

RELIABLE HEALTHCARE AND SUPPORT SERVICES LTD

SELF-FUNDED CLIENT FEE SCHEDULE

Effective from: September 2026

Supporting Independence • Dignity • Choice

Registered Office

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Service Location

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1. ABOUT RHSS

Reliable Healthcare and Support Services Ltd (RHSS) provides high-quality, person-centred care and support to adults with a range of needs.

Our services are designed around each person's individual circumstances and may include support for:

- Personal care
- Learning disabilities
- Mental health needs
- Physical disabilities
- Dementia
- Complex health needs
- Behavioural and cognitive needs
- Supported living
- Live-in care

This fee schedule sets out RHSS's standard charges for **self-funded/private clients**.

The rates are based on the level and complexity of support required and may be reviewed following an assessment or where an individual's needs change.

2. HOME CARE / DOMICILIARY CARE

Our standard weekday rates are:

Service	Description	Weekday Rate
Standard Personal Care	Washing, dressing, toileting, meal preparation and medication prompts	£24.00/hour
Enhanced Personal Care	Dementia-informed care, mobility support and medication administration	£27.00/hour
Complex Care	Catheter/stoma care, PEG feeding and behavioural support	£30.00/hour
Learning Disability Support	Daily living skills, community access and structured routines	£25.00/hour
Mental Health Support	Emotional regulation, wellbeing support and structured routines	£25.00/hour
Physical Disability Support	Hoisting, transfers and mobility assistance	£27.00/hour

These rates are intended to provide RHSS with a competitive position within the Nottinghamshire care market while allowing the organisation to maintain appropriate staffing, training, supervision and quality standards.

3. WEEKEND RATES

A weekend uplift applies to care delivered on Saturdays and Sundays.

Day	Uplift
Monday–Friday	Standard rate
Saturday	+15%
Sunday	+25%
UK Bank Holiday	+50%

Example

A standard personal-care rate of £24.00/hour would be:

- Monday–Friday: **£24.00/hour**
- Saturday: **£27.60/hour**
- Sunday: **£30.00/hour**
- Bank Holiday: **£36.00/hour**

Where a Bank Holiday falls on a Saturday or Sunday, the **Bank Holiday rate takes precedence**.

4. SUPPORTED LIVING

Supported living rates are based on the level of support required.

Support Level	Description	Rate
Low-Level Support	Tenancy support, budgeting, household skills and community access	£23.00/hour
Medium Support	Daily living skills, structured routines and increased supervision	£25.00/hour
High/Complex Support	Learning disabilities, mental health or physical disabilities with behavioural, cognitive or complex needs	£28.00/hour

Weekend and Bank Holiday uplifts apply to supported living support where applicable.

Important: Supported living support fees do not include rent, accommodation charges, utilities or other tenancy-related costs.

5. LIVE-IN CARE

Live-in care is charged at a weekly rate based on one care worker, subject to the agreed care package and assessment.

Care Type	Description	Weekly Rate
Standard Live-In Care	Personal care, companionship and daily living support	£1,500/week
Enhanced Live-In Care	Dementia care, mobility support and medication administration	£1,750/week
Complex Live-In Care	Learning disabilities, mental health, physical disabilities and complex physical health needs	£1,950/week

The live-in rate is based on an agreed care package and does not automatically provide 24 hours of continuous active care.

Where the client requires additional staff, waking-night care, continuous one-to-one active support, two-to-one care or other enhanced arrangements, additional charges may apply.

6. OVERNIGHT CARE

Where overnight support is required outside a standard live-in arrangement, RHSS offers the following rates.

Overnight Service	Description	Rate
Sleep-In Care	Carer remains at the client's home overnight and is permitted to sleep, with agreed assistance if required	£200/night
Waking-Night Care	Carer remains awake throughout the night and provides active support as required	£260/night
Additional Waking-Night Staff	Additional worker where two staff are required overnight	£260/night per worker

A waking-night arrangement will normally be recommended where the person's assessed needs require regular or continuous overnight intervention.

Where significant or continuous active support is required throughout the night, RHSS may undertake a further assessment and agree an appropriate enhanced package.

7. TWO-TO-ONE / DOUBLE-HANDED CARE

Where two members of staff are required to safely deliver care, the applicable hourly rate is charged **per member of staff**.

For example:

Standard Personal Care: £24/hour × 2 carers = £48/hour.

Two-to-one care may be required for:

- Hoisting and transfers
- Moving and handling
- Behavioural risk
- Complex personal care
- Community access
- Safeguarding requirements
- Other assessed risks requiring two workers

The requirement for two-to-one support will be determined through assessment and reviewed when care needs change.

8. EMERGENCY AND SHORT-NOTICE SUPPORT

RHSS recognises that care requirements can sometimes arise at short notice.

Standard emergency/short-notice uplift

Where RHSS is asked to provide care with **less than 24 hours' notice**, an additional:

+25% uplift

may apply to the applicable care rate.

Same-day emergency requests

Where RHSS is required to arrange staffing for a **same-day emergency request**, an additional:

+50% uplift

may apply.

Emergency and short-notice services remain subject to staffing availability and a suitable risk assessment.

The emergency uplift does not apply where the cancellation or change is caused by RHSS or where an alternative arrangement has already been agreed in writing.

9. ADDITIONAL CHARGES

Item	Charge
Mileage — agreed community access/travel	45p per mile
Saturday uplift	+15%
Sunday uplift	+25%
UK Bank Holiday uplift	+50%
Short-notice — less than 24 hours	+25%
Same-day emergency care	+50%
Assessment visit	Free

Item	Charge
Care plan review	Free

Only the applicable uplift will normally be applied where multiple uplifts could otherwise apply, unless a specific arrangement has been agreed in writing.

10. MINIMUM VISIT LENGTHS

Minimum visit lengths help RHSS provide safe, consistent and sustainable care.

30-minute visit

Available for suitable low-complexity support where the person's assessed needs can safely be met within 30 minutes.

45-minute visit

Recommended for most standard personal-care packages.

60-minute visit

Required for enhanced or complex care unless otherwise agreed following assessment.

Two-to-one care

Where two workers are required, both staff members are chargeable at the applicable rate.

11. COMMUNITY ACCESS AND MILEAGE

Where staff use their vehicle to provide agreed community access or travel as part of the care package, mileage is charged at:

45p per mile

Examples may include:

- Accompanying a client to appointments
- Community activities
- Shopping
- Social activities
- Day services

- Other agreed community access

Any third-party admission fees, parking charges, tolls or other expenses are not included and may be payable separately where applicable.

12. WHAT IS INCLUDED

The applicable care rate includes, where relevant:

- Person-centred care planning
- Risk assessment
- Support with daily living
- Personal care
- Medication prompts
- Medication administration where appropriately assessed and agreed
- Community access
- Regular care reviews
- Communication with families and representatives
- Liaison with relevant professionals
- Care documentation and routine monitoring

RHSS aims to promote:

Independence • Dignity • Choice • Wellbeing • Safety

13. WHAT IS NOT INCLUDED

Unless specifically agreed as part of the care package, the following are not included:

- Specialist equipment
- Rent or accommodation costs
- Utilities
- High-volume consumables
- Continence products
- Specialist clinical supplies
- Overnight respite outside the agreed package
- Third-party fees
- Parking charges
- Tolls
- Admission or activity costs
- Transport costs other than agreed mileage
- Additional staffing outside the agreed package

Any significant additional costs will be discussed with the client or their authorised representative wherever reasonably possible before they are incurred.

14. FUNDING ARRANGEMENTS

RHSS accepts:

- **Self-funding/private funding**
- **Local Authority funding**
- **Local Authority funding with a top-up**
- **NHS Continuing Healthcare (CHC)**

Commissioned Local Authority and NHS arrangements may operate under different rates and contractual terms.

The rates contained within this document are specifically intended as RHSS's **self-funded client tariff**.

15. ASSESSMENT AND CARE PLANNING

A full assessment will normally be completed before care begins.

The assessment considers:

- Care and support needs
- Personal preferences
- Communication needs
- Mobility
- Medication
- Behavioural and cognitive needs
- Risks
- Moving and handling requirements
- Staffing requirements
- Overnight needs
- Community access
- Family and professional involvement

The agreed fee will reflect the assessed level of support.

Where needs change, RHSS may undertake a review and amend the care package and associated charges.

16. INVOICING AND PAYMENT

Invoices may be issued:

- Weekly; or
- Monthly,

depending on the client's preference and agreed arrangements.

Payment terms

Invoices are payable within:

7 days of the invoice date

unless alternative payment arrangements have been agreed in writing.

RHSS reserves the right to review or suspend services where accounts remain substantially overdue, subject to applicable contractual, safeguarding and regulatory requirements.

17. CANCELLATION POLICY

Where a scheduled visit is cancelled with **less than 24 hours' notice**, RHSS may charge the full applicable visit rate.

Exceptions may be considered in circumstances such as:

- Hospital admission
- Emergency situations
- Bereavement
- Other exceptional circumstances

Any exception will be considered at RHSS's discretion and based on the circumstances.

18. ANNUAL FEE REVIEW

RHSS reviews its fees annually.

Fees may also be reviewed where:

- The client's care needs increase

- Additional staff are required
- The level of complexity changes
- Additional clinical or specialist support becomes necessary
- Staffing requirements change significantly
- There are substantial changes to employment, regulatory or operating costs

Clients will normally be given reasonable notice of any planned change to their agreed rates.

19. IMPORTANT INFORMATION FOR CLIENTS

The rates in this document are **indicative standard self-funded rates**.

The final price for an individual care package will depend on the assessment of their needs and the services agreed with RHSS.

A written care agreement and care plan will confirm the applicable services, staffing arrangements, rates and payment terms before care commences wherever practicable.

20. CONTACT RHSS

For further information, assessments or to discuss a care package, please contact:

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