



Care Levels & Pricing – Summary for NHS CHC and Commissioners

AJ & Friends C.I.C. – Specialist Community and Domiciliary Support

AJ & Friends C.I.C. delivers **proportionate, needs-led community and domiciliary support** for individuals with complex, neurodevelopmental and behavioural profiles. Our pricing reflects the **level of risk, skill and professional oversight required**, rather than operating a one-size-fits-all hourly model.

Bronze – Basic Support & Companion Care

Suitable for individuals with **low support needs**, where the role is primarily supervision, reassurance and practical assistance. This level of support is comparable to a **supporting parent or PA role**, delivered by staff with basic mandatory training.

Bronze support is **not appropriate** for individuals with high-risk, complex or specialist needs.

Light-touch support · Low risk · No specialist intervention

Standard hourly rate applies. Higher care levels are assessed separately.

Silver – Specialist Care (Most Common)

Used where individuals have **additional or complex needs**, including autism, learning disability, mental health needs, behaviour that challenges, sensory regulation needs, or support with community access and transitions.

Silver support is delivered by **skilled staff with enhanced training and safeguarding responsibility**, providing active regulation and structured support.

Enhanced skillset · Active regulation · Safeguarding focused



Higher rates apply based on assessed need.

Gold – Enhanced Support (Typically 2:1)

Required where **two staff are necessary to manage risk safely**, such as during community access, travel, complex transitions or periods of increased behavioural or emotional risk. This level prioritises **safety, consistency and risk reduction**.

2:1 staffing · Higher-risk periods · Increased supervision

Higher rates apply where 2:1 staffing is required.

Platinum – Specialist & Therapeutic Provision

Applies where **therapeutic or qualified specialist input** is required, including Positive Behaviour Support (PBS), assessment, intervention planning or specialist oversight. This level is aligned to **clinical or therapeutic outcomes**, rather than general care delivery.

Qualified specialists · Therapeutic input · Clinical oversight

Specialist rates apply.

Important Note on CareFind Pricing

CareFind requires providers to publish a **single base hourly rate**. The published **£50 per hour reflects Bronze-level support only**.

Silver, Gold and Platinum support levels are **agreed following assessment**, ensuring care is safe, proportionate and appropriate to individual need.

We welcome discussions with **NHS CHC, local authorities and families** to agree the most suitable care level and staffing model. Our aim is to provide **the right level of support, at the right time — no more and no less**.



To enquire, please email:

 hello@ajandfriends.co.uk