

Boston

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www.clarityhomecare.co.uk/boston
email: boston@clarityhomecare.co.uk

Horncastle

Tel. 01507 851570
www.clarityhomecare.co.uk/horncastle
email: horncastle@clarityhomecare.co.uk

Spalding

Tel. 01775 567089
www.clarityhomecare.co.uk/spalding
email: spalding@clarityhomecare.co.uk

Price List From April 1st 2026

- £33.50 per hour weekdays
- £29.00 for 45 mins
- £27.00 for 30 mins
- Sleep-ins (10 hour overnight, carer sleeping at customer's house):
£220
- Additional £2.00 per hour weekends
- Bank holiday rate: double the above
- Short notice and short-term cover and cover: £120 one off charge
in addition to the above rates.
- Remote areas increased rate of £2.50 per visit.

Cancellation or Withdrawal of the Service

If for any reason, Clarity Homecare must withdraw the service, they will give you 7 days' written notice.

If you, the Client, wish to cancel the service permanently you must put this in writing and give 7 days' notice.

If you wish to cancel the service temporarily you can telephone the local office to advise of the cancellation, but we do require 48 hours' notice if at all possible.

Cancellations without the proper notice will be charged at the hourly rate for 24 hours.

In the event of legal action taking place to recover any monies owed by the Client, Clarity Homecare reserves the right to recover all costs and expenses incurred in pursuing debt, together with interest on any fees, which become subject to probate.

If the Client directly employs an employee of Clarity Homecare (or any person introduced to the Client by Clarity Homecare) during or within 3 months of the termination of this contract, the Client shall pay an introduction fee equivalent to the 25% of the estimated full annual income of the employee.

Insurance Details

The support provider carries at any one time a minimum of £10 million in Public / Products liability insurance and £5 million in Employer's liability.

Staff Supervision

The care workers assisting you will be under the supervision of the Registered Manager to whom any complaints or comments about the service should in the first instance be addressed. A copy of the complaints policy can be found in your care folder situated in your home.

Monitoring and Quality Assurance

Clarity Homecare is eager to provide a good and professional service and to make improvements wherever possible. We will regularly contact Clients by telephone to ensure they have no concerns about their service. Our management team also visit Clients to review the service being delivered and at this time will ask the Client if they have any concerns they would like to report. Our Head of Care will also send out annual surveys and ask Clients or family members to complete the form. This can be done anonymously if required. The results of the questionnaires will be collated and displayed in a graph format. Clients can request copies of the result by contacting the Registered Manager.

Staff Holidays and Sickness

On occasions of staff holidays and sickness, Clarity Homecare will ensure continuity of service by sending another experienced support worker who will have been informed of the duties that need undertaking prior to arriving at your home. They will also have been advised if you have any special needs or requirements.

Entering and Leaving the Premises

Arrangements for the staff of Clarity Homecare to enter and leave the Client's home can be as follows:

- Door left unlocked
- Client opens the door
- Relative opens the door
- Key safe used
- Other by arrangement