this service at a charge of 50p per laminate. These resources and others which will similarly not be sendable via email will usually be given to you during a therapy session. Laminating fees will be charged at the end of each therapy block.

Cancellations

Where possible, we politely request that you give the therapist 48 hours' notice that you will be unable to attend a session so that we can rearrange the appointment.

In the case of illness or where 48 hours' notice is not possible, please let us know as soon as possible. Unfortunately if less than 48 hours notice is given we can make no guarantees about rescheduling.

If your child is unable to attend 50% or more sessions within a block, we will cancel the block and you will be placed back onto the waiting list. Any money for remaining sessions will be refunded.

All sessions cancelled by the therapist will be either rescheduled or, in the case of final appointments that you do not wish to be rescheduled, refunded.

Late attendance

To ensure that you gain the most from each session, I will be unable to see you if you are more than 10 minutes late. The full session fee will still apply.

Non attendance

Non-attendance may be defined as when you fail to attend a pre-arranged session without giving prior warning or when your child is not at nursery/school when I come for a session or observation. It is your responsibility to inform me of your child's absence from nursery/school on days where we have a session booked.

The full session fee and any travel expenses will apply in the case of non-attendance.

Discharge and opting out

Discharge at the end of a block will be based upon your child achieving their goals and/or you feeling equipped to support your child at home without the need for therapy. This will be discussed and agreed with you in advance.

If I do not feel that therapy is benefitting your child or I feel that they would benefit from other input, I will discuss this with you and reserve the right to discharge your child. Similarly if in the case where you do not wish to continue with therapy, you may opt out at any time. Any work already completed will be charged for.

Videos and recordings

Some assessment and therapy techniques involve the use of video. Please note that videos may be taken in the first session of a block and retained until the final session to measure progress. The videos are temporarily stored on a password-protected laptop and occasionally a password-protected memory stick. They will not be shared with anyone without your permission. Once the video has been used as needed it will be deleted. No copies will be retained.

Communication

With your consent, I will primarily use email to contact you and send letters and reports. All documents will be password-protected and saved as a PDF. Sometimes I may use SMS, particularly when replying to an SMS from you. In all non-secure communications, I will refer to your child by their initials only.

Please be aware that electronic communication is not 100% secure and the therapist cannot be held accountable for any loss of data or interception.

Working hours and availability

My core working hours are Mondays and Fridays 9:30am-11:30pm and Saturdays 9:30am-5:00pm. However there is scope for appointments outside of these hours if required. These extra hours will need to be booked at least 2 weeks in advance to allow me to arrange childcare.

I can be contacted by telephone, email, SMS or via my website <https://chattychipmunks.co.uk/> and the ASLTIP (Association of Speech and Language Therapists in Independent Practice) website <https://asltip.com/>. I will not be able to receive calls during appointments with clients and you will be invited to leave a message.

Please be aware that I will endeavour to respond to all communication within 2 days, but this may take longer during busy periods. Please contact me again if you have not heard back from me within a week.

If your enquiry is urgent or you are phoning to cancel an appointment with less than 48 hours notice, please either call (and leave a message) or send me an SMS message.

Complaints

In the unlikely event that you are unhappy with my work or service please contact me. I will endeavour to resolve any problems as best as I can through discussion.

However if it is not possible for me to resolve matters and if you are still dissatisfied, you can complain formally via the Health and Care Professions Council (HCPC) at <https://www.hcpc-uk.org/> and the Association of Speech and Language Therapists in Independent Practice (ASLTIP) at <https://asltip.com/>.

Data Protection

I am registered with the Information Commissioner's Office (ICO) as a data controller. You can view my registration by visiting www.ico.org.uk (Reg. No. ZB316536). Please refer to my Privacy Policy for more information about data collection.

All client information and correspondence is stored securely in compliance with the General Data Protection Regulations (GDPR) and the Data Protection Act (2018) in a secure cloud-based electronic system called "WriteUpp". Reports and other sensitive information may be saved on a memory stick or laptop and sent via email but will always be password protected. Any paper-based information will either be stored in a locked filing cabinet or will be uploaded to WriteUpp and the original copy destroyed. Any information supplied by you via Facebook will be stored in accordance with Facebook's storage policies. The therapist cannot be held accountable for security of this data.

When out on visits, I take the minimum amount of information required and keep it with me or locked in the boot of my car.

In accordance with law, all records will be kept securely until your child is 25 years of age and will be

destroyed by shredding at this time.

You may apply in writing to have access to your child's records.

Safeguarding

I hold an enhanced disclosure with the Disclosure and Barring Service (DBS). I update this annually using the update service. Service users may ask to see my DBS certificate at any time, or may check this themselves online at any time.

While I will ordinarily gain consent before sharing your child's personal information with others, in the event of a safeguarding concern, where I believe that your child or another person is at risk of harm, I have a legal responsibility to share that with the relevant professionals in line with the Children's Safeguarding Act 2004. I am not legally bound to inform you of this if I feel that doing so may cause further harm.

Declaration

* please delete as appropriate

I have read and understand the terms and conditions as stated above. *Yes / no

I consent to Samantha Jones assessing and, if appropriate, providing therapy for my child. *Yes / no

I understand that Samantha Jones will store and process my child's information as stated above. * Yes / no

I agree to Samantha Jones liaising with other professionals to best support my child. * Yes / no

I agree to Samantha Jones using video / audio to record my child (and myself) when it is necessary for assessment or therapy. * Yes / no

I consent to Samantha Jones using post / email / telephone / SMS to communicate with me and other professionals. * Yes / no

Name of child: _____ D.O.B: _____

I, _____ (name of parent / carer) confirm that I have legal parental responsibility for the above child and agree to these terms and conditions.

Parent / carer's signature: _____ Date: _____

Print name: _____

Relationship to child: _____

Contact email: _____

Phone number(s): _____