

Terms and Conditions

In this document the terms 'I' and 'Therapist' refer to Helen Myall, Speech and Language Therapist. The term 'parent/guardian' refers to the person signing this agreement.

Services and Fees

I **do not** offer services in the area of tribunals or medico-legal work

Initial Informal discussion by telephone: Free

A free initial telephone consultation is offered. This is to discuss the specific speech, language and communication needs and describe the services available, and whether they meet the needs of the individual and their family. No therapeutic advice or management strategies are offered within this.

Initial Assessment Appointment: £150

An initial assessment will last 60-90 minutes of direct time with the child and their parent(s)/guardian(s). A case history will be taken, formal and/or informal assessments will be completed. This fee includes administration time, preparation time and time taken analysing data and additional information. Written reports and written targets/advice are not included within this package, these can be requested and will be charged separately, as appropriate. You will be provided with a brief written summary of this appointment (2 pages max).

Additional Assessment: £75

In more complex cases additional assessment may be required. The session will last up to 60 minutes and will include time assessing the individual and discussing assessment information with parent/guardian, as appropriate. This fee includes administration time and preparation time and time taken analysing data and additional information.

Therapy Appointment: £75

The session will last up to 60 minutes and will include time completing therapeutic activities with the individual and discussing advice with parent/guardian/other professionals.

Letters, reports and treatment programmes: £60 per hour

Reports, letters and treatment programmes can be requested at any point and are charged at £60 per hour. To ensure clarity and fairness:

- Short Summary Letter (1–2 pages): Up to 1 hour (£60).
- Standard Report (2–4 pages): 1–2 hours (£60-£120).
- Comprehensive Report (4+ pages or multiple assessments): 2–3 hours (£120-£180).

Before any report is started, parents/guardians will be informed of:

- an estimated time, and
- a maximum number of hours that will be charged.

Additional requests or amendments beyond factual corrections will be charged at £15 per 15 minutes, with prior agreement. Treatment programmes include preparation, writing, and demonstration/explanation of advice.

Resources: £60 per hour

Specific resources can be requested, made and provided as appropriate.

Printing and Laminating:

- Black & white printout: £0.20 per sheet
- Colour printout: £0.50 per sheet

- Laminating: £1.00 per sheet (regardless of colour)

This is in addition to any preparation time charged at £60 per hour. Parents/guardians will be informed in advance of estimated printing/laminating costs when applicable.

Location and Travel

Appointments will be offered in either your home or if more appropriate, a nursery, school or other supported setting i.e. supported living premises. I live near Ystradowen, Cowbridge. The first ten miles in any direction that I travel from my home are free. Thereafter mileage will be charged at fifty pence per mile.

Role of Parent/Guardian

Intervention is most effective when parents/guardians and carers/teaching staff observe sessions. This ensures a greater understanding of what is being targeted and how to implement appropriate advice, strategies and techniques across settings, to maximise progress. When it is not feasible for parents and staff to be present, brief written feedback can be given via email to the absent person.

Phone calls or online virtual discussions (e.g. using teams or zoom) can be arranged to feedback or link with parents or staff throughout the intervention. The time for this can either be deduction from the assessment/intervention session or will be charged at £15 per fifteen minutes, which will be discussed and agreed with the parent/guardian first.

It is a requirement that a parent/guardian/member of staff is present throughout the session when this is in a home.

It is expected that a Teaching Assistant/member of school staff is present throughout the session when this takes place in a nursery or school setting. Parents may also attend school sessions with the agreement of the school.

Payment

Payment requests are sent via email.

If payment is missed, therapy will be suspended immediately.

Payment should be made **48hrs prior to the appointment**. Failure to do so could lead to the appointment being cancelled by the therapist. Payment links will be sent via email. Payment for telephone calls must be paid within 14 days of the payment request.

Session rates are regularly reviewed and may be subject to change at any time, with thirty days' notice.

