businesscompanion
trading standards law explained

Introduction

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Background

In this guide, the words 'must' or 'must not' are used where there is a legal requirement to do (or not do) something. The word 'should' is used where there is established legal guidance or best practice that is likely to help you avoid breaking the law.

Background

As a responsible owner or manager of a care home, it is important that you ensure that your residents, potential residents and their representatives (which would include family members and anyone else who is making decisions, payments or entering into contracts for them) are treated fairly.

You are responsible for practices carried out by your staff, as well as anyone acting on your behalf or in your name, so you should have clear processes and procedures in place, to reduce the chances of you breaching consumer law.

To help you comply with your responsibilities, this guide sets out the key areas of consumer law that apply to care homes.

The first part of the guide looks at the effect of consumer law on care homes. The rest of the guide consists of three checklists, which cover the provision of:

- up-front information for prospective residents and their representatives
- additional information for prospective residents and their representatives before offering them a place in your care home
- information for prospective residents and their representatives when offering them a place in your care home

> Care homes and consumer law

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