

## Terms and Conditions



Please do not hesitate to contact either Lucy Darby or Sophie Bradshaw if you have questions about these terms and conditions.

### 1. Initial assessment

- You will receive confirmation from Talking Lab advising the date of your initial assessment, details about what the appointment involves and the fee.
- Initial assessment is largely informal and play based. It involves a case history discussion with parents and the use of screening tools to identify potential difficulties with a child's speech, language and communication skills.
- Advice and recommendations will be given based on the assessment results for how parents can support their child's developing speech and language skills at home.
- Standardised assessment will not usually be carried out within the initial assessment. Standardised assessment will only be recommended or carried out in later sessions if there is a definite clinical need e.g. if data is needed to support a tribunal/EHCP application, or if the screening tools used in the initial assessment are not sensitive enough to determine the exact nature of the difficulty. If standardised assessment will be used in the initial assessment, this will be discussed in advance.
- By agreeing to the initial assessment you accept these terms and conditions.

### 2. Further appointments

- After the initial assessment, the therapist will discuss with you whether further appointments are required. This will be based on your child's needs.
- The therapist may not offer a further appointment if she feels that the child's speech, language and communication skills are within normal limits or a more specialist pathway is required.

- There is no obligation for you to sign up for further appointments or sessions from the therapist.

### **3. Pricing**

- Our prices are readily available on the website and subject to regular review. Any additional costs will be communicated to clients by Talking Lab prior to the service being provided.
- Travel is chargeable at 50p per mile and £100 per hour of travel time to and from our clinic at Basepoint Waterlooville.
- Pricing is reviewed regularly and clients will be given one week's notice of any change in pricing.

### **4. Payment of fees**

- Invoices detailing the amount owed and how to pay will be sent via email.
- Payment is to be made via bank transfer.
- If you would prefer to pay by card, cash or cheque, please advise us in advance of the session.
- By booking or attending an appointment, you are agreeing to pay for the services as detailed in the invoice.

### **5. Cancellations**

- Please provide as much notice as possible if needing to cancel or rearrange appointments.
- In the case of vomiting or diarrhoea, please inform us as soon as possible to cancel your appointment. Rescheduled sessions must be no sooner than 48 hours after the last episode of vomiting or diarrhoea.
- If notice is given then there is no charge for cancellation, however any new or rescheduled appointments must be fully paid for in advance.
- If no notice is given and you do not attend your appointment, it will be charged in full.
- If we need to cancel an appointment, we will do this at the earliest possible opportunity. You will not be charged for appointments cancelled by us.

## **6. Finishing service provisions**

We have the right to finish providing services to you if:

- The therapist becomes unwell or is otherwise able to provide the service
- Payments are outstanding on current invoices
- The therapist feels your child's behaviour is not safe for us to continue working together
- The therapy has reached a natural conclusion
- The services we can offer do not meet the needs of the client or family
- Speech and Language Therapists have unique experiences, training and knowledge of working with children and young people. If the therapist does not feel she has the training or knowledge to work with your child, she will discuss this with you and may recommend another therapist

## **7. Consent**

- For us to work safely and effectively, we ask for consent to speak to all relevant agencies involved with a child. These agencies can include, but are not limited to, schools, NHS teams, education teams, social care teams and other professionals involved with the child. Parents and carers will be asked about consent to discuss prior to any contact made with third parties (unless safeguarding issues exist where the therapist believes this may put the client or others at further risk of harm).
- Consent can be withdrawn at any time in writing (email or letter).

## **8. Data Protection**

- Information will be treated confidentially and in line with the Data Protection Act 1998.
- The therapist holds a Data Controller registration with the Information Commissioners Office (ICO).
- The therapist will store information electronically. Electronic information is password protected and kept on a secure online client case management system.

- Information will be kept until the child's 25<sup>th</sup> birthday or until 8 years past the last point of contact, whichever is further into the future.

### **9. Sharing Information**

- With parental consent, information can be shared with other relevant third parties.
- In the event of a safeguarding concern, where the child or another person is at risk of harm, the therapist has a legal obligation to share relevant information with professionals in line with the Safeguarding Children's Act 2004.

### **10. Email Communication**

- The client is aware that the email address is not 100% secure and accepts the risk of emails being subject to hacking or accidental misdirection.

### **11. Safeguarding**

- We have a duty of care to report any safeguarding concerns to the relevant professionals as outlined by the Hampshire Safeguarding Children Partnership and Portsmouth Safeguarding Children Board. Whenever possible we will notify you before doing so unless we believe that this would increase the risk towards a child.

### **12. Confidentiality**

- Please see our Privacy Notice, which can be located on our website.

### **13. Our Accountability**

- Therapists at Talking Lab speech and language therapy are registered with the Health and Care Professions Council (HCPC). We will work within our professional competencies and only provide therapy we believe will be beneficial given the available evidence base, clinical training and experience. If you have any concerns about any aspects of our business or conduct please contact us on [lucy@talking-lab.com](mailto:lucy@talking-lab.com) and we will endeavour to resolve any issues as soon as possible. If we are

unable to resolve any dispute, this can be taken to a neutral facilitator to resolve.

#### **14. Complaints procedure**

- If you have cause for concern or complaint, please discuss the matter initially with Lucy Darby at [lucy@talking-lab.com](mailto:lucy@talking-lab.com).
- If the therapist is unable to resolve the complaint to your satisfaction, please contact the Health and Care Professions Council (HCPC).

#### **15. NHS Therapists**

- You are aware that you can contact your local National Health Service (NHS) for Speech and Language Therapy.
- If your child is accessing NHS Speech and Language Therapy, you must inform the therapist to ensure effective treatment. Some assessments may be invalid if they have been repeated within a six month period.

#### **16. Reports and Programmes**

- Reports and programmes if requested will be sent directly to parents.
- Reports and programmes can be shared with other professionals such as school or nursery staff and NHS therapists with parent permission.

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Speech and Language Therapist

*S.Bradshaw*

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