



Occupational Therapy Norfolk
Local Independent Specialists for East Anglia

Terms & Conditions of Service:

1.0 Standards of practice:

- 1.1 Clinical assessments carried out are comprehensive, independent, & holistic Occupational Therapy Assessments.
- 1.2 All services (clinical, consultancy, advisory etc) will be supplied in accordance with any pre-agreed requirements and timescales (where these differ from Fees below confirmation will be provided in email or letter), and in line with your consumer rights.
- 1.3 For clinical work, a report is prepared as standard practice, and a copy is provided to the individual commissioning Occupational Therapy Norfolk's services (if this is different to the individual being assessed consent will be gained from the individual).
- 1.4 Any works undertaken by Occupational Therapy Norfolk will be agreed with relevant parties, and as deemed appropriate according to professional and clinical judgement.
- 1.5 Occupational Therapy Norfolk maintains all necessary insurances, registrations and abides by professional codes of conduct and ethics including those for OT's issued by HCPC and BAOT.
- 1.6 Terms and conditions will be provided prior to assessment (or during the assessment if more appropriate). One copy will be provided for your reference, and a signed copy will be kept by Occupational Therapy Norfolk to confirm acceptance of the information detailed in this agreement.

2.0 Fees:

- 2.1 Standard fees are set out below and are reviewed annually with any revisions notified in writing.
- 2.2 Services will be invoiced initially on completion of the assessment and report (and after that on a monthly basis for ongoing case work). Payment is to be made within 21 days of the invoice date. Payment is to be made by BACS (bank transfer; with any charges met by payee) unless approval for alternative methods are sought.
 - Assessment/Casework/Administration - Visits, report writing, casework (including research) / telephone support etc- £95/hour (charged in 0.25-hour intervals).
 - Travel time - £50/hour (charged in 0.25-hour intervals), Mileage - 45p/mile.
 - Rehabilitation Assistant (where appropriate) - £65/hour, Mileage 45p/mile, Travel time £40/hour.
 - Disbursements / Trains / taxis / delivery costs etc. where necessary - at cost.
- 2.3 Where estimates for input are provided these will be adhered to wherever clinically possible and appropriate to do so. It is the responsibility of the referring party to advise of any strict funding limits at the time of referral.

3.0 Additional information:

- 3.1 Once services have been completed and invoiced for any additional queries / advice requiring more than 10 minutes' input will be charged for.
- 3.2 A discretionary cancellation fee of £55 will be made for visits cancelled with less than 24-hour notice.
- 3.3 Administration charges of £12 per reminder letter may be made for late payment.
- 3.4 For consultation / advice work undertaken on behalf of other professionals; reference must be given to any work provided by Occupational Therapy Norfolk, when making use of the information provided.



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3.5 Either party is free to terminate the agreement with provision of written notice. Whilst there is no requirement for advanced notice, other than that given in writing, for parties instructing the services of Occupational Therapy Norfolk we ask that you consider giving notice of 14 days to enable any urgent clinical matters to be actions / discharge paperwork to be completed etc. On receipt of such notice, this will firstly be confirmed with all relevant parties, and works provided to date will be invoiced for. Discharge paperwork will be provided detailing any clinical interventions pending at the time of termination. Occupational Therapy Norfolk will provide a minimum of 14 days' notice with regards to termination of services.

3.6 Under the 2015 Consumer Rights Act you have a right to a 14-day cancellation period starting on the day after you agree for our services. Where an appointment has been agreed sooner (due to the nature of our services it is expected this may be the case at times) the customer understands and agrees that you waive your right to cancel within 14 days – please refer to 3.1.

3.7 Complaints procedure: We have a complaints handling procedure. If you are dissatisfied with service, please let us know as soon as you are able so we can attempt to address your concerns promptly. If you wish to make a formal complaint this will be reviewed and responded to in writing. Complaints should be made in writing to the address below.

3.8 Privacy Policy and Data Handling: We have a Privacy Policy and comply with ICO regulations (we are ICO registered) in terms of data handling. The information is provided to the relevant parties as part of our interventions and consent sought from appropriate parties.

4.0 Force Majeure (matters beyond control):

4.1 Neither party is liable for failure to perform, except with respect to payment obligations, solely caused by unavoidable events and acts including (but not limited to) casualty/illness, delays in delivery of materials or services not provided directly (including common carriers), embargoes, government orders, civil or military authorities, emergency conditions (including weather conditions) incompatible with safety or good quality service provision, or any similar unforeseen event that renders performance implausible. If such an event occurs, either party will give immediately give notice of the situation and can elect one of the following remedies: (a) to terminate this agreement in whole or in part; or (b) to suspend the Agreement, in whole or part, for the duration of the force majeure circumstances. Occupational Therapy Norfolk will do everything in its power to resume performance in such events.

5.0 Declaration: I have read, and agree with, the conditions detailed above:

In relation to services for: _____ Click or tap here to enter text.

Date: _____ Click or tap here to enter text.

Signed: _____ Click or tap here to enter text.

Name of individual signing: _____ Click or tap here to enter text.

Address / Organisation / Role of individual signing: _____ Click or tap here to enter text.