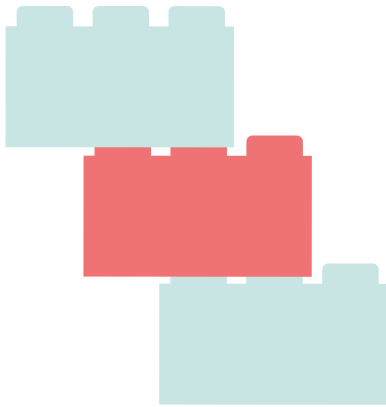




# Homecare Association

## Specimen Terms & Conditions for homecare and live-in care services



It's important to have the right contract in place to create a good relationship with your customers and comply with your legal obligations. Social care customers now have stronger rights.

Does your contract match up to current standards?

Our Specimen Terms and Conditions say clearly what people buying homecare services can expect.

Drafted by Anthony Collins Solicitors LLP, recognised experts in homecare law, our new Specimen Terms and Conditions include:

- Regulatory and legal changes that strengthen consumer protection.
- A focus on information for prospective customers about care services.
- Advice from the Competition and Markets Authority and Trading Standards about how providers should arrange and charge for services.
- Feedback from Homecare Association members on common challenges with customer contracts.

There are two sets of Specimen Terms and Conditions our members can purchase:

- Specimen terms and conditions for managed homecare
- Specimen terms and conditions for live-in care

How much do the Specimen Terms and Conditions cost?

- £350<sup>+VAT</sup> for an individual contract or
- £600<sup>+VAT</sup> for two contracts

The cost includes a Microsoft Word template and free term-by-term guidance. Producing these individually would cost substantially more.

Optional legal advice packages are available from Anthony Collins Solicitors at additional cost, to tailor the contract(s) to your organisation's needs.

## The Specimen Terms and Conditions are only available for purchase by Homecare Association members.

We provide a free Explanatory Note for members to read before purchasing.

This is only available to members and contains expert advice and comment from Anthony Collins Solicitors on why and how the contracts are drafted. Plus details of their optional legal advice packages.

Members can download the Explanatory Note free by logging on to the Homecare Association website.

Even if you are not thinking about replacing your contract, the Explanatory Note will help you assess whether it matches up to current thinking about contract terms - a valuable member benefit in itself.

**We consider our Specimen Terms and Conditions to be an important advance in ensuring that terms of business in our sector are fair and workable, both to people purchasing homecare services and to providers.**

Purchases of the Homecare Association's Specimen Terms and Conditions, and optional legal advice packages, are subject to the terms and conditions set out in the documentation package. These are electronic documents which will be sent to you by email after purchase. The documents are non-refundable or returnable. Each member may purchase the Specimen Terms and Conditions to use during the course of their business, with their own customers. The right to use the material is strictly reserved to the purchaser. Homecare Association, August 2023.



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## Are you a current member and would like to find out more?

**Call the Member Helpline on: 020 8661 8188, option 4**

**Email: [helpline@homecareassociation.org.uk](mailto:helpline@homecareassociation.org.uk)**

Scan to read our  
Explanatory Note



Scan and log on  
to go to our  
online Shop

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## Want to find out more about joining the Homecare Association?

**Call: 020 8661 8188, option 2 Email: [liam.pavesi@homecareassociation.org.uk](mailto:liam.pavesi@homecareassociation.org.uk)**



Homecare  
Association

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