

Guide to Rates

Spring 2021

Rates are based on one care assistant visiting. Bookings requiring two care assistants will be charged as two separate visits.

STANDARD RATES		Monday to Friday			Weekends		
		1 hour	45 min	30 min	1 hour	45 min	30 min
Day	7am to 7pm	£26.50	£22.80	£19.50	£29.80	£25.65	£22.20
Evening	7pm to 11pm	£29.80	£25.65	£22.20	£29.80	£25.65	£22.20
'Sleepover'	10pm to 8am	£205.00			£205.00		

HOLIDAY RATES		Bank Holidays ¹			Christmas / New Year ²		
		1 hour	45 min	30 min	1 hour	45 min	30 min
Day or Night	7am to 7pm	£31.80	£27.36	£23.40	£35.76	£30.78	£26.64
Evening	7pm to 11pm	£35.76	£30.78	£26.64	£35.76	£30.78	£26.64
'Sleepover'	10pm to 8am	£246.00			£246.00		

¹Standard UK Bank Holidays plus Easter Sunday.

²Christmas/New Year rates apply from 4pm on Dec 24th to 7am on Dec 27th and from 6pm on Dec 31st to 7am on Jan 2nd.

MEDICATION ADMINISTRATION FEES

If we are required to assist with client medication, a **flat monthly fee of £50.00** will be charged. The fee covers the time required to update and maintain monthly Medication Administration Records (MARs).

OTHER SERVICES

Physiotherapy, Speech & Language Therapy and Occupational Therapy are by arrangement or as specified in Care Plans.

Remember, you may be eligible for local authority social care funding support if your capital or income is below the Government-set threshold. Self-directed budgets may be used to purchase our services. We are happy to offer advice should you require it.

See over for notes on rates and charging.

If you have any questions, please call us on 01702 472954.



Notes on rates and charging

1. In the majority of cases assessments are free, however, in certain instances they may be chargeable at £120.00 per hour. If chargeable, this will be made clear before the assessment is booked.
2. If more than one hour of care is required in a single visit, additional care is charged in segments of 15 minutes. 15-minute segments are charged at 25% of the hourly rate.
3. Overnight 'Sleepover' stays are for 10 hours and allow for the care assistant to be woken three times during the night, for 15 minutes each time. An hour of morning care is included, if required. If more time is spent awake and providing care, or the total period required is more than 10 hours, additional charges will apply. If you require a quotation for 'Awake' nights, or for live-in care, please contact us.
4. Where the requirement for medication administration is especially simple or complex, we reserve the right to either waive or increase the flat monthly fee accordingly.
5. All mileage travelled during outings or to appointments in a care assistant's car is charged at 40 pence per mile.
6. Expenses, such as parking, may be chargeable. These will be agreed in advance wherever possible.
7. We will invoice you weekly or monthly (covering four or five full weeks) in arrears, depending on the number and frequency of your visits. Invoices can be paid by standing order, cheque, bank payment or any other way that we agree with you in writing. The method of payment will normally be agreed on completion of the Care Plan. Payment is required within seven days.
8. We reserve the right to request a deposit if we consider this necessary, at our absolute discretion.
9. There will be no charge for services cancelled more than 3 working days in advance of the expected start time. 100% of the fee will be charged for all services cancelled within 3 working days of the expected start time. Please note, where cancellations are notified outside office hours, these will count as being notified at 8.00am on the next working day. For the avoidance of doubt, working days are Monday to Friday, excluding bank holidays.
10. Permanent Engagement Fee: In accordance with our contract, if you employ or engage a care assistant directly, we reserve the right to charge you a reasonable fee to cover our costs in recruiting and training an alternative care assistant which shall be a minimum of £1,000; alternatively, you must continue to have the care assistant supplied by Doris Jones under the same terms for a further 6 months following your giving notice to us.