

Patricia Whites

Terms of Business

Patricia White's Personal Home Care offers their services on the condition that terms of business are complied with as follows:

1. A non-refundable registration of £100.00 is charged at the time of registration and should be sent to the Agency with the completed, signed registration form. By returning the signed registration form, the client is deemed to have accepted the Agency's Terms of Business. All fees are shown within our brochure, but may be subject to change by written notification. Carers' fees are paid directly to the carer by the client. This payment should be by cheque as we do not advise you to pay carers in cash. The carer will submit an invoice to the client. The Agency fee will be submitted weekly and should be paid within seven days of receiving the account. This cheque should be made payable to Patricia White's. Interest will be charged on overdue accounts.
2. The carer will work directly for the client, and all arrangements regarding time off and hours worked should be made with the client. In case of long term cover, the client should agree holidays. In all cases, whilst the Patricia White's Carer is responsible for their own tax and National Insurance contributions, the client should make sure that the correct arrangements are in place. Carers work "unmeasured hours".
3. The Agency cannot accept any responsibility for any loss or damage for which the client might become liable, arising from the engagement by the client of any person introduced by the Agency. When carers introduced by the Agency are working in clients' homes, the client is responsible for providing adequate insurance, to cover loss or accidental injury. Any vehicle which is required to be driven by the carers must be comprehensively insured. Nothing in this clause shall seek to limit or exclude any liability of the Agency for personal injury or death caused by negligence or for fraudulent misrepresentation. The agency will not accept violent and aggressive behaviour towards carers.

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4. Clients should make sure that RESIDENT carers are provided with free board and should have their own bedroom. They should have two hours off during the day and be able to leave the client's home during that time. If this is not suitable, arrangements can be made to have a visiting carer to cover this time off. A full day's fee will be charged by the carer and the Agency on the date care commences. In the case of cancellation of a confirmed booking less than 96 hours from the scheduled date of commencement a fee of 4 days will be charged at the appropriate rate. Full travel expenses to and from the client's home must be paid to the carer; this also applies to relief carers. Travel expenses are always priced from London. We inform carers that clients' phones should not be used for personal calls however they must be free to telephone the Agency at any time. If a client gives a carer permission to use the telephone, arrangements should be made between the client and the carers as to reimbursement. The Agency will not be responsible for any monies owed.

5. When a client needs assistance during the night, extra night care should be arranged. During a Sleeper Night booking, the carer may be called up to three times a night for periods of no longer than half an hour. Resident carers should also have a day off each week and should not have to undertake any duties on that day. If duties are undertaken on the carer's day off, either in the morning or on their return in the evening, the carer is entitled to half a day's fee.

6. An hourly rate plus full fares will be charged by the carer and the Agency for all interviews. Extra charges will be made for Bank Holidays. Over the Christmas and New Year period extra charges will be made, prior notification will be given as to these charges.

7. Under no circumstances will a client make a private arrangement, financial or otherwise with a carer introduced to them by the Agency. Nor will a client effect an introduction of a carer to a third party, without first informing the Agency, in order that the Agency's Terms of Business may be sent to that third party. The Agency fee is payable whenever a carer, introduced by the Agency, is in the client's employ.

8. The Agency fee is a continuous weekly charge and will be charged as stated within our brochure.