

Terms & Conditions

Last updated: September 2026

GN Wellsprings Care Services Ltd (“we”, “us” or “our”; company number 09250284) is a Care Quality Commission (CQC) registered home care provider, registration number 1-1933640460, with its registered office at 10 Regent Place, Rugby, Warwickshire, CV21 2PN. These Terms and Conditions (“Terms”) apply to the use of our website (gnwellspringscareservices.org.uk) and to the provision of our care services. By enquiring about, booking or receiving our services, you agree to be bound by these Terms.

1. About Us

We provide compassionate, professional home care to adults aged 18 and above, enabling people to live independently, safely and with dignity in their own homes. Our services are delivered across Warwickshire, Leicestershire, Coventry, Rugby and Nuneaton.

2. Our Services

Our services include, but are not limited to:

- Home care / domiciliary care
- Supported living
- Live-in care (24-hour support)
- Sitting services
- Night cover
- Palliative and end-of-life care

Every arrangement is based on a personalised care plan, developed together with you after a free initial consultation and needs assessment. The care plan can be reviewed and adjusted as needs change.

3. Registration, Quality and Safeguarding

- We are registered with and regulated by the Care Quality Commission (CQC), registration number 1-1933640460. Our current rating is available on the CQC register (cqc.org.uk).
- We operate an ISO 9001:2015 quality management system to ensure consistent, safe and effective care.
- Safeguarding: we have a duty of care to protect the people we support. If you believe a client or vulnerable adult is at risk, please contact us immediately or follow the appropriate safeguarding procedures.

4. Assessments, Care Plans and Bookings

- We offer a free, no-obligation initial consultation and needs assessment (in person or remotely).
- Your care plan will be agreed with you before care begins and will set out the type, frequency and location of care.
- We may decline, or withdraw, services where we reasonably believe that care cannot be provided safely, in line with our risk assessments, CQC regulations and our duty of care. In such cases we will explain our reasons and discuss alternatives.

5. Fees and Payment

- Our fees are set out in your written quotation or care plan. There are no hidden charges.
- If your care needs change significantly, your fees may be reviewed. We will always discuss any change with you in advance, in writing.
- Invoices will be issued in accordance with your care plan and payment is due within 14 days of the invoice date.

- Where care is funded by a Local Authority, NHS, or another third party, you remain responsible for ensuring that payment arrangements are in place and up to date.
- If payment is significantly overdue, we may suspend or terminate services after giving reasonable written notice (normally at least 14 days).
- Any additional costs (for example, temporary agency cover for unplanned absences) will be confirmed in writing before they apply.

6. Cancellation and Changes

- Individual visits: please give us at least 24 hours' notice if you need to cancel or reschedule an appointment. We understand that urgent cancellations can happen; patterns of last-minute cancellations or non-attendance may be reviewed with you.
- Ongoing and live-in care arrangements: cancellations are subject to the notice period set out in your care plan.
- Fees for care already provided cannot be refunded. Refunds for care cancelled before it takes place will be handled fairly and in line with your care plan.

7. Your Responsibilities

To help us provide safe, high-quality care, you (or the person you are arranging care for) should:

- Provide accurate and up-to-date information, including health conditions, medications, allergies, dietary requirements and personal preferences.
- Tell us promptly of any change in health, medication, condition or circumstances.
- Ensure that medication is available and managed as agreed in the care plan. We do not provide medical or nursing treatment unless delivered by appropriately qualified staff.
- Provide a safe environment for our carers, including agreed key access where required.
- Raise any concerns about care with us as soon as they arise (see our Complaints procedure below).

8. Our Carers

- Our carers are recruited to CQC standards, including enhanced DBS checks and verified references, and receive ongoing training and supervision.
- We aim to provide continuity of care with the same carer wherever possible. Where your regular carer is unavailable, we will provide a suitable substitute from our trained team.
- You have the right to request a different carer. We will consider any such request reasonably and keep you informed of the outcome.

9. Health and Safety

We follow documented health and safety procedures, including risk assessments, manual handling, infection prevention and control, and accident and incident reporting. All incidents are recorded and investigated in line with CQC requirements. Where a risk assessment identifies that a particular task cannot be performed safely, we will discuss this with you and, where necessary, adjust the care plan.

10. Personal Data and Privacy

We collect and process personal and health data in accordance with UK GDPR and the Data Protection Act 2018. This information is used to provide and plan your care, meet our regulatory duties, and administer our services. Please see our Privacy Policy (available at gnwellspringscare.services.org.uk/privacy-policy/) for full details of how we collect, use, share and protect your personal data, and of your rights.

11. Complaints

We take feedback seriously and welcome it. Our complaints procedure works in two stages:

- Stage 1: Tell us about your concern by phone (01788 641003), WhatsApp (07534 562602), email (info@gnwellspringscareservices.org.uk) or in writing. We aim to acknowledge your complaint within 2 working days and to investigate and respond within a reasonable timeframe, normally within 10 working days.
- Stage 2: If you are not satisfied with our response, the matter can be escalated for a formal review. We will write to you with the outcome and your rights.

You also have the right to make a complaint to the Care Quality Commission (CQC), your Local Authority, or, where relevant, the Local Government and Social Care Ombudsman.

12. Exclusion of Liability

To the extent permitted by law, we shall not be liable for any indirect or consequential loss, loss of profit, revenue, business, or loss of data arising from the use of our website or services. Nothing in these Terms excludes or limits our liability for death or personal injury resulting from negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot be excluded or limited by law.

13. Changes to These Terms

We may update these Terms from time to time. The current version is always available on this page. Where a change materially affects your ongoing care, we will communicate it to you in advance in line with your care plan.

14. Governing Law

These Terms are governed by, and construed in accordance with, the laws of England and Wales, and any disputes relating to them are subject to the exclusive jurisdiction of the courts of England and Wales.

15. Contact

If you have any questions about these Terms, please contact us:

- GN Wellsprings Care Services Ltd
- 10 Regent Place, Rugby, Warwickshire, CV21 2PN
- Email: info@gnwellspringscareservices.org.uk
- Telephone: 01788 641003
- Mobile / WhatsApp: 07534 562602
- CQC Registration Number: 1-1933640460
- Company Number: 09250284