

Fee Sheet

Visiting Care

Regular care duties that occur every week – our minimum duty charge is 1 hour.

Mon to Fri daytime (before 6pm)	£38.50 per hour
Weekdays (after 6pm) + weekends all day	£42.90 per hour

Unplanned extensions & ad hoc or one off duties
 + 25% extra on the costs above.

Overnight Care

	Sleeping nights	Waking nights
Monday to Thursday	£181	£236
Friday, Saturday & Sunday	£203	£264

Live-In Care

Live-in care is charged on a weekly basis, determined by the assessed level of need. The specific level of need and corresponding pricing, as outlined in the table below, will be confirmed after completing a care needs assessment.

Live-in rate	Weekly rate
Rate A	£1,500
Rate B	£1,600
Rate C	£1,700
Rate D	£1,800
Rate E	£1,900
Respite care rate	£1,750

Bank Holidays

UK bank holidays, as well as Christmas Eve and New Year's Eve from 6pm are charged at twice the usual rate.

Waking Nights

If a sleeping carer is disturbed more than twice during the night (between 10pm and 6am) or for a total duration exceeding 30 minutes, the waking night fee will be applied. For live-in carers, this equates to a fee of £45 per night.

Ad Hoc / Temporary Packages

For temporary packages, lasting less than one month, we require payment in advance.

Canceling Duties

To terminate or reduce the service, 14 days' notice is required. If at the time of cancellation, a duty is not covered, we will not charge you.

Individual duties cancelled will be charged at 50%, this allows us to pay 50% to the carers that have committed their time.

If your care is suspended, owing to a hospital stay or for any other reason, you may pay a 50% retention charge to retain your team.

Additional Charges

Management charges

£85 / hour – this covers support beyond managing the care directly provided by Gardiner's staff – for example liaising with GP's or pharmacists. You will be advised if this will apply.

Live more remotely?

If you live outside of our core coverage areas, we may need to charge an additional 50p per mile per duty. If applicable, you will be advised about this charge during the enquiry process.

Travelling expenses

If you request a carer to use their own vehicle on your behalf, whether or not you are present in the car, a mileage fee of 45p per mile will apply.

Invoices

Invoices and rosters are sent weekly by email, if you prefer to be mailed a hard copy there is a charge of £3 per week.

We take payment by direct debit, where this is not possible, a deposit equivalent to 2 weeks care is required and there is an admin fee of £3 per week.

Additional costs

You are responsible for covering any additional expenses incurred, such as excursions, meals out, and travel. For live-in care, you must also provide the carer with appropriate accommodation and meals.