Solo Support Service Charges

Price Guide from April 2026

Solo Support Services Ltd is registered with the Care Quality Commission as a Domiciliary Care Agency for personal care, our model works differently to a traditional service and provider.
For example:

* clients, with our support, appoint their own Personal Assistants (PAs) who work specifically for them to a bespoke job description
* Solo Support Services is the legal employer of the PAs and holds the client's budget in a separate client deposit account
* the hours of care awarded, and the annual budget, give an indication of the complexity of care.

Levels of Support

Standard Support Packages

Set-up Fee	**£950**
Solo Services charge	**£3.60 per hour of care**

(There is a minimum charge of £360 per month)

Tier One: Medium Level Support Packages

Set-up Fee	**£1150**
Solo Services charge	**£4.00 per hour of care**

(There is a minimum charge of £400 per month)

Tier Two: High Level Support Packages

Set-up Fee	**£1500**
Solo Services charge	**£4.50 per hour of care**

(There is a minimum charge of £450 per month)

Tier Three: Complex Level Support Packages

Set-up Fee	**£1850**
Solo Services charge	**£5.20 per hour of care**

(There is a minimum charge of £520 per month)

NB: *The Solo Service Charge Descriptor provides full details of the services provided both before and after Package "go-live"*

Personal Budget

Each Personal Budget is costed to cover all individual requirements.
This includes but is not limited to:

- meeting employee statutory payments (minimum wage per hour, holiday accruals, statutory sickness/maternity pay etc)
- employer NI contributions recruitment costs including safer recruitment costs
- training to CQC standards including mandatory training such as Emergency First Aid at work, specific Delegated Health Care Tasks and Oliver McGowan Training
- any other package specific costs such as escalated employee relations costs
- consumables
- positive behaviour training *(if applicable)*

Other Services

We can provide additional support with PBS Plans. Using our team of qualified and experienced staff we can offer a range of services from producing to implementing PBS support. Further costs and information are available on request.

Additional Fees

Agency Management *(includes up to 1.5hrs per month invoice checking and payment processing)*	**£60.00 per month**
Recruitment *(depending on individual package requirements)*	**£500 - £1000***
Training	
Mandatory Online and Client Specific Online Training	**£10 per course**
Client Specific Practical Training, full or half day *(approximate costs as dependent on provider)*	**£1300 full: £650 half**
LD/Autism Specific Training	
Oliver McGowan Training Tier 1 Mandatory online course	**Included (see above)**
Oliver McGowan Training Tier 1 Mandatory Interactive session	**£40 + VAT per employee**
Oliver McGowan Training Tier 2 *(approximate costs as dependent on provider)*	**£150 + VAT per employee**
Behaviour Management Training	
Positive Behaviour Support / Self-Protection Strategies	
NAPPI Level 1 (No self-protection) Theory Only	
* 1-5 PAs	**£525 + VAT**
* 6+ PAs	**£1025 + VAT**
NAPPI Level 1: 1½ day training	**£1750 + VAT**
NAPPI Level 1 Advanced: 2-day training	**£2050 + VAT**

**ALL Solo NAPPI Behaviour Support sessions are ‘closed’.
Each course is bespoke and personalised to the client package.**

***NB: Should recruitment have been attempted during the set-up phase, and a package does not progress to go-live then 50% of the agreed recruitment budget will be charged.**

Solo Service Charge Descriptor

Set-Up

The set-up fee covers the work undertaken by SOLO prior to a package 'going live'. It covers the services undertaken by different aspects of the business which are outlined below:

The Development Team will:

