

Price List – Hourly Support Services

This Price List is current as at the date it is issued to you and is subject to change in accordance with the terms of your Service Agreement.

Our rates for the provision of hourly support services are as follows:

Service Type	Cost (per hour)
All Service Types (Companionship, Personal Care & Home Help)	£36.50
Live-In Care	2 Hour break <i>uncovered</i> - £1900 per week 2 Hour break <i>covered</i> by us - £2100 per week
Sleep-In	£220 per night (10 hours) £260 per night (12 hours)
<p><i>A Sleep-In is where a Care Professional sleeps at a client's house. This provides the client with the peace of mind should the client require support in the night however please note that the Care Professional is entitled in the first instance, to sleep throughout the night, and will provide support where required. Please note that you must provide suitable accommodation for the Care Professional to sleep including a bed.</i></p> <p><i>A Sleep-In shift is a 10-hour shift to start and finish at times agreed with you. If, during a Sleep-In shift the Care Professional is disturbed 3 or more times, the Sleep-In shift will automatically become a Waking Night and will be charged accordingly.</i></p>	
Waking Night	£356 per night (10 hours) £438 per night (12 hours)
<p><i>A Waking Night is where a client requires prolonged and/or frequent support during the night and the Care Professional is awake and working. A Waking Night shift is a 10 hour shift to start and finish at times agreed with you.</i></p>	
Specialised Care Services	£39.50
Bank holidays, public holidays and other special days (i.e., Peak Days) **	
<p><u>All prices on Peak Days are charged at a rate of one and a half times the normal hourly rate.</u></p> <p>By way of worked example, an hour of Companionship on a weekday on a bank holiday (not out of hours) would cost £54.75 not £36.50</p>	

[**applicable to the relevant nation in the UK within which the Services are to be provided (i.e. England, Scotland, Wales or Northern Ireland). Peak Days are deemed to commence at 6pm on the day before. Peak Days (as at the date of this service agreement) are set out below. From time to time special or one-off public holidays may be announced and following such announcement shall be deemed to be Peak Days.]

Peak Days	2026	2027
New Year's Day	01/01/2026	01/01/2027
Good Friday	03/04/2026	26/03/2027
Easter Monday	06/04/2026	29/03/2027
Early May Bank Holiday	04/05/2026	03/05/2027
Spring Bank Holiday	26/05/2026	31/05/2027
Summer Bank Holiday	31/08/2026	30/08/2027
Christmas Day	25/12/2026	25/12/2027
Boxing Day	26/12/2026	26/12/2027

Additional Fees	
Additional mileage charges	45 pence per mile if the Care Professional is to use their own car within the visit to complete tasks for a client or to accompany the client out to activities in the community
Parking charges	The amount it costs to park near the address where the Services are to be provided at the then local applicable rate for a reasonable time period in order to provide the Services.
Disbursements	These are costs we incur on behalf of the Client, e.g. were a Care Pro to do some emergency shopping on behalf of the Client.