

OAKDALE NEURODEVELOPMENTAL SERVICE GUIDE AND FEE AGREEMENT

For Self-funded Clients

Our Approach and Values

This guide shares important information about what you can expect from Oakdale's Neurodevelopmental Assessment Service. It should be read in conjunction with our [client guide](#).

Oakdale provides high quality Autism and Attention Deficit Hyperactivity Disorder (ADHD) assessments, tailored to the individual. A diagnosis can play a significant role in self-identity and helping others to understand an individual's differences. It can also mark the beginning of a journey benefiting from specialised support and services. Following an assessment, Oakdale will collaborate with you to identify recommendations and provide information about suitable specialist services, empowering you to thrive. We also offer cognitive assessments and an ADHD medication service.

Our values are to be collaborative, principled, inclusive, effective, flexible, innovative and knowledgeable.

Our self-funded service offers assessments considerably faster than NHS-funded assessments. Thank you for choosing Oakdale to support you.

Capacity and Consent

Oakdale believes that clients are at the heart of making decisions about their own lives and we wish to work with them to ensure they feel empowered to collaborate with Oakdale in relation to the care they receive. Where clients lack capacity to understand a particular issue, either because they are young children or vulnerable young people or adults, Oakdale will seek to support them in a way that is in their best interests.

Oakdale will work with clients and their support network (which may include parents and caregivers, legal guardians, family, friends, professionals and others) to establish consent and the client's understanding in advance of starting any treatment or assessment.

At the point of referral, clients (or their parent carers / legal guardians, where applicable) are required to consent. You can withdraw consent at any time. To do so, you need to inform us in writing.

Where clients need support to understand a particular issue, either because they are young children or vulnerable young people or adults, Oakdale will seek to support them in a way that is in their best interests.

Visiting Oakdale Premises

Children, vulnerable young people or vulnerable adults should be supervised at all times when attending Oakdale premises. If you bring a child or vulnerable person for an appointment, please remain in the building to ensure you are available during the course of the appointment. This is because if there is an emergency or the person needs instant care or assistance from their carer.

Please note that children, vulnerable young people or vulnerable adults should not be left in waiting areas on their own.

Where you feel the person is capable of attending their appointment without being accompanied, this should be agreed in advance with the practitioner provided the person is aged 14 yrs. and above.

Oakdale operates a no smoking policy. This includes the use of vapes and other devices.

Please note that the use of mobile phones is not allowed during appointments.

To satisfy Health and Safety requirements, please will all clients and visitors sign in when they arrive.

Telephone and Online Appointments

For telephone or online appointments it is important that you are in a space where opportunities for interruption are minimised, so that conversations between you and your practitioner are confidential.

Please let your practitioner know if you are in a public space, or if they can be heard by others.

Recording of Appointments

You might wish to record appointments (whether these are being delivered face to face or virtually) for personal or private use. If so, please request this in advance of your appointment so that the practitioner has a chance to assess your request.

You will be asked to sign an [agreement](#) setting out the legal parameters of making a recording. If you record your appointment you must use your own device.

If it is agreed that recording of appointments can go ahead, please use your own device. Any recording would be private and confidential and it would be your responsibility to ensure that it is kept safe and secure, and is only made for personal use.

If Oakdale wishes to record an appointment, you will be asked to sign a consent form and this will include an explanation of the reasons, how Oakdale will keep the recording safe and when it will be deleted.

Safeguarding

Oakdale takes its duty of care to protect people's right to live in safety, free from abuse and neglect, seriously. We are committed to the welfare of the children, vulnerable young people and adults who either access services with us, or are associated with a client we support.

Care will be taken not to infringe privacy and confidentiality any more than is necessary to safeguard the welfare of a child, vulnerable young person or vulnerable adult. However, where it is deemed necessary for safeguarding purposes, Oakdale may need to share information with other agencies to safeguard the person. We will, if safe to do so, alert them, their family or carers that we are doing this.

For young people and adults who have capacity to understand, Oakdale will explain the reasons we wish to share information and hope they agree that alerting other agencies is necessary. Where they disagree, we will respect this and record their decision not to report concerns. However, if there are circumstances which create high risk of harm to the client or others, for example to prevent a crime, or where it is clear that the client is under duress or being coerced, Oakdale may make the decision to share information against the client's wishes as part of our duty of care.

Mutual Respect

Oakdale has a duty of care for the health, safety and wellbeing of its staff, visitors and clients. Although Oakdale understands that clients may become angry or upset when they feel strongly about something, Oakdale reserves the right to cancel appointments or end telephone or online calls with clients or their representatives if they exhibit any verbal or physical aggression towards our staff team or other visitors.

Privacy Notice and Confidentiality

Confidentiality protocols should be followed at all times by both Oakdale staff and clients. In the unlikely event that you overhear anything private, we respectfully request that you do not share this with anyone. Thank you for your support with this.

Please read Oakdale's privacy notice which contains information on how we collect, store and use your personal data and includes details of your rights regarding your personal data. The privacy notice can be found on our website or by clicking [here](#).

Oakdale services are provided in confidence and this confidentiality will be maintained wherever possible. To ensure quality of care, the work of the professionals at Oakdale is supervised. Every effort is made to protect the identity of clients at all times. Our team may see you whilst out in the community. They will always respect your privacy and therefore would not approach you unless you instigate a conversation with them.

Feedback, Compliments and Complaints

Understanding your experiences of using our services is very important to Oakdale. We would be very grateful if you could use our feedback form by clicking [here](#) if you have any feedback, compliments or complaints about the service you have received from Oakdale.

Diagnostic Decisions

Oakdale's practitioners begin the assessment process by helping you (and your child, where appropriate) to understand potential outcomes of the diagnostic assessment, and explore what you hope to gain from the process.

Oakdale understands that at times, when practitioners give the outcome of the assessment at the feedback meeting it is not one which was expected by the client. If this occurs we will spend time explaining the assessment and diagnostic process further, helping you to understand the rationale and how the clinical decision was reached.

We do not provide second opinions and are therefore unable to review the outcome or gather additional information after the feedback meeting.

Service to be Provided

The service offers the following assessment options:

- **Autism**
 - Pathways for Early Years, Children & Young People, Adults
- **ADHD**
 - Pathways for Children & Young People, Adults
- **Combined autism & ADHD** (Children & Young People, Adults)
 - Pathways Children & Young People, Adults
- **Cognitive Assessment only**

All assessments are tailored to the individual client. The number, type and frequency of appointments will be dependent upon the pathway, assessment option and specific needs of the client.

All assessments are conducted by qualified professionals in accordance with NICE guidelines and may include at least one face to face appointment. The client will be provided with a diagnostic report following the conclusion of the assessment.

Fees Payable

Costs are based on the assessment type and age of the client. They include:

- assessment appointments
- review of information gathered during the assessment process
- Interpretation and scoring of diagnostic assessment tools
- a multidisciplinary discussion (if required within NICE guidelines)
- 1 feedback appointment
- written support guides following diagnosis

- a diagnostic report following the conclusion of the assessment.

Costs are reviewed regularly, our current assessment costs are as follows:

Children's autism assessment (suitable for age 2-18yrs): £1899
Children's ADHD assessment (suitable for age 6-18yrs): £1499
Children's combined autism & ADHD assessment (suitable for age 6-18yrs): £2499
Adult 18+yrs autism assessment: £1899
Adult 18+yrs ADHD assessment (online assessment): £1399
Adult 18+yrs ADHD assessment (in-person assessment): £1499
Adults 18+yrs combined autism and ADHD assessment: £2499
Cognitive assessment: £950

Fee Payment Arrangements

All costs detailed above must be paid in full before you/your child can be placed on our waiting list.

To Pay by CARD over the telephone: please call 01423 503080 and press Option 7

To Pay by BACS, the details are as follows:

Account Name Oakdale Therapies Ltd
Sort Code 08-92-50
Account Number 62011862

To enable us to allocate a payment correctly the client's name should be the reference on the payment

Missed, Cancelled and Late Appointments

Cancellation of an appointment must be given with at least 48 hours notice.

If a client misses or cancels appointments (with less than 48 hours notice) on more than 2 consecutive occasions they may be discharged from the service. In these circumstances the full fee for the assessment will remain payable.

If the client is discharged due to non-attendance and chooses to re-refer to Oakdale at a later date, a reactivation fee may be applicable.

If you do not attend an appointment, or give less than 48 hours notice, a DNA fee of £99 will be charged to you.

A copy of Oakdale's 'Management of Non Attendance/ Did Not Attend (DNA)/ Was Not Brought (WNB)' policy is available upon request.

Refund Policy

Oakdale's fees are non-refundable. Clients do have the statutory right to a Cooling-Off Period.

In exceptional circumstances, the Oakdale Management Team may, at their sole discretion, issue a refund or partial refund. Oakdale's decision is final.

Change to Assessment Type

Should you wish to change the assessment type, this is subject to agreement and where it is clinically appropriate. A change in assessment type may incur additional fees and/or a delay in the assessment process.

Additional Information

- If you fall into arrears with the fees, Oakdale may exercise its right to cancel any future appointments until your account is settled.

- Oakdale will seek to recover its fees if account arrears are not settled within a defined timeframe.
- If a client behaves inappropriately (e.g. attending a session under the influence of drugs or alcohol) the practitioner reserves the right to terminate the appointment. Fees for a terminated appointment are nevertheless payable.
- Letters, reports or communication with external agencies (written or verbal) that are not part of the service described above are chargeable.

AGREEMENT

By being sent this agreement, and in accessing Oakdale's services, you are agreeing that you have understood the information supplied to you regarding Oakdale's payment terms and that you agree to these.