



AtHome Care Group Pet Policy updated 2026

AtHome Care Group understands that pets are often an important part of the family. Many carers are happy to provide support with pets, but this is always at the individual carer's discretion and must be discussed and agreed before care begins.

A carer may agree to help with simple tasks such as feeding pets, providing fresh water, letting a pet into the garden, light cleaning of bowls or litter trays, and short walks where appropriate.

Carers are not automatically responsible for pet care and may decline any task they feel is unsafe, unsuitable, or outside their experience. They are not expected to handle aggressive, unpredictable or poorly controlled animals, provide veterinary treatment, administer medication unless specifically agreed, lift heavy animals, undertake extensive cleaning, or pay for pet-related expenses.

Clients must provide clear instructions, suitable equipment and enough food or supplies. Pets should be appropriately controlled, and the client remains responsible for veterinary care, insurance, licences and any damage or injury caused by the animal.

Any agreed pet-care duties should be discussed during the carer interview and we suggest they are recorded clearly in the client-carer agreement. AtHome Care Group can help facilitate the conversation, but the final arrangement is agreed directly between the client and carer.