

Terms and Conditions

These Terms and Conditions explain how I work and the rules we agree to follow. You need to tell me if you do not agree with these rules.

I will tell you if I change the rules.

There are lots of details in these terms and conditions.

I have written the main points at the start of each section.

I hope this makes them easier to understand so that my service supports everyone.

Terms and Conditions set out the expectations for both the client (*you*) and the speech and language therapist (*I/Me*) to ensure that both sides are protected if any disagreement occurs.

Clients will be asked, via email, to agree to these terms and conditions prior to attending their first appointments with me. I reserve the right to amend the terms and conditions at any time and will inform clients of any material changes by email. I will ask for an email address at the start of our work together and after that it is the client's responsibility to keep me updated of any changes to their contact details.

Location

I will usually see you and your child at the therapy room in north Leeds or at home. Sometimes I will be able to see your child in nursery or school.

Assessments and therapy sessions take place either at the Therapy Hub in Roundhay, North Leeds or at home. Sometimes it is beneficial to see your child in their school or nursery setting. In this way, carryover of skills can be maximized, and partnerships formed with families and other caregivers, giving confidence to help the child to thrive.

No fee for travel or mileage if travel is 30 minutes or less from the Therapist base. A fee for travel time may be charged for journeys longer than 30 minutes at £40 per hour and at 45p per mile. This will always be agreed in advance.

Initial Contact

We can have a phone conversation about how I might help your child.

You do not need to pay anything for this call.

I will keep notes about this conversation for 6 months after the phone call.

You can get in touch with me directly about your child either by email or phone. It is helpful for me to have as much background information as possible about your child's needs to suggest the best way forward. If at this stage I am not able to offer a service I may be able to signpost you to an alternative, but the responsibility remains with the client to check the credentials of anyone they choose to engage. See the Privacy Policy for details of how I collect, process, and store your personal information. **There is no charge for this.**

Initial Assessment

At our first appointment I will ask you some questions about your child.

I will usually play with your child with some toys and games.

I might also watch you play and talk with your child.

We will decide on the best plan forward and then I will write some advice.

You can find out how much you will pay at:

<https://www.playtalktherapy.co.uk/therapy-packages>

Before I can offer advice or begin therapy, I will need to assess your child's needs and strengths. The assessment is a collaborative process where you, the expert of your child and me as the therapist join up together. Our aim together is to identify your child's strengths and areas of difficulty so that the most appropriate and beneficial interventions can be recommended. The assessment process will usually include:

- One, 90-minute face to face appointment. A summary report and advice is provided following this appointment. More complex and/or detailed reports can be discussed and agreed for an additional fee.
- I will send you a questionnaire to fill in and return to me prior to our appointment. To assess your child's speech, language and communication I will use a combination of information from you and observations of your child. I will play with them with toys or games, and sometimes structured activities or formal tests.

- Time for discussion of your expectations of Speech and Language Therapy and any issues relating to your child's development.
- An assessment of your child as a whole person, which means taking into account learning skills, attention control, emotional development, physical development, sensory processing, functional independence skills, speech, language, social communication and play. In order to get the most relevant information, I may recommend assessment with other professionals.
- Where relevant and with written informed consent I may video, or audio record a part of the therapy assessment/therapy session. This is a useful tool for both diagnosis and for monitoring progress during the therapy journey.

Assessment and therapy should be an enjoyable experience for you and your child and neither of you should feel under any pressure to perform in a certain way. By the end of the initial assessment, I will usually be able offer you some initial ideas of strategies or activities to try at home, as well as discussing with you whether you would like to arrange further sessions. I will send you a summary report. If you need a more detailed report at this point, please let me know (there will be additional cost to this).

Recommendations and Therapy

I will talk to you about what kind of therapy sessions might help your child.

We will agree together how many sessions to do.

You can find out how much you will pay at:

<https://www.playtalktherapy.co.uk/therapy-packages>

- Once your child has had their assessment, then I will be able to suggest a plan forward. I will offer you options for next steps based on the speech, language and communication needs of your child, the outcomes you are hoping to work towards, and the individual circumstances of your family. The plan could include:
 - **Further assessment** at the Therapy Hub or in school or nursery. Visiting your child in a different setting can often be helpful in this assessment process.
 - **Therapy sessions** with your child where I support them to develop particular skills. These sessions would usually be done with you present so that I can demonstrate activities to practise at home between sessions.
 - **Coaching sessions** where I observe you (or sometimes another adult such as a nursery worker) interacting with your child. I can then guide you on using specific communication strategies that will help to support your child's communication and language development.

