



Terms & Conditions of Service

Last Updated: January 2023

It is important to inform me of any changes to personal details, inclusive of home address, contact telephone numbers and email addresses.

I will always give 30 days' notice regarding any changes to Fees or Terms and Conditions.

Payment

Prior to an initial consultation, I request a deposit of £50 to hold the appointment slot. This will be deducted from the final amount payable. (See fees for initial consultation information.)

For therapy sessions, I send an invoice at the end of the month, for example following a block of sessions. Invoices are usually sent via email unless specifically requested otherwise.

Payment is expected within 14 working days of the date of invoice. Payments can be made via online banking.

If you have any difficulties in meeting the cost of therapy, please talk to me about this as soon as the issue arises.

Please see fees for a breakdown of the charges for the different services I provide. A contact can be direct or indirect with your child. For example, a therapy session at nursery is a direct contact. Writing a report or updating targets is an indirect contact. Please consider this if you are attending an appointment. If you are over 20 minutes late for an appointment on more than one occasion, I will need to factor this into the fees.

** Please note that whilst WhatsApp is an instant messaging service, I will not be available to respond immediately. I will always reply to a message or email within 24- 48 hours of receipt. (Weekends not included.) The only time an immediate response or action will be guaranteed is when I have a safeguarding concern.*

Cancellation Policy

A minimum of 24 hours' notice of cancellation of appointments is required*. (Unless in exceptional circumstances.) Please contact me, preferably by phone, in order to cancel sessions. Please note: Frequent missed appointments or late cancellations will likely impact on the quality of input I can offer your child. I may need to discuss alternative solutions or postpone the planned schedule of intervention if sessions are frequently cancelled. (More than twice within a block.)

***Important**

If you fail to attend, cancel or seek to reschedule an appointment with less than 24 hours' notice, I will request half of the payment of that missed session. If you have already paid part or all the fee, I will rearrange the date and time of the session with you.

If I need to cancel an appointment, the maximum possible notice will be given, and the appointment will be rescheduled at the next possible convenient time. I cannot be liable for any other expenses incurred in connection with the appointment.

Liaison And Sharing Information

It is important that liaison occurs with other professionals involved with your child's therapy, medical or educational input. All reports will be sent to the parents or carers who have initiated the assessment for them to distribute. I will seek permission to liaise with other professionals involved in your child's care and development.

Our professional standards require good liaison and where both an independent and an NHS therapist are involved, this should include sharing of information related to therapy or assessment. This ensures continuity and consistent provision. This applies to other professionals involved in your child's care too. For example, nursery or school staff or occupational therapists. I am always happy to discuss this policy and any related concerns with parents.

All clients are eligible for referral to speech and language therapy within their local NHS trust. It is the responsibility of the client to inform the independent therapist if they are receiving, or on a waiting list for NHS therapy, and to inform the NHS therapist of any independent therapist involvement.

Electronic Notes

In accordance with our regulating body standards and in accordance with HCPC, I have a professional responsibility to keep full, clear and accurate records for everyone I care for, treat or provide other services to. This is to (but not limited to):

- Safeguard continuity of care by providing information to colleagues involved in care and treatment.
- Ensure service users receive appropriate treatment that is in their best interests.

- Meet legal requirements or respond to Freedom of Information or Subject Access Requests; and
- Evidence decision-making processes if later queried or investigated.
- Please see <https://www.hcpc-uk.org/standards/meeting-our-standards/record-keeping/> for more information.

A child will be discharged from the service when:

- Agreed targets have been met.
- They are no longer responding to therapy
- They have significantly improved and are likely to progress without further intervention or support
- The therapist feels it is appropriate to cease therapy
- The parent/guardian decides to cease therapy for their child
- Fees are not paid

Completion of a therapy block will be shared with you at all stages. I will always aim to ensure there is an appropriate completion/handover with a new clinician.

I aim to provide the best quality care. If you are unsatisfied with any aspect of the care and service provided, then please contact me to discuss at the earliest opportunity. I am registered to practice with the Health and Care Professions Council (HCPC). This means that I conform to professional clinical standards as determined by the HCPC. A copy of the standards is available to download from HCPC website.

Please discuss any complaints or concerns that you may have with me, in the first instance. If I am unable to resolve the difficulty, then please write to:

The Chair,
Association of Speech and Language Therapists in Independent Practice. c/o
75 Shelton Street,
WC2H 9JQ

Please note that by signing the consent form, you are agreeing to the Terms and Conditions outlined in this document.

Thank you

Lauren Garfield

Highly Specialist Speech and Language Therapist (HCPC ASLTIP RCSLT reg)