



BCT Group Customer Price List 2026/27

Effective from 1st April 2026

Email Us: info@bct-group.co.uk | Call Us: **01404 643883** | Operating Hours: **7AM – 10PM**

We are pleased to offer our comprehensive Homecare and Live-In services, designed to support your independence and enhance your life. Our dedicated team provides personalised, reliable care tailored to your needs.

Below, you'll find clear, transparent pricing along with important information about inclusions, travel rates, cancellation policies, and payment terms. We believe in honesty, fairness, and ensuring customers can manage their finances without unexpected charges.

Your well-being is our top priority, and we are committed to delivering the highest standard of care.

Important Information

Minimum Visit Length

- The minimum visit duration is 30 minutes.

Bank Holidays

- Bank Holidays are NOT charged at a higher rate. We believe care is care, no matter the day, and this helps customers avoid unexpected increases in their care costs.

Travel & Mileage

- If a staff member takes a customer out in their vehicle, mileage is charged at £0.45 per mile, added directly to the customer's invoice.
- Mileage to and from customers' homes is included in our prices.

Staff Costs Included

- All staff-related costs (Including PPE, mileage to/from customers, etc.) are included in the visit price.

Cancellation Policy

- Visits cancelled with less than 48 hours' notice may be charged in full.

Payment Terms

- We accept Direct Debit & BACS payments.
- Invoices are issued fortnightly on Monday.

Deposit Requirement

- All new customers are required to pay a two-week deposit before the start of their service.
- The deposit amount is based on the customer's visit requirements.
Example: One 30-minute Personal Care visit per day at £23.50, 7 days a week totals £164.50 per week, so the deposit required would be £329.00.
- The deposit is held securely by us and is returned at the end of the service, provided all outstanding invoices are settled.



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Companionship Visits (No Personal Care)

Social interaction, conversation, activities, light housekeeping, and preparation of nutritious meals.

No personal care or medication management is included.

Prices (Monday – Friday, 9AM – 6PM)

Duration	Price
30 Min Visit	£22.00
45 Min Visit	£25.50
1 Hour Visit	£28.00

Personal Care Visits

Assistance with daily living activities, including:

- Mobility support and steadying
- Showering, bathing, shaving, oral hygiene
- Dressing support
- Toilet assistance (incl. commode/bottle emptying)
- Support with meals or cutting up food
- Medication support or prescription ordering
- Assistance with forgetfulness or short-term memory patterns
- May be left alone for short periods (depending on assessed needs)
- Housekeeping, companionship, and meal preparation included

Prices (Monday – Sunday, 7AM – 10PM)

Duration	Price
30 Min Visit	£23.50
45 Min Visit	£30.25
1 Hour Visit	£34.75

Sleep-In Care (10PM – 7AM)

A carer sleeps on-site and is available for minimal assistance if required.

Description	Price
Sleep-In (Flat Rate)	£211.50



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Live-In Care Services

Minimum booking: 7 days

All Live-In Care includes:

- Companionship
- Meal preparation
- Light housework & domestic admin
- Recreational support & daily errands
- Support with daily living activities as required

Standard Live-In Care

For customers requiring daytime support with mobility, personal care, nutrition, and general home assistance.

Type	Daily Rate
Standard	£279.75

Complex / Palliative Live-In Care

For those needing a higher level of support, including:

- Full assistance with washing, dressing, oral care, & bathing
- Supervision with mobility
- Toilet hygiene & continence support
- Stoma, Commode, bottle, or catheter bag management
- Cannot be left alone
- Assistance with eating, drinking, and medication
- Appropriate for advanced Dementia, Alzheimer's, Parkinson's, MS, cancer, brain injury, and similar complex needs

Type	Daily Rate
Complex / Palliative	£287.50

Couples Live-In Care

Designed for couples who both require support within the home. Includes:

- Mobility support
- Assistance with washing, bathing, & dressing
- Nutrition support
- Medication administration & management
- Household tasks & companionship
- Support for those with memory loss or needing supervision at times

Type	Daily Rate
Couples	£287.50