

Seaside SaLT CIC is a not-for-profit social enterprise providing Speech and Language Therapy for children on the North Yorkshire Coast and Ryedale.



We want to make therapy affordable for all at the point of need. We ask that Lighthouse Scheme users pay what they can afford to enable the fund to support as many children as possible.

Private Patient Terms & Conditions

Expectations

What you can expect from us:

- We will give our honest professional opinion on your child's needs.
- We will work within our knowledge and skills and signpost you to other support if we cannot provide it.
- We will follow our professional standards and guidelines as set out by the HCPC.
- We will give you a clear breakdown of our services and the costs.
- We will keep you informed of your child's progress.
- We will give you as much notice as possible if we have to cancel an appointment.
- We will be open about any problems and work with you to resolve them.
- We'll try and make therapy fun for your child!

What we expect from you:

- You have the legal right to make decisions for your child.
- You share information with us to enable us to provide the best service for your child.
- You practise any activities or approaches recommended by us or let us know why if you cannot for any reason.
- You pay our invoices promptly or let us know as soon as possible if you have difficulty doing so.
- You let us know if you have problems or complaints and give us a chance to put them right.

Clinical Pathway

We offer a free 15 minute initial telephone call to discuss your child and discuss if our service is appropriate.

To complete a referral we will send you a consent form and a copy of our terms and conditions. At this stage you can indicate if you would be able to pay our standard charge or if you would like to access our therapy support fund.

When we have received your returned forms we will book your child's initial assessment, process your therapy support fund application (if applied for) and invoice you for the remaining balance. This invoice should be paid before the assessment date.

Following the assessment the SLT will give you feedback and send you an initial assessment report with recommendations. The SLT may recommend that your child would benefit from a 'block' of therapy sessions. These blocks are usually offered as 6 sessions, at the end of each block, if further support is recommended, an additional block may be offered.

Consent

A signed consent form is required before we can commence any therapy. Please read the consent form carefully and consider each section. Consent forms are not routinely redone but if you wish to amend your consents you may request a new consent form at any time.

Confidentiality

All our SLT's understand the importance of confidentiality. All records are electronic and saved on a password protected system. Your personal details are kept for the purpose of providing an appropriate speech and language therapy service for your child. Information is shared with other professionals over encrypted email. You will have the opportunity to consent to email communication with yourselves on our consent form. Video or photographs of your child may be used during therapy with your consent. These will be kept electronically on our password protected system with your consent.

Liaison & Sharing information

It is an important part of providing a quality speech and language therapy service that we liaise with other professionals who are working with your child. Consent to share this information is included on our consent form. If you refuse to consent to sharing information it may be that the therapy has to be discontinued if the SLT does not feel we can offer a quality service.

It is your responsibility to inform the independent SLT if your child is receiving NHS SLT and vice versa. We will then contact your child's NHS SLT to liaise and ensure joined up working.

Services and Fees

Seaside SaLT have 2 payment options. These are:

1. Standard Charges
2. Lighthouse Scheme (subsidised by our Therapy Support Fund)

You will be asked to choose how you would like to pay as part of the initial paperwork. All referrals go onto the same waiting list and this is not affected by the payment option. The

SLT's recommendations are based on the clinical need and are not affected by payment choice.

1. Standard Charges

The following information represents our standard charges:

Assessment

There are 2 levels of initial assessment. Your SLT will recommend which is most suitable for your child after the initial contact discussion.

Brief Assessment - £200 This will include:

- Parental discussion and case history taking.
- 1 hour informal/ formal assessment session.
- Summary report including recommendations for next steps

Full Assessment - £300 This will include:

- Parental discussion and case history taking.
- Informal/ formal assessment session (this may be over 1-2 sessions as appropriate).
- 1 hour visit to nursery/school observation of child and liaison with teachers.
- Detailed report including recommendations for next steps.

Therapy - £240 - 6 x 30 mins or £400 - 6 x 60 mins (SLTa)

Therapy sessions are either 30 or 60 minutes long depending on the child's needs. They are usually booked in blocks of 6 sessions. Therapy sessions are usually carried out by our Speech and Language Therapy assistant but can be delivered by a SLT (at an extra cost - price on request) if required.

Review assessment and summary report - £90

This is a 60 minute session including reviewing therapy targets. It may include informal and/or formal assessments and is followed up with a summary report with recommendations for next steps.

Other services such as attendance at school meetings, onward referral letters or training for school staff can be provided and will be charged on a case by case basis.

2. Lighthouse Scheme

Seaside SaLT has a small Therapy Support Fund (funded by the Postcode Neighbourhood trust). This can be used to subsidise speech and language therapy sessions when required.

