

Fee Schedule

Visiting Care

Mon to Fri daytime (before 6pm)	£39.50 per hour
Weekdays (after 6pm) + weekends all day	£43.90 per hour

Overnight Care

	Sleeping nights	Waking nights
Monday to Thursday	£181	£236
Friday, Saturday & Sunday	£203	£264

Live-In Care

Live-in care is charged on a weekly basis, determined by the assessed level of need. The specific level of need and corresponding pricing, as outlined in the table below, will be confirmed after completing a care needs assessment.

Live-in rate	Weekly rate
Rate A	£1,500
Rate B	£1,600
Rate C	£1,700
Rate D	£1,800
Rate E	£1,900
Respite care rate	£1,750

Bank Holidays

UK bank holidays, as well as Christmas Eve and New Year's Eve from 6pm are charged at twice the usual rate.

Waking Nights

If a sleeping carer is disturbed more than twice during the night (between 10pm and 6am) or for a total duration exceeding 30 minutes, the waking night fee will be applied. For live-in carers, this equates to a fee of £45 per night.

Ad Hoc / Temporary Packages

For temporary packages, lasting less than one month, we require payment in advance.

Cancelling Duties

To cancel a visit or to terminate the service 28 days' notice is required. During this period all scheduled calls will be chargeable.

If your care is suspended, owing to a hospital stay or for any other reason, you may pay a 50% retention charge to retain your team.

Additional Charges

Travelling expenses

If you request a carer to use their own vehicle on your behalf, whether or not you are present in the car, a mileage fee of 45p per mile will apply.

Invoices

Invoices and rosters are sent monthly by email, if you prefer to be mailed a hard copy there is a charge of £3 per invoice.

We take payment by direct debit, where this is not possible, a deposit equivalent to 4 weeks care is required and there is an admin fee of £3 per week.

Additional costs

You are responsible for covering any additional expenses incurred, such as excursions, meals out, and travel. For live-in care, you must also provide the carer with appropriate accommodation and meals.