

Terms and Conditions

Statement of Terms and Conditions relating to the supply of Care Support Services. This agreement is made on the date of your signature when receiving your assessment. These terms and conditions cover services provided by Crossroads Care Surrey (CCS) and Crossroads Direct (CD).

Between us, **Crossroads Care Surrey (inclusive of Crossroads Direct)** and you, the **Service User/Client**.

Important

- A. This Agreement sets out the terms under which we will provide home care services to you. You are advised to read all the documentation carefully before signing and, if you require, you may wish to obtain advocacy or the advice of a close relative, friend, or legal representative before signing.
- B. This Agreement comprises of the following documents:
- Terms and Conditions
 - Notice of the Right to Cancel
 - Fee Schedule (may be amended from time to time in accordance with these Terms and Conditions)
- C. Your attention is drawn in particular to the following clause:

11. Cancellations and Termination

Signed on behalf of the Company



David Huntington-Bradshaw
Head of Care Operations & Registered Manager

121 Kingston Road, Leatherhead, Surrey, KT22 7SU

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Important Note to Service Users/Clients

By accepting our support, you consent to CCS providing the service outlined in the Care Plan and to pay our fees in accordance with clause 2 and the Fee Schedule.

If you are in receipt of a funded service, via direct payments, a personal budget or a personal health budget, the cost of the care services we provide may be more than the funding you receive from your local council or the NHS.

In the event that there is any shortfall between the cost of the services we provide and the money you receive from your direct payment, personal budget or personal health budget, it is your responsibility to meet the shortfall.

The following terms are used in this document:

‘Agreement’ - means the agreement between you and us set out in the signed agreement and these Terms and Conditions (as varied from time to time in accordance with these Terms and Conditions).

‘Cancellation Notice’ - means the cancellation notice contained in the Notice of the Right to Cancel set out at the end of these Terms and Conditions.

‘Care Plan’ - means a written description, prepared by us, describing the nature and level of services which you have requested we supply to you, amended from time to time.

‘Carer Support Worker’ - means the person providing the service on our behalf. (Where more than one person is providing the service for you, “Carer Support Worker” should be read as “Carer Support Workers” in this Agreement).

‘Days’ - means calendar & working days in respect of the Emergency Care Planning Service.

‘Engagement’ - means the direct employment or engagement of a Carer Support Worker by you under any arrangement for the provision of services.

‘Fees’ - means the fees for the service notified to you initially in the Fee Schedule (and as amended in accordance with these Terms and Conditions from time to time).

‘Fee Schedule’ - means the schedule, provided by us, setting out the fees payable by you/on your behalf for the services (as amended in accordance with these Terms and Conditions from time to time).

‘Home’ - means your home address.

‘Registered Manager’ & ‘Nominated Individuals’ - means the individuals legally responsible for the care provision of the organisation.

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‘Special Category Personal Data’, this term shall have the same meaning as in the UK GDPR - namely, racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person’s sex life or sexual orientation. For the avoidance of doubt, we adhere to the Data Protection Act 2018, and we will never misuse your data.

‘Service’ - the managed homecare services to be provided by us to you at your home (or if your Care Plan includes it) assistance with activities outside your home, provided in accordance with this agreement.

‘Statutory Regulator’ - where the service you require is subject to regulation, we are required to be registered with the Care Quality Commission (CQC). Contact details for the statutory regulator are available on our website and upon request.

‘We’, ‘Us’ or ‘Our’ – Crossroads Care Surrey: the company providing the care. ‘You’, ‘the service user’ - the person to whom the service is being provided by us.

1. Assessment of your care needs

- 1.1** We will arrange an appointment to meet at your home address to discuss your care requirements prior to the commencement of the service. We will seek your consent to care and treatment in line with the Mental Capacity Act 2005. Where you consent (or where a best interest decision is made and documented on your behalf), we will work with you, your family and any appropriate external social or health care professionals to assess and agree the level of service that you will require and will set out our service in the care plan.
- 1.2** You will inform us and keep us informed of all information which may be relevant to the care plan including, but not limited to, medication changes, allergies, and lifestyle preferences, physical and medical conditions.
- 1.3** We will provide the service set out in the care plan to you.
- 1.4** We will formally review and audit the care plan:
 - (a) On an ad hoc basis
 - (b) at your reasonable request
 - (c) at any other time as we consider appropriate or desirable
 - (d) at least once per year
- 1.5** With your consent, we will review the care plan with you, your family and, where applicable, any other appropriate external social or health care professionals. We will also carry out regular reviews when circumstances change or when we consider it appropriate or desirable. You shall use your best endeavours to participate in the review of the care plan.

