

KIND HANDS CARING SERVICES

Client Care Rates

20th April 2026

Where a care visit exceeds the agreed duration, the additional time will be billed in 15-minute increments

Mon-Fri	
Hourly Rate	£33.20
$\frac{3}{4}$ hour	£29.60
$\frac{1}{2}$ hour	£25.60

Sat & Sun	
Hourly Rate	£37.80
$\frac{3}{4}$ hour	£34.00
$\frac{1}{2}$ hour	£29.80

Sleep nights	
Weekday 10pm – 7am	£192.50
Weekend 10pm – 7am	£220.50
Bank Holiday - Week	£385.00
Bank Holiday – Weekend	£441.00

A minimum charge of £1.80 is additional per call for mileage and travel. This will be discussed at the assessment.

45p per mile is charged if transport is used for client's own needs.

Invoice postage is £2 each invoice

Clients will be charged a 30-minute call for managing their money each 4 weeks shown on invoice

BANK/PUBLIC HOLIDAYS WILL BE CHARGED AT DOUBLE TIME

Conditions

To be read in conjunction with the client rates.

Minimum charge is half an hour at the appropriate rate.

Sleep nights are from 10pm – 7am. The carer will need a bed to sleep in. This call is more of a confidence call, if the client calls out in the night, they are reassured someone is there to assist if needed. The expectation is that the carer will go to bed shortly after they arrive, stay throughout the night, making the client a drink before they leave at 7am.

If the client decides to terminate a carer at anytime and for any reason during a single visit or to cancel a single visit with less than 48 hour's notice the company reserves the right to charge the client for the full single visit in accordance with the agreed care package.

If the client requires their calls to be suspended (For example Family visiting, going on holiday) then the care package can be placed on hold for up to 14 days or longer if mutually agreed between the client and the company. To ensure provision of care (preferably on a date of the client's choice) a retainer will be required. This will be 30% of the current invoiced amount for up to 14 days. Thereafter it will be 15% of the current invoiced amount. A review of the clients care package will be required prior to the service recommencing if any changes in their health or ability. These conditions do not come into place if a client has to go into hospital as an emergency.

When returning home from hospital or respite care the company will carry out all necessary health and safety checks and risk assessments on a client's property prior to the service commencing or within 24 hours if the service commences in an emergency situation, to ensure the home is safe and equipment is in place if required.

Cancellation of service with less than 7 days' notice will be charged at the appropriate rates of the agreed care package.

We will use all reasonable efforts to replace a carer where the client or carer has requested a change. Please note, this may impact on the continuity of service provision in the agreed care package.

Please allow the carer to follow the company's log in procedures for every visit.

The company's fees are reviewed annually, but the company reserves the right to implement more regular reviews of charges. The results of any such review shall be notified to the client, in writing, as soon as practicable and with a minimum 28 days notice of any increase in charges.

Whilst every effort will be made to attend the Service User at the preferred times, unforeseen circumstances may sometimes make this difficult. Kind Hands Caring Service will not be held liable for any damages, injury or loss arising from its inability to meet the service provision agreed.

Supervision

The company will supervise/shadow carers during their call to ensure satisfaction with the standard of work provided by the carer.

In order for the Kind Hands Caring Services to successfully supervise our carers we ask that the client allows our assessor to attend the house in order to see the carer whilst they are providing care for the client.

It is a legal requirement for the company to demonstrate supervision of carers.

Payment is due within 14 days of receipt of the invoice

The company reserves the right to charge interest, on a daily basis, at a rate of 5% above the Bank of England base rate, in the event of non-payment.

Payments will only be receipted if accompanied by the invoice and requested.

Kind Hands Caring Services are exempt from VAT as a regulatory service industry therefore VAT is not added to fees and charges.

Insurance details

Kind Hands Caring Services have both public liability insurance cover and employer's liability insurance cover.