



Client Care Fees

(With effect from 6th April 2026 – 5th April 2027 and subject to annual review)

A warm Willow Support welcome to you. Thank you for expressing an interest in our care services and we look forward to working with you ~ **The Care Team**

Domiciliary Care Fees – Single Handed	
Length of care visit	Fee for care visit
15-minutes rate * discretionary	£12.45
30-minutes rate	£18.45
45-minutes rate	£25.45
60-minutes rate	£29.95
Waking nights (10pm – 7am)	£275.00
Sleeping Nights (10pm until 7am)	£250.00

- ✓ Our client fees are inclusive of mileage
- ✓ All bookings and cancellations must be made via Willow Support Ltd and **not** through any of the Homecare Workers
- ✓ All cancellations are chargeable at full cost
- ✓ All Clients will receive a minimum of 28 days 'notice for any increase in fees and a revised weekly care cost will be provided
- ✓ All official public and bank holidays are charged at double the standard rates. In addition to this we charge double time Christmas Eve, Christmas Day, Boxing Day, New Year's Eve, New Year's Day, Good Friday, Easter Sunday, Easter Monday, Early May Bank Holiday, Spring Bank Holiday, and August Bank Holiday
- ✓ All care is subject to an assessment to verify the suitability of the care requested – there is no charge for an initial assessment
- ✓ Schedule of fees will be finalised after the initial assessment has taken place
- ✓ For direct payments a contingency will be added to the schedule of fees/invoice to ensure there is sufficient funds for the Bank Holidays
- ✓ Client fees should be read in conjunction with our Terms and Conditions

Contingency is worked out as: Weekly cost divided by 7 multiplied by 10 and divided by 52

Live in Care Fees (Single person and couples) – Based upon care needs		
Level of care needs	Weekly fee for SINGLE care	Weekly fee for COUPLES care
Bronze	£1345	£1895
Silver	£1495	£2045
Gold	£1645	£2395

The level of care need will be determined after the initial assessment has taken place – below is for guidance purposes ONLY

BRONZE – Basic personal and continence care, nutrition/hydration and companionship

SILVER – Bronze level with medication administration/management, appointments, and shopping etc

GOLD – Bronze and Silver with waking nights, complex care needs or with delegated health care tasks