



Our family caring for yours

Phone Number: 0330 236 6506

North East Care Costs from 21st July 2025

<p>Companionship & Escorted Visits Homecare rate will be charged outside the hours of 10am to 6pm This package includes all aspects of companionship including all shopping requirements, time at home and away, day trips, visiting friends, support with attending appointments, etc.</p>	Per Hour	Weekdays	£23.80
<p>Domestic / Housekeeping Homecare rate will be charged outside the hours of 10am to 6pm This package provides support with a wide range of household tasks to help maintain a clean, safe, and comfortable living environment. Services include general cleaning, laundry and ironing, bed changing, and other routine domestic duties.</p>	Per Hour	Weekdays	£21.80
<p>Home Care Visits</p> <p>This package provides comprehensive support with day-to-day living, tailored to meet individual needs and preferences. It includes assistance with personal care (such as washing, bathing, dressing, and toileting), support with maintaining personal appearance, and the safe administration of medication.</p> <p>Support also extends to meal planning, food preparation, and cooking, ensuring nutritional needs are met. Where required, staff are trained to assist with moving and handling tasks, including the use of hoists and other equipment, in a safe and dignified manner.</p> <p>In addition, this package can incorporate companionship and domestic support, such as light household duties, helping to maintain a clean, safe, and comfortable living environment while promoting independence and wellbeing.</p>	Per Hour	Weekdays	£31.00
	Per 45 Mins	Weekdays	£26.50
	Per 30 Mins	Weekdays	£23.00
	Per Hour	Weekends	£32.50
	Per 45 Mins	Weekends	£28.00
	Per 30 Mins	Weekends	£24.50
<p>Sleepover</p> <p>If staff are required to attend to the client more than twice during the night this charge will be increased to the waking night rate.</p>		Between 10pm & 8am	£220.00
<p>Waking Night</p>		Between 10pm & 8am	Price on Request
<p>Respite Care at Home / Live In Care</p>	Price on Request		
<p>We will look at discounting care costs with larger packages and assist you where possible in applying for alternative funding.</p>			

The prices outlined above are a total charge and no VAT is payable in addition to this.

Please see overleaf for full terms and conditions.

The Grainger Suite, Dobson House, Regent Farm Road, Gosforth, Newcastle, NE3 3PF

Website: www.elderflowerhomecare.co.uk

Email: northeast@elderflowerhomecare.co.uk

Company Number: 8229613



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Terms and Conditions

Travel

A travel charge will be applied to each visit, calculated using a fixed rate based on banded mileage from our office in Gosforth, as outlined below:

Up to 5 miles **£3.00**

Up to 7.5 miles **£5.00**

Up to 10 miles **£7.50**

Over 10 miles to be discussed

Please note that any mileage incurred during a visit, with or without the client present, will be charged at £0.65 per mile.

Double Charges

Please note that all Bank Holidays are charged at double rate. We also charge double rate on Christmas Eve, New Years Eve and Easter Sunday.

Cancellations

A £200 set up fee will be charged if care is cancelled within 1 month of the contract starting.

Any visits cancelled with less than 1 weeks notice will be charged at full rate, this includes all bank holidays and double rate days listed above.

Any visits cancelled with more than 1 weeks notice will be charged at 50% of the initial rate, this includes all bank holidays and double rate days listed above.

A retainer of 50% of your care package will automatically be required if you go into hospital. This is to secure your care package with your current agreed days and times on discharge. Please refer to your contract to opt out of this charge.

Four weeks notice in writing is required to terminate your contract with us, this will be at full charge even if you choose not to have the visits from our carers during this period.

Delays

Please note that times may vary up to 30 mins on your visits due to factors such as client emergencies, traffic delays etc. We will endeavour to contact you if we need to make any changes to your visits.

Prices are correct as of **21/07/25** and are subject to revision

Payments

Please make payments via cheque or BACS. For BACS payments please use your surname and invoice number as a reference.

Account Name: Elderflower Care Newcastle

Account Number: 441208463

Sort Code: 54-30-46

Payments made after 4 weeks from the invoice date will incur a 2% charge every month until payment is received.