- **Observational visits** to nursery or school, to give advice to staff on supportive approaches they can use with your child.
- **Reassessment sessions** to evaluate what progress your child has made, either following a period of therapy or following an agreed break.
- **Discussion and advice sessions** by phone or online.
- I use a proposal system where I will propose a course of action over a period of time, usually around 6-10 weeks and will outline the actions I will take in that time and the cost of this.
- At the end of this episode, we will discuss any next stages and further therapy if required.
- As your therapy journey is a joint process between yourself and therapist, I encourage and allow plenty of opportunities for you to ask questions and discuss progress.
- If you have any problems or issues that arise such as sickness or change of circumstances, then I urge you to let me know as soon as possible.

Whichever combination of approaches we agree on, sessions are charged according to the length of the appointment. See <https://www.playtalktherapy.co.uk/therapy-packages> for fees. This charge also includes the preparation, planning and record-keeping work done outside of our appointment times. Sessions take time to plan and prepare. By law, detailed written health records of every session must be kept. It takes a minimum of 30 minutes to complete these tasks for every therapy session. For initial assessments, the process can take 2 hours or more.

Fees and Payment of Fees

You must pay me before each session.

You can pay for one session at a time, monthly or a block of sessions that has been recommended.

An invoice will be sent via email with payments details.

You can find out how much you will pay at:

<https://www.playtalktherapy.co.uk/therapy-packages>

- All fees must be made in advance or prior to the start of each session whether this is an initial assessment or regular therapy session. An invoice will be sent prior to the assessment session or before a block of therapy.
- Payment can be made for each individual session, monthly, or for the whole block recommended if this is in advance of each session.
- If a session is cancelled by the therapist a new appointment will be offered as soon as possible or the client will be offered an immediate refund **where applicable according to the cancellation policy below.*
- Fees are reviewed annually. Clients can request a PDF copy of current fees for their records.

Cancellation

If you need to cancel an appointment, you must let me know as soon as you can.

If you let me know too late you might be charged for the appointment.

If I need to cancel an appointment, I will not charge you. I will offer you a new appointment as soon as I can.

- It is the parents' responsibility to inform the therapist if the child cannot make the session within school/nursery/home.
- If the client cancels an appointment with 48 hours' notice, no fee will be charged. If an appointment is cancelled with less than 48 hours' notice, the full fee will be charged. This includes cancellation due to illness. If the therapist is unable to attend an appointment, the maximum possible notice will be given, and the appointment will be rescheduled.

NHS Therapists

- If your child is seeing an NHS Speech and Language Therapist, you must inform me of this as some formal assessments may be invalid if repeated within a 6-month time period. This will also ensure effective collaborative working.

Safeguarding

You can ask to see my DBS Certificate any time.

If I am worried that a child or adult is not safe, I will tell someone who can help.

PlayTalk Limited Safeguarding policy is available on request. Kathryn Thompson, Managing Director at PlayTalk Limited has a statutory duty to report any suspected neglect or abuse of a child or vulnerable adult to the local authority safeguarding services. Kathryn will usually discuss this with the family/carer or organisation prior to making a report unless this is deemed to pose further danger to the child or adult.

Discharge Policy

Rules for stopping therapy services

Discharge of clients from the care of Playtalk Limited Speech and Language Therapy follows the guidelines set by the Royal College of Speech and Language Therapy. Further information can be found at:

<https://www.rcslt.org/members/delivering-quality-services/care-pathways/discharge/>

Discharge will be at the discretion of the designated Speech and Language Therapist after full consultation and agreement with the client/carer and/or where appropriate, consultation with other professionals involved.

Discharge may be initiated by the:

- Speech and Language Therapist
- Client
- Carer (if applicable)

Mutual Agreement

Both the therapist and client may mutually agree to terminate the contract at any time, with or without a notice period, if it is determined that the therapy process is no longer beneficial.

Speech and Language Therapist initiated discharge may be for a number of reasons including:

- Aims of intervention have been achieved
- The client has reached a point where they are able to self manage their condition
- The individual will be transferring to specialist care or moving to a geographical location not covered by the therapist
- **Individual non-compliance:** If the client fails to adhere to treatment recommendations, regularly cancels or misses appointments, or engages in behaviour that undermines the therapeutic process, the therapist reserves the right to terminate services after providing written notice.
- **Ethical or Legal Reasons:** If continuing treatment would violate ethical standards or legal obligations, the therapist has the right to terminate services immediately, with written notice provided as soon as possible
- **Non-Payment:** In the event of non-payment for services rendered, the therapist may suspend or terminate services after providing written notice and an opportunity for the client to address outstanding payments within 14 days.
- Intervention is not indicated at the present time

- An agreed piece of work (e.g. assessment) has been completed
- **Notice Period:** The therapist must provide the client with at least 30 days written notice of their intention to terminate services. This notice allows time for transitioning care to another therapist, if necessary.

Refund Policy

If there are any pre-paid services remaining at the time of termination, a prorated refund will be issued based on the number of unused sessions, provided that the termination was made with the required notice and no outstanding fees are due.

Termination by Client

The client may terminate this agreement under the following conditions:

Notice Period: The client may terminate therapy services by providing at least 14 days written notice to the therapist.

Dissatisfaction: If the client is dissatisfied with services, they are encouraged to discuss concerns with the therapist prior to termination to explore potential solutions. However, the client retains the right to terminate services at any time after providing appropriate notice.

Medical or Personal Reasons: If the client is no longer able to continue therapy due to medical, personal, or financial reasons, they may terminate this agreement with written notice.

Preparation for discharge

This will include :

- Agreeing a point of closure with the client/carer/school etc and supporting them through the process of ending therapy or through their transition to other services.
- Ensuring that the individual/carers feel confident that they have received all relevant care they require from the service and empowering them to manage any needs that no longer require ongoing intervention.
- Evaluating the degree to which the aims and goals have been met.

Suspension of Therapy Prior to Discharge

Where applicable, a temporary suspension of therapy may be agreed to allow the client/carer to consolidate skills, investigate alternative sources of support or simply consider whether they wish to continue with therapy. The therapist will contact the client/carer by email after a specified period of

time to check on progress. If the client/carer does not respond to this email within 6 weeks then it will be assumed that no further input is required, and the client will be discharged.

Discharge report

Discharge will always be documented, but the manner of this will be at the discretion of the therapist. Discharge will be recorded in the clinical notes for all clients. In addition, a brief discharge report may be written and issued within 3 weeks of the point of discharge/transition and copied to relevant others.

No extra charge is made for a standard discharge report, which will be a brief (1 page) document containing the following information:

- Summary of intervention (including reference to reports produced during the episode of care)
- Reason(s) for discharge
- Guidance on re-referral
- Recommendations for other services taking over intervention/ providing support (if applicable)
- Information on further support agencies and services (if applicable)

Where a more detailed report is requested by the client/carer/commissioning body, the reasons for this will be discussed and a fee agreed before the report is produced.

Following discharge, client records will be managed in accordance with Playtalk Limited's data security policy.

Use of Artificial Intelligence (AI)

At Playtalk, carefully selected AI tools are used to support the quality and efficiency of the service. AI is used to complement — never replace — professional skills and clinical judgement. All AI-generated content is reviewed by the therapist before use, and your child's personal information is never entered into any public AI system.

AI may be used as part of your child's therapy for:

Creating Resources

I may use AI to help create written materials and visual resources. All resources are reviewed and personalised by me to make sure they are appropriate and suited to your child's individual needs.

AI-Powered Apps

Some therapy sessions may include AI-powered apps to make learning more interactive and engaging. Any apps used are selected with your child's specific goals in mind.

Report Writing

All therapy reports are based entirely on my professional assessment and expertise. I may use AI to help refine the wording of reports to make them as clear and readable as possible.

Keeping Up With Research

I use AI to help me stay informed about the latest research, explore new ideas, and continuously develop my therapy approaches — all in the interest of providing the best possible support for your child. This is used in conjunction with 'The Informed SLP' and all sources will be tested for accuracy.

Session Notes — Heidi AI

I use a secure AI tool called Heidi AI, to help write accurate session notes. There are two ways I may use this:

Routine after-session notes

After most sessions, I will speak a brief summary aloud into Heidi. Heidi listens to this, converts it to text, and immediately and permanently deletes the audio. Your child's voice is not captured in this

process. Once I have reviewed the note for accuracy, it is then saved as part of your child's therapy record.

Live transcription during sessions (optional)

For some sessions — particularly detailed assessments or more complex appointments — I may suggest using Heidi's live transcription feature, which listens to the session in real time and creates a written transcript. This helps ensure that all important information is captured accurately. I will always discuss this with you first, and you and your child will always have the choice of whether to use it. As above, the audio is immediately and permanently deleted after transcription, and a summary of the transcript becomes part of your child's therapy record.

I am fully committed to using AI ethically and responsibly. All tools are selected with data protection and your child's best interests at the forefront, and AI is only ever used to enhance — never to replace — the therapy I provide.

If you have any questions about how I use AI, please do not hesitate to get in touch.

Complaints

If you are not happy with my work, please talk to me about it.

If you are still unhappy after we talk, please contact ASLTIP or HCPC.

Most complaints can be resolved by communicating directly. Please contact me if you are concerned or unsatisfied in any way. If you wish to complain formally then please contact:

The Chair of ASLTIP
Association of Speech and Language Therapists in Independent Practice
71-75 Shelton Street
Covent Garden
London
WC2H 9JQ
Email: office@helpwithtalking.com

Health and care Professions Council (HCPC)
184-186 Kennington Park Road
London
SE11 4BU
Email: ftp@hcp-uk.org

Playtalk Limited

Kathryn Thompson Bsc (Hons), regHCPC, MRCSLT, MASLTIP

Email: kathryn@playtalktherapy.co.uk

Phone: 0730 1002525

Website: <https://www.playtalktherapy.co.uk>

Service	Details	Cost
Initial phone call	A discussion of your child's needs, services offered and whether an assessment is required or advice and therapy only. No longer than 20 minutes.	No cost
Initial assessment including summary report	This will include information gathering prior to the assessment session (case history/previous reports and information gathering from parents/carers). 90 minutes face-to-face session. Analysis of skills /needs (during and following the session) using formal and informal methods as appropriate. Discussion of options for support. Documentation and summary report of the main findings and recommendations for next steps.	£200
Complex/specialist/detailed Assessment with detailed report and recommendations (e.g. for EHCP requirements)	A separate proposal will be issued with details of services recommended, rationale and cost. Each element of the service will be itemized and agreed before interventions commence.	Bespoke service based on individual need
Standard therapy sessions (45 mins)	Alongside the 45-minute face to face session, this also includes planning, resource preparation, documentation, basic goal setting and travel time within 30 mins. For more extended language analysis or review needed, this will incur an additional cost depending on the time needed. This will be discussed and agreed upon in advance.	£85
Review assessment with goal setting for Gestalt Language Processors	For those that are identified as Gestalt Language Processors, samples of the child's language, through the collection of home videos, audio or written notes, is advised as part of ongoing language assessment. This is recommended around every 3-4 months, depending on the rate of progress and the frequency of standard therapy sessions with the Speech and Language Therapist (SLT). The SLT will analyse at least 12 minutes of video (or audio) sent by the parent, along with any written language samples. The SLT will then score these according to the Natural Language Acquisition Framework and	£40

	identify the specific supporting strategies for that stage of development. A brief written summary will be provided.	
Remote meeting with supporting adults (parents/ educational staff/ MDT) Zoom/Microsoft Teams call/Phone (20-30 mins)	This includes planning, resource preparation, video call and documentation.	£50
Meetings (school/nursery support, EHCP, MDT etc.)	Meetings to ensure a collaborative, joined-up approach for effective support. This includes planning, resource preparation, and documentation.	£85 per hour
Therapy Programme Reports Bespoke Resource Creation	Bespoke proposal based on £85 per hour. This will be discussed and agreed upon in advance.	£85 per hour
Training and coaching	Bespoke proposal based on £85 per hour. This will be discussed and agreed in advance.	£85 per hour

Sessions take time to plan and prepare. By law, detailed written health records of every session must be kept. It takes a minimum of 30 minutes to complete these tasks for every therapy session. For initial assessments, the process can take 2 hours or more.

Agreement

I confirm that I have read & agree to 'PlayTalk Limited' Terms and Conditions.

Signature: _____

Designation/relationship to client: _____

Print Name: _____

Date: _____

GDPR Consent

I confirm that I have read and agree to 'PlayTalk Limited' privacy statement and consent to information to be used in this way.

Signature: _____

Designation/relationship to client: _____

Print Name: _____

Date: _____

Terms and Conditions last updated 09th March 2026