



Terms & Conditions

Business Name: Physiocare community rehabilitation and support ltd

Reg number: 17085716

Registered address: Meadow View, Rock Road, Chudleigh, Devon, TQ13 0JJ

Director and clinician: Louise Dawson

Contact email: info@physiocare-community.co.uk

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1. Introduction

These Terms & Conditions outline the agreement between you (the client) and Physiocare community rehabilitation and support ltd for physiotherapy assessment and treatment delivered in the community. By booking an appointment, you agree to these terms.

2. Services

- Assessment, rehabilitation, exercise prescription, and ongoing physiotherapy care.
- Services may be delivered in the home, community setting, or remotely via video or telephone if agreed.
- A personalised treatment plan will be discussed and updated as needed.

- Initial assessments are 60 minutes
- Follow up rehabilitation sessions are approximately 45 minutes each. These sessions can be used flexibly - for example 2 sessions could be booked together to enable a 1.5 hour session to support a personal rehabilitation goal that may need longer time.
- Where liaison with care professionals and/or support with coordinating health and social care pathways is required, this will be included as part of the rehabilitation session time.
- Where such activity is undertaken away from the client (for example where written reports are required by statutory services), this will only be completed following prior agreement with the client. This work may be delivered either as part of a block book package or as a one off session, depending on client's preferences and requirements.

3. Fees & Payment

- Website (www.physiocare-community.co.uk) shows up to date pricing information. Sessions can be booked individually or as block bookings.
- Initial free virtual consultation is offered to discuss your needs and how Physiocare may be able to help and support.
- Fees will be confirmed before your first appointment
- Payment is due on the day of treatment unless agreed otherwise.
- Payments may be made by bank transfer, card payment, or cash.
- Receipts can be issued on request.
- Visit fees include travel unless outside of boundary shown on map on website (www.physiocare-community.co.uk). Where visits are further afield there may be an additional travel charge which will be discussed prior to any visits taking place.

4. Cancellation Policy

- Please give 24 hours' notice if you need to cancel or rearrange.
- Appointments cancelled with less than 24 hours' notice may incur the full session fee although it is understood sometimes, through illness or other health reasons visits may

need to be rearranged a short notice. Physiocare community rehabilitation and support ltd will be as flexible as possible to support in these situations

- Non-attendance without notice will be charged at the full rate.

5. Your Responsibilities

- To provide accurate information about your medical history and health.
- To notify the clinician of any changes in symptoms, medication, or general health.
- To follow agreed treatment plans where safe and appropriate.

6. Clinical Responsibilities

The clinician will:

- Provide safe, evidence-based physiotherapy within their professional scope.
- Maintain accurate clinical notes.
- Follow HCPC, CSP, and data-protection standards.
- Gain consent before assessment or treatment.
- Refer you to other services where clinically appropriate.

7. Privacy & Data Protection

Your data will be processed in line with UK GDPR and the Data Protection Act 2018. Please refer to the GDPR & Privacy Policy for full details.

8. Home Visit Environment

To ensure safety during community visits:

- Please ensure the space is safe and suitable for assessment.
- Pets should be secured during the appointment.
- If the clinician feels unsafe or unable to carry out treatment, the session may be ended.

9. Confidentiality

All personal and clinical information is confidential and will only be shared when necessary for your care or when legally required – see Physiocare community rehabilitation and support ltd Privacy and GDPR policy for further information (available on website or written copy on request).

10. Consent

By engaging in physiotherapy, you give consent for:

- Assessment and treatment
- Note-taking and record-keeping
- Liaison with relevant healthcare professionals where appropriate

You may withdraw consent at any time.

11. Complaints

If you have concerns or wish to make a complaint, please contact the clinician. If unresolved, you may escalate to the HCPC or CSP. See Physiocare community rehabilitation and support ltd Privacy and GDPR policy for further information (available on website or written copy on request)

12. Liability

- While every effort is made to provide safe and effective treatment, outcomes cannot be guaranteed.
- The clinician holds appropriate professional liability insurance.