

## Guide to Rates

January 2024

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	£33.30	£28.65	£24.50	£37.40	£32.25	£27.90
Evening	7pm to 11pm	£37.40	£32.25	£27.90	£37.40	£32.25	£27.90

HOLIDAY RATES		Bank Holidays <sup>1</sup>			Christmas / New Year <sup>2</sup>		
		1 hour	45 min	30 min	1 hour	45 min	30 min
Day or Night	7am to 7pm	£39.96	£34.38	£29.40	£43.29	£37.25	£31.85
Evening	7pm to 11pm	£44.88	£38.70	£33.48	£48.62	£41.93	£36.27

<sup>1</sup>Standard UK Bank Holidays plus Easter Sunday.

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

### 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 Medication Administration Records (MARs).

### OTHER SERVICES

**Overnight stays, 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 nights, or for live-in care, please contact us.
4. Where the requirement for medication administration is especially complex, we reserve the right to increase the flat monthly fee accordingly.
5. All mileage travelled during outings in a care assistant's car is charged at 45 pence per mile.
6. Expenses, such as parking, are chargeable. These will be agreed in advance where 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. Payment is required within seven days. We reserve the right to require payment by direct debit if we consider (in our absolute discretion) it necessary.
8. We reserve the right to request a deposit at our absolute discretion.
9. Once a service has been agreed any visit cancellations will be charged at the full rate. Alternatively, additional tasks may be done during the visit e.g. cleaning, washing, shopping etc. Please ring the office to discuss.
10. You must give at least 14 days' notice in writing if you no longer require the service or want to make a permanent change to the Service. The Service will continue to be provided during the 14 day notice period unless it has been requested to be stopped earlier, in which case, point 9 will apply.
11. 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.