Parents can choose to pay 100%, 80%, 60%, 40%, 20% or 10% of the standard charge. This means a brief assessment will cost between £20-£200 and 6 therapy sessions between

£240-£24. The therapy support fund cannot be used to subsidise travel costs - appointments will be offered at our clinic initially. If parents would like school or home appointments, travel time will be charged at our standard charge rate.

Children accessing therapy support fund will be required to have a 6 week 'gap' in sessions after 2 blocks have been completed to enable the fund to support as many children as possible. After the 6 week 'gap' they will be offered a review appointment and offered further blocks of 6-12 sessions if required.

We do not 'means test' our clients when they request support from the therapy support fund, we rely on families being open and honest about their circumstances. We recognise that circumstances change - please contact us if you have any difficulties paying an invoice. If your circumstances change and you feel you can pay more, please let us know. This will help us provide services to other families in need.

Examples of the cost at each of these levels are detailed below:

Service	Standard Charge 100%	80%	60%	40%	20%	10%
Brief Assessment	£200	£160	£120	£80	£40	£20
Standard Assessment	£300	£240	£180	£120	£60	£30
6 therapy sessions x 1 hr SLTa	£400	£320	£240	£160	£80	£40
6 therapy sessions x 30 min SLTa	£240	£192	£144	£96	£48	£24
Other work - attendance at meetings/ reviews etc	£90	£72	£54	£36	£18	£9

Seaside SaLT reserves the right to close/ pause the Lighthouse Scheme at any time depending on funding available.

Travel Charges

Travel time within 15 minutes of Scarborough is included in our fees. Travel time after that will be charged at £40 per hour (to nearest 15 minutes).

Cancellation/ Non-Attendance

If you cancel an appointment with over 24 hours notice the appointment will be rearranged.

If you cancel an appointment with less than 24 hours notice 50% of the standard charge will be charged.

If you fail to attend an appointment without cancelling 100% of the standard charge will be charged. This includes not being in when a home visit is arranged or your child not being in school when a school visit has been arranged. In these circumstances it is your responsibility to let your SLT know your child is not in school. It is your responsibility to inform us of any changes in personal circumstances e.g. address. Seaside SLT are not responsible for any miscommunications caused by details not being updated.

If in unforeseeable circumstances we cancel an appointment an alternative date will be offered as soon as possible. Any fees paid will be refunded or carried over to the new date.

Payment

The initial assessment will be invoiced at booking. This invoice must be paid before the assessment session. If the invoice has not been paid this may result in the session being postponed.

Following assessment the SLT may recommend a therapy plan. Regular direct sessions are usually organised in blocks of 6 and invoiced before the sessions commence. Payment for sessions must be made before the sessions can commence. If payment is not received within 14 days of the date of the invoice therapy will be suspended until the overdue debt is cleared. Payment can be through online banking, cheque or cash. If cash, a paper receipt will be given. At present Seaside SLT cannot accept card payments.

NHS SLT

Children with a speech, language or communication need are entitled to speech and language therapy provision provided by the NHS. Receiving independent SLT does not reduce your entitlement to NHS services. Many clients chose to have independent SLT whilst waiting for NHS SLT or have both independent and NHS SLT alongside each other and this usually works well. Seaside Salt will work with your NHS SLT to ensure your child receives the best service. If it is felt that Seaside Salt is no longer beneficial to your child we will inform you of this.

Complaints

If you have any complaints about our service please contact us immediately via email or telephone call and we will attempt to put things right. If you are unhappy with the way your complaint is handled you may contact ASLTIP (Association of Speech and Language Therapists in Independent Practice) or HCPC (The Health and Care Professionals Council) to make a formal complaint.

Professional standards

Speech and Language Therapists are regulated by the HCPC (www.hcpc-uk.org) who ensure we maintain professional standards. You can find out more about the professionals standards we adhere to on their website.

Safeguarding

All our SLT's have up to date DBS checks. You may ask to see a copy of your therapists DBS check if you wish to. All SLT's have up to date training in safeguarding, paediatric first aid, information governance, fire and health and safety.

We reserve the right to share any information with the appropriate where there are concerns for the safety of the child or the general public.

Disclaimer

Seaside Salt reserves the right to vary any of the above terms and conditions at any time. If any changes to the above details are agreed existing customers will be given 30 days notice before the new terms are implemented.

By signing and dating these terms and conditions I am agreeing they have been explained to me and I accept them.

Name (child): _____

Name printed (parent): _____

Signature (parent): _____ **Date:** _____

Name SLT: _____

Signature SLT: _____ **Date:** _____