

Accessibility Statement

Version 1.0 · In effect from 6 September 2026 · Last updated 6 September 2026

This statement describes how accessible this website is, what we know is not right yet, and how to tell us if you have trouble using it.

1. What this covers

This statement applies to <https://wecarehome.co.uk>. It does not cover Stripe's payment pages, which are run by Stripe and have their own accessibility statement.

2. How accessible this site is

2.1 We have built the site to aim at the Web Content Accessibility Guidelines 2.2 at level AA. We believe it largely meets that standard, with the exceptions in section 4.

2.2 What we have done deliberately:

- every page works from the keyboard alone, with a visible focus outline and a skip link to the main content;
- text can be enlarged to 200% without content being lost or overlapping;
- the site works down to a 320-pixel-wide screen without sideways scrolling, tested across every page;
- colours were chosen to meet the contrast minimum for body text;
- every image that carries meaning has a text description, and decorative images are hidden from screen readers;
- form fields have real labels, and an error tells you which field it is about and what to do;
- headings are properly nested, so you can navigate by heading;
- legal pages have a contents list and numbered clauses you can link to individually.

3. How we tested

3.1 We test the site at five screen widths on every page, checking for horizontal overflow and for images that fail to load.

3.2 We have **not** yet had a formal accessibility audit by an independent organisation, and we have not yet tested with a representative group of disabled users. We say so plainly rather than implying a certification we do not hold.

4. Known problems

4.1 The booking calendar and the day-by-day schedule picker are usable from the keyboard but have not been tested end to end with a screen reader. We expect it to be workable and we are not yet certain it is comfortable.

4.2 Some PDF versions of our legal documents may not be fully tagged for screen readers. Every PDF has an HTML version on this site that is accessible; if you need a document in another format, ask.

4.3 Visit report photographs are described by what they show in the report text, but individual photographs do not have separate descriptions.

5. If you have trouble

5.1 Email info@wecarehome.co.uk. Tell us which page and what happened.

5.2 We will reply within 10 working days, and we will help you do whatever you were trying to do — including taking a booking by email if the website is in your way.

5.3 If you need this or any other document in large print, plain text or another format, ask and we will send it.

6. Enforcement

The Equality and Human Rights Commission enforces the Equality Act 2010. If you are unhappy with how we respond, you can contact the Equality Advisory and Support Service at equalityadvisoryservice.com.

7. How this statement was prepared

This statement was prepared from our own testing of the site. It describes the site as it actually is, including what has not been done. We will update it when either changes.

This document was last reviewed by [SOLICITOR NAME] on [DATE].