

Terms and Conditions

Jenny Cameron Speech and Language Therapy is a sole proprietorship providing speech and language assessment and therapy services to children and young people.

The terms 'I', 'me' and 'the therapist' refer to Jenny Cameron, Speech and Language Therapist.

The terms 'you' and 'the client' refer to the person engaging my services, usually the parent or guardian of the child or young person receiving my services.

These Terms and Conditions outline the expectations for both you, the client and me, the therapist, to protect both parties in the unlikely event of a disagreement. Please read them carefully, together with my Privacy Policy, which can be found here: jennycameron.co.uk.

By engaging services from Jenny Cameron Speech and Language Therapy, you are deemed to have agreed to both the Terms and Conditions and Privacy Policy.

Fees and Payment

Please see my website for my current fees (jennycameron.co.uk).

Fees should be paid immediately following each appointment or meeting, or monthly, by agreement. Monthly invoices will be sent by email and should be settled within 14 days of receipt, after which additional charges may apply.

Fees will be reviewed periodically and may be increased. Existing clients will be given 8 weeks' notice of any changes in fees.

Bank Transfers should be made to:

Account Name: **Mrs J L Cameron**
Account Number: **32590296**
Sort Code: **52-30-18**

Insurance

You may be able to claim for speech and language therapy expenses on your private health insurance policy, but I do not offer direct billing. Clients using private health insurance are responsible for paying all fees, then claiming from the company concerned. It is advisable to check the level of your cover before commencing therapy.

Working Hours

My working hours are part-time, but flexible, within the hours of 9am-5pm Monday to Friday during term-time. I will usually respond to messages, calls and emails during these working hours.

Communication

I may communicate with you via telephone or video-call, email, letter, text or WhatsApp message. Any sensitive information communicated by me to you will be by letter, or by email, within a password protected document.

In order to provide a holistic service, it is important that I communicate and share information with others involved with your child, for example carers, educators, and other health or social care professionals. I will discuss and agree this with you when you engage my services and will not disclose information about your child with any other third party without your consent, unless I have safeguarding concerns that I have a duty to report (see below).

If your child is under the care of a National Health Service (NHS) speech and language therapist, it is in the best interests of your child that we communicate and work collaboratively with each other.

Please see my Privacy Policy for more information regarding communications and data protection (jennycameron.co.uk).

Telephone Consultation

I offer a free 15-minute telephone consultation to help you decide if an assessment is appropriate, and whether I am a suitable therapist to assess your child. There is no obligation to engage my services following this call.

Assessment

The initial assessment fee includes the first appointment (1.5 hours), analysis of assessment data, record-keeping, and a brief report. The initial appointment may take place at my clinic, at your child's home, or at their childcare or education setting. It will focus on your reported concerns, but all aspects of communication will be considered, including understanding and use of language, social interaction and speech.

A comprehensive assessment will often involve more than one session, sometimes several, depending on the individual needs of the child. Further assessment sessions may include observation at your child in a different setting, as well as discussion with others involved with them (with your consent). There is no obligation to commit to more than one appointment, but your report will state if the assessment is not complete.

Prior to the initial assessment appointment, you will be sent a questionnaire to complete with information about your child's health, development and background, as well as your concerns. Your responses to this questionnaire will be discussed at the beginning of the appointment, or in a telephone or video call beforehand (included within the 1.5 hours). Following our discussion, I will assess your child via play, observation and/or informal/formal assessment activities. Time will be included within the appointment for brief feedback to you about my initial assessment and possible next steps.

Therapy

A therapy session will usually include face-to-face time with you and/or your child, as well as time for feedback to you and others involved (e.g. carers/educators) and demonstration of homework activities. Therapy may be direct (where I carry out activities with your child) or indirect (where I provide strategies and advice for you and other adults to support and develop your child's skills).

Therapy sessions will usually last one hour but may be shorter or longer depending on your child's needs and circumstances. The frequency of therapy sessions will be discussed and agreed in advance. The duration of therapy (how many sessions) is impossible to predict, due to many different factors, but we will discuss likely timescales. Therapy goals will be provided and monitored continually, with a formal progress report at regular intervals.