* have virtual and/or face to face meetings with representatives from the ICB, CSU and Local Authority, along with the PHB lead, client and/or their representative
* support the ICB to ensure clinical governance is completed satisfactorily for a commissioned package of care especially when there are delegated health tasks. Whilst clinical governance is not our responsibility, we work collaboratively with the ICB to ensure what is commissioned is safe
* create a draft budget using the company budgeting tool and based on the ICB indicative budget and support plan
* create and map a training matrix for all employees based on the support plan
* add the client to our Client Management System and maintain notes of meetings and decisions
* provide demonstration of the tablet for use in the client home including how relevant docu mentation operates in 'real-time' for Client Relations Manager and ICB if required
* obtain the relevant consent documentation from the client to arrange for an individual client deposit account to be opened
* work with the allocated Registered Manager, Client Relations Manager, Business Administrator Finance and Payroll, HR and any other relevant teams to ensure a package can "go live"
* liaise with health professionals to receive all up-to-date reviews or protocols in relation to all delegated health tasks
* work with the allocated Client Relations Manager to arrange and manage training according to the training matrix including provision of person-centred care plans for use by our training providers to ensure all training is specific to the client. Where possible, Training is delivered in the client's home at a time convenient to the client
* work with our HR Team to undertake all TUPE consultations and process the relevant paperwork with existing employees, if TUPE is applicable
* work with each client to arrange recruitment, creating client specific adverts and managing the application process from short listing to appointment and subsequent due diligence protocols including an enhanced DBS check
* work with the Registered Manager and Client Relations Manager to undertake all the necessary risk assessments and produce person-centred care plans
* prepare and produce a bespoke client e-health and safety handbook
* ensure that all documentation is available in real time

The Finance, Payroll and Admin Teams will:

* ensure a new package is set up on company accounting, HR, and payroll systems
* arrange registration for auto-enrolment pensions and all associated letters
* ensure all records for the package are digitalised, including e-health and safety handbook, e-employee handbook, risk assessments and care plans
* programme a tablet for the client home to enable access in 'Real Time' to all documentation, particularly, daily notes and MAR charts

Our Solo Services Charge

Our charge covers the costs for a dedicated Client Relations Manager for each package along with all HR, Finance, Payroll, CQC oversight and compliance, Training and Administrative support.

Client Relations Manager (CRM)

This is a unique feature of our business model. The Client Relations Manager is the single point of contact for the client and their family, for the ICB and for employees. The Client Reltions Manager has an in-depth knowledge and understanding of the client's needs, is passionate about person-centred care and is always prepared to go the 'extra mile' on behalf of their clients.

Client Relations Managers will:

* undertake annual reviews with the ICB and case managers
* work with the Finance Team to liaise with the ICBs and case managers to update any changes in the package i.e. increased National Minimum Wage (NMW), additional funds, recruitment (especially if it is not working), agency support etc.
* collaborate and share information particularly around training with training providers and the ICB
* work with training providers and Head Office administrators to arrange bespoke training for families as required
* work with a range of health professionals (Nurse, GPs, Physiotherapist, OTS) in raising changes to care and asking for further advice and support
* review protocols and attend relevant meetings if required
* oversee safeguarding concerns and report all necessary concerns

Also included in the charge:

* full payroll and pension processing including annual P60
* on-line income and expenditure reports
* two probation meetings with employees, followed up with confirmation of the role
* personalised and digitalised risk assessments and care plans based on support plan which are further amended as and when a need changes or a review completed
* creation of all digital recording sheets for specific health delegated tasks or social care support tasks
* digitalisation of all records to enable access in 'real time' in line with NHS England's ten-Year Plan, and available in real time for all health reviews and financial audits
* virtual wellbeing checks and package meetings as and when required, with health or social care professionals, the client, and employees
* comprehensive and on-going support with employee relations including statutory sick and statutory maternity entitlements
* holiday accrual system worked out pro-rata for each employee
* supervisions for employees as required by the package and HR support for all employee and employment matters
* analysis of training needs for employees for mandatory training in health and social care and competency training for all delegated health tasks
* oversight of training for employees with annual update, full records for employees and care certificates issued
* digital employee handbook with annual updates for all policies
* ongoing recruitment and campaign management including safer recruitment checks
* bespoke job descriptions and issuing of employment contract
* annual Employer Insurance
* initial three-month review by Client Relations Manager following set-up of package followed by Annual Reviews