

**Email:** [contact@noplacelikehomecare.co.uk](mailto:contact@noplacelikehomecare.co.uk)  
**Website:** [www.noplacelikehomecare.co.uk](http://www.noplacelikehomecare.co.uk)

**Dear Service Users,**

In accordance with the terms of your contract, we are writing to inform you of an upcoming change to our pricing structure. While we make every effort to keep our costs as low as possible and avoid increases wherever we can, recent legislative changes mean that we are unable to maintain our current rates.

From April, both the National Minimum Wage and the National Living Wage will rise across the country. Although we were able to hold our prices steady last year, it is not possible for us to do so again this year.

As an organisation, we place great value on our carers and the vital work they carry out, and we know that our service users share this appreciation. We are committed to paying above the National Minimum Wage and National Living Wage in recognition of their dedication. In addition, all staff are offered the opportunity to receive two pay increases within their first year of service, provided that key standards are met. This approach helps us to ensure that the care you receive is of the highest quality and that you are supported by regular carers at consistent times.

From **13th April 2026**, our fees per carer required will be as follows:

- **30-minute call:** £21
- **45-minute call:** £27
- **60-minute call:** £31
- **Sleeping night:** £165
- **Waking night:** £279

Should you decide to discontinue your care with us, please refer to your contract for details regarding the required notice period. By continuing to use our services, you are confirming your acceptance of these revised costs.

**Kind regards,**  
**Katrina Bryce**  
*Managing Director & Business Owner*