

## Terms and Conditions and Consent

### Chatty Learning Ltd Independent Speech and Language Therapists

#### Director: Carole Howes

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Please read these terms and conditions and contact us if you have any questions. Please sign this document and give it to your child's teacher. Chatty Learning will not be able to start work with your child without this signed form.

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#### School Therapy/assessment and liaison

Initial consultation at school/nursery typically involves formal and informal assessments, but may also include classroom observation, discussion with teacher/ key worker and meeting with parents. You may contact Chatty Learning Ltd at any time to discuss your child. It is important for your child's care that liaison with other professionals involved with his/her learning and development is carried out. All reports will be given to your child's teaching staff and will be distributed by them to parents/carers and others as listed in the "cc" list.

#### Safeguarding

Service users may see DBS enhanced disclosure at any time. In the event of a safeguarding concern, where your child or another person is at risk of harm, I have a legal obligation to share that information with relevant professionals in line with the Safeguarding Children's Act 2004.

#### Use of video and audio recording

Some assessment and therapy techniques involve the use of video/audio to record your child. These recordings are temporarily stored on an encrypted, password protected tablet or phone. Once the video/audio has been used as needed in therapy it will be deleted. No copies will be retained.

#### Data protection

For further information and full details please refer to the Privacy Policy at [www.chatty-learning.com](http://www.chatty-learning.com). A paper copy can be requested at any time. Chatty Learning Ltd is registered with the Information Commissioner's Office (ICO) as a Data Controller. All client details, case notes and correspondence will be stored securely and treated confidentially according to General Data Protection Regulations and the Data Protection Act 1988.

Information is stored in the following ways:

- on a secure cloud based system called "Write-Upp". Write-upp are GDPR ready and have been awarded ISO27001:2013 registration.
- In a paper-based manner - confidential information is stored securely in accordance with General Data Protection Regulations and the Data Protection Act 1988.

Reports and programmes may be temporarily stored on a password protected computer.

In accordance with professional standards, all records will be kept securely until your child is 25 years old. After this time all records relating to your child will be destroyed.

You may apply in writing to access an electronic copy of your child's notes or to request modifications of any inaccuracies. These requests will be dealt with within 30 days.

#### Electronic communication

Email is not a 100% secure method of communication. It will be used for correspondence and to send letters, reports and other documents. Documents will be password protected to ensure they cannot be updated. I will refer to your child in emails by their initials or first name only.

#### Complaints

In the unlikely event that you are not satisfied with our service please contact us. We will make every attempt to resolve this through discussion. If it is not possible for us to resolve matters, and you wish to complain formally, please contact the Association of Speech and Language Therapists in Independent Practice at [www.helpwithtalking.com](http://www.helpwithtalking.com)

**Declaration of Consent and Agreement to Terms of Service:**

I understand I can contact Chatty Learning Ltd before signing the terms of service and declaration if I have any questions.

**I HAVE SEEN AND READ THE TERMS OF SERVICE FOR Chatty Learning AND HAVE BEEN SIGNPOSTED TO THE PRIVACY POLICY**

**I GIVE CONSENT FOR TREATMENT**

I understand that my child's school/nursery has referred my child for Speech and Language Therapy Consultation to Chatty Learning Ltd. I give consent for Chatty Learning Ltd, Independent Speech and Language Therapists, to carry out assessment and, if indicated, advise school/nursery staff on therapy programmes for my child. This work may be carried out by an employee or Associate of Chatty Learning Ltd.

**I GIVE CONSENT FOR LIAISON**

Professional standards require good liaison and it is good practice, where both an independent and an NHS therapist are involved, for them to work together collaboratively to maximise opportunities for effective therapy to take place. This is also true where there are other professionals involved as well.

I give consent for liaison with other professionals and people relevant to the care of my child to occur.

**I GIVE CONSENT FOR DATA STORING AND PROCESSING**

All client details, case notes and correspondence will be stored securely and treated confidentially according to General Data Protection Regulations and the Data Protection Act 1988. For full details and terms see the Privacy Policy

Personal data is an important part of the provision of Speech and Language Therapy to allow us to deliver appropriate speech and language therapy services to your child.

I give consent for Chatty Learning Ltd to hold personal information about my child. I understand that written records of my child are held by Chatty Learning Ltd and that these are kept until my child turns 25 years of age. This information may include personal details, details relating to family lifestyle and social circumstances, education and training and employment details. This data may be shared with other healthcare or education professionals with your permission. This information is held in hand written files, on online storage systems and on a computer database. This information is used for the administration of this service to your child. I understand that videoing/recording sessions are sometimes used as part of therapy and I give consent for video/audio recording of my child to be made. I understand that these will be kept whilst my child is receiving support from Chatty Learning Ltd. Following use in therapy they will be destroyed.

**I GIVE CONSENT FOR ELECTRONIC COMMUNICATION**

I understand that email is not a 100% secure method of communication. I give consent for email to be used for correspondence with me and other professionals to send letters, reports and other documents.