

## TERMS AND CONDITIONS ("T&Cs")

Please read carefully before your first appointment. You should understand that by booking or instructing us to carry out any Occupational Therapy work (which includes treatment sessions, correspondence, meetings, assessments, reports, OT/coaching group therapy or any services identified in these T&Cs) you are entering into a contractual relationship which will be governed by the T&Cs contained herein.

Agreement to and attendance of a consultation with Purpose People Ltd will be regarded as your consent to the following terms and conditions and the sharing of clinical information with health professionals involved in your care on a need-to-know basis. Such professionals include external health care professionals.

Sessions are confidential, this is discussed further in your Initial conversation or initial OT Assessment with your Lead Occupational Therapist (OT). Your non-clinical details (name, address, date of birth) along with your clinical data, including brief session notes, will be stored in a secure database called Qunote. For further details on how we process and store personal data please refer to our privacy notice located at [www.purposepeopleltd.com](http://www.purposepeopleltd.com).

Your clinical data will only be shared with other clinicians involved in your care. Please inform us if you would prefer that your GP NOT be informed of your OT treatment with Purpose People Ltd. Agreement to and attendance of any consultation with Purpose People Ltd will be regarded as your consent to information sharing with other professionals involved in your care. Please let us know if your name, address or GP changes so that we can update your details.

### OCCUPATIONAL THERAPY (OT)

Treatment begins with an Initial Occupational Therapy Assessment; this takes 1.5hrs and can be done in one of our rooms in Mayfair, Chelsea or Twickenham.

For some clients a Home Visit Assessment is necessary, this is a specific assessment focused on ascertaining and enhancing someone's independent living skills around the home during or after an illness. This is different to the initial OT Assessment and other Occupational Therapy sessions that take place in the home.

Please allow 10 days from assessment for a letter or report from the Lead OT. If you would like to engage with Occupational Therapy we ask that you book a compulsory follow up appointment to go through the report, discuss a treatment plan and discuss the OTA who will carry out the treatment plan.

Occasionally in unavoidable circumstances we may have to rearrange a treatment session at short notice and we reserve the right to do this without incurring liability. Please make sure that we have an up to date mobile number and email address for us to contact you in such circumstances.

Follow up treatment sessions will be held in one of our rooms, your home or the community depending on the type of work agreed between you. Session times are tailored to meet your needs.

### OCCUPATIONAL THERAPY ASSISTANT (OTA)

Treatment begins with an Initial Assessment with one of our lead Occupational Therapists in our clinic rooms in Mayfair, Chelsea or Twickenham. When necessary, this assessment can be carried in your home. You will be referred to the most appropriately matched Associate Occupational Therapy Assistant (OTA) by your Lead OT for treatment following extensive discussion and treatment planning with you.

Your Lead Occupational Therapist may also continue to work with you in addition to your Purpose People Ltd sessions with your OTA. Treatment sessions with the lead OT will be charged at the OT rate.

Purpose People Ltd Associate OTAs are associates only and are not employed by Purpose People Ltd. Each associate operates as an independent practitioner with their own separate and personal insurance and unique qualifications. Copies of all documentation, including DBS registration relating to your OTA associate can be provided by Purpose People Ltd upon request.



## COACHING

Coaching sessions can be held with clients face to face in our rooms in Mayfair, Twickenham and Chelsea and in client's homes or in the community.

## GROUP TREATMENT

Purpose People Ltd offer a variety of group treatment sessions, occasionally in collaboration with other practitioners. Group rates vary and details will be given on referral.

## GENERAL INFORMATION

Purpose People Ltd do not offer crisis support or intervention. In the case of an emergency, clients are requested to contact their GP, Psychiatrist or local authority crisis support unit such as the A&E department of their local hospital.

Purpose People Ltd reserve the right to terminate any Coaching or Occupational Therapy Intervention should circumstances indicate that the intervention is not appropriate or safe for the lead OT, the OTA or the client.

## TRAVEL

We do not take clients in our private vehicles and we cannot travel in vehicles driven by our clients. Where travel is part of the treatment plan this will be by public transport, taxi or by foot. Taxi costs are regarded as expenses payable by the client.

Purpose People Ltd are not responsible for travel delays caused by public transport, traffic issues etc. Any delays will be communicated to the client by the OTA and managed independently.

