

| TERMS of SERVICE & CONSENT |

DayBrookes speech and language therapists are registered with the Health & Care Professions Council (HCPC) are members of the Royal College of Speech & Language Therapists (RCSLT) and the Association of Speech & Language Therapists in Independent Practice (ASLTIP).

Clinicians have an annually renewed enhanced DBS check (Disclosure & Barring Service) and professional indemnity insurance. DayBrookes SLT is registered with the Information Commissioner's Office.

Clinicians are committed to continuing their own professional development in order to provide the best quality, evidence based services.

| Consent |

DayBrookes clinicians cannot begin assessment or treatment without first obtaining signed consent. Consent can only be given by a child's parents or the person who has been granted the legal status of parental responsibility for the child.

By signing these Terms of Service, you are consenting to assessment / treatment for your child.

| Sessions |

All sessions will take place within your family home or within the nursery or school which your child attends (subject to the permission of the setting).

An initial assessment session will last up to one and a half hours and ongoing therapy sessions will last up to 45 minutes. Sessions may be weekly, fortnightly or monthly depending on the needs of your child and the evidence supporting the therapy approach. A consolidation and review period would normally follow therapy, after which a review assessment appointment may be helpful.

All sessions include planning, preparation, resources and clinical record keeping in the fee. Copies of resources may be e-mailed to a school or nursery, as appropriate. Usually, only one print copy will be provided per child / per session. Written guidance on practice activities will also be provided, as appropriate.

| Parent / Carer Involvement |

A quiet environment, free of distractions (e.g. TV, phone) needs to be provided for all sessions. It is expected that you will stay with your child for the duration of all sessions and participate in the session. Regular support and practice is vital in ensuring the best outcomes from therapy.

DayBrookes clinicians will advise you about activities that you can do in between sessions. The evidence tells us that intervention is more successful when additional work is carried out on a regular basis.

When a DayBrookes clinician provides a service in a school / nursery setting, an appropriate quiet space should be available and both parents and support assistants (where applicable) should be present.

| Fees & Payment |

Initial assessment and detailed report: £120

Therapy Session: £70

Review / follow up assessment: £70

Travel: 50p / mile (for distances over 10 miles in one direction)

Payment will be due at the time of each appointment and should be made no later than 5 working days following the session. An invoice and receipt for each payment will be provided. Payment can be made by cash, cheque or direct bank transfer.

Direct bank transfers should use the invoice reference for the payment reference to ensure that the payment can be traced.

Hourly Rate

An hourly rate of £70.00 per hour will be applied for additional work undertaken (e.g. additional reports, letters, liaison, attendance at meetings). No additional work will be carried out without approval in advance from you. An invoice and receipt will be provided for work undertaken at the hourly rate. Payment will be due within 5 working days of the presentation of the invoice.

Changes to Fees

Fees are subject to an annual increase to reflect the cost of living. A minimum of 8 weeks notice of fee changes will be given and any pre-booked sessions at the time of notice will not be affected.

Non-Payment

Failure to settle invoices within 5 working days may affect the continuation of sessions. The following process will be implemented:

A friendly reminder phone call will be made.

If payment is not made within 5 working days of this call, a letter will be sent, specifying that legal proceedings will commence if payment is not made within a further 5 working days.

No further sessions will be carried out from the date of this letter.

If payment is still not made within 5 working days of the date of the letter (above) the non-payment will be referred to a solicitor.

|Cancellation|

Cancellation by DayBrookes

If a DayBrookes SLT needs to cancel a session, as much notice as possible will be given. Re-arrangement of the session will be made as soon as possible, at a mutually convenient time.

Cancellation by Client

Cancellation before the day of the session will incur no cost. The session can be re-arranged at a mutually convenient time.

Cancellation on the day of an appointment will incur a cost of 50% of the session fee. The application of the cancellation fee will be at the discretion of the clinician.

Please note that in order to protect themselves and other clients, DayBrookes speech & language therapists will not be able to continue with a session if the client, or anyone in the home is unwell. You are politely requested to inform the clinician in advance if the client or anyone in the home is unwell.

Non Attendance / No-one at Home

If the clinician attends the appointment and has not been notified of a cancellation, the full session fee will be charged. If the session was scheduled to take place in another setting (e.g. school / nursery) it is the parents' responsibility to inform the clinician directly if their child is absent from school.

|Termination of Sessions|

You may terminate therapy with 24 hours notice. DayBrookes SLT may terminate therapy with 24 hours notice.

|Data Protection, Confidentiality & Information Sharing|

DayBrookes SLT has a Privacy Statement, which sets out key information about the way that personal information is collected, processed and stored. It is essential that you read the Privacy Statement provided.

In agreeing to these Terms of Service, you are giving DayBrookes SLT your explicit consent to collect, process, share and store your personal data in accordance with this Privacy Statement.

|NHS Therapy|

You will need to tell your DayBrookes SLT if your child receives speech & language therapy (or is on a waiting list) from the NHS. Equally, you are encouraged to inform the relevant NHS therapist of DayBrookes involvement. Results will be improved if effective liaison takes place.

|Complaints|

If you are unhappy with any aspect of the service or care you receive from DayBrookes SLT, please address this without delay with your clinician. DayBrookes SLT has a complaints policy / procedure, available on request. If your complaint remains unresolved, you should contact ASLTIP (Association of Speech & Language Therapists in Independent Practice) – www.helpwithtalking.com

|Policies|

DayBrookes have the following Policy documents; available on request.

Clinical Record Keeping	Complaints	Consent
Consent for Recording	Continuing Professional Development & Supervision	Health & Safety / Lone Worker
Infection Control	Privacy Statement	Safeguarding

Mrs Clair Brookes

HCPC Registration: SL03492
RCSLT Membership: RC0014470
ASLTIP Membership: 2695

Mrs Tracey Day

HCPC Registration: SL03939
RCSLT Membership: RC0012489
ASLTIP Membership: 2691

I have read and understood these terms of service and I am happy to commence appointments with a DayBrookes speech & language therapist on this basis. I therefore give my consent for assessment and treatment by a DayBrookes SLT and understand that this will involve the maintenance of clinical records and may result in liaison with relevant others.

I confirm that I have read and I am in agreement with the Privacy Statement.

Name: **Child's Name:**

Signature: **Relationship to Child:**

Date: / /

NB: The person signing these Terms of Service needs to be the child's parent, or a person who has been awarded the legal status of parental responsibility for the child.

Last UpDated: Sept 2019 (V2)

Next UpDate: May 2020