



The Speech Connection

Speech and Language Therapy

Christiana Feerick

Terms and Conditions

The Speech Connection's Terms and Conditions set out the expectations for you as a service user (parent/carer of a child receiving therapy) and the service provider, Christiana Feerick (I/me).

The purpose of these Terms and Conditions is to form a contract between the service user and the service provider to ensure that both parties are protected if there is a disagreement.

Before providing any paid service, I ask you to read and sign our Terms and Conditions.

1. Rights

At The Speech Connection, I am committed to respecting your rights and enabling you to express your identity.

I commit to treating you and your family members with respect and subsequently expect that I am treated with respect. The Speech Connection reserves the right to refuse service, or for myself to leave the premises (e.g. your home, a location within the community) if the service user or anyone attending the appointment with them behaves in a way that is likely to cause damage, nuisance, injury or offence.

Abusive, aggressive or threatening behaviour is not tolerated and appropriate legal procedures may be taken if required, including reporting to the police.

2. Attendance and cancellations

At the Speech Connection I am committed to providing high-quality support to service users. In order to maintain this, I have attendance and cancellation procedures in place to ensure optimal use of appointments to achieve the best possible outcomes.

All appointments at The Speech Connection are made in advance and you will receive written confirmation via email of the appointment booking.

2.1 Cancellations

The attendance and cancellation procedures reflect the time that I set aside for the appointment, including planning and resource preparation. I understand that occasionally you may need to cancel or reschedule an appointment due to unforeseen circumstances.

- Note of cancellations need to be made at least 2 business days (48 hours) prior to the scheduled appointment, otherwise a 50% cancellation fee will apply.

For example, notice to cancel a session scheduled for 11.00am on Wednesday needs to be provided by 11.00am on Monday or the 50% cancellation fee will apply.

- For cancellations made less than 1 business day (24 hours) prior to the scheduled appointment a 100% cancellation fee will apply.

For example, notice to cancel a session scheduled for 11.00am on Wednesday needs to be provided by 11.00am on Tuesday or the 100% cancellation fee will apply.

Notice of cancellation can be provided by email or telephone. If I am unable to receive your call, please leave a message stating the service user's name, scheduled appointment you wish to cancel, and the reason for cancellation.

If I am required to cancel an appointment, I will let you know as soon as possible and reschedule for an alternative date. If a mutual agreement cannot be reached for an alternative date, no session fee will be charged.

2.2 Non-attendance

The full session fee, including any associated travel costs, will occur in the event of non-attendance. Non-attendance includes:

- If your child is not present at the agreed session location (e.g. not at home for a planned home visit)
- If your child is not present at school for an agreed school visit

It is the service user's responsibility to inform The Speech Connection if your child is not going to be present at school for an appointment or if there are any changes

to their school routine with may impact a planned session. This includes school excursions, sports days or assemblies.

I pride myself on providing high-quality care to all service users and ask that my cancellations and non-attendance procedures are respected.

The Speech Connection reserves the right to waive the attendance and cancellation procedures at its' discretion.

3. Payment

The Speech Connection's fee list will be provided to you on request and when you enquire about the service.

The Speech Connection's fees will be reviewed on an annual basis and any changes will be communicated to all existing service users with 6 weeks' notice.

3.2 Assessment and therapy payments

The Speech Connection requires full payment prior to an initial assessment to secure the appointment. Account details for electronic payment will be provided on the invoice and payment is required within 7 days of the provisional booking. If payment is not received within 7 days, the assessment session time will be released and may be offered to another family.

Payment for therapy sessions other appointments are to be made to The Speech Connection's business account. An invoice will be sent once the appointment is completed and payment is required within 7 days, or before your next appointment.

The Speech Connection does not accept any cash payments.

Overdue payments will lead to a suspension of service until all funds are recovered. Please contact The Speech Connection if you anticipate any issues in paying your invoice. I pride myself on open and transparent communication and will endeavour to organise a payment schedule that assists you.

3.3 Report payment

Other services, including reports and letters, are payable in full at the time of booking.

Bespoke reports will be charged according to the production time. If you require a bespoke report, please discuss this with myself, and I will be able to provide a quote.

4. Commitment to therapy

If you choose to commence regular therapy sessions with The Speech Connection, the number of sessions and associated will be discussed with you, prior to starting therapy.

The duration of therapy will be agreed between The Speech Connection and the service user, dependent on the child and family's needs and wishes. The Speech Connection usually agrees period of intervention of between 4 – 12 therapy sessions. Following completion of the agreed period of intervention, the child's progress towards their therapy goals will be discussed and the next steps agreed.

Next steps may include:

- Commencing a new block of therapy
- Period of consolidation with a planned review
- Discharge from The Speech Connection

If a service user wishes to terminate therapy with The Speech Connection before all scheduled appointments have been met, a notice of termination must be provided in writing to christie@thespeechconnection.co.uk.

5. Discharge

The Speech Connection reserves the right to discharge a child from the service and terminate further speech and language therapy services with a service user. Rationale for discharge will be discussed with the service user and appropriate plans made to ensure a successful transition to self-management.

Reasons for discharge and termination of speech and language therapy may include:

- The child's speech, language and communication skills are within the expected range for their age.
- The child's speech, language and communication goals have been achieved and no unmet needs remain.
- Therapy is not deemed appropriate at the current time due to changes in personal situation, e.g. long term illness.

There is a professional conflict of opinion (such as between The Speech Connection and the service user's parent/carer or other health professions), which cannot be resolved.

As per the Speech Connection's Privacy Policy, following discharge from the service a child's record will be held securely on file until their 25th birthday, after which it will be destroyed. The Speech Connection's Privacy Policy is openly available on the website (www.thespeechconnection.co.uk).

6. Infection and disease control

Cooperation and respect are required to maintain a safe and healthy environment. If a child or service user appears sick, The Speech Connection has the right to refuse treatment to prevent the spread of disease.

Symptoms that may result in a session being cancelled include vomiting, diarrhoea, thick or discoloured nasal discharge, excessive sneezing or coughing, mucus producing cough, elevated temperature and visible digestive discomfort.

If a child has experienced any of the above symptoms, they must be 2 days (48 hours) symptom free before they can return to face-to-face services with The Speech Connection. Alternative arrangements may be provided to ensure consistency, including the use of telehealth or production of home programme resources.

If alternative arrangements are not deemed appropriate by The Speech Connection, or accepted by the service user, The Speech Connection may require a cancellation in this instance. Please see the attendance and cancellation procedures for the cost of cancellation fees (Section 2).

7. Safeguarding

As per legal requirement, I hold an enhanced DBS (Disclosure and Barring Service) check. Service users can request to view my DBS check at any time. I will provide a copy of my DBS certificate to schools and nurseries as required for visits onto school premises.

In the event of a safeguarding concern affecting a child, service user or associated person at risk of harm, I have a legal obligation to share information with the relevant professional bodies, in line with the Safeguarding Children's Act 2004. I take safeguarding of children and adults seriously and regularly undertake training relevant to my role.

8. Liaison with other professionals

To ensure an effective service, it is often important for myself to liaise with other professionals involved in your child's care.

On completion of The Speech Connection's Initial Assessment Questionnaire, you are encouraged to provide the names and contact details of any professionals currently working with your child and whether you consent to The Speech Connection liaising with them. I will not disclose any information about your child without your consent. An exception to this is in the instance of concerns regarding

your child's safety and wellbeing. For more information, see Safeguarding (Section 7).

If your child is currently accessing NHS speech and language therapy, it is highly recommended that I liaise with them to ensure your child's therapy goals and intervention approaches are complementary and there are no conflicts of interest.

If your child is accessing NHS or other independent speech and language therapy services it may not be possible for The Speech Connection to complete certain assessments until liaison has occurred, This is due to the validity of certain standardised assessment, which are rendered void if readministered within a specific time frame.

It is also recommended that the service users inform the NHS speech and language therapy that they are accessing services from The Speech Connection and give them permission to contact me.

9. Complaints

If you have any concerns regarding The Speech Connection please get in contact with me. I am dedicated to providing high quality speech and language intervention and welcome feedback on a service user's experience.

Should you wish to make a complaint, please provide this in writing, addressed to christie@thespeechconnection.co.uk. The Speech Connection endeavours to respond to all complaints within 1 week.

If we are not able to resolve your concerns you should contact:

The Chair of ASLTIP (Association of Speech and Language Therapists in Independent Practice)

71-75 Shelton Street

Covent Garden

London,

WC2H 9JQ

Telephone:

0203 002 3704

Email: office@helpwithtalking.com

The Health and Care Professions Council can be contacted at:

Health and Care Professions Council (HCPC)

184-186 Kennington Park Road,

London

SE11 4BU

Phone: 0207 840 9814

Email: ftp@hpc-uk.org

Further information about reporting your concerns can be found here:
www.hcpc-uk.org/contactus/fitness-to-practise/

10. Testimonials

If you have any compliments or testimonials you would like to share regarding The Speech Connection, please provide this in writing addressed christie@thespeechconnection.co.uk.

Please advise myself if you do not wish for your testimonial to be shared on The Speech Connection's social media platforms, including website, Instagram or Facebook.

11. Professional responsibility

I offer assessments, therapy and training within my job description, knowledge, skill set and clinical experience. I reserve the right to decline referrals if it is my professional opinion that I cannot meet the child and service users' needs. In this instance, The Speech Connection will support the service use in locating alternative provision, including onward referral to NHS and independent speech and language therapy services, to the best of my ability.

I am a registered member of the Health and Care Professionals Council (HCPC), Royal College of Speech and Language Therapists (RCSLT) and Association of Speech and Language Therapists in Independent Practice (ASLTIP). The registration details of each of these memberships are listed below:

Health and Care Professionals Council: SL32606

Royal College of Speech and Language Therapists: RC0034991 Association of Speech and Language Therapists in Independent Practice (ASLTIP): 4375

12. Privacy Policy

The Speech Connection's Privacy Policy is openly available on its' website (www.thespeechconnection.co.uk). These terms and conditions are subject to review and may change. You will be given 6 weeks' notice of any changes.

Parent/carer consent

I consent to the above Terms and Conditions:

Parent/Carer Name.....
Parent/Carer Signature.....
Date.....