



### **Declaration of Consent:**

I understand I can contact KAM CSLT Ltd, before signing the terms of service and declaration if I have any questions

I HAVE SEEN AND READ THE TERMS OF SERVICE FOR KAM CSLT Ltd AND HAVE BEEN SIGNPOSTED TO THE PRIVACY POLICY

#### **I GIVE CONSENT FOR TREATMENT**

I have referred my child directly to KAM CSLT Ltd for independent Speech and Language Therapy Consultation, OR I understand that my child's school has referred my child for Speech and Language Therapy Consultation.

I give consent for KAM CSLT Ltd Independent Speech and Language Therapists to carry out assessment and, if indicated, therapy sessions with my child. This may occur at a clinic base, at a school setting or at client's home. This will be carried out by a registered Speech and Language Therapist from KAM CSLT Ltd.

#### **I GIVE CONSENT FOR LIAISON**

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 give consent for liaison with other professionals and people relevant to the care of my child to occur.

#### **I GIVE CONSENT FOR DATA STORING AND PROCESSING**

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.

*For full details and terms see the Privacy Policy*

Personal data is an important part of the provision of Speech and Language Therapy to allow us to deliver appropriate speech and language therapy services to your child.

I give consent for KAM CSLT Ltd to hold personal information about my child. I understand



that written records of my child are held by KAM CSLT Ltd and that these are kept until my child turns 25 years of age. This information may include personal details, details relating to family lifestyle and social circumstances, education and training and employment details. This data may be shared with other healthcare or education professionals with your permission. This information is held in hand written files, on online storage systems and on my computer database. This information is used for the administration of my service to your child and for the purpose of keeping my accounts and records.

I understand that videoing sessions is sometimes used as part of therapy and I give consent for videos of my child to be made. I understand that these will be kept whilst my child is receiving support from KAM CSLT Ltd. Following use in therapy they will be destroyed.

### **I GIVE CONSENT FOR ELECTRONIC COMMUNICATION**

I understand that email is not a 100% secure method of communication.

I give consent for email to be used for correspondence with me and other professionals to send letters, reports and other documents.

By signing below, I am agreeing to the terms and conditions and declaring informed consent for treatment, liaison, data storage and processing and electronic communication by KAM CSLT Ltd

Signed:

Name of child:.....

Name of parent/ guardian: .....

Relationship to child: .....

Date: .....

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

Email(s):.....



## Agreement to Terms of Service:

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 this document and bring it with you to the initial appointment. If we are seeing your child in school and you will not be present we will need to have a copy of the signed declaration before we can start work with your

child. ....

### TREATMENT

#### Initial Assessment

Initial consultations typically include assessment but may also involve observation, discussion and reading of reports from other professionals. Following initial consultation written reports give brief details of the assessment and therapeutic aims. An initial consultation usually lasts approximately 1 hour. The fee also includes time planning for the assessment, material preparation and the completion of the report as well as the direct consultation time.

Accurate diagnosis is essential for planning appropriate therapy. Formal assessments are standardised and objective. Informal assessments may also be used for younger and bilingual children. Our findings may differ from the expectations of parents or carers. We may not tell you anything new. Therapy is usually effective but cannot be guaranteed.

#### Standard Therapy Session

A standard therapy session varies between 30 minutes, 45 minutes and 1 hour, dependent on what is clinically appropriate and agreed with parents/carers. 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 our 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. Parents are free to withdraw a child from therapy at any time. Equally, if we feel that therapy is at any time not being effective, then we 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. The fee is charged at the standard hourly rate.

## **School Visits**

School visits 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. 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 us if their child will be absent from school.

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

## **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. .

## **Liaison**

It is important for your child's 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 assessment in the first instance. Following their consent reports will then be distributed by KAM CSLT Ltd (unless otherwise stated in the cc list) to all named in the cc list.

KAM CSLT Ltd strongly recommend to families that they keep everyone involved in their child's care and development informed. Royal College of Speech and Language Therapy (RCSLT) 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. KAM CSLT Ltd are always happy to discuss this policy and any related concerns with parents.



KAM Children's Speech & Language Therapy Ltd

W: [www.kam-cslt.co.uk](http://www.kam-cslt.co.uk)

E: [info@kamcslt.co.uk](mailto:info@kamcslt.co.uk)

T: 07731848698

## **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 will be charged for writing reports and/or programmes.

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

## **Safeguarding**

KAM CSLT Ltd therapists regularly renew their DBS. Service users may see DBS enhanced disclosure at any time.

In the event of a safeguarding concern, where your child or another person is at risk of harm, we have a legal obligation to share that information with relevant professionals in line with the Safeguarding Children's Act 2004.

## **Working hours**

KAM CSLT Ltd working hours are Monday – Friday 9.00am-5.00pm

## **Use of video**

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. Once the video has been used as needed in therapy it will be deleted. No copies will be retained.

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## FEES AND PAYMENT INFORMATION

### Payment Terms

Fees for Initial Consultations, Reviews with report, and Detailed Assessments should be paid on the day of assessment/ therapy. An invoice will be provided.

20% of the assessment fee is required at the time of booking the assessment to secure the booking. This is non refundable.

Therapy session fees are to be paid within 7 days of invoice.

Receipts for payment will only be provided at client's request.

Parents/carers using private health insurance are responsible for settling the invoice and then claiming from the insurer concerned. It is advisable to check the level and nature of your cover with the insurer before agreeing to therapy.

Cheques should be made payable to 'KAM CSLT Ltd.

Bank transfer can be made to KAM CSLT Ltd and bank details are provided on your invoice. All payments made by bank transfer should reference the invoice number.

### Non Payment

The following process will apply in the event of non payment

1.KAM CSLT Ltd will contact you to remind you that payment is overdue

2.If a invoice remains unpaid 7 days after the reminder you will receive written notice that therapy is suspended pending payment in full

3.If payment is not received 7 days after therapy is suspended KAM CSLT Ltd reserve the right to refer the matter to a solicitor and to commence legal action.

### Cancellation policy

If KAM CSLT Ltd need to cancel an appointment we will let you know as soon as possible and reschedule the appointment.

KAM CSLT Ltd understand that there may be certain situations which mean you need to cancel an appointment at short notice.



KAM Children's Speech & Language Therapy Ltd

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E: [info@kamcslt.co.uk](mailto:info@kamcslt.co.uk)

T: 07731848698

Please give a minimum of 24 hours notice of cancellation of appointments. This can be done by email/text/ phone call. Sessions cancelled with less than 24 hours notice will be charged. This is to incur costs for preparation time, lost session time and materials.

### **Non attendance**

The full session fee will apply in the event of non attendance. Non attendance includes if your child is not at school or preschool when KAM CSLT Ltd attend an arranged visit. It is your responsibility to inform your named therapist if your child is not going to be in.

### **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

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### **DATA PROTECTION**

For further information and full details please refer to my Privacy Policy at [www.kam-cslt.co.uk](http://www.kam-cslt.co.uk) A paper copy can be requested at any time.

KAM CSLT Ltd are registered with the Information Commissioner's Office (ICO) as a Data Controller.

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 is stored on a secure cloud based system called "Write-upp". Write-upp are GDPR ready and have been awarded ISO27001:2013 registration.

Reports and programmes may be temporarily stored on a password protected computer. These too 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 professional standards, 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.

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.



KAM Children's Speech & Language Therapy Ltd

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E: [info@kamcslt.co.uk](mailto:info@kamcslt.co.uk)

T: 07731848698

## 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.

Enhanced outbound email is in place through the Write-up system.

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.

I will refer to your child in emails by their initials or first name only. ....

## Complaints

In the unlikely event that you are not satisfied with my service please contact Krystina Eneh. I will make every attempt to resolve this through discussion.

If it is not possible for us to resolve matters, and you wish to complain formally, please contact the Association of Speech and Language Therapists in Independent Practice at [www.helpwithtalking.com](http://www.helpwithtalking.com)

Signed:

Name of child:.....

Name of parent/ guardian: .....

Relationship to child: .....

Date: .....