



RMJPI Dignity Care Ltd Terms & Conditions

1. Introduction

These Terms and Conditions govern the provision of domiciliary care services by RMJPI Dignity Care Ltd, a CQC-regulated care provider. By engaging our services, you agree to be bound by these Terms and Conditions.

2. Services Provided

2.1 Scope of Services:

RMJPI Dignity Care Ltd provides a range of domiciliary care services, including personal care, medication management, meal preparation, companionship, and other related services as agreed upon in the individual Care Plan.

2.2 Personalized Care Plans:

Each service user will receive a personalized Care Plan tailored to their needs. The Care Plan will be reviewed regularly and updated to reflect changes in the service user's needs or preferences.

3. Fees and Payment

3.1 Fees:

Fees for services are detailed in the Service Agreement and are based on the level of care required. Fees are subject to review and may change with notice.

3.2 Invoicing and Payment Terms:

Invoices will be issued monthly, and payment is due within 14 days of the invoice date. Late payments may result in service suspension or termination.

3.3 Payment Methods:

We accept payment by direct debit, bank transfer, or other agreed methods. All payment details will be provided upon commencement of services.

4. Cancellations and Refunds

4.1 Cancellation by the Service User:

Service users must provide at least 48 hours' notice for cancellations. Cancellations with less notice may be subject to full or partial charges.

4.2 Refund Policy:

Refunds will only be considered where RMJPI Dignity Care Ltd is at fault or has been negligent in providing the agreed services. Refunds will be processed within 30 days of a validated claim.

4.3 Service Suspension:

RMJPI Dignity Care Ltd reserves the right to suspend services in cases of non-payment or where service user behavior poses a risk to our staff.

5. Liabilities

5.1 Liability for Services:

RMJPI Dignity Care Ltd will not be liable for any loss, damage, or injury unless caused directly by our negligence or fault.

5.2 Limitations of Liability:

Our liability for any claims arising from the provision of services is limited to the total amount paid by the service user for the services in question. We are not liable for any indirect, consequential, or incidental losses.

5.3 Insurance:

We maintain comprehensive insurance, including public liability, employer's liability, and professional indemnity cover, to safeguard the interests of our service users and staff.

6. Health and Safety

6.1 Compliance:

RMJPI Dignity Care Ltd complies with all health and safety regulations and CQC standards to ensure a safe environment for service users and staff.

6.2 Risk Assessments:

Risk assessments will be conducted for all service users, and appropriate measures will be implemented to manage identified risks.

7. Confidentiality and Data Protection

7.1 Confidentiality:

We are committed to maintaining the confidentiality of all service user information. Personal information will only be shared with authorized individuals as necessary to provide care services.

7.2 Data Protection:

RMJPI Dignity Care Ltd complies with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Service user data will be handled securely and used solely for the purposes of care provision.

8. Complaints and Feedback

8.1 Complaints Procedure:

We encourage feedback from service users and have a formal complaints procedure in place. Complaints should be directed to [Complaints Officer's Name, Contact Information]. All complaints will be acknowledged within 5 working days and resolved promptly.

8.2 Resolving Issues:

We are committed to resolving all complaints fairly and efficiently. In the event that a complaint is not resolved to your satisfaction, you may contact the Care Quality Commission (CQC).

9. Termination of Services

9.1 Termination by Service User:

Service users may terminate the agreement by providing 14 days' written notice. Any outstanding fees for services provided up to the termination date will remain payable.

9.2 Termination by RMJPI Dignity Care Ltd:

RMJPI Dignity Care Ltd reserves the right to terminate services with immediate effect in cases of non-payment, unacceptable behavior, or risks to staff safety.

10. Changes to Terms and Conditions

RMJPI Dignity Care Ltd reserves the right to amend these Terms and Conditions at any time. Service users will be notified of any changes in writing, and continued use of our services will be deemed acceptance of the revised terms.

11. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

Contact Us:

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Thank you for choosing RMJPI Dignity Care Ltd. We are committed to empowering your quality of life and providing care with dignity and respect.