Purpose People Ltd accept no liability or responsibility for injury whilst travelling to the session.

## EXPENSES

Any expenses incurred during an Occupational Therapy session will be paid for by the client at the time. It is not permissible for Associate OTA's to cover expenses and ask for repayment at a later date.

Any booking fees for specific activities required prior to a session must be paid for by the client for both the OTA and the client. Support to arrange any bookings will be viewed as part of your treatment. You can arrange to do this with your OTA at no charge within a reasonable time frame (15 minutes maximum). Any further time required to plan and arrange activity bookings will be viewed as a treatment session and charged at the normal fee rate.

## CANCELLATION POLICY

Subject to the "Cooling off" explained under the paragraph "Cooling Off" below, we require 48hrs notice, excluding non-working days, for the cancellation of a booked session. Cancellation with less than 48hrs will be charged in full.

If a client does not communicate and is late for an OTA or OT Session in the community, where the session is not in one of our clinic rooms, the OTA or OT will wait for 30 minutes at the agreed meeting place, or as nearby as reasonably and comfortably possible. In these situations, the full fee will remain payable, and should the client arrive late, the session will end at the originally agreed time. At the OTAs discretion, and with prior agreement from the client to cover the additional fees, the session may be extended to allow the planned activity to proceed as per the treatment plan.

We will endeavour to give you as much advance notice as possible in terms of holidays or of any need to cancel a future appointment. If we cancel we will arrange another session at the earliest mutually agreeable time.





**COOLING OFF**

Where a session, series of sessions or services is booked remotely (that is not in person) if you are a Consumer, by default you have a legal right to a “cooling-off” period within which you can cancel the contract formed by these T&Cs for any reason, including if you have changed your mind, and receive a refund. The period begins upon your acceptance of these T&Cs (i.e. you booking or confirming you wish for the services to proceed) and ends when you access any session or service, or 14 calendar days after your request the services, whichever occurs first.

**OUR UNAVAILABILITY (INCLUDING ASSOCIATES)**

In the event that we are unavailable due to illness or for any other reason you will be entitled to a refund of that session. Alternatively you may reschedule the relevant session to a date in future subject to availability.

Your other rights to cancel the contract formed by these T&Cs.

If we are unable to deliver the services for more than 90 days you may end the contract immediately. If you end the contract for this reason, we will issue you with a refund. Where you are part way through any sessions you will be issued with a partial refund calculated based on the number of sessions made available to you.

You have a legal right to end the contract (formed by these T&Cs) if at any time we are in breach of it. You may be entitled to a refund or partial refund and compensation. For more details of your legal rights, please refer to the local Citizens Advice Bureau or Trading Standards Office.

**THE GENERAL DATA PROTECTION REGULATIONS (GDPR)**

Purpose People Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when working with Purpose People Ltd, you can be assured that it will only be used in accordance with our privacy policy available on our website - [www.purposepeopleltd.com/privacy-policy](http://www.purposepeopleltd.com/privacy-policy).

**TREATMENT FEES**

Occupational Therapy (OT) Sessions			
Session	Time	Cost	Further information
Initial Assessment	1 hour & 30 minutes	£350.00	This includes a report and treatment plan which is generally prepared within 10 working days after the initial assessment
Initial Assessment follow up session	1 hour	£200.00 (per hour)	This appointment is to go through the report and treatment plan should you wish to engage in our Occupational Therapy services
Further follow up sessions	1 hour (minimum) but various depending on the recommended treatment plan	£200.00 (per hour)	This is for in person appointments at one of our central London rooms; OR telephone/online video conferencing
Session related work (completed outside of appointment times)	as required	£100.00 (per hour)	For example: Letters, emails, telephone calls, additional reports and research relating to Purpose People Ltd sessions.
Case Reviews	as required	£200.00 (per hour)	Occasionally it will be necessary to have a case review between the lead OT, OTA and other professionals working in the team.
<b>Travel Expenses:</b> In certain and rare circumstances where a particular OT is requested but is not located within reasonable travel range, extra fees for travel may be required. This will be negotiated on a case by case basis.			





Occupational Therapy Assistant (OTA) Sessions			
Session	Time	Cost	Further information
<u>Senior OTA</u> Individual Treatment Sessions	1 hour (minimum)	£150.00 (per hour)	The times of these sessions will vary depending on the recommended treatment plan from the Occupational Therapist.
<u>Associate OTA</u> Individual Treatment Sessions	1 hour (minimum)	£120.00 (per hour)	The times of these sessions will vary depending on the recommended treatment plan from the Occupational Therapist.
<u>Senior OTA</u> Session related work (completed outside of appointment times)	as required	£75.00 (per hour)	For example: Letters, emails, telephone calls, additional reports and research relating to Purpose People Ltd sessions.
<u>Associate OTA</u> Session related work (completed outside of appointment times)	as required	£60.00 (per hour)	For example: Letters, emails, telephone calls, additional reports and research relating to Purpose People Ltd sessions.
<b>Travel Expenses:</b> In certain and rare circumstances where a particular OTA is requested but is not located within reasonable travel range, extra fees for travel may be required. This will be negotiated on a case by case basis.			

**IMPORTANT:** Purpose People Ltd will invoice you for your Occupational Therapist (OT) or Associate Occupational Therapy Assistant (OTA) sessions. You should not directly pay your Associate OTA under any circumstances.

Coaching & Other fees			
Session	Time	Cost	Further information
Coaching Sessions	1 hour	£200.00 (per hour)	Usually a 60 minute session
Excess travel for community-based sessions		£200.00 (per hour)	We will always attempt to see clients in location clusters to reduce travel costs
Emails, letters, reports, research and telephone calls	as required	£100.00 (per hour)	For example: Letters, emails, telephone calls, additional reports and research relating to Purpose People Ltd sessions.
Group Work		Fee upon application	Charge variable dependant upon the group type
Public Speaking	as required	Fee upon application	Expenses will be charged seperately



## PAYMENT OF FEES

You will be invoiced following your session by Purpose People Ltd and not by your OT/OTA. Types of payment accepted:

- BACS (preferred method) - Our bank details will be provided at the bottom of each invoice

We do not accept cash or cheques. Payments are due within 7 days of the invoice date. Services may be withdrawn at any time if payment remains outstanding.

## LATE PAYMENT FEES

Thankfully, it is very rare that we experience late payments but if payment is not received within the required 7 days, we reserve the right to charge late payment fees to cover our administration costs as follows:

7 days late = 10% of the outstanding balance

30 days late = A further 10% of the new accrued outstanding balance

### Examples of an overdue initial balance of £120

7 days late = £12 fee (new balance = £132)

30 days late = A further fee of £13.20 (new balance £145.20 – services may be suspended until full payment is received)

NOTE: If payment is continually late and we find ourselves chasing payments regularly, we may ask you to make payment upfront prior to any further services being provided.

We appreciate that people fall on hard times. We simply ask that you communicate with us and we will do what we can to agree on a suitable payment plan.

## INSURANCE CLAIMS/PAYMENTS

Whilst occupational therapy is registered by the HCPC, there are very few companies offering mental health occupational therapy in the private sector and therefore we have found it is rarely recognised by insurance companies. In some circumstances with certain insurance companies, you can pay Purpose People Ltd and claim back, however we are unable to be involved in this process and as such offer no guarantee of any repayment from an insurance company.

## OTHER IMPORTANT TERMS

If any of the provisions of these T&Cs are found to be unlawful, invalid or otherwise unenforceable by any court or other authority, that/those provision(s) shall be deemed severed from the remainder of these T&Cs the remainder of these T&Cs shall be valid and enforceable.

We may revise these T&Cs from time to time in response to changes in relevant laws and other regulatory requirements. If we change these T&Cs as they relate to your purchase, We will give you reasonable advance notice of the changes and provide details of how to cancel if you are not happy with them.

## LAW AND JURISDICTION

These T&Cs (including any non-contractual matters and obligations arising therefrom or associated therewith) shall be governed by, and construed with, the laws of England and Wales. Any dispute, controversy, proceedings or claim shall be subject to the exclusive jurisdiction of England and Wales.





# PURPOSE PEOPLE

*By signing these Terms & Conditions, you are confirming that you agree to the same.*

**Client full name:**

**Client/Guardian full name:**

**Client/Guardian signature:**

**Date:**

