



**Anna Biavati-Smith**  
MSc BSc MRCSLT MASALTIP MHPC  
**Word Steps Speech & Language Therapy**  
+44 (0) 7780 376174  
www.wordsteps.co.uk  
wordstepsslt@gmail.com

April 2018

**Terms and condition**  
**Revised with the new GDPR 2018**

Terms and conditions set out the expectations for the service user and the therapist. They govern the contract between us and ensure that both parties are protected in the unlikely event that a disagreement occurs. Please read my terms and conditions and contact me if you have any questions. Please sign both copies, returning one to me before our first appointment. Thank you.

**Data Protection**

- I am registered with the Information Commissioner's Office (ICO) as a Data Controller. You can view my ICO registration by visiting: [www.ico.org.uk/ESDWebPages/Entry/ZA298073](http://www.ico.org.uk/ESDWebPages/Entry/ZA298073)
- All client details, case notes and correspondence will be stored securely and treated confidentially according to General Data Protection Regulations and the Data Protection Act 1988.
- Information about your child is stored on a file that is then locked. Reports and programmes are password protected.
- Any paper based confidential information is stored securely in accordance with General Data Protection Regulations and the Data Protection Act 1988.
- 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.
- If you wish me NOT to have your child's notes till that date, you need to put this request into writing.
- You may apply in writing to access an electronic copy of your child's notes or to request modifications of any inaccuracies. These requests will be dealt with within 30 days.
- For further information please refer to the Word Steps Privacy Policy at [www.edinburgh-speech-therapy-wordsteps.co.uk/](http://www.edinburgh-speech-therapy-wordsteps.co.uk/)

**First Appointment (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.

You will receive an email confirming the details of your child's first appointment including date, time, location and fee. You will also be sent a pre-assessment questionnaire to complete and terms and conditions to be signed. Both documents must be returned to me.

At the end of the first appointment, I will explain whether your child requires further speech and language therapy support. This may be further assessment, or therapy.

I will let you know whether I have the correct skills and experience to meet their needs.

I will signpost you to other professionals if necessary.

### **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).

### **Telephone Calls**

- Calls over 10 minutes: FREE
- 10 to 30 minutes: £22.50
- 31 to 60 minutes: £50.00

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 for the return 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](http://www.helpwithtalking.com) – Look under Frequently Asked Questions

### **Payment terms:**

Payment for the INITIAL CONSULTATION: Half 48 hours before the appointment (via bank transfer) and the other half after the appointment

For full refund, please contact us 48 hours prior the appointment, after this date there will be a £10.00 cancellation fee.

If we agree a block of therapy, you can choose to pay each week, or fortnightly or all together. At the end of the month I will send the receipt for payments

Payment is ONLY 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

Late payments of over 10 days will incur of a 10% increase

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.

### **Fee Changes:**

Fees are subject increases from time to time

Existing clients will be given 8 weeks' notice of any changes in fees

Fee increases will not apply to therapy blocks which have already started or sessions which have already been booked or invoiced

### **Non-Payment:**

The following process will apply in the event of non-payment:

I will contact you to remind you that remind you that payment is overdue.

If an invoice is not paid within 7 days thereafter, you will receive written notice that therapy is suspended pending payment in full

If payment is not received in full within 7 days of therapy being suspended, I reserve the right to refer the matter to a solicitor and to commence legal action.

### **Further Appointments**

Your child must have attended an assessment appointment with me before commencing therapy. This enables me to plan appropriate therapy.

Therapy sessions can be arranged in your home and/or your child's educational setting.

Therapy appointments will be agreed and booked in advance. We will agree the number of sessions at the point of booking.

We will review the need for further sessions at the end of each block of sessions.

### **Cancellations:**

If I need to cancel an appointment I will let you know as soon as possible and reschedule the appointment.

I understand that there may be certain situations (such as illness or family circumstances) which mean that you need to cancel an appointment at short notice.

If you do need to cancel an appointment please contact me as soon as possible.

The session will be refunded in full if you contact me before 9am on the day of the appointment. If you cancel the appointment after 9am on the day of the appointment, a cancellation fee of £35 will be incurred.

### **Non-Attendance:**

The full session fee will apply in the event of non-attendance. Non-attendance includes:

- If you are not in when I come to an appointment at your home.
- If your child is not at school or pre-school when I attend an arranged visit.

It is your responsibility to inform me if your child is not going to be at school or preschool for an appointment.

### **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.

### **YOUR CHILD's NOTES**

- 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.

### **Safeguarding:**

- For your peace of mind, I renew my DBS check annually. Service users may see my DBS enhanced disclosure at any time.
- In the event of a safeguarding concern, where your child or another person is at risk of harm, I have a legal obligation to share that information with relevant professionals in line with the Safeguarding Children's Act 2004.

### **Liaison with other professionals:**

- To offer the best service to your child it is often important for me to liaise with other professionals involved in their care.
- I will not disclose any information about your child without your consent except if there were concerns regarding your child's safety and/or wellbeing
- 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.

### **Working hours and availability:**

- I work Monday to Thursday.
- I can be contacted by email or phone and I aim to respond by my next working day.

### **Use of video/photos:**

- Some assessment and therapy techniques involve the use of video to record your child playing with you.
- The videos are temporarily stored on an encrypted, password protected tablet.

I might use the videos for teaching purposes.

- I will share these with you via YOUTUBE private mode, only for you.

#### **Electronic communication:**

- Email is not a 100% secure method of communication. With your consent, it will be used for correspondence and to send letters, reports and other documents.
- Documents will be password protected and saved in Printed Document Format (PDF).
- Correspondence via email to other professionals will be copied to you as necessary.

#### **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://g.co/kgs/SuXm22>

[https://www.facebook.com/pg/wordsteps.co.uk/reviews/?ref=page\\_internal](https://www.facebook.com/pg/wordsteps.co.uk/reviews/?ref=page_internal)

<https://www.yell.com/reviews/places/addreview/id/8352599>

**These terms and conditions are subject to review and may change. You will be given 30 days notice of any changes.**

**Declaration:** \*please delete as appropriate

- I understand I can contact Anna Biavati-Smith before signing the terms and conditions if I have any questions
- I agree to Anna to:
- Keep my email details \*YES / NO
- I can contact Anna (and viceversa) via telephone \*YES / NO
- I can contact Anna (and viceversa) leaving whats app voice messages \*YES / NO
- liaising with other professionals when it is in my child's best interests: \*YES / NO
- using video as necessary in my child's speech and language therapy sessions as described above: \*YES / NO
- using video about my child in teaching session \*YES / NO
- using photos of activities on social media: \*YES / NO
- Anna to use email as a form of communication with me and other professionals as described above: \*YES / NO
- Anna can send me information about Speech and language materials \*YES / NO
- Information about events \*YES / NO
- Information about new products \*YES / NO
- being part of her facebook group \*YES / NO
- join her mailing campaign \*YES / NO
- I understand that Anna will be storing and processing my child's personal information as described above: \*YES / NO
- I understand that Anna will keep my child's record after discharged until my child is 26 years old \*YES / NO
- I have read and understood this Data Protection Policy and consent to Anna processing my Information in this manner and for the purposes stated in the policy.

By signing below, I am agreeing to these terms and conditions for my child:

..... DOB.....

**Signed:**

Print Name: .....

Relationship to child: .....

Date: .....

Please give the email address(es) you would like me to use in correspondence with you:

Email(s):.....