

# Terms and Conditions

Laura Elliott is registered with the HCPC and Royal College of Occupational Therapists. She holds an advanced DBS check. The terms and conditions outlined are set out to confirm that both parties understand the occupational therapy services to be carried out, the costs involved, the time scale set for payments and issues regarding data protection.

All client contact details and sensitive data information provided by or related to a client is always treated as strictly confidential. I will never intentionally divulge, disclose or communicate client information unless there is a safeguarding. (see privacy policy for more information)

## **Assessment and Treatment**

Fees are outlined on the Fees tab of the website. Accepted forms of payment include cash or BACS transfer. There may be occasions when bespoke packages are arranged depending upon needs. This will be agreed between both parties prior to the commencement of treatment. Invoices will be sent

Other work that I may undertake to support your child

- Training sessions for educational staff
- Attendance at review meetings/EHCP plan meetings
- Parent support for families who have accessed assessment previously (to discuss strategies/problem solve) number of sessions can be agreed between families

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## **Travel**

Children and families are usually seen at school or at home. Online and telephone calls are scheduled when agreed by both parties. Travel expenses will be charged for sessions which take place over 5 miles around my home address in Durham at 40p per mile for further travel.

## **Hours of work**

Appointments will be offered during term time and during school hours. I can negotiate occasional appointments outside these hours if this is necessary. This would need to be discussed on an individual basis.

I will be respond to emails, if queries are sent, via this method outside of these times.

## **Safeguarding**

I have a Enhanced Disclosure and Barring check (DBS) criminal records check which you or school staff can ask to see at anytime. This is renewed in line with advice from the relevant government department (information is available at [www.gov.uk](http://www.gov.uk)

As part of good practice as an independent Occupational Therapist/Sensory Integration Practitioner I have arranged supervision from an experienced colleague and may discuss your child's case as part of providing the best possible assessment and enhancing my own clinical skills.

If I have any concerns about the safety of anyone that I am working with I have a duty to share the information with the relevant professionals. I would usually share this with you, unless I felt that this would increase the risk to any of the family members.

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## **Cancellation**

Please try to let me know as soon as possible if you are unable to attend appointments. I will always seek to rearrange in a timely manner. If you do not let me know that you will not be attending you may be charged for the price of the session. This will be sensitively discussed. Please let me know by telephone or text rather than email as I am more likely to see the message before leaving if a morning appointment. If the appointment is at school/nursery please let me know if the child is absent to avoid unnecessary travel.

In the unlikely event that I would need to cancel the appointment I will contact you and seek to rearrange at the nearest possible convenient time.

## **Payments**

If you want to stop sessions prior to the previously agreed time. Sessions already concluded would need to be paid for. You can stop working with me at any time and are under no obligation to complete the sessions. If you are unhappy with any aspect of the assessment/intervention, please discuss these and we can discuss a way forward. I am insured by being part of the Royal College of Occupational Therapists.

There may be some circumstances where I may need to end therapy prior to the agreed time due to the child's needs changing if I do not feel that I am able to meet the needs of the person being assessed, or a different approach is needed. I will seek to provide support in signposting and supporting the transition where possible.

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## Complaints

In the event that you are unhappy or have any queries about any aspect of the work being completed please contact me by phone or email to discuss your concerns. If your concerns are not able to be resolved between us your concerns can be taken to the Health and care Professions Council contact details below;

Health and care Professions Council (HCPC)

184-186 Kennington Park Road

London

SE11 4BU

Email: [ftp@hpc-uk.org](mailto:ftp@hpc-uk.org)

Laura Elliott, BSc (hons) Occupational Therapy, PG(cert) Sensory Integration.

HCPC registration number: OT38076