



Hand on Heart Care Domiciliary Care Pricing Policy

1. Purpose

The purpose of this policy is to ensure that Hand on Heart Care provides a transparent, fair, and consistent approach to the pricing of domiciliary care services.

2. Scope

This policy applies to all domiciliary care services delivered by Hand on Heart Care, all clients (private, local authority, or NHS), and all staff involved in assessments, care planning, and administration.

3. Policy Statement

Hand on Heart Care is committed to clear and accessible pricing, fair rates, and compliance with regulations. Fees reflect the level of care, time, and resources required.

4. Pricing Structure

| Type of Support | Description | Typical Charge (per hour) |

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| Personal Care | Assistance with bathing, dressing, toileting, mobility | £20.00 to £25.00

| Domestic Support | Cleaning, laundry, shopping, meal preparation | £20.00

| Companionship | Social visits and emotional support | £20.00

| Medication Support | Prompting or administering medication | £20.00 to £25.00

| Night Care (Waking) | Active overnight support | -- Pls call 0800 288 9115 for information.

| Night Care (Sleeping) | Available overnight if needed -- Pls call 0800 288 9115 for information.

24-hour support ----- Pls call 0800 288 9115 for information.

5. Payment Terms

Invoices are issued weekly or monthly. Payment is due within 5 working days. Accepted payment methods include bank transfer, direct debit, or standing order.



6. Cancellations and Refunds

Visits cancelled with at least 24 hours' notice will not be charged. Less than 24 hours' notice incurs a 50% fee.

7. Contact and Complaints

Any pricing concerns should be directed to the Registered Manager or Finance Officer within 14 days of invoice.