



SERVICES AND FEES

Initial Consultation and Assessment: £100

It is important for you to understand the reason of the above charge.

The initial consultation normally includes a **direct contact** which will be a formal or informal assessment with the child which may take place in one or two sessions, depending on the attention span. I will also have a discussion with the parent / carer. There is also an **indirect contact** which is the time I spend after the initial consultation, analysing all the data and information gathered in order to have a clear picture and therapeutic plans (if necessary) for your child. The direct consultation may take between 60 and 90 minutes. The parent / carer will be provided with a verbal recommendation. The indirect contact will be at least 2 to 3 hours.

Standard Consultations: £60

After the initial consultation, if treatment is required, standard consultations will then be planned in agreement with the parent/carer who is paying for the treatment. Standard consultations would include time spent with the child and parents/carers or teachers.

It is not always easy to predict how many sessions of therapy will be required so, in cases where it is likely that long term therapy will be necessary, we will agree a specific number of treatment sessions and have a mutual review of our arrangements at the end of that block.

A standard consultation session will normally be 45 minutes or 1 hour depending on the treatment required. Individual work may be done with the child or a mixture of individual work and consultation with parents/carers or teachers.

- 1:1 therapy session, observation or review 1 hour session (includes materials) **£60**
- Review Assessment **£60** per hour

Assessments are chosen and carried out according to the client's needs. The results are then analysed and used to inform appropriate therapy choices. A written copy of the assessment results can be provided in a detailed report (see details below).

Detailed End of Treatment Report

In some cases, the parent/carer may wish to have a detailed end of treatment report which provides specific information out with the standard end of treatment summary report. Such detailed reports can be provided when requested by clients and are charged at **£60 per hour**. These will typically require 1 to 2 hours.

Telephone Calls

- Calls over 10 minutes: FREE
- 10 to 30 minutes: £22.50
- 31 to 60 minutes: £45.00

Payment for phone calls is required in advance and then receipt will be sent

On request advice and or report is available (quote will be given at the end of the phone call)

Travel

Travel will be charged at £0.45p per mile if travel exceeds more than 20 miles per journey. If more than one child is receiving input in the location, travel expenses will be shared.

All fees are within the guidelines recommended by the Association of Speech and Language Therapists in Independent Practice (ASLTIP). These can be found at www.helpwithtalking.com – Look under Frequently Asked Questions

Payments

- Payment in full is expected 48 hours before each appointment (via bank transfer)
- For full refund, please contact us 48 hours prior the appointment, after this date there will be a £10.00 cancellation fee.
- At the end of the month I will send the receipt for payment
- Payment is accepted by electronic bank transfer. Account details for electronic bank transfer payments are:

Bank of Scotland

Account name: Mrs Anna Biavati-Smith

Sort code: 80-47-90

Account number: 01035898

Reference: put your child's name

Clients using private health insurance are responsible for settling the invoice and then claiming from the company concerned. It is advisable to check the level of your cover before agreeing to therapy. Please note that I am not currently a registered BUPA provider and that, should the insurance company decide not to meet the costs, the client is obliged to do so.

COMPLAINTS

Word Steps Speech & Language Therapy takes complaints very seriously and will make every effort to ensure that any concerns are dealt with promptly and fairly. If you have a complaint, please:

- Email Anna Biavati-Smith at wordstepslt@gmail.com

If Word Steps cannot resolve your complaint to your satisfaction, you may contact the Association of Speech & Language Therapists in Independent Practice (ASLTIP):

01494 488306, 9am-5pm

<http://www.helpwithtalking.com/>

Or the Health Professions Council:

0800 328 4218 (free-phone number)

ftp@hpc-uk.org

PLEASE NOTE:

Each case will be discussed and a personal quote for therapy will be provided in advance.