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- 1.6** If your needs change or increase to a level which cannot be met by us, we will inform you immediately. We will discuss alternative arrangements and attempt to agree a mutually acceptable solution. We will endeavour to continue to provide the service to you during this period.

2. Our fees – (Fee Schedule)

- 2.1** Our fee for service delivery will be calculated based on the time planned for each Carer Support Worker visit. Planned visit times may be:

- 1hr (minimum)
- Thereafter at 30-minute intervals

If the Carer Support Worker's visit exceeds the allocated time, we reserve the right to charge for the additional time at the hourly rate specified in the fee schedule. The amount of the additional time will be rounded up to the nearest 30 minutes.

- 2.2** We will invoice you monthly in arrears for the service in accordance with the fee schedule. We shall clearly identify on our invoices any other expenses incurred in performing the service. Invoices are automatically sent via email using the email address provided. If you do not have access to email, or wish for it to be posted, there is an admin charge of £1.35 which will be added to your invoice.

- 2.3** You will pay our fees in accordance with the fee schedule and within 30 days of the date of each invoice. Our preferred method of payment is bank transfer. If you do not have access to online banking and wish to pay by cheque, there is an admin fee of £1.00 per cheque which will be added to your invoice. You are also able to make a payment by following the link on the invoice to pay online.

- 2.4** We reserve the right, in the event that you have failed to pay the fees, within 30 days of the date of each invoice, to:

- (a) suspend the service in accordance with clause 10.1 until payment has been made in full; and/or
- (b) charge interest at the annual rate of 4% above the Bank of England base lending rate on such sum from the due date on a daily basis and being compounded quarterly until payment is made, whether before or after any judgment and you shall pay interest immediately on demand.

- 2.5** We will be entitled to review and increase our fees for the service on an annual basis and at any other interval if:

- (a) there is a change to the service; and/or

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- (b) the cost of providing the service increases; and/or
 - (c) a change is necessary in order to comply with any applicable safety, regulatory or statutory requirements and/or changes.
- 2.6** Unless the increase in our fees is due to a change to the service, we will give you and/or your representative 4 weeks' notice of any amendment to the charges that have been agreed
- 2.7** If you do not agree to our increased fees, you may terminate this agreement in accordance with clause 11.2.
- 2.8** No monies of any kind should be paid to the Carer Support Worker. You are not responsible for the Carer Support Worker's national insurance contributions or income tax.
- 2.9** If you choose for the person you care for to be supported out of your home this requires the use of the Carer Support Worker's vehicle, you will be charged for the number of miles travelled. The charge per mile will be 0.45p. This will be invoiced at the end of each month. You are also liable for any tolls, parking or government enforced environmental charges i.e ULEZ – if you require your Carer Support Worker to drive you through a ULEZ zone, you are responsible for the charge, and this will be invoiced to you.
- 2.10** All services provided on UK-recognised Bank Holidays will be invoiced at 1.5x the standard rate. This applies to all care hours, support services, and any additional provisions delivered during these dates. Bank Holidays are defined in accordance with the official UK calendar. Clients will be notified in advance of any scheduled Bank Holiday that may affect service delivery and associated costs.

2.11 Early Termination of Visits

2.11.1 Responsibility for Full Visit Fee

If the Client, their representative, or any person acting on their behalf instructs the Care Worker to end a scheduled visit earlier than the agreed duration, the full visit fee remains payable. This applies regardless of the reason given for ending the visit prior to the designated finish time.

2.11.2 Exceptions

The only exception to this clause applies where the Company instructs the Carer Support Worker to end a visit early due to operational, safety, or service-related reasons. In such circumstances, the Company will consider applying a discretionary adjustment.

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3. Our staff

- 3.1** We will exercise reasonable care and skill to meet your individual needs as set out in the care plan and to provide a suitably trained, sufficiently skilled, and competent Carer Support Worker to provide the service.
- 3.2** We will ensure that the service is provided as close as reasonably possible to the times agreed between us but, occasionally and in some unexpected cases, the Carer Support Workers attendance may be affected by transport problems, the need to respond to emergency situations with other service users, or other legitimate reasons. We will do our best to keep you informed in the event such occurrence.
- 3.3** We will endeavour to supply a regular Carer Support Worker each time we supply the service to you. However, annual leave, sickness, availability, and unforeseen events may require us to supply an alternative Carer Support Worker.
- 3.4** If a Carer Support Worker fails to attend your home, or you are not satisfied with the standard of the service, you must notify us by telephone, within 48 hours of the visit finishing.
- 3.5** Our Carer Support Workers are not permitted to carry out the following tasks:
- a) heavy lifting of any kind, including lifting or moving you without appropriate equipment or an agreed moving and handling risk assessment;
 - b) household maintenance (including DIY tasks);
 - c) assistance with your finances, unless this is part of the service specified in your care plan.

4. Permanent engagement of our staff

- 4.1** Any direct engagement by you of a Carer Support Worker supplied by us shall render you liable to pay either a permanent engagement fee, calculated in accordance with clause 4.2(b) (below), or to engage the Carer Support Worker for an extended (6 month) period, in accordance with clause 4.2 (a) (below).
- 4.2** If you directly engage our Carer Support Worker you shall be obliged to decide whether to:
- (a) continue to have the Carer Support Worker supplied on the same terms for an extended period of 6 months from the date we receive notice that you intend to directly engage the Carer Support Worker, following which the Carer Support Worker shall be able to transfer to you without the payment of any fee; or

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(b) pay a fee for the direct engagement, negotiable on request. For the avoidance of doubt, the fee shall only be payable where the engagement occurs:

- Within 14 weeks of the date the Carer Support Worker first provided the Service; or
- Within 8 weeks of the Carer Support Worker last providing the service; whichever is the latter.

4.3 Any introduction of a Carer Support Worker by you to another employer, agency, or organisation similar to ours which results in the engagement of that Carer Support Worker by the third party shall also render you liable to pay an introduction fee to us in accordance with clause 4.4 (below).

4.4 The fee for the introduction of a Carer Support Worker is negotiable on request and shall only be payable if an engagement by a third party takes place:

- Within 14 weeks of the date the Carer Support Worker first provided the service; or
- Within 8 weeks of the Carer Support Worker last providing the service; whichever is the latter.

4.5 Please note that if you engage a Carer Support Worker in accordance with clause 4.2, you may become responsible for paying the Carer Support Worker's national insurance contributions and maintaining your own employers' liability insurance.

5. Gifts and payments

5.1 The Carer Support Worker (or any other person employed by us) must report any gifts given to them to the registered manager for approval, this may be rejected due to financial impact and/or concern. The Carer Support Worker are not permitted to accept tips.

6. Your Home as a workplace

6.1 You will provide a safe environment and appropriate equipment to allow the Carer Support Worker to carry out the service. This shall include:

- (a) maintaining a generally clean and safe home free of risks and hazards;
- (b) maintaining a safe route of access to and from your home;
- (c) providing any equipment supplied by you, or a third party, that is required to deliver your care such as lifting and transfer aids, wheelchairs and other mobility aids;

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- (d) providing all domestic cleaning equipment such as vacuum cleaners, mops, irons, cleaning products etc;
- (e) informing us of any communicable diseases in the household;
- (f) ensuring that any equipment supplied by you, or a third party, that is required to deliver your care is regularly maintained and inspected in accordance with all relevant safety requirements;
- (g) providing adequate facilities for sleeping if the Carer Support Worker is on sleep-in duty; and
- (h) not smoking. For the health and safety of our staff, we ask you - and anyone else present in your home - to refrain from smoking and ventilate any room that is used for your care, whilst the Carer Support Worker is with you.

6.2 An entry plan for your home may be agreed with you and, if so, will appear in the care plan.

6.3 Your telephone must not be used by Carer Support Worker except for the following reasons:

- (a) you or they have a medical emergency. We will not be responsible for payment of your telephone bills; or
- (b) they have been given permission by yourself. We will not be responsible for payment of your telephone bills;

6.4 Any supplies and/or equipment to be made available by the service user and/or by us will be set out in the care plan.

