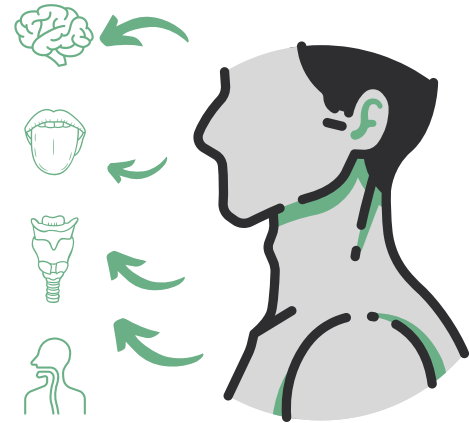


## Terms & Conditions and Privacy Policy

### Introduction

Thank you for enquiring about Speech and Language Therapy. This document contains further information about my services. My Terms and Conditions and Privacy Policy are enclosed and will need to be signed prior to commencing intervention.

My [website](#) includes more information about what you can expect through working together. If you have any further questions, please drop me an [email](#).



### Location of sessions

**Online sessions:** Delivering therapy via video consultations has been proven very effective in Speech and Language Therapy. It enables you to receive evidence-based intervention from the comfort of your own home. It can fit in more easily around your work and personal commitments, saving travel time and costs.

**Clinic room:** Sessions are also offered with Kezia on **Monday afternoons and evenings** and **Wednesday mornings** at **Maidstone Studios**, Vinters Business Park, New Cut Rd, Maidstone ME14 5NZ.

**Home visits:** Alternatively, home visits are offered. Travel expenses apply, as detailed in the fees section.

### Prices (continued on next page)

#### Appointments with Kezia (TalkCoach founder/Lead SLT)

*Conditions treated:* Communication and swallowing difficulties (adults/teens)

*Availability:* Monday-Friday daytimes with some early evening appointments

*Other services offered:* Communication coaching

**Sessions booked individually:** **£85** (recommended for your first session)

**Block of 6 sessions (paid upfront):** **£500** (£10 saving)

**Block of 8 sessions (paid upfront):** **£650** (£30 saving)



[Click here for Kezia's bio](#)

## Prices (continued)

### Appointments with Louise (Associate SLT)

*Conditions treated:* Speech/language difficulties caused by neurological conditions

*Availability:* Weekday evenings and Saturday mornings

*Other services offered:* Speech and Language Therapy for children

**Sessions booked individually:** £75 (recommended for your first session)

**Block of 6 sessions (paid upfront):** £445 (£5 saving)

**Block of 8 sessions (paid upfront):** £585 (£15 saving)



[Click here for Louise's bio](#)

### Clinic room appointments:

An additional **£5 per session** will be added to your invoice to cover our increasing room hire fees.

### Travel charges:

Within 10 miles (return): **no additional cost**

10–15 miles (return): **£10**

15–20 miles (return): **£15**

*For longer journeys, £5 will be added for every additional 5 miles travelled. Travel charges are based on the total distance to and from our base (ME14). Any unavoidable parking costs incurred will be charged.*

### Other charges (if applicable): **£60 per hour**

This may include report writing, in-depth phone call updates with family members, liaison with other professionals. No costs will be added to your invoice without prior discussion/agreement with you.

## What about if I have private health insurance?

- You will need to confirm with your health insurance provider whether you are eligible for Speech and Language Therapy.
- Please contact me with the name of your health insurance provider, your membership number, authorisation code, consultant report/referral letter (if applicable) and the number of sessions that have been authorised.
- For ENT disorders, I will need to see a copy of the ENT report prior to offering an initial appointment.
- If for any reason your insurance provider does not pay for sessions that have been completed, **you will be responsible for the cost of these sessions.**

## What do the appointments involve?

- Sessions last up to 1 hour
- An initial session will typically involve a case history and assessment.
- Sessions will be tailored to your individual needs. Some sessions may involve one-to-one therapy activities. Other sessions may involve providing personalised advice and education to your carers or family members (if applicable).
- The costs above include the time taken to write detailed records following sessions and the time taken to plan the sessions and create resources.
- Provision of home therapy programmes is included in this cost; if applicable, you will be given exercises to practise between sessions.
- Charges will still apply if a client does not engage in a session. The time will be used as effectively as possible i.e. through liaison with family members.
- Discussions with family members/carers will usually take place during therapy sessions as they are often an integral part of the therapy process. Family members and carers are welcome to book an additional telephone or Zoom appointment if a longer discussion is required.

## How do I book an appointment?

**Email Kezia to request an appointment**



### Include the following information in your email:

- Reason for requesting an appointment, i.e. brief summary of your symptoms and whether you have a diagnosis
- Preferred location of session: Zoom, Clinic, Home visit (include your postcode)
- Preferred clinician if applicable (Kezia or Louise)



### What happens next?

- You will receive a link to book an appointment directly into Kezia or Louise's calendar at a time that is convenient for you
- Payment will be taken at the point of booking through the online booking system
- If you would prefer to pay via bank transfer or cash, please include this in your initial email
- You will then receive an online consent form and case history form to complete before the session
- If for some reason we are unable to help, we will aim to signpost you to another relevant service.

## Terms and Conditions - part 1

### Payment

Payment is made via the online booking system when you book your appointment. Alternatively, an invoice can be sent before the session/block of sessions – this is due within 48 hours of the first session. The invoice will include bank details for an online bank transfer. If payment is not received by the due date, sessions will be cancelled or postponed until payment is received.

### Cancellations

- Please let us know with more than 24 hours of a booked appointment if you need to rearrange the session.
- If an appointment is cancelled within less than 24 hours of the session start time, we are unlikely to be able to offer a refund unless we are able to offer the appointment at short notice to another client. However you will receive 50% off the next session you book.
- If you do not attend a session without cancelling, we are unable to offer a refund.
- If your Speech and Language Therapist needs to cancel a session, as much notice as possible will be provided and the session will be rescheduled at the earliest convenience. No liability can be accepted for inconvenience/expense if unforeseen circumstances mean arrangements have to be cancelled or changed.

### Refunds

If you have signed up and paid for a therapy block but decide you no longer want the agreed number of sessions, you will receive a refund for any appointments due to take place more than 24 hours from the date of you cancelling your sessions, minus a £10 admin fee. If the next session is due to take place within 24 hours, we are unable to provide a refund for the session, but any travel costs will be refunded.

### Safeguarding

We hold enhanced DBS disclosure. You may request to see this at any time. We update our safeguarding training annually. In the event of a safeguarding concern it is our duty to refer and/or report to the relevant agencies and professionals in line with current legislation and statutory guidance.

### Personal safety

Personal safety is 'an individual's ability to go about their everyday life free from the threat or fear of psychological, emotional or physical harm from others' (defined following research undertaken by the Suzy Lamplugh Trust Research Institute). We have the right to refuse to proceed with a consultation if we feel our safety is at risk.

## Terms and Conditions - part 2

### Liaison with other professionals

- In order to provide the best service, we may need to liaise with medical professionals who are also involved in your care. This may include your GP, consultants or other healthcare professionals (i.e. Dietitians, Physiotherapists, Occupational Therapists, Psychologists or other Speech and Language Therapists known to you).
- It is good practice, where both an independent and an NHS therapist are involved, to work together collaboratively to maximise opportunities for effective therapy to take place. We will therefore need to know if you are currently receiving Speech and Language Therapy intervention elsewhere (NHS or independent therapist).
- Please also inform us if you are currently on a waiting list for NHS Speech and Language Therapy. This will enable us to provide thorough handover information in order to facilitate a seamless transfer between services, or to liaise effectively with them to work alongside each other.

### Video and audio recordings

For the purpose of assessment and therapy, there may be times when we advise taking video and audio recordings. This may be to analyse your voice quality, speech intelligibility, expressive language abilities or to allow you to listen back to yourself and self-monitor your progress. They can also provide powerful feedback indicating the progress you have made with therapy. Audio and video recordings will either be deleted at the end of the session, or saved in a folder on a password-protected computer using only your initials and the date of the recording. We will seek consent before taking or saving any recordings. You do not have to consent to this.

### Reportable Incidents

- A reportable incident is a death, a serious injury, a sexual assault or sexual grooming, abuse or neglect, or unauthorised use of restricted practice. If we notice something, or you tell us about something that happened to your child that is a Reportable Incident, we must tell a relevant government authority about it.
- We have a legal requirement to follow these rules very carefully. We may need to ask for more information to make sure we have taken all the details accurately. We will need to carefully document all the information provided. There may be times where a Reportable Incident has happened where we need to give your personal information to the relevant authority without your consent.

### Complaints

We aim to provide a positive service at all times. If you are unhappy with the service you receive, please direct any concerns to [kezia@talkcoach.co.uk](mailto:kezia@talkcoach.co.uk). We hope that we can work together to resolve them. If you remain dissatisfied and wish to make a formal complaint, you can contact the Association of Speech and Language Therapists in Independent Practice (ASLTIP) or the Health and Care Professionals Council (HCPC) for further advice.

## I also offer Communication Coaching ([see more](#))

### There are various overlaps between Speech and Language Therapy and Communication Coaching.

All sessions are completely focused on you. Both services start with a conversation to identify the goals that are most important to achieve, considering the wider influence on your day-to-day life. Personalised action plans will be agreed based on your goals.

Both services draw on evidence from scientific and psychological fields, including learnings from neuroplasticity, motor learning and habit formation to result in maximum transformation.

We address any psychological as well as physical symptoms in both Speech and Language Therapy and Communication Coaching.

### So what's the difference between Speech and Language Therapy and Communication Coaching?

#### Speech and Language Therapy

The main focus of sessions tends to be to **improve your communication skills** in order to have more effective and enjoyable conversations with others. Speech and Language Therapy tends to be more suitable if you have a diagnosed condition, such as a neurological diagnosis (for example stroke, brain injury or a progressive neurological condition) or a voice disorder. Sessions tend to involve improving your symptoms although we will also target your confidence having conversations with others, if appropriate.

#### Communication Coaching

The main focus of sessions tends to be to **improve your confidence and create a positive mindset** about your communication. Helping you to break free from a fear of judgement from others enables you to form genuine and meaningful connections with others. Communication coaching is more suitable for people who do not have diagnosed speech, language or voice difficulties (i.e. would not be eligible for Speech and Language Therapy through the NHS).

#### I think I need both - how do I know which is more suitable for me?

A bespoke package involving a combination of Speech and Language Therapy and Communication Coaching may be best suited for you. You may have symptoms you want to improve alongside working on improving your confidence and mindset around your communication.

Drop me an [email](#) if you want to find out more.

## Introduction

This is the Privacy Policy of TalkCoach; an Independent Speech and Language Therapy practice run by Kezia Lawson. This policy will be reviewed and updated every two years, or sooner if there are any important changes to legislation.

TalkCoach is committed to protecting your/your child's personal data and ensuring that your rights to privacy are protected.

TalkCoach gathers, stores and processes your/your child's personal data in accordance with the requirements of:

- the Data Protection Act (2018)
- the General Data Protection Regulation (GDPR, 2018)
- the guidelines set out by the Information Commissioner's Office (ICO)
- the professional guidelines and requirements as set out by the Royal College of Speech and Language Therapists (RCSLT), the Health and Care Professions Council (HCPC) and the Association of Speech and Language Therapists in Independent Practice (ASLTIP).

Kezia Lawson is registered as a data controller with the ICO and renews this registration annually or as otherwise legally required.

Kezia can be found on the ICO register <https://ico.org.uk/register> by searching Kezia Lawson and/or using her registration number: ZB057842. All Associate Speech and Language Therapists working for TalkCoach are also registered with the ICO.

Kezia Lawson and all Associate Speech and Language Therapists working for TalkCoach are registered with HCPC and RCSLT. They complete yearly Information Governance training.

## Why does TalkCoach need my personal information?

TalkCoach needs to collect comprehensive and accurate personal data from you in order to provide safe and effective Speech and Language Therapy intervention that is tailored to your individual needs.

TalkCoach's lawful basis for processing and storing personal information is one of 'legitimate interest' under article 6 of GDPR.

TalkCoach cannot adequately deliver a service to you without processing your personal information. Data relating to an individual's health is classified as 'Special Category Data' under section 9 of the GDPR. GDPR specifies that health professionals who are "legally bound to professional secrecy" may have a lawful basis for processing this data. Speech and Language Therapists are legally bound to keep client information confidential and it is under this condition that we process and store personal information. This is set out by the Royal College of Speech and Language Therapists and Health Care Professions Council.

## How does TalkCoach collect my personal information?

TalkCoach collects the personal information you provide when you make contact to enquire about our services. This includes via the 'Get in Touch' form at [www.talkcoach.co.uk](http://www.talkcoach.co.uk) and any information provided via email or telephone. Any information collected via these means is stored and used only by Kezia Lawson and associates for the basis of delivering Speech and Language Therapy intervention to you. Please note your privacy when using TalkCoach's website ([www.talkcoach.co.uk](http://www.talkcoach.co.uk)) is governed by a separate Privacy Policy which can be found at <https://www.talkcoach.co.uk/privacy-policy>.

## How does TalkCoach collect my personal information? (cont.)

Additional personal information will be collected when you book TalkCoach's services. You will be sent electronic information gathering and case history forms to be completed prior to the initial session. This information is stored on a secure electronic records system, WriteUpp (further information regarding this system can be found in section 7 of this document or at [www.writeupp.com](http://www.writeupp.com)). Information collected during Speech and Language Therapy sessions is also written up electronically and stored on WriteUpp. No paper notes are kept.

## What personal data does TalkCoach collect?

The personal data required from you in order for TalkCoach to provide you with Speech and Language Therapy intervention may include:

- Personal details such as your age, address, telephone number and general medical practitioner
- Your past and current medical information, including clinical reports where appropriate
- Your social situation including employment and support from family members, where this is relevant to your rehabilitation

Other personal data that may be stored includes:

- Results or comments following your performance on formal and informal assessments
- Information about the treatment or services that we have provided or propose to provide
- Notes of conversations that are relevant to TalkCoach's involvement with you
- Correspondence with other health care professionals that relates to your care

With your consent, videos or audio recordings of you may be taken as part of your assessment or treatment. These are recorded and temporarily stored on a password-protected tablet or mobile phone. If these need to be kept, i.e. to review at the end of a block of therapy, they are then transferred to Kezia Lawson's (or associate SLT's) password-protected laptop and stored in a password-protected folder. Consent can be refused or withdrawn at any time. If consent is withdrawn, the video or audio recording will be deleted without delay. Stored recordings will not be accompanied by any other personal information about you.

## How does TalkCoach use my personal information?

TalkCoach uses the collected information in the following ways:

- To arrange, plan and provide Speech and Language Therapy as appropriate to meet your individual needs
- To communicate with you via email, telephone or SMS in relation to, for example: arranging and planning for sessions; communication in between sessions; sending you copies of reports and programmes (password-protected where personal data is included); communicating with other professionals involved in your care (your initials rather than full name will be used in emails); sending therapy resources; sending invoices.
- Whenever personal identifiers are not needed for these tasks, if possible they will be removed from the information used.



## Will TalkCoach share my personal information?

With your written consent, information about your speech, language and swallowing difficulties may be shared with other professionals involved in your care, when it is in your best interests. You will be fully informed about who your data will be shared with and what data is to be shared. A record of your consent is kept within your clinical notes.

Unless required by law, TalkCoach will not disclose any personal information collected to any person other than as set out above. In the unlikely event that there is a legal requirement to share your personal data with law enforcement and government bodies, this would be in relation to: The prevention or detection of crime and/or fraud; the apprehension or prosecution of offenders; the assessment or collection of tax owed to HMRC; legal proceedings; a requirement to satisfy safeguarding obligations; supporting emergency services or local authorities to respond to an emergency situation that affects you.

If it is necessary as part of your care to transfer personal data to a country or territory outside the European Economic Area, TalkCoach will do so in accordance with data protection law.

TalkCoach does not employ agents to process personal data, for example specialist mailing companies to send out communications, and client details are not given or sold to any third parties.

