



**Independent Speech and Language Therapist**  
**www.communicate-therapy.com**

**Terms and Conditions**

Jenny Treen-Smith, Independent Speech and Language Therapist

Royal College of Speech and Language Therapist      Membership no. RC0022244

Health Professions Council

Registration no. SL13646

**Statement of intent**

Terms and conditions set out the expectations of the client and 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.

**TREATMENT**

**Initial Assessment**

Initial consultations typically include the following:

- A pre-assessment questionnaire is completed by the parent/carer
- 1 hour of face-to-face time with a therapist
- Careful observation of your child's communication on visit and video provided by the family.
- Information gathering with parents / carers
- Informal assessments gathered from the initial face to face visit
- Feedback & discussion of your child's current abilities with recommendations.
- Discussing options for support with parents/carers
- A summary of the visit provided in an email

An initial consultation usually lasts approximately 1.5 hours. The fee also includes time planning for the assessment, material preparation and the completion of the report as well as the direct consultation time.

A formal assessments used are standardised and objective. Informal assessments may also be used for younger and bilingual children. My findings may differ from the expectations of parents or carers. I may not tell you anything new. Therapy is usually effective but cannot be guaranteed.

**Standard Therapy Session**

A standard therapy session lasts 30 minutes. This is the time spent with the child and parent/ teacher. The fee also includes time spent outside the consultation in preparation of material, planning, and liaising with parents and professionals. It is often difficult to estimate the exact number of sessions of therapy that will be necessary. It is my usual practice to offer a pre-agreed number of treatment sessions, with an opportunity to review management options with you at the end of that period. Therapy runs within the term for a block or 4-6 sessions. The last therapy session will be spent

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reviewing progress with you the carer and ideas for continuing the work at home to consolidate his/her learning.

Parents are free to withdraw a child from therapy at any time. Equally, if I feel that therapy is at any time not being effective, then I will discuss this with you and may recommend that we stop.

### **Attendance at Case Conferences, Multi-Disciplinary Meetings and Other Related Discussions**

This is offered in discussion with parents. The fee includes time spent outside the consultation in preparation of material, planning, and liaising with parents and professionals.

### **Visits other than home**

Visits such as to schools or Preschools are only made with parental agreement. Consent to see a child in school is given on the declaration form. Initial consultation at school typically involves formal and informal assessments, but may also include classroom observation, discussion with teacher/ key worker and meeting with parents.

Therapy undertaken in school on a regular basis is charged at the standard rate, plus travel premium. Where home activities are provided, it is the responsibility of the parents/carers to ensure that the therapy materials are sent back on the appropriate day, and for informing me if their child will be absent from school.

Parents/carers are encouraged to come to school-based sessions by arrangement with the school and myself. They can also telephone me to discuss progress and/or any concerns or queries they may have.

### **Role of the Parent/Guardian**

It is expected that a carers will be present throughout the session. Therapy is most effective when parents, teaching assistants, and teachers observe sessions. This ensures greater understanding of how therapy is helping your child and develops additional confidence and skills in carrying out ideas in the home and school environment. If this is not feasible, brief feedback will be given via a homework book or discussion at the end of the session.

### **Training**

Talks, workshops and training sessions for groups of parents and professionals can be arranged. Fees include preparation of materials, planning and materials given to staff, as well as time allocated for the session.

### **Location and Travel**

Appointments will be offered in either your home or if more appropriate, in your child's preschool or school. I work in the Wiltshire area. There will be mileage and time for distance I have to travel from my house address SN15 4SB. Mileage will be charged at 50p per mile and £30 per 30 minutes traveled. This will be agreed with you prior to the first appointment.

### **Liaison**

It is important for the learners care that liaison with other professionals involved with his/her learning and development is carried out. All reports will be sent to the parents or carers who have initiated the

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assessment in the first instance. Following their consent reports will then be distributed by Jenny Treen-Smith (unless otherwise stated in the cc list) to all named in the cc list.

I strongly recommend to families that they keep everyone involved in their learner's care and development informed. My professional standards require good liaison, and it is good practice, where both an independent and an NHS therapist are involved, for them to work together collaboratively to maximise opportunities for effective therapy to take place. This is also true where there are other professionals involved as well. I am always happy to discuss this policy and any related concerns with parents.

### **Reports Programmes and Resources**

Reports and programmes can be supplied to you on your request. Unless expressly included in the session fee, or otherwise agreed, an additional fee calculated by reference to hourly rates will be charged for writing reports and/or programmes.

Reports and programmes can be shared by you with other professionals as you choose

Reports and/or programmes will be sent to you by email.

Unless otherwise agreed the cost of any resources provided to you are included in the session fees.

### **Working hours**

The therapist works term-time and sessions will be paused through school holidays. Advice for Continuing activities will be given if recommended, or for some children and young people a chance to switch off and relax is equally important.

My working hours are 9am – 5pm Tuesday, Wednesday, and Thursday. However, you are welcome to email me or leave a message and I will respond as soon as I can.

### **Use of video**

Some assessment and therapy techniques involve the use of video to record the learner playing with you. The videos are temporarily stored on an encrypted, password protected tablet. Once the video has been used as needed in therapy it will be deleted. No copies will be retained.

### **Payment terms**

Fees for assessment, therapy and coaching sessions should be paid on or before the day of the appointment. Payment must be received within 7 calendar days of receiving the invoice. This can be paid via cash or bank transfer. Receipt for payment can be provided at your request.

The first appointment of a £50 deposit must be paid by BACS at the time of booking and the remainder of the fee for your first appointment must be paid in full prior to the session.

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My preferred method of payment is via bank transfer to the following account:

- Account Name: Jenny Treen-Smith
- Sort code: 60-83-71
- Account Number: 9572 0337

Please use your learners name for reference.

Clients using private medical insurance will need to settle the invoice themselves and then claim the money back from the private medical company.

### **Non-Payment**

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

1. I will contact you to remind you that payment is overdue
2. If an invoice remains unpaid 7 days after the reminder you will receive written notice that therapy is suspended pending payment in full
1. If payment is not received 7 days after therapy is suspended, I reserve the right to refer the matter to a solicitor and to commence legal action.

### **Cancellation Policy**

***Cancellation by the Therapist:*** This will only be done as a last resort and in the event the therapist will rearrange the service agreed at a time that is convenient for the client and therapist.

### ***Cancellation by the client before the day of the appointment:***

If the client cancels an appointment the day before the appointment, the session can be re-arranged at no cost.

### ***Cancellation by the client on the day of the appointment:***

If the client cancels an appointment on the day of the appointment, then the bill-payer will be invoiced for the full cost of the session.

### **Fee changes**

Fees are subject to annual increases from 1 September each year.  
Existing clients will be given 8 weeks notice of any changes in fees.

### **DATA PROTECTION**

For further information and full details please refer to my Privacy Policy. A paper copy can be requested at any time.

### **Discharge Criteria**

A child or young adult will be discharged when:

- They are at a level that is within the broad average range for their age
- They are no longer responding to therapy
- They have significantly improved and are likely to progress without further intervention or support
- The therapist feels it is appropriate to cease therapy
- The parent/guardian decided to cease therapy for their child

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- The therapist cannot arrange a follow-on appointment via telephone or email
- Fees are not paid

The therapist reserves the right to terminate services at any time. If, in my professional opinion, your child is no longer benefiting from therapy or needs a break, I will discuss this with you, and we will end the therapy contract. Similarly, if you no longer wish to continue with therapy, I would be grateful for 4 weeks' notice and the therapy sessions your child has not received will be reimbursed in full.

### **Complaints Procedure**

Education staff, parents and carers are actively encouraged to raise concerns or issues at the earliest opportunity. Most concerns can be dealt with informally without the need to go beyond the preliminary stage. Please discuss any complaints or concerns that you may have with Jenny Treen-Smith by email [jenny@communicate-therapy.com](mailto:jenny@communicate-therapy.com) or telephone\_07939009105 in the first instance.

In the unlikely event that it is not possible to resolve the concern, then you can take your concern to the Association of Speech & Language Therapists in Independent Practice (ASLTIP) via their complaints policy [www.helpwithtalking.com](http://www.helpwithtalking.com).

### **Accessibility of this document**

This document is available to be viewed at [www.communicate-therapy.com](http://www.communicate-therapy.com) and can be emailed to clients who use Communicate services on request.

### **Monitoring and review**

<b>Policy agreed and published:</b>	<b>September 2024</b>
<b>Next review:</b>	<b>September 2025</b>

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