

Terms and Conditions of Service + Declaration of Consent

Rachel Barton, Independent Speech and Language Therapist

Royal College of Speech and Language Therapists Membership no. RC0014757
Health Professions Council Registration no. SL08743

Terms and conditions set out the expectations for the service user and the therapist. They govern the contract between us and ensure that both parties are protected in the unlikely event that a disagreement occurs. Please read my terms and conditions and contact me if you have any questions. Please sign this document and bring it with you to the initial appointment. If I am seeing your child in school and you will not be present I will need to have a copy of the signed declaration before I can start work with your child.

TREATMENT

Initial Assessment

Initial consultations typically include assessment but may also involve observation, discussion and reading of reports from other professionals. Following initial consultation written reports give brief details of the assessment and therapeutic aims. An initial consultation usually lasts approximately 1 hour. The fee also includes time planning for the assessment, material preparation and the completion of the report as well as the direct consultation time.

Accurate diagnosis is essential for planning appropriate therapy. Formal assessments are standardised and objective. Informal assessments may also be used for younger and bilingual children. My findings may differ from the expectations of parents or carers. I may not tell you anything new. Therapy is usually effective but cannot be guaranteed.

Standard Therapy Session

A standard therapy session lasts 30 minutes. This is the time spent with the child and parent/ teacher. The fee also includes time spent outside the consultation in preparation of material, planning, and liaising with parents and professionals. It is often difficult to estimate the exact number of sessions of therapy that will be necessary. It is my usual practice to offer a pre-agreed number of treatment sessions, with an opportunity to review management options with you at the end of that period. Parents are free to withdraw a child from therapy at any time. Equally, if I feel that therapy is at any time not being effective, then I will discuss this with you and may recommend that we stop.

Attendance at Case Conferences, Multi-Disciplinary Meetings and Other Related Discussions

This is offered in discussion with parents. The fee includes time spent outside the consultation in preparation of material, planning, and liaising with parents and professionals.

School Visits

School visits are only made with parental agreement. Consent to see a child in school is given on the declaration form. Initial consultation at school typically involves formal and informal assessments, but may also include classroom observation, discussion with teacher/ key worker and meeting with parents.

Therapy undertaken in school on a regular basis is charged at the standard rate, plus travel premium. Where home activities are provided, it is the responsibility of the parents/ carers to ensure that the therapy materials are sent back on the appropriate day, and for informing me if their child will be absent from school.

Parents/carers are encouraged to come to school-based sessions by arrangement with the school and myself. They can also telephone me to discuss progress and/or any concerns or queries they may have.

Training

Talks, workshops and training sessions for groups of parents and professionals can be arranged. Fees include preparation of materials, planning and materials given to staff, as well as time allocated for the session.

Travel

Travelling for domiciliary, school, and other visits away from my home clinic base is charged in addition to my session charges.

Speech and Language Therapy Associate to Rachel Barton, Speech and Language Therapy

Assessment, therapy, liaison with other professionals, report writing and provision of information and resources to school, along with any additional clinical work may be provided by either Rachel Barton or an Associate in the practice.

The main lead for payment, cancellations and any administration/organisational queries would be Rachel Barton.

Liaison

It is important for your child's care that liaison with other professionals involved with his/her learning and development is carried out. All reports will be sent to the parents or carers who have initiated the assessment in the first instance. Following their consent reports will then be distributed by Rachel Barton (unless otherwise stated in the cc list) to all named in the cc list.

I strongly recommend to families that they keep everyone involved in their child's care and development informed. My professional standards require good liaison and it is good practice, where both an independent and an NHS therapist are involved, for them to work together collaboratively to maximise opportunities for effective therapy to take place. This is also true where there are other professionals involved as well. I am always happy to discuss this policy and any related concerns with parents.

Reports Programmes and Resources

Reports and programmes can be supplied to you on your request

Unless expressly included in the session fee, or otherwise agreed, an additional fee calculated by reference to hourly rates will be charged for writing reports and/or programmes.

Reports and programmes can be shared by you with other professionals as you choose

Report and/or programmes will be sent to you by email.

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

Safeguarding

I regularly renew my DBS. Service users may see my DBS enhanced disclosure at any time.

In the event of a safeguarding concern, where your child or another person is 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.

Working hours

I work term time only and can be contacted by phone or email.

Use of video

Some assessment and therapy techniques involve the use of video to record your child playing with you.

The videos are temporarily stored on an encrypted, password protected tablet. Once the video has been used as needed in therapy it will be deleted. No copies will be retained.

FEES AND PAYMENT INFORMATION

Payment Terms

Fees for Initial Consultations, Reviews with report, and Detailed Assessments should be paid on the day of assessment/ therapy. An invoice can be provided at your request.

20% of the assessment fee is required at the time of booking the assessment to secure the booking. This is non refundable.

Therapy session fees are to be paid immediately at the end of the session.

I offer a 5% discount for advanced payment of 6 sessions. This requires payment within 7 days of the the invoice being sent by email. If payment is not received within the 7 days then the usual sessional price will be applied.

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PAEDIATRIC SPEECH AND LANGUAGE THERAPY

Heswall Consulting Rooms
45 Telegraph Road, Wirral, CH60 0AD
07799653908 slt@rachelbarton.co.uk
www.rachelbarton.co.uk

Receipts for payment will only be provided at client's request.

Parents/carers using private health insurance are responsible for settling the invoice and then claiming from the insurer concerned. It is advisable to check the level and nature of your cover with the insurer before agreeing to therapy.

Cheques should be made payable to 'Rachel Barton'.

Bank transfer can be made to Lloyds Bank, Mrs Rachel E Barton, account number 01138866, sort code 30-15-52. Please use your child's name for the reference.

Non Payment

The following process will apply in the event of non payment

1. I will contact you to remind you that payment is overdue
2. If a invoice remains unpaid 7 days after the reminder you will receive written notice that therapy is suspended pending payment in full
3. If payment is not received 7 days after therapy is suspended I reserve the right to refer the matter to a solicitor and to commence legal action.

Cancellation policy

If I need to cancel an appointment I will let you know as soon as possible and reschedule the appointment.

I understand that there may be certain situations which mean you need to cancel an appointment at short notice.

Please give a minimum of 24 hours notice of cancellation of appointments. This can be done by email/text/ phone call. Sessions cancelled with less than 24 hours notice will be charged. This is to incur costs for preparation time, lost session time and materials.

Non attendance

The full session fee will apply in the event of non attendance. Non attendance includes if you child is not at school or preschool when I attend an arranged visit. It is your responsibility to inform me if you child is not going to be in.

Fee changes

Fees are subject to annual increases from 1 September each year. Existing clients will be given 8 weeks notice of any changes in fees.

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DATA PROTECTION

For further information and full details please refer to my Privacy Policy at www.rachelbarton.co.uk. A paper copy can be requested at any time.

I am registered with the Information Commissioner's Office (ICO) as a Data Controller.

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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.

Information is stored on a secure cloud based system called "Write-upp". Write-upp are GDPR ready and have been awarded ISO27001:2013 registration.

Reports and programmes may be temporarily stored on a password protected computer. These too are password protected. An encrypted back up hard drive is stored securely.

Any paper based confidential information is stored securely in accordance with General Data Protection Regulations and the Data Protection Act 1988.

In accordance with professional standards, all records will be kept securely until your child is 25 years old. After this time all records relating to your child will be destroyed.

You may apply in writing to access an electronic copy of your child's notes or to request modifications of any inaccuracies. These requests will be dealt with within 30 days.

Electronic communication

Email is not a 100% secure method of communication. With your consent, it will be used for correspondence and to send letters, reports and other documents.

Enhanced outbound email is in place through the Write-upp system.

Documents will be password protected and saved in Printed Document Format (PDF).

Correspondence via email to other professionals will be copied to you as necessary.

I will refer to your child in emails by their initials or first name only.

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Complaints

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.

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.helpwithtalking.com

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Declaration of Consent and Agreement to Terms of Service:

I understand I can contact Rachel Barton, Speech and Language Therapist before signing the terms of service and declaration if I have any questions

I HAVE SEEN AND READ THE TERMS OF SERVICE FOR RACHEL BARTON SPEECH AND LANGUAGE THERAPY AND HAVE BEEN SIGNPOSTED TO THE PRIVACY POLICY

I GIVE CONSENT FOR TREATMENT

I have referred my child directly to Rachel Barton for independent Speech and Language Therapy Consultation, OR I understand that my child's school has referred my child for Speech and Language Therapy Consultation.

I give consent for Rachel Barton, Independent Speech and Language Therapy to carry out assessment and, if indicated, therapy sessions with my child. This may occur at a clinic base, at school setting or at client's home. This may be carried out by Rachel Barton or an Associate of the practice.

I GIVE CONSENT FOR LIAISON

Professional standards require good liaison and it is good practice, where both an independent and an NHS therapist are involved, for them to work together collaboratively to maximise opportunities for effective therapy to take place. This is also true where there are other professionals involved as well.

I give consent for liaison with other professionals and people relevant to the care of my child to occur.

I GIVE CONSENT FOR DATA STORING AND PROCESSING

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.

For full details and terms see the Privacy Policy

Personal data is an important part of the provision of Speech and Language Therapy to allow us to deliver appropriate speech and language therapy services to your child.

I give consent for Rachel Barton Speech and Language Therapy to hold personal information about my child. I understand that written records of my child are held by Rachel Barton Speech and Language Therapy and that these are kept until my child turns 25 years of age. This information may include personal details, details relating to family

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lifestyle and social circumstances, education and training and employment details. This data may be shared with other healthcare or education professionals with your permission. This information is held in hand written files, on online storage systems and on my computer database. This information is used for the administration of my service to your child and for the purpose of keeping my accounts and records.

I understand that videoing sessions are sometimes used as part of therapy and I give consent for videos of my child to be made. I understand that these will be kept whilst my child is received support from Rachel Barton, Speech and Language Therapy. Following use in therapy they will be destroyed.

I GIVE CONSENT FOR ELECTRONIC COMMUNICATION

I understand that email is not a 100% secure method of communication.

I give consent for email to be used for correspondence with me and other professionals to send letters, reports and other documents.

By signing below, I am agreeing to the terms and conditions and declaring informed consent for treatment, liaison, data storage and processing and electronic communication by Rachel Barton, Speech and Language Therapy.

Signed:

Print Name:

Relationship to child:

Date:

Please give the email address(es) you would like me to use in correspondence with you:

Email(s):.....