

Family FAQ

Jemma Wetten's Care Service

IMPORTANT NOTICE!

This FAQ is provided for information only as part of the Family Welcome Pack.

- It is not a live care document
- It is not a contract
- It must not be used to deliver care
- It does not relate to any real individual

All care is supported by individualised, signed, and dated documentation specific to the person receiving support. A full Self-Employed Care Service Agreement is provided before care begins.

1. Who provides the care?

Care is provided by Jemma Wetten, trading as Jemma Wetten's Care Service, operating as a self-employed care professional.

2. When does care officially begin?

Care only begins once needs have been discussed, a Care Plan agreed, and written documentation completed.

3. What type of support is provided?

Support is provided only as agreed and written into the Individual Care Plan.

4. How often is care reviewed?

At least annually, or sooner if needs or circumstances change.

5. How are fees and payments handled?

Fees are agreed in advance and payment responsibilities explained clearly before care begins.

6. Are there minimum or guaranteed hours?

No. Care hours are arranged by mutual agreement.

7. How are care hours agreed?

Once agreed, visits are treated as planned care unless cancelled with reasonable notice.

8. What happens if a visit is cancelled?

Reasonable notice is expected. Short-notice cancellations may incur a fee in line with the Service Agreement.

9. What standards of care can we expect?

Care is delivered safely, respectfully, and in line with professional standards.

10. Do you help with medication?

No medication administration or handling is provided. Verbal prompting only where agreed and documented.

11. Is cover provided if unavailable?

A suitable substitute may be arranged where appropriate and agreed.

12. How is information handled?

All information is confidential and shared only with consent or where legally required.

13. Are you insured?

Yes, appropriate public liability insurance is in place.

14. Can you drive the client's vehicle?

Only with express permission and where the vehicle is compliant and safe.

15. What if something unexpected happens?

Communication is prioritised and arrangements reviewed as needed.

16. What law applies?

The laws of England and Wales.

17. Can care be ended?

Yes, with notice or immediately for serious concerns.

18. When do we receive the full agreement?

Before care begins, signed by both parties.

Final reassurance:

This FAQ supports openness, clarity, and person-centred care. Questions are always welcome.