

## Terms and Conditions

### Fees

**Initial Telephone Consultation:** Free (up to 15 minutes). The purpose is to discuss your specific needs and describe the service available.

**Assessment** (includes both initial and review assessments): £75 per hour.

Due to the individual nature of the care we provide, the price for an assessment will vary and will be agreed based on the time it takes to complete. An assessment will usually take 1-3 hours and includes formal and informal assessment, observation and information gathering from parents, carers and professionals. Following the session, we will analyse findings and a full report can be written with recommendations, advice and strategies. Accurate diagnosis is essential for planning appropriate therapy. Formal assessments are standardised and objective. Findings may differ from the expectations of parents or carers and the Therapist may not tell you anything new.

**Reports:** £75 per hour (calculated based on time taken to complete). A written report is always necessary for a feeding/dysphagia assessment. A written report is optional for a communication assessment.

**Programmes:** £75 per hour (calculated based on time taken to complete)

A programme usually includes targets and an activity sheet with resources and will be tailored to the needs of your child.

**Therapy Session:** £60 for a session lasting 45 minutes and £75 for an hour. The therapy time is the whole time spent, including any discussion with parents/school staff. The fee includes preparation for the session and writing up notes after the session. 5% discount is offered for 6 therapy sessions paid for in advance.

Therapy is usually effective but cannot be guaranteed. It is often difficult to estimate the exact number of sessions of therapy that will be necessary. It is usual practice to offer six 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 the therapist feels that therapy is at any time not being effective, then a recommendation to stop may be made.

**Observations:** £75 an hour

**Meetings:** £75 an hour

**Longer sessions:** after the first hour, £18.75 per 15 minute block of extra time spent will be charged.

**Phone calls, letters and system administration** above and beyond what is generally expected from a normal therapy session will be charged for accordingly, as follows:

15 minutes - £18.75  
30 minutes - £37.50  
45 minutes - £56.25  
1 hour - £75

This will be discussed with parents/carers in advance.

### **Payment**

Fees for Initial Consultations, Reviews and written reports should be paid in advance. Invoices for therapy are sent out in advance of any treatment. Payment is expected before sessions with therapists to take place via BACS, or cash on the day. Individuals 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.

### **School Visits**

School/nursery visits can be made with parental agreement. Therapy undertaken in school is charged at the standard rate (see fees above). We ask schools to provide a quiet space for therapy sessions to take place. The therapy session includes the whole time spent within the school, including time spent talking to staff. 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 us if their child will be absent from school.

Parents/carers are encouraged to come to school-based sessions by arrangement with the school and therapist. They can also telephone the therapist to discuss progress and/or any concerns or queries they may have. We are often with clients during the day, but any messages left will be responded to as soon as possible.

All Hegarty Therapy Speech and Language Therapists have an Enhanced DBS (Disclosure and Barring Service). Up to 30 minutes of free time can be provided to fulfil any additional school specific safeguarding standards. After this, the standard rate for additional time is charged to parents.

### **Travel and Parking**

Travelling for home, school, and other visits will be charged as follows: -

- Within Brighton and Hove travel is included for no extra charge
- Outside Brighton and Hove: 45 pence per mile travelled (round trip) from BN3 1JP

Any on-street parking fees, if needed for the therapist to visit, is charged to the client.

### **Communication**

We make every effort to respond to emails and calls within 2 working days. If you have not heard back from Hegarty Therapy within 72 hours please assume the message has not been received and send another message. Ringing directly and leaving a voicemail is noted to be the most reliable form of communication. In general, therapists do not respond to messages over the weekend.

### **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, as well as schools, GP's and other people involved with the child's care, unless you have explicitly said you are not happy for us to share the information. Our 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. We are always happy to discuss this policy and any related concerns with parents.

### **Training**

Training for school staff, key workers and parents can be arranged. Please enquire about fees for specific training packages.

### **Cancellation policy**

Please give a minimum of 24 hours notice for cancellation of appointments wherever possible. Please note, parents are responsible for informing us of any activities that may result in a session being missed. It is not the school's responsibility; any missed appointments, where 24 hrs have not been given, will be charged for. If two appointments in a row are cancelled, we may not be able to keep open your allocated therapy slot.

### **Safety and Infection Control**

If your child is not well enough to take part in therapy, please let your therapist know by 8am of the morning of the therapy session and you will not be charged.

We have a responsibility not to spread illness so please inform your therapist if your child has been ill within the last 48 hours. All therapy toys and resources are disinfected daily. There is no need to cancel a therapy session due to headlice but please inform your therapist so that extra precautions can be taken.

A responsible adult must be present within the home during all therapy sessions. Depending on the therapy approach, it may be necessary for a parent/carer to be present for the whole, or part of the, therapy session so that the therapist can model strategies and techniques to be used at home.

### **Behaviour**

Please inform your therapist in the first appointment if you employ any specific behaviour strategies/approaches with your child. In general, Hegarty Therapy uses positive behaviour strategies, using praise and rewards. Gentle hand over hand might be used when appropriate, for example, when tidying up toys/therapy resources and when using PECS (Picture exchange Communication System).

### **Time Management**

A quiet alarm on the therapist's watch or phone may be used 5-10 minutes before the end of the therapy session. This supports both the time management of the session as well as supporting the child to transition from the therapy session to their next activity at home/school.

### **Pets**

Please keep all pets away from where therapy is taking place.

### **Data Protection**

We are registered with the Information Commissioner's Office (ICO) as a Data Controller. All client details, case notes and correspondence will be stored securely and treated confidentially according to General Data Protection Regulations (GDPR) and the Data Protection Act 1988. Information is stored on a secure electronic system called "WriteUp". Reports and sensitive documents are locked or password protected. In accordance with law, 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. For further information please refer to the Hegarty Therapy Privacy Policy.

**Complaints Procedure**

In the highly unlikely event that you are dissatisfied with our services please discuss any complaints or concerns with your therapist and/or Director, Jayne Hegarty, in the first instance. If we are unable to resolve the difficulty, then please write to:

The Chair, Association of Speech and Language Therapists in Independent Practice, Covent Garden, 71-75 Shelton St, Holborn, London WC2H 9JQ

Before an initial consultation, parents or carers will be asked to sign the declaration below, and return to us. This declaration is to indicate that you have read, understood and agree to the terms and conditions.

Childs Name: .....

D.O.B: .....

I have read, understood, and agree to the terms and conditions set out by Hegarty Therapy Ltd.  
I have agreed an hourly rate of £75 and any 45 minute therapy sessions at £60.

Parents Name: .....

Signed: .....