



Central Speech & Language Therapy Terms & Conditions

Central Speech & Language Therapy will be referred to as CSLT throughout the Terms & Conditions.

Initial Consultation

- The initial consultation is informal in nature and will take place over telephone, Microsoft Teams or Zoom. This aims to provide an opportunity to discuss your enquiry in more detail and provide information about the services we provide.

Assessment & Therapy

- Assessment requires preparation, analysis, feedback (verbal and/or written), goal setting and administrative tasks. If additional assessment sessions are required, this will be discussed and agreed on an individual case-by-case basis.
- The initial session with your child is likely to be 60-90 minutes in the mutually agreed location.
- There is a fixed charge for therapy sessions. Therapy sessions take approximately 60 minutes, 5-15 minutes may be used for clinical record keeping and verbal feedback (*depending on your child's level of attention*). Your therapist will support you with home practice activities and ideas to support carry over into day-to-day life.
- CSLT aim to recommend and agree the number of sessions and frequency of therapy, this will be reviewed on an ongoing basis according to the needs of the child. Typically, therapy is delivered in blocks (approx. 6-10 sessions) with further recommendations offered at the end of the block on a case-by-case basis.
- Parent(s)/carer(s) can withdraw from therapy at any time. CSLT kindly request at least one week notice in order to facilitate a comprehensive end to the intervention.
- CSLT may recommend that you withdraw from therapy if there is a clinical reason to do so and/or the therapy is not conducive to the child's immediate needs. Therapy is evidence-based but outcomes cannot be guaranteed.
- CSLT welcome the child's communication partner into therapy whenever possible. There may be occasions it is not possible e.g. presence interferes with the child's participation/attention



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levels. Communication partner attendance and participation will be agreed on a case-by-case basis.

Administration

- Goals - a Goal Sheet containing measurable short-term targets will be provided for each child attending therapy and evaluated within the specified time period.
- Written documentation - additional documentation, including letters and reports, will be charged in respect of the time taken to complete them based on the therapists' hourly rate.
- Liaison - telephone conversations with any party up to 15 minutes will be free of charge but after such time calculated at the pro-rata rate.

Payment

Initial sessions are required to be paid in advance to the account detailed via email. You will be allocated a Reference Number to use in any payment transfers.

Subsequent or recurring sessions can be paid on receipt of invoice (or session-by-session if agreed in advance). Due to the demand for sessions, we recommend block booking a series of appointments, agreed with your therapist in advance. If you no longer require sessions in your pre-booked block they will be cancelled and refunded when 48-hour notice is given.

Payment plans are available on request.

CSLT use Sage to issue invoices via email link.

CSLT evaluate fees annually, you will be notified of any necessary changes in advance (at least 1 month notice period).

Consent

- Audio/Video - CSLT may be required to obtain audio and/or video samples for assessment/therapy purposes on secure/approved devices (please refer to the Privacy Policy for more information).



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- Liaison – CSLT obtain consent to liaise with the named professionals working with your child such as GP's, teachers, NHS therapists, Allied Health Professionals, social workers etc. Liaison will only ever relate to the child's best interest and professional collaborative practice.
- Data – CSLT are required to maintain a clinical record of intervention (please refer to the Privacy Policy for more information).
- Completion of the Terms, Conditions, Cancellation & Consent Form provides CSLT with your informed consent.

Please contact CSLT if you wish to remove consent at any point in future.

Cancellation

CSLT require 24-hour notice for any cancelled sessions. Sessions cancelled after this time or not attended will be charged in full.

If your child is receiving therapy in an education setting and cannot attend for any reason (e.g. absence, alternative event, field trip), please notify CSLT 24-hours before to avoid charges.

While CSLT aim to deliver all agreed sessions, no liability or expense will be incurred should unforeseen circumstances arise. If CSLT are required to cancel a session ahead of time or at short notice, you will be notified at the earliest opportunity (no charge incurred).

Central Speech & Language Therapy aim to resolve late or outstanding payment amicably. Any outstanding fees should be settled within seven days, therapy sessions will be placed on hold until payment is received. Any difficulties in settling your invoice should be discussed privately, and as quickly as possible, with CSLT.

Travel & Locations

Mileage is charged in accordance with the Inland Revenue rate of 45p per mile (*if the distance is greater than 14 miles one way*).

CSLT will discuss and agree the optimum environment for your child's therapy, this can include the home, clinic or education setting.



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Data Protection

CSLT comply with GDPR regulations outlined in Central Speech & Language Therapy's Privacy Policy.



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