

Pricing Structure - North London Adult Care

1. Introduction

This document outlines the pricing structure of NORTH LONDON ADULT CARE, a domiciliary care agency providing high-quality, person-centred care and support to individuals in their own homes. Our pricing is designed to be transparent, fair, and reflective of the professional standards, safeguarding responsibilities, and regulatory requirements within the care sector.

2. Pricing Objectives

Our pricing structure aims to:

- Provide clear and transparent costs for clients and families
- Reflect the quality, reliability, and compassion of our care services
- Ensure compliance with CQC standards and employment legislation
- Support staff training, supervision, and continuity of care
- Enable sustainable and ethical service delivery

3. Services Covered

This pricing structure applies to the following domiciliary care services:

- Personal care (washing, dressing, toileting)
- Medication support (prompting or administration, where assessed)
- Meal preparation and nutrition support
- Companionship and social support
- Mobility and transfer assistance
- Dementia and cognitive support
- End-of-life and palliative care (where appropriate)
- Domestic support related to care needs

All care is delivered following a full needs assessment and personalised care plan.

4. Pricing Model

4.1 Hourly Care Rates

Care is primarily charged on an hourly basis.

- Direct Payment - £20.20 per hour
- Private Rate - £23.25 per hour
- The current agreed rates are:

£23.25/ hour for care calls up to 4 hours in duration;

£22.25/hour for care calls between 5 and 9 hours in duration;

£20.25/ hour for calls lasting 10 hours or more.

All rates are subject to change in April 2026

4.2 Night Care

- **Sleeping night:** £210 per night (10 hours)
- **Waking night:** £232.50 per night (10 hours)

All rates are subject to change in April 2026

5. Care Packages

Where appropriate, care may be offered as a weekly or monthly package based on assessed needs. Package pricing is confirmed following assessment and may be reviewed if care needs change.

6. Additional Charges

The following may incur additional charges and will be agreed in advance:

- Travel costs beyond the standard service area
- Extended visit durations
- Specialist or complex care requirements
- Emergency or short-notice cover
- Additional staffing for double-handed care

7. Local Authority and Direct Payments

We accept referrals and funding via:

- Local Authority commissioned care
- Direct Payments
- Private self-funded clients

Rates for Local Authority contracts may differ and are agreed separately.

8. Invoicing and Payment Terms

- Invoices are issued **monthly** in arrears
- Payment terms: **14 days**
- Payments accepted via **bank transfer or cheque**
- Late payments may result in interest being charged, or in service review or suspension, subject to safeguarding considerations.

9. Price Reviews

Prices are reviewed annually or when there is:

- A significant change in care needs
- Changes to legislation, National Living Wage, or operational costs
- Amendments to the care plan

Clients will be given reasonable written notice of any changes.

10. Approval and Governance

This pricing structure is approved by:

- Name: [Naveen Sharma](#)
- Role: Registered Manager
- Date: 6.2.2026

11. Funding Pathways and Client Types

11.1 Private (Self-Funded) Clients

Private clients receive a personalised quotation following an initial needs assessment. Pricing reflects assessed care needs, visit frequency, and level of support required.

11.2 Local Authority Commissioned Care

Where services are commissioned by a Local Authority, rates are agreed under contract and may differ from private rates. Service delivery is aligned with contractual requirements and care specifications.

11.3 Direct Payments

Clients using Direct Payments are supported with clear cost breakdowns to enable effective management of their care budgets.

12. CQC Alignment and Inspection Readiness

This pricing structure supports compliance with the CQC Key Lines of Enquiry (KLOEs), particularly:

- **Well-Led:** Transparent pricing, ethical commissioning, and sustainable workforce planning

- **Safe:** Appropriate staffing levels, double-handed care where required, and fair pay
- **Effective:** Funding of training, supervision, and competency assessments
- **Caring:** Continuity of care and relationship-based support
- **Responsive:** Flexible pricing to adapt to changing needs

13. Governance, Review, and Version Control

- This document is owned by the Registered Manager
- Reviewed at least annually or following regulatory or contractual changes
- Any amendments are version-controlled and communicated appropriately

Document version: 1.0

Last reviewed: 6.2.2026

Next review due: April 2026