7. Complaints & service monitoring

7.1 We operate a feedback procedure by which you, or someone acting on your behalf, can make a complaint or suggestion in relation to the service. This procedure is available upon request; we will also provide a copy of the procedure to any representative who is acting on your behalf.

7.2 Should you have a reasonable cause to complain regarding the service provided by us, please inform the registered manager as soon as possible.

7.3 In order to comply with the requirements of the statutory regulator to train new staff or to monitor the quality of the service it may be necessary, from time to time, for a member of our staff to observe, supervise or shadow the Carer Support Worker in your home. We will give you as much notice as possible if any person other than the Carer Support Worker is to attend your home and we will ask you to use your best endeavours to co-operate with us in this respect.

7.4 You may be asked to participate in user satisfaction surveys, or to be interviewed in person:

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- (a) as part of our quality assurance procedures; or
- (b) at the request of the statutory regulator.

7.5 You are not obliged to reply to satisfaction surveys or interviews. We will always request your consent before we commence any service monitoring in your home.

8. Confidentiality

8.1 We will respect your privacy and confidentiality, but – with your consent - we may disclose confidential information (including sensitive personal data) about you to our Carer Support Worker or to any other person if we believe such disclosure is in your best interest or is appropriate for the performance of the service. We may also do so without your consent where there is a safeguarding concern, or it is required as a matter of law. Details of your name and address may be submitted to an agency. If another person or organisation is paying your fees, and/or has agreed to guarantee your obligations under this agreement, details of their name and address may also be submitted to an agency.

9. Records

9.1 The Carer Support Worker shall keep a digital record of the care you receive and any other significant information in the form of “visit notes” which are kept on our system against your personal care plan records. We are required to keep these records, and they remain our property, however you can request copies at any time.

10. Withdrawal of the Service

10.1 We reserve the right to withdraw a Carer Support Worker and/or to cancel this agreement with immediate effect in circumstances which, in our reasonable opinion, make the continued provision of the service untenable. Such circumstances would include (but would not be limited to) any failure by you to pay (or persistent late payment of) our invoices, failure by you, or someone else at your home to provide a safe environment and/or appropriate equipment for the service, sexual or racial harassment, excessive alcohol consumption, illegal drugs consumption, unreasonable behaviour or requests that a Carer Support Worker undertake unreasonable or illegal activities.

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11. Cancellation and Termination

All cancellation and termination conditions below apply to all services

- 11.1** You can cancel the Service at any time (and for any reason) by giving us 14 days' notice in writing, either electronic or hard copy to our office address or our enquiries email address – enquiries@ccsurrey.org.uk. If you give less than 14 days' notice, we reserve the right to charge a cancellation fee.
- 11.2** If you wish to suspend the Service for a period of time, please give at least 7 days' notice in writing either electronically or by hard copy to our office address or our enquiries email address – enquiries@ccsurrey.org.uk. If you need to take a break from the Service for more than two consecutive visits, this will be deemed a cancellation of Service (see 11.1).
- 11.3** Please note if you suspend the service for a period of time (see clauses 11.1 and 11.2), we cannot guarantee that the same Carer Support Worker will attend your home when you resume the service. We cannot guarantee staff availability to resume service immediately.
- 11.4** In the event that you wish to cancel an individual visit the following cancellation periods apply. Should you cancel within this time frame, charges will apply.

Length of Visit	Contractual Cancellation Period
3.5 hours or less	4 working days
4 - 7.5 hours	5 working days
8+ hour visits (including live in)	7 working days

- 11.5** In the event of your Carer Support Worker taking any leave of absence, we will cover your visit with an alternative, trained and competent member of staff. Should this be the case you will be notified by your Service Manager. Any cancellations as a result of the change of the Carer Support Worker will be in alignment with 11.4.

12. Third Party Rights

- 12.1** No person who is not a party to this agreement is to have any right pursuant to the Contracts (Rights of Third Parties) Act 1999 to benefit from or to enforce any provision of this agreement and the parties to this agreement may agree to cancel or vary the whole of any part of this agreement without being required to seek or obtain the consent of any third party.

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13. Force Majeure

- 13.1** Neither we nor you shall have any liability to the extent that any delay in or failure to perform any of our respective obligations under this agreement is caused by any factor beyond our respective reasonable control. Any of our obligations that are not affected by any factor beyond our respective reasonable control will continue to bind us and you.

