



HomeCareDirect
The Home of Personalisation

Fee Rates and Personalised Service

Our service is personalised, assessment-led and designed around the individual needs of each client.

As a nationwide complex care domiciliary provider, we do not apply a single standard fee rate across all care packages. Instead, fees are determined following an individual assessment, taking into account the client's care requirements, clinical needs, staffing model, location, and the level of oversight required to deliver a safe and sustainable service.

How fee rates are determined

- Each care package is costed on a case-by-case basis following assessment. This allows us to reflect the actual requirements of the individual rather than applying a generic rate.
- Factors considered may include the complexity of care, hours of support required, staffing ratios, waking night or sleep-in arrangements, travel considerations, required clinical competencies, and the frequency of clinical and operational oversight.
- Where appropriate, the client's assessed banding level and associated nurse visit requirements are also considered, alongside day-to-day package management and compliance responsibilities.

Recruitment and training plan

- For each package, we provide a detailed recruitment and training plan so that the care team is built specifically around the individual.
- This plan outlines the recruitment approach, required experience and values, mandatory training, client-specific training, competency checks, shadowing, supervision, and ongoing development requirements.
- Clinical elements are supported by our Regional Clinical Nurse Leads, while Regional Care Leads oversee day-to-day package management, compliance, and the practical delivery of support.

Competitive staff pay and package-specific employment

- Our staff are employed to support the needs of the individual package, so pay rates are considered on a case-by-case basis.



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- We aim to offer competitive rates of pay that support recruitment, retention, continuity of care, and the specialist skills required for the package.
- Pay rates may vary depending on the role, location, shift pattern, complexity of care, required competencies, and any additional responsibilities linked to the client's support plan.

Legal employment rights and compliance

- We abide by all applicable legal employment requirements, including statutory employment rights, National Minimum Wage and National Living Wage obligations, holiday entitlement, pension duties where applicable, working time requirements, and relevant payroll and tax responsibilities.
- Our pricing approach is designed to ensure that staff are employed lawfully and fairly, while also allowing the service to meet safe staffing, training, supervision, and governance expectations.
- Fee rates therefore reflect not only direct care hours, but also the wider responsibilities required to deliver a regulated, personalised and clinically safe service.

Summary

- Our fees are individually assessed because every complex care package is different.
- This personalised approach enables us to provide safe staffing, appropriate clinical oversight, a robust recruitment and training pathway, lawful employment practices, and fair, competitive pay for the staff supporting each individual.

Key principle: fee rates are set only after assessment, so they accurately reflect the needs of the individual, the care team required, and the lawful employment and governance costs involved in delivering the package safely.