



# **CARE4U2DAY Limited** **Home Care Services**

## **SERVICE LEVEL AGREEMENT CHARGES** **FIXED PRICE CHARGES**

**1<sup>st</sup> Jan 2025 to 31<sup>st</sup> Dec 2026**

**Reviewed By: Paul Hayes**  
**CARE4U2DAY LIMITED**

575-599 Maxted Road, Hemel Hempstead, HP2 7DX



# SERVICE LEVEL AGREEMENT CHARGES

## FIXED PRICE CHARGES

1<sup>st</sup> Jan 2025 to 31<sup>st</sup> Dec 2026

### DOMICILIARY CARE

#### WEEKDAYS: MON-FRI

Weekday Rates	15 Min *	30 Min	45 Min	60 Min	Night Sleep. 22.00 – 07.00	Night Wake 22.00 – 07.