



# Pricing Statement and Policy

## for 2026 - 2027

### Pricing Statement

At Quality Care Services, our pricing structure is designed to be fair, transparent, and reflective of each individual's needs. All care packages are costed following a comprehensive pre-assessment, which allows us to fully understand the level of support required. The outcome of this assessment, including the individual's dependency score, is used to determine the appropriate level of care and associated costs.

We recognise that everyone's circumstances are different, and we pride ourselves on being flexible and person-centred. Where appropriate, we are happy to discuss and negotiate the final cost to ensure our services remain accessible while maintaining high standards of care and staffing.

All pricing is subject to annual review and may be adjusted in line with inflation and rising operational costs, ensuring the continued delivery of safe, reliable, and high-quality care services.

### Pricing and Fees Policy

1	<b>Purpose</b>	The purpose of this policy is to set out how Quality Care Services determines, applies, and reviews charges for domiciliary care services. This policy ensures that pricing is fair, transparent, person-centred, and reflective of individual care needs.
2	<b>Scope</b>	This policy applies to all private and commissioned domiciliary care services provided by Quality Care Services.
3	<b>Pricing Assessment</b>	<p>All care packages are costed following a comprehensive pre-assessment conducted by Quality Care Services. The pre-assessment is designed to identify the individual's needs, preferences, risks, and required level of support.</p> <p>The outcome of the assessment, including the individual's dependency score, is used to determine:</p> <ul style="list-style-type: none"> <li>• The level and frequency of care required</li> <li>• Staffing requirements</li> <li>• The overall cost of the care package</li> </ul> <p>No pricing is confirmed without completion of the pre-assessment.</p>
4	<b>Flexibility and Negotiation</b>	<p>Quality Care Services is committed to delivering flexible and person-centred care. We recognise that individual circumstances may vary, and where appropriate, we are willing to discuss and negotiate the final cost of care packages with service users, families, or representatives.</p> <p>Any agreed variations to standard pricing will be clearly documented and confirmed in writing.</p>
5	<b>Transparency</b>	All service users or their representatives will be provided with clear information regarding:

		<ul style="list-style-type: none"> <li>• The agreed cost of care</li> <li>• What services are included within the price</li> <li>• Any additional charges that may apply</li> <li>•</li> </ul> <p>No hidden fees will be applied</p>
6	<b>Review of Pricing</b>	<p>All pricing is subject to annual review. Reviews will take into account:</p> <ul style="list-style-type: none"> <li>• Inflation</li> <li>• Increases in staffing, training, and operational costs</li> <li>• Regulatory requirements</li> </ul> <p>Any changes to pricing will be communicated to service users in writing, with appropriate notice provided in line with contractual agreements.</p>
7	<b>Policy Review</b>	<p>This policy will be reviewed annually, or sooner if required due to changes in legislation, regulation, or organisational requirements.</p>