14. Assignment

- 14.1** With your consent, we may transfer, assign, charge or deal in any other manner with all or any of our rights under this agreement or may sub-contract any or all of our obligations under it.

15. General

- 15.1** We may vary these terms and conditions in writing by giving you at least 4 weeks' notice. If you do not agree to the variation, you may terminate this agreement in accordance with clause 11.1.
- 15.2** If any provision of this agreement is found by a court or other competent authority to be invalid or unenforceable that shall not affect the validity of the remainder of this agreement.
- 15.3** The agreement, these terms and conditions, the care plan and self-funding agreement constitute all the terms and conditions between you and Crossroads Care Surrey as the care provider (subject to the variations allowed for by those terms and conditions) and is made to supersede all previous agreements and arrangements relating to your care.
- 15.4** You acknowledge that you have not been induced to enter into this agreement by any representation or promise that the agreement does not expressly contain (but this clause shall not exclude any liability for any representation made by us that was made fraudulently).
- 15.5** This agreement shall be construed in accordance with the laws of England and Wales and shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Live in care provision

16.1 Scope of Service

Our live in care service includes continuous presence and support in the client's home, covering personal care, medication administration and/or prompting, meal preparation, domestic tasks, and companionship. It excludes nursing procedures or any activity that compromises safety or legality.

16.2 Carer Support Worker Schedule, Rest, and Breaks

Between 10 & 12 hours of scheduled care per day, with additional standby time.

A minimum of 2 hours of uninterrupted break daily and appropriate overnight rest must be provided; additional charges may occur if we need to provide an additional carer support worker due to your original staff member requiring rest.

Frequent night duties beyond occasional assistance will be charged at waking-night or enhanced rates.

16.3 Environment and Accommodation

The client must provide a private bedroom, suitable bed, bathroom access, and a safe, hygienic environment.

Reasonable access to kitchen, laundry, heating, and Wi-Fi for care-related communication is required.

Hazards identified during assessment must be mitigated by the client.

16.4 Food, Utilities, and Expenses

The client shall provide reasonable meals or a meal allowance and cover normal utilities.

Out-of-pocket expenses (e.g., local travel for client needs) will be invoiced at discussed rates prior to being paid for.

16.5 Bank Holidays and Enhanced Rates

All services delivered on UK-recognised Bank Holidays will be invoiced at double the standard rate.

16.6 Care Plan, Reviews, and Changes

Services follow the agreed care plan and risk assessment after initial care assessment.

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Plans are reviewed regularly; material changes may alter staffing and pricing, this will be confirmed before implementation.

16.7 Medication and Health-Related Tasks

Medication support is provided in accordance with policy and training.

The client must supply medicines in original packaging with clear instructions.

No invasive clinical procedures or tasks outside Carer Support Worker competence will be undertaken by our staff members.

16.8 Safeguarding, Dignity, and Respect

We comply with UK safeguarding legislation and local authority procedures.

Carer Support Workers will treat clients with dignity, privacy, and respect.

16.9 Data Protection and Confidentiality

Personal data is processed under UK data protection laws and our privacy policy.

Information will only be shared with those directly involved in care or where legally required.

Further details are available on our website.

16.10 Client Responsibilities

Provide accurate information during assessment and notify us promptly of changes.

Ensure the home is safe and equipped for moving and handling where required.

Do not request tasks beyond training or that pose undue risk.

16.11 Pets, Smoking, and Household Rules

Pets must be safe and managed.

A smoke-free environment is required in the Carer Support Workers room and during care delivery.

Household rules must be reasonable and communicated in advance.

16.12 Infection Prevention and Control

We follow infection control procedures, including PPE use where appropriate.

Clients agree to support infection control measures.

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16.13 Lone Working and Safety

Carer Support Workers may leave unsafe situations. Services may be suspended if risks cannot be mitigated.

16.14 Emergencies and Hospital Admission

In the event of an emergency, Carer Support Workers will contact the relevant emergency services and the nominated representative.

Hospital stays are outside the scope of live-in care; alternative arrangements may be required and will be discussed with the client.

16.15 Cancellations, Pauses, and Notice

The client may cancel or pause service with notice as per the Service Agreement.

Short-notice cancellations may incur charges up to the daily rate for the booked period.