## How does TalkCoach store my personal information?

- Documents containing confidential information including clinical notes, assessment record forms, reports and therapy programmes are recorded on an online clinical records programme called WriteUp, which is password-protected and only accessible by Kezia Lawson and associate SLTs at TalkCoach. WriteUp is used widely within both the NHS and private practices. Further information regarding the security of WriteUp can be found at <https://www.writeup.com/security>.
- Emails are accessed on both a password-protected laptop and a smartphone which is protected with a passcode.
- In accordance with law, all records will be kept securely for eight years. After this time all your records will be destroyed.

## What happens if a personal data breach occurs?

Personal data breaches involve personal data becoming accidentally or unlawfully lost, stolen, destroyed, altered or disclosed where it should not have been. In the extremely unlikely event that a breach occurs at TalkCoach, all reasonable efforts will be taken to contain and minimise the impact of the breach, and the breach will be reported to the ICO within 72 hours.

TalkCoach makes all reasonable endeavours to ensure that there are no personal data breaches. For example, all your clinical records relating to your Speech and Language Therapy intervention are stored on the secure online clinical records system, WriteUp. No paper notes are kept and no information is kept on a USB device. The only personal data saved directly onto a laptop are audio and video recordings which WriteUp currently does not have the facility to upload; these are stored in a password-protected folder with your initials rather than full name. If reports are sent via email, they are sent as password-protected PDF documents and the password is provided separately.

## How can I withdraw my consent to my personal data being collected or stored?

As outlined above, TalkCoach seeks explicit consent from you where possible, in order to collect, store and share your personal information. There are some situations where you may provide consent implicitly; for example by providing information via TalkCoach's website form, email or online case history forms. You may withdraw your consent at any time, however if you do so, it may no longer be possible to provide you with Speech and Language Therapy intervention.

## How can I access my records?

- You are legally entitled under GDPR to access the information TalkCoach holds about you. This is a Subject Access Request. According to the Information Commissioner's Office (ICO) and their code of practice for subject access requests, you have the right to a copy of the information we hold about your care in addition to the right to ask for it to be amended if you feel it is incorrect.
- A copy of your records is provided free of charge, within 30 days of receipt of all necessary information. Please make your request in writing via email to [kezia@talkcoach.co.uk](mailto:kezia@talkcoach.co.uk) including the following information: Your name, your correspondence address, your contact number and email address, the details of the information requested.
- If you are requesting a copy of the records on the behalf of the individual, this can only be provided if you hold Lasting Power of Attorney for Health and Welfare. TalkCoach will need to see evidence of this documentation before sharing any records.
- When responding to requests, TalkCoach will need to ask the individual to provide two forms of identification. The individual may be contacted via telephone to confirm the request was made.
- Information may not be disclosed if there is a risk of serious harm to the physical or mental health of the subject or another individual.
- If the request is complex or numerous, the individual may be informed that TalkCoach will comply within three months of receipt of the request. TalkCoach will inform the individual of this within one month and explain why the extension is necessary.
- If the request is unfounded or excessive, TalkCoach may refuse to act on it, or charge a reasonable fee which takes into account administrative costs. A request will be deemed to be unfounded or excessive if it is repetitive or asks for further copies of the same information. If refusing a request, the individual will be informed of the reasons for this, and they will be informed of their right to complain to the ICO.

## How can I make a comment, suggestion or complaint?

- If you have any further questions about how TalkCoach uses your information, please contact [kezia@talkcoach.co.uk](mailto:kezia@talkcoach.co.uk). Further information about data protection legislation and your rights is available from the Information Commissioner's Office.
- TalkCoach is interested to hear any comments or suggestions about any improvements that could be made to the collection and storage of personal information. Please email [kezia@talkcoach.co.uk](mailto:kezia@talkcoach.co.uk).
- You can contact TalkCoach via email or telephone if you are not happy with this privacy policy or if you have any complaint in respect to how your personal information is processed. In the unlikely event that this cannot be resolved, you have a right to make a formal complaint to the Information Commissioner's Office at <https://ico.org.uk/concerns/>.

**Signed:** 

13/12/22 (review date: 13/12/24)