A parent or carer is expected to attend home and clinic therapy sessions. Homework activities will be provided, since rate of progress for speech and language goals tends to reflect practice in between sessions. For therapy sessions in childcare or education settings, a member of staff would ideally be present, and parents/guardians will be involved via email and/or telephone.

The fee for therapy includes time spent between sessions record-keeping, planning and monitoring therapy, preparing materials, and carrying out administrative tasks.

Transport

For assessment, therapy sessions and meetings away from my clinic base, mileage is chargeable at 50p per mile from Great Saxham, plus any parking fees incurred. Travel time over 20 minutes from my clinic base is chargeable at 50% of my hourly rate (pro rata).

Reports

A brief report is included in the fee for the initial assessment (this may be provided after further assessment sessions, if necessary). The report will be written after payment of the initial assessment fee. Therapy goals and brief progress reports are included in the therapy fee. Any other reports will be charged at my hourly rate, according to the time taken (pro rata, rounded up to the nearest 15 minutes).

Other Activities

All other activities, such as attendance at meetings, extended telephone or video calls, and preparation of indirect therapy programmes, will be charged at my hourly rate, (pro rata, rounded up to the nearest 15 minutes).

Cancellation

Appointments cancelled by you or your child's childcare/education setting with less than 24 hours' notice may be charged at 50% of the usual fee. Failure to cancel will incur the full fee.

If I need to cancel an appointment due to unavoidable circumstances, I will give you as much notice as possible and make every effort to reschedule at a mutually convenient time. If we are unable to reschedule, you will not be charged.

Discontinuation of Therapy

You or I may discontinue therapy at any time, and for any reason.

Confidentiality and Data Protection

As a Speech and Language Therapist registered with the Health and Care Professions Council (HCPC) and the Royal College of Speech and Language Therapists (RCSLT), I am governed by strict confidentiality rules. I will not share information about you or your child with any third parties without your consent, except where I have a duty of care under safeguarding regulations (see below).

In accordance with the UK General Data Protection Regulation (GDPR) and Data Protection Act 2018, I am registered with the Information Commissioner's Office (ICO) as a Data Protection Officer (DPO). Please see my Privacy policy for details of how personal data shared with me is stored, processed and shared: jennycameron.co.uk.

Safeguarding

I hold an enhanced DBS (Data Barring Service) certificate which is renewed on an annual basis and which you may view at any time.

If I believe a child or another person is at risk of harm, I am legally obliged to share relevant information with professionals, in accordance with the Safeguarding Children's Act 2004. You would be informed that I was doing so, unless I felt that doing so might put you, your child or another person at risk.

Complaints

If you are dissatisfied with any aspect of my practice, please discuss this with me as soon as possible. Should you then wish to make a formal complaint, please contact the Association of Speech and Language Therapists in Independent Practice at:

<https://asltip.com/contact/>

Updating Terms and Conditions

Jenny Cameron Speech and Language Therapy reserves the right to review and update Terms and Conditions.

These Terms and Conditions were reviewed and updated in April 2025.

Consent

- ☐ I have read, understood and agree to Jenny Cameron Speech and Language Therapy's Terms and Conditions of Service.
- ☐ I have read, understood and agree to Jenny Cameron Speech and Language Therapy's Privacy Policy, giving consent for the collection and use of my personal data as laid-out in this policy.
- ☐ I understand that Jenny Cameron Speech and Language Therapy will make every effort to maintain the security of my data but accept that communication by telephone, post, email and text message (including WhatsApp) is not entirely secure.
- ☐ I give consent for you to notify and share information directly with other health professionals involved in my child's care.
- ☐ I give consent for you to notify and share information directly with childcare/education staff involved in my child's care.
- ☐ I give consent for you to provide speech and language therapy services to my child in a setting where no other adult is able to be present.
- ☐ I give consent for you to make, and store securely, audio and video recordings of my child for assessment and therapy purposes.

Please delete as appropriate. Please note you may withdraw your consent at any time.

Signed:

Name:

Relation to Child:

Date: