

TERMS & CONDITIONS

Private Home Care Services

Service Provider: MOMS & SONS CARE LTD

Effective Date: 05/08/2026

1. Our Services

MOM & SONS CARE LTD provides private home care and support based on each Client's individual needs and agreed care plan. Services may include personal care, meal preparation, medication support, companionship, mobility help, shopping, household support, and other agreed services.

2. Care Plan

Before care begins, we will discuss the Client's needs, preferences and requirements and agree a suitable care plan. The care plan may be reviewed whenever the Client's circumstances or care needs change.

Clients or their representatives must inform us of any significant changes to health, mobility, medication, living arrangements, or other circumstances that may affect the provision of safe care.

3. Care Staff

We aim to provide suitably trained and experienced care staff. While we will try to accommodate requests for carers, we cannot guarantee that a specific carer will always be available due to illness, leave, or other circumstances.

4. Client Responsibilities

Clients are expected to:

- * Treat care staff with dignity and respect.
- * Provide correct and relevant information about their care needs.
- * Provide a safe environment for staff.
- * Ensure agreed access to the property is available.
- * Make payments within the agreed period.
- * Give reasonable notice of cancellations or changes to visits.

Abuse, violence, harassment or threatening behaviour towards staff will not be tolerated.

5. Fees and Payment

Care will be charged at the rates agreed before services begin. Invoices must be paid within XXXXX days unless otherwise agreed.

Additional services, weekends, bank holidays, or specialist care may incur additional charges.

6. Cancellations

Clients should provide at least xxx hours' notice when cancelling or changing a scheduled visit.

Late cancellations may be subject to a cancellation charge. We will make reasonable efforts to provide alternative cover if a scheduled carer is unavailable.

7. Medication and Personal Care

Medication support and personal care will only be provided within the agreed care plan and within the carer's training, responsibilities, and applicable legal requirements.

8. Emergencies and Safeguarding

If an emergency occurs, we may contact emergency services and/or the Client's nominated emergency contact.

Any concerns relating to abuse, neglect, exploitation, or safeguarding may be reported to the authorities where necessary.

9. Privacy and Confidentiality

We will handle Client information confidentially and following applicable UK data protection law. Information may be shared where necessary to provide care, protect the Client or others, or follow legal requirements.

10. Complaints

We welcome feedback and take complaints seriously. Clients or their representatives can raise concerns by contacting us directly by telephone, email or in writing.

11. Ending Services

Either the Client or MOM & SONS CARE LTD may end the care arrangement by providing XXX days' notice unless circumstances require services to be suspended or ended sooner.

We may suspend or end services where there is serious non-payment, abuse towards staff, significant safety concerns or where the Client's needs fall outside the services we can safely provide.

12. Agreement

By signing below, the Client or their authorised representative confirms that they have read, understood, and agreed to these Terms and Conditions and the agreed care plan.

Client Name: _____

Signature: _____

Date: _____

Representative (if applicable): _____

Signature: _____

Date: _____

MOM & SONS CARE LTD _____

Signature: _____

Date: _____