Cancellation

A minimum of 24 hours notice of cancellation of appointments is required. Please contact me, preferably by phone, in order to cancel a session. Frequent missed appointments or late cancellations are likely to interfere with the effectiveness of therapy and quality of care. Should this occur, I may need to discuss alternative solutions or postpone the planned schedule of intervention.

Please note that if you fail to attend, cancel or seek to reschedule an appointment with less than 24 hours notice, you will be liable to pay for the appointment that was scheduled. It is at the discretion of the therapist to waver this fee if she feels the circumstances of the cancellation are extenuating and if there has not been a history of frequent cancellations.

If the therapist arrives for the appointment but a session cannot take place and no prior notice has been given (e.g. an individual is unwell, experiencing heightened emotions which would be detrimental to the session or the individual is participating in another activity which means they can't attend a session then the full fee of the session will be charged,

including any travel costs incurred. It is at the discretion of the therapist to waive this fee if she feels the circumstances of the cancellation are extenuating and if there has not been a history of frequent cancellations.

If I need to cancel an appointment, the maximum possible notice will be given and the appointment will be rescheduled at the next possible convenient time. I cannot be liable for any other expenses that have been incurred in connection with the appointment.

Liaison and Sharing Information

It is important that liaison with other professional is carried out. All reports/liaison letters will be sent to the parents/carers who have initiated the assessment for them to distribute. I will seek permission to keep other professionals informed, where required.

All clients are eligible for referral to speech and language therapy within their local NHS Trust. It is the responsibility of the parents/carer to inform the Independent therapist if they are receiving, or are on the waiting list for NHS therapy, and to inform the NHS therapist of any independent therapist involvement in order to maximise the effectiveness of therapy.

Direct vs Indirect Liaison and Additional Contact Time

Each therapy or assessment session fee includes up to 10 minutes of indirect liaison (brief emails, clarifications, essential updates).

Additional liaison time beyond 10 minutes is charged at £60 per hour, billed in 15-minute increments (£15 per 15 minutes). This includes extended emails, phone calls, detailed questionnaires, written feedback outside scheduled sessions, and joint meetings. Parents will be informed before charges are applied.

Discharge Criteria

An individual will be discharged when:

- Individuals are no longer making progress with targets.
- Remaining difficulties/skills are likely to improve without further intervention.
- The Therapist feels that further intervention at that time is no longer appropriate.
- Parent/Guardian decides to stop intervention
- Fees are not paid.

Use of Video/Photographs

Some assessment and therapy techniques involve the use of video and/or photographs. If this is required additional consent will be obtained.

Data Protection/Privacy Policy

I have an enhanced DBS which is checked every three years. 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 Safeguarding Children's Act 2004 and the Care Act 2014.

Please see separate 'Privacy Notice' document in relation to the holding and using of information which may be obtained from you or other sources. This is in line with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR 2018).

Electronic Communication

With your consent, email communication will be used for correspondence and to send letters, reports and other documents. Documents will be password protected and saved in Portable Document Format (PDF). Correspondence via email to other professionals will be copied to you as necessary. I will refer to individuals using initials only in emails.

Service User Feedback and Complaints

I welcome any feedback to help to continue to improve my service. I will ask you to complete a short feedback form at appropriate intervals throughout our work together.

In the unlikely event that you are not satisfied with my service please contact me to discuss and resolve any concerns. I will make every attempt to resolve this through discussion. In the unlikely event that it is not possible for us to resolve an issue, and you wish to complain formally, please contact the Association of Speech and Language Therapists in Independent Practice at www.helpwithtalking.com.

Limitation of Liability

Unfortunately, some communication disorders do not respond well to treatment and progress can be slow. The Speech and Language Therapist is not liable for the individual's response to therapy.

Declaration

By signing below, you confirm that you have read and agree to the terms and conditions outlined above. Your signature signifies your understanding and acceptance of the information provided, including the policies regarding electronic communication, service feedback and complaints, limitation of liability, and the requirement for a signed declaration prior to the commencement of any consultation.

Parent/Guardian Signature:

Print Name:

Date: