



Terms and Conditions

Terms and conditions produced by Lucy Mackie Speech and Language Therapy who reserves the right to update the Terms and Conditions at any time. Clients will be informed of any changes at least 6 weeks prior to them being made.

1. Initial Contact - Free

A free, 20 minute discussion via phone call or email to discuss your concerns regarding your child's communication needs and what you want to achieve from working with Lucy Mackie Speech and Language Therapy. From this conversation you will be provided with recommendations as to whether further speech, language and communication assessment is appropriate for your child.

2. Initial Assessment - £150

An initial assessment will be completed to determine the child or young person's speech, language and communication strengths and needs. This assessment is required in order to set therapy goals and provide advice and recommendations. This assessment will be completed at a location of your choice, agreed prior to the appointment, for example at the child or young person's home or education setting. It will take approximately 60 minutes for this initial assessment to be completed and is likely to comprise of:

- Taking a detailed case history from the child or young person's parent/carer
- Assessment of the child or young person's speech, language and communication strengths and needs through informal play and conversation and formal assessments where appropriate
- In-session verbal feedback regarding my assessment findings and recommended next steps, for example further assessment, therapy or advice and monitoring
- A written report summarising my assessment findings and recommended next steps.

3. In-depth Assessment - £300

Some children require more in-depth assessment of their speech, language and communication needs, for example children with complex medical backgrounds or when extended formal language assessment is needed. This assessment will take up to two hours and can be completed across two sessions in two different environments, agreed prior to the appointments, for example the child or young person's home and education setting. An in-depth assessment may comprise of:

- Discussion with the child or young person's parent/carer regarding their family and medical history, development so far and their current communication skills
- Informal assessment of the child or young person's speech, language and communication strengths and needs through informal play and conversation
- Formal language assessment and/or detailed speech sound assessment and analysis of these



- Liaison with other professionals known to the child or young person, for example education staff, Paediatricians and Health Visitors
- Classroom observations of the child or young person
- In-session verbal feedback regarding my assessment findings and recommended next steps, for example further assessment, therapy or advice and monitoring
- A written report summarising my assessment findings and recommended next steps.

In certain circumstances additional sessions may be required to complete in-depth assessment. This will be discussed and agreed with parents/carers prior to completion, and additional hours will be charged at £70 per hour.

If a child has completed an initial assessment, and it is then recommended that they have an in-depth assessment, the initial assessment fee will usually be included in the in-depth assessment fee of £300.

4. Therapy - 45 minutes £55 / 60 minutes £70

A child or young person must complete an initial assessment or in-depth assessment with Lucy Mackie Speech and Language Therapy prior to therapy sessions. If therapy is recommended following assessment, the initial amount, length and frequency of therapy sessions will be discussed and agreed with parents/carers prior to sessions commencing. Following a block of therapy, progress will be reviewed and further therapy sessions can then be booked, if necessary.

Therapy sessions are either 45 minutes (£55) or 60 minutes (£70) and can take place at home or in the child's education setting, if appropriate and agreed with the setting. This time will include that working with the child or young person, liaison with parents/carers and/or teaching staff, and note writing. No fee is charged for planning time. A discount of 10% will be given if six or more therapy sessions are booked and paid for prior to the therapy block commencing.

Most therapy sessions will be completed face-to-face but there is an option for therapy to be completed via video call if this is appropriate for the child or young person. This can be discussed and agreed in advance.

5. Additional Services - £70/hour

The following services can be provided alongside therapy sessions, or as standalone services following an initial or in-depth assessment:

- **Written therapy programme** - *this will include therapy targets and activities to complete to achieve these targets. This can be useful to share with the child or young person's education setting and extended family.*
- **Resource making** - *I can produce resources for families and education settings to use alongside a therapy programme. If laminating and printing is required, this will incur an additional fee.*



- **Written progress report** - parents/carers may request a progress report following a block of therapy. This will include details of the child or young person's progress throughout their therapy block, and recommended next steps.
- **Training sessions** - training on speech, language and communication needs and a range of interventions for whole school and small groups of staff can be provided. Planning of training materials will be included in the fee.
- **Liaison with the child or young person's key people** - for example education staff and other health professionals.
- **Attendance at meetings** - this may include EHCP annual reviews and Team Around the Child meetings.

6. Fees and Payment

Fees for initial assessments should be paid following the assessment on receipt of invoice. A written report will be provided once this invoice has been paid. Fees for therapy sessions, resource making, reports and therapy programmes should be paid prior to receiving these services once invoiced. Any other services provided will be discussed with the parent/carer or education setting and invoiced once completed at an hourly rate of £70. This time will be rounded up to the nearest 15 minutes.

Payment is required within 10 days of receiving an invoice. Payment method can be discussed and agreed in advance. Preferred method of payment is BACS:

Account Name	Lucy Mackie Speech and Language Therapy
Sort Code	23-69-72
Account Number	29409566

If services are being paid for through private health insurance, parents/carers must pay for services on receipt of invoice and claim this back through their health insurance.

If payment is not received within 10 days of an invoice being sent, services will be suspended until full payment is made. Parents/carers or education settings will be sent a reminder of their overdue invoice and if not paid within a further 10 days, legal action may be commenced.

Fees are subject to review and may increase. Parents/carers and education settings will be made aware of any changes to fees at least 6 weeks prior to these changes being made.

7. Travel

No fee will be charged for the first 5 miles from Stalbridge, Dorset. A fee of 45p per mile will be charged for distances travelled further than this. Distances will be calculated using Google Maps. Free parking spaces will be used by the therapist where possible and reasonable, however any unavoidable parking fees accumulated whilst visiting the child or young person's home or education setting will be invoiced accordingly.



8. Cancellations and Non-Attendance

If a session is cancelled by the speech and language therapist, it will be rescheduled with no additional fee. Parents/carers and/or education settings will be informed of cancellations as soon as possible. No liability can be accepted for inconvenience or additional expense if sessions are cancelled or rearranged by the therapist due to unforeseen circumstances.

If a session is cancelled by a parent/carer or education setting with less than 24 hours' notice, they will be charged the full cost of the session. If a child or young person is not brought to their appointment they will be charged the full cost of the session. It is the responsibility of the parent/carer to inform the speech and language therapist if their child will not be in school/nursery for their scheduled appointment.

9. Reports and Programmes

A written report will be provided following initial assessments and in-depth assessments. Progress reports and therapy programmes may be requested and will be charged at a fee of £70 per hour. Reports and programmes will be sent electronically to parents/carers and can be sent electronically to education settings and other health professionals on request of the parent/carer. Documents sent electronically will be sent as a PDF and be password protected using the password format of the child or young person's initials and date of birth, for example AB010122. Paper copies of reports and programmes may be requested by parents/carers.

10. Data Protection

All confidential paper based and electronic information, for example client details, case notes and any correspondence, is stored securely in accordance with the Data Protection Act 2018. All records will be kept securely until a child turns 25 years of age, when they will be safely destroyed. Reports and programmes will be distributed electronically unless it has been agreed otherwise. These documents will be password protected.

Lucy Mackie Speech and Language Therapy is registered with the Information Commissioner's Office (ICO).

It is the responsibility of the child or young person's parent/carer to ensure the therapist has updated contact information. The therapist will not be held responsible for breaches of confidentiality where updated contact information has not been provided.

When contact is made about a child or young person via email or text message, their initials will be used to refer to them as these are not secure methods of communication. By signing these terms and conditions, the parent/carer consents to contact about their child being via email and text message.



11. Sharing Information

When appropriate, information about a child or young person may need to be shared with other professionals. This information will be shared in accordance with the General Data Protection Regulations 2018 (GDPR) and following written consent from the parent/carer. The only circumstance where consent may not be gained is where the therapist feels that there is a lawful reason to do so, for example due to safeguarding concerns. Only the relevant information will be shared in these circumstances.

12. Safeguarding

If a safeguarding concern is disclosed, it is the therapist's duty of care to share this information with appropriate professionals in line with the Safeguarding Children Act 2004. The therapist undertakes regular Safeguarding Children and Adults training and hold an updated enhanced DBS certificate which can be provided if necessary.

13. NHS Speech and Language Therapy

All children and young people are eligible for referral to NHS Speech and Language Therapy services. It is requested that parents/carers inform the independent therapist if their child receives, or is waiting to receive, NHS Speech and Language Therapy, and inform their NHS therapist that they are receiving independent Speech and Language Therapy services. Collaboration between NHS therapists and independent therapists is essential for optimum support being provided for the child or young person. Discussion between therapists about a child or young person will only take place with the consent of their parent/carer.

14. Complaints

In the rare occasion that you are not happy with the service provided, please contact the therapist as soon as possible to discuss your concerns. If you require further assistance or wish to make a formal complaint following this discussion, please contact the Association of Speech and Language Therapists in Independent Practice (ASLTIP) online via www.asltip.com.



Declaration

Child's Name:	Child's Date of Birth:
Child's NHS Number:	Child's School/Nursery:
Parent/Carer's Name(s): NB parent/carer must hold parental responsibility	
Parent/carer's phone number(s) for communication:	
Parent/carer's email address for communication:	

Please tick where appropriate:

I have read and understood the Terms and Conditions document. ☐

I give consent for my child to be seen by Lucy Mackie (Speech and Language Therapist) for the purpose of assessment and therapy. ☐

I give consent for video to be used as part of my child's assessment and therapy. ☐

I give consent for Lucy Mackie to liaise with other professionals about my child. ☐

I give consent for Lucy Mackie to use emails for communication. ☐

I give consent for Lucy Mackie to use text messages for communication. ☐

I understand that Lucy Mackie will process and store confidential information relating to my child in accordance with the Data Protection Act. ☐

I agree to the Terms and Conditions outlined above:

Parent's Signature:

Date: