



TERMS AND CONDITIONS April 2023

The following document sets out the terms & conditions for clients receiving services from Matt Redgrave Speech Therapy.

In order to make decisions about whether we can offer the service you are looking for, we offer a **free initial consultation which lasts up to ½ hour**. This can take place over the phone or via video call. The purpose is to discuss the support you would like for the patient, explain what we can offer and signpost you to alternative support if necessary.

Fees following the initial free consultation

Assessment (including a brief summary report)

£150 - £375 depending on depth and complexity of the assessment

Further pricing details can be found in our separate pricing document.

Fees are subject to review on a 6-monthly basis (Sept 1st and April 1st). You will receive at least 6 weeks' notice of fee increases and these will not apply to invoices that have been already issued or to sessions that have been booked.

We do not provide services under health insurance policies.

Travel surcharges for home visits

a/ **Local** (round trip of up to 10 miles of base in Shaftesbury, Dorset) - £10 per visit

b/ **Non-local** (between 10.1 miles and 30 miles) - £30 per visit

c/ **Long distance** (30.1 miles or more) - £50 per visit

Longer distances may need to be discussed and an agreement reached.

Please note these charges are calculated for the round trip (total to and from destination)



Cancellation policy

At least 24 hours' notice is required to cancel an appointment in order that appointments can be offered to other clients. Appointments cancelled within 24 hours will be charged at the usual hourly rate (without travel costs).

If you need to cancel an appointment at very short notice, please inform the individual SLT working by mobile phone, text or voicemail before 8.30am on the day of the appointment. In exceptional circumstances, fees will be waived.

Should we need to change the date of session or meeting, we aim to give you as much notice as possible and provide you with a choice of alternative dates. In unforeseen circumstances we may need to cancel at short notice.

Hours

Our normal appointment times are from 9.00 -5.30.

Payment

For therapy/intervention

Invoices for blocks of therapy are normally issued at the beginning of each month in advance for session that month.

Payment is requested within 14 days. Direct online bank transfer is preferred. Cheques are not accepted. Reminders are sent automatically 1 day before the invoice is due.

Bank details are:

Acct name: Mr M Redgrave

Nationwide Building Society

Sort code: 07 04 36

Account No. 04986961

Every attempt will be made to resolve late payments amicably. However, these may incur an additional 10% charge. In the case of failure to pay, outstanding debts will be collected through legal proceedings.

In the event of another family member paying for our services we are only able to share information around the patient's progress with written consent by patient or another with Power of Attorney.



Refunds

If a pre-paid session is cancelled or postponed within the terms of our cancellation policy above, we will make a note in your payment record and the payment will cover the following session. In other words – we deduct the cost of cancelled sessions from the following month's invoice.

If pre-paid sessions are cancelled and not rescheduled, then we issue a credit note for future sessions. If future sessions are unlikely to be needed, then we refund all monies owing within 1 month.

If the patient does not engage in a session, we are unable to reimburse any of the session.

Therapy sessions

The patient must have had an assessment with us before we can provide therapy. We are not able to start therapy following assessment with another therapist – although it may reduce the assessment time needed.

We will talk to you about this in more detail at the first appointment.

For every appointment we have with the patient, we spend between half an hour to an hour (longer in the case of detailed assessments) planning, preparing, analysing and record keeping. The face to face session is just one part of the therapy process.

The more that you, and important others are involved in the therapy process, the better the outcomes are likely to be. We are less likely to see results without your support to help transfer and generalise therapy gains.

All discussions about the patient will usually take place during therapy sessions as they are an integral part of the therapy process. You are welcome to book an additional half hour Zoom/phone appointment if you need a longer discussion, this will be invoiced for.

Safeguarding

If a safeguarding concern arises, where we believe a person may be at risk of harm, we are legally obliged to share information with relevant professionals as outlined several acts:

The Human Rights Act 1998, the Equality Act 2010, the Care Act 2014, the Mental Capacity Act 2005 and others.



Record keeping and storage of confidential client data

Matt Redgrave Speech Therapy is registered with the Information Commissioners Office (ICO) and all records are kept in accordance with GDPR legislation. Records are stored in locked filing cabinets and on a password protected laptop which is locked in a filing cabinet when the office is vacated. When SLTs are out on visits, records are either taken into client's homes, or locked in the boot of a car – whichever is deemed safer at the time. Electronic client reports & intervention plans are stored in a secure account and password protected before emailing. Audio and video recordings of patients are stored on password protected devices.

Full names & addresses are never used during audio & video recording.

Therapists managing caseloads are responsible for their own client data confidentiality and for ensuring that this is inaccessible to their own family members when working from home. Documents containing client data that are no longer required are shredded before disposal.

Sharing information with other professionals

It is usually necessary to liaise with a range of relevant professionals including any NHS Speech and Language Therapists involved in order to provide a high quality service. Reports sent by email are password protected.

Clients' records are audited annually by other local Speech and Language Therapists for quality assurance purposes. This involves a therapist looking through the records and checking that certain standards are being adhered to. All speech and language therapists are required to maintain confidentiality at all times regarding clients. Please inform the therapist working with you if you do not wish your SLT records to be audited.

Complaints procedure

Family, friends and carers are actively encouraged to raise concerns or issues at the earliest opportunity. We recognise that most concerns will be dealt with informally and never go further than the preliminary stage. Please discuss any complaints or concerns that you may have with the therapist working with you in the first instance.

If we are unable to resolve the difficulty, then you can take your concern to the Association of Speech & Language Therapists in Independent Practice (ASLTIP)

<http://www.helpwithtalking.com/Complaint-Policy>

For serious issues you may also contact the Health Professions Council:

<https://www.hcpc-uk.org/concerns/raising-concerns/>



Acceptance and Agreement

Before the speech and language therapy sessions begin, patients/ permitted others will be asked to sign, and return to me, a declaration indicating that they have read, understood and agreed to the terms and conditions stated.

Matt Redgrave , Specialist Speech & Language Therapist (BSc Hons, HCPC Reg., MRCSLT, MASLTIP)

Declaration

I understand and accept the above terms and conditions.

Name and address of patient:

Representative name and address (if applicable)

Signed:

Date: