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INFORMATION ABOUT MY SERVICE

WELCOME, this sheet explains a few aspects of my therapy which are important to understand the way I work and what service I provide to you and your child.

Content:

- Registration
- Initial Appointment and Quote
- Therapy
- Your child's therapy notes
- Confidentiality
- Contacting other professionals
- Appointments
- Future appointments
- Feedback

REGISTRATION

As the founder of Word Steps Speech & Language Therapy, I am committed to maintaining the highest professional standards. I am therefore registered with and regulated by the following professional bodies:

- Health Professions Council (HPC) - <http://www.hpc-uk.org/> or 020 7582 0866, 8am-6pm
- Royal College of Speech & Language Therapists (RCSLT) - <http://www.rcslt.org/> or 020 7378 1200, 9am-5pm
- Association of Speech & Language Therapists in Independent Practice (ASLTIP) - <http://www.helpwithtalking.com/> or 01494 488306, 9am-5pm

INITIAL APPOINTMENT AND QUOTE

Following our initial email and or a therapy consultation (if needed), we will agree on a date and time. After the Initial Assessment, I will send you via email, my thoughts and suggestions for future plans.

THERAPY

In this section, you will understand what it is involved in the therapy planning and as well as the direct 1:1 therapy service I provide, this is also included on the price of the session.

Each therapy session involves preparation time as it's designed for your child.

1. The first thing any speech therapist will do when they see a child for the first time is assess them to figure out what the underlying difficulty may be. After that I will analyse the results and use these to guide what we will work on in subsequent therapy sessions.

2. Planning: I prepare and plan on the overall targets to work on over the block of sessions, as well as what to work on in each individual session.
3. Once the plan is prepared, I will decide what to do in every session. When I have my overall therapy road map I move onto the planning of individual sessions. All sessions are fun, enjoyable and keeping them interesting is an important challenge. This often involves making materials of some sort and modifying the rules of toys, games and activities so that they are relevant to the session. It is important to make sure that the difficulty of the game and the rewards of the game are tailored for each different client so that they stay engaged with the task, finding it neither too easy nor too hard.
4. Once the speech therapy session is over, I write up my notes, which allow me to provide guidance and activities for parents to use at home as working outside of the session is the most important part of any child's speech therapy support. This is where practise and the generalisation of skills happen! Practice makes perfect.

YOUR CHILD'S THERAPY NOTES

Every child has his/her own therapy notes which follow the SLT guidelines. The notes will have my observations, any information you give me, reports and assessment sheets.

After every session I write all my observations, and future plans.

These notes are kept in a lockable file box; no one has access to these notes apart from me.

After your child is no longer receiving therapy, I will keep the notes for a year and then I will shred them.

CONFIDENTIALITY

Confidentiality is of paramount importance to me and your information will be stored securely in accordance with my Data Protection Policy, which I attach to my first email.

CONTACTING OTHER PROFESSIONALS

With your consent, I will work closely with other professionals involved in your child's care. Multi-disciplinary working is central to best practice and maintaining high standards of care.

As part of the NHS standards, you need to inform the NHS Speech and Language Therapist that you are also working with me and you give them permission to discuss your child's progress and plan with me.

APPOINTMENTS

The length of the session(s) will be discussed and agreed before the block of appointments starts. It is not always easy to predict how many sessions of therapy will be required so, however we will agree a specific number of treatment sessions (set period of treatment) and have a mutual review of our arrangements at the end of that period.

If your appointment has to be cancelled by me, then I aim to inform you as soon as possible and another appointment will be offered.

If you are not able to attend your appointment please remember that others may be

waiting for an appointment and I kindly ask that you contact me **as soon as you can** to cancel. You can do this by phone, email or text message. You will not be expected to pay for the session if it is cancelled **before 8.30am on the day of the appointment**. If the cancellation is made after 9am on the day of the appointment or you fail to attend then **you will be charged for the planned session**.

In the case of school/nursery visits, please inform me by phone or text message (07780 376174), or email (www.wordstepslt@gmail.com) if your child is absent from school **before 8.30am on the day of the appointment** otherwise you will be charged for the planned session.

I understand that, at times, parents may choose to withdraw a child from therapy. At least 6 days' notice would be appreciated if you choose to do this.

If there is any change to your circumstances such as a change of address or phone number, please let me know.

FUTURE APPOINTMENTS

Following the first block of therapy sessions, we will discuss what the outcomes are and the next steps required for your child.

We will set up a review date, usually after 6 to 12 weeks after the last session.

If we agree to give your child a longer period, to consolidate what he/she has learnt, or other circumstances, I will keep your child's file open for 6 months and after this date, if I have not heard from you, I will discharge him/her from my service. You will receive a letter confirming this, together with an evaluation sheet.

FEEDBACK

I very much value customer feedback and will make every effort to respond to any comments you may wish to make about the service.

Many parents really appreciate what other parents have got to say about my service, I would appreciate if you could rate me on my facebook page or at other sites:

<https://www.facebook.com/pg/www.wordsteps.co.uk/reviews>

<https://www.yell.com/biz/word-steps-speech-and-language-therapy-loanhead-8352599/>

<http://www.netmums.com/edinburgh/local/view/support-groups/special-needsspeech/word-steps-speech-and-language-therapy>