We may suspend or terminate services with notice where safety, non-payment, or material changes make delivery impracticable.

Please see section 11.4 for cancellation chart.

16.16 Insurance and Liability

We maintain appropriate business insurance. Liability is limited to direct losses and capped per the Service Agreement.

The client is responsible for household contents insurance and any damage not caused by Carer Support Worker negligence.

16.17 Complaints and Feedback

Complaints will be handled in accordance with our complaints policy. Feedback is encouraged for improvement.

16.18 Regulatory Compliance

Services are delivered in line with UK care regulations and guidance, including relevant regulatory requirements.

16.19 Force Majeure

We are not liable for delays or failure due to events beyond reasonable control. Alternative arrangements will be sought where possible.

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Emergency Care Planning Service

- 17.1** Upon registration for the Emergency Care Planning Service (“the Service”), a mandatory waiting period of seven working (7) days (“the enrolment Period”) will apply before an Emergency Care Plan (“the Plan”) can be activated.
- 17.2** The Waiting Period exists to ensure that:
- a comprehensive and accurate Plan can be created,
 - the necessary information is gathered and verified, and
 - appropriate risk assessments, care preferences, key-holder details, and contingency arrangements are documented safely and correctly.
- 17.3** During the Waiting Period, the Service cannot be activated in response to a crisis, emergency, or unexpected change in circumstances. This means that any emergency situation that occurs before the end of the Waiting Period will not be covered or supported under this Service.
- 17.4** If the individual requiring support develops, discloses, or is experiencing a significant care need, risk, or crisis prior to or during the ‘Waiting Period’, this will be treated as an existing situation, and the Emergency Care Plan cannot be used to address it until the Waiting Period has expired and the Plan is fully activated.
- 17.5** The Waiting Period will begin at the point the Service is formally agreed, and payment (where applicable) is received.

18. Activation of the Emergency Care Plan

- 18.1** The Plan will be considered active only when:
- the Waiting Period has elapsed,
 - all required documentation has been completed, and
 - the individual or their representative has received written confirmation of activation.
- 18.2** Once activated, the plan may be used at any time in accordance with these Terms and Conditions.

19.0 Cooling Off and Cancellation

- 19.1** A 14-day cancellation period (“Cooling Off Period”) applies from the date of registration.
- 19.2** If you choose to cancel the Service within the 14 day Cooling Off Period and before the Plan has been activated, you will be entitled to a full refund of any fees paid (if applicable).

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Charity Registration Number: 1125048. The Crossroads Care trademark is a collective mark. Surrey Crossroads is a company limited by guarantee registered in England & Wales Number: 06303805. Registered office: 121 Kingston Road, Leatherhead, Surrey, KT22 7SU.

19.3 If cancellation occurs after the Plan has been activated, or any emergency support has been provided, fees may be refunded on a pro-rata basis or may be non-refundable depending on usage and administrative costs incurred.

19.4 Cancellation requests must be made in writing either electronically or in writing to our office address or our enquiries email address – enquiries@ccsurrey.org.uk.

20.0 Ongoing Responsibilities

20.1 You agree to keep all emergency contact details, health information, key-holder arrangements, and care preferences up to date. Out-of-date information may affect our ability to deploy emergency support safely and effectively.

20.2 Crossroads Care Surrey reserves the right to decline activation or deployment where there is evidence of unmanaged risk, missing information, or unsafe conditions that would compromise the wellbeing of staff or the person receiving support.

21.0 Notice of the Right to Cancel

- You have a right to cancel this agreement if you so wish.
- This right can be exercised by either electronic or in writing to our office address or our enquiries email address – enquiries@ccsurrey.org.uk notice of your cancellation of service.
- Any requests that are sent to us in writing should be sent by recorded delivery. This will be required in the case of any dispute.
- You can still take a break from this agreement at any other time by giving us 7 days' notice in writing (as set out in clause 11.2 of the Terms and Conditions) to enquiries@ccsurrey.org.uk.
- Notice of cancellation will take effect as soon as it is either electronic or hard copy to our office address or our enquiries email address – enquiries@ccsurrey.org.uk.

121 Kingston Road, Leatherhead, Surrey, KT22 7SU

T 01372 869 970 **E** enquiries@ccsurrey.org.uk **W** crossroadscare.org.uk

A Network Partner of
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