

Terms and Conditions: Individual Therapy Sessions

### Data Protection

Personal information is stored and processed with accordance of the Data Protection Act 1998 and General Data Protection Regulations. Rosy Skies Speech and Language Therapy is registered as a Data Controller with the Independent Commissioners Office.

Personal information may be obtained from parents/carers, and from other sources. This information is used for the administration of the service and for the purpose of keeping our accounts and records. It is held in locked filing cabinets and electronic information is held on computer hard drives and/or on a secure electronic system called “WriteUpp”. In accordance with law, all records will be kept securely until the child is 25 years old. After this time all records relating to the child will be destroyed. You may apply in writing to access an electronic copy of your child’s notes or to request modifications of any inaccuracies.

Information may be shared with parents, and with other professionals in discussion with parents/carers, through practicable means: Writeupp, email, telephone call, post and in person. Writeupp will be used to send reports. All due diligence will be taken but complete safety of personal information cannot be absolutely guaranteed. If a specific method of liaison, or any communication between professionals, is not wanted by Parents/Carers, the therapist must be informed in writing.

Safeguarding is of paramount importance. Should any safeguarding concern arise appropriate action, including informing the relevant authorities, will be taken without hesitation.

Further information can be found in the ‘Rosy Skies Data Protection and Information Sharing Policy’ and ‘Privacy Policy’. These are available on our website.

### Location of Sessions

Generally sessions will take place at our clinic in Brampton. However, on occasion sessions may take place at the child’s home, depending on location, or observations/sessions may take place at the child’s nursery or school. This will be agreed with parents/carers.

### Frequency and Delivery of Sessions

It may be clinically important to continue initial assessment over more than one session. Any assessment session beyond the initial one will be charged at the standard therapy session rate.

Following assessment, the need for further therapy/advice will then be discussed and agreed with the child’s parents/carers.

Sessions may be offered weekly, fortnightly or monthly as appropriate and depending on the needs of the child and family.

A therapy programme with specific targets, and a specific number of therapy sessions, will be discussed and agreed between the therapist and parents/carers.

 A mutual review of arrangements will take place at the end of that block of sessions.

### Decisions about Discharge

Following assessment and/or therapy sessions the recommendation may be to discharge the child from the therapist’s care. This decision will be fully discussed with the child’s parents/carers beforehand.

### Access to NHS Therapy

All children are entitled to access therapy within their local NHS team.

Where children are receiving therapy from an NHS therapist or are on the NHS waiting list parents/carers must inform the therapist

The NHS therapist should also be informed of any independent therapist involvement to ensure effective treatment.

### Fees and Payment

The current fees are displayed on our website.

Rosy Skies reserves the right to increase fees at any time upon giving a month’s written notice to current parents /carers of the proposed increase.

Invoices will be sent via Writeupp. Please inform the centre if you are not able to access email services.

All sessions must be paid for by the invoice deadline. Payments can be made by cash or direct bank transfer. A written receipt can be provided on request.

If an invoice is not paid by the deadline, further sessions may be suspended until payment has been made. Whilst every attempt will be made to resolve late payments amicably, any outstanding debts may be collected through legal proceedings.

If travel is required, for example for home/school visits or meetings with external professionals, this will be charged at the standard inland revenue mileage rate (currently 45p a mile as calculated on google maps for the round trip) and at £40 per hour (discounted to £25 per hour for privately paying parents) to cover the therapist’s time.

Parents/carers using private health insurance are responsible for claiming from the insurer concerned. It is advisable to check the level and nature of cover with the insurer before agreeing to therapy. A membership and authorisation number should be provided prior to commencing therapy.

If a child’s therapy is being funded by the Local Authority or School as contracted hours funded by an Education, Health and Care Plan, or Personal Budget, a separate set of Terms and Conditions applies.

### Cancellations

Cancellation of an appointment must be received by 6pm of the day before. If this notice is not given, parents/carers may be charged in full for the session.

Two or more cancellations may lead to postponement or termination of therapy, depending on the circumstances.

Missed appointments will be charged in full at the standard therapy session rate.

If a session or observation is scheduled to take place at nursery or school, it is the parent/carer’s responsibility to inform Rosy Skies directly if their child is not at nursery or school that day. If the therapist attends a nursery/school/home session and the child is absent the session will be charged in full.

Cancellation by the therapist for a session will be given as soon as possible, and a new appointment will be organised.

### Termination of Therapy

It is within the therapist’s rights to terminate therapy with 24 hours notice.

It is within the rights of the client to terminate therapy with 24 hours notice.

Declaration: \*please delete as appropriate

I understand I can contact Rosy Skies to discuss the above before signing the terms and conditions.

* I am aware of Rosy Skies Data Protection and Privacy Policy: I agree to my child being seen for therapy by the therapist: \*YES/NO
* I agree to Rosy Skies liaising with other professionals when it is in my child’s best interests: \*YES / NO
* I agree to Rosy Skies sharing information about my child with other professionals when it is in my child’s best interests: \*YES / NO
* I understand that Rosy Skies will be storing and processing my child’s personal information as described above: \*YES / NO I
* I give consent for Rosy Skies to use email as a form of communication with me and other professionals as described above: \*YES / NO
* I am aware of Rosy Skies’ Data Protection and Privacy Policy: \*YES / NO

By signing below, I am agreeing to these terms and conditions.

**Signature of Parent/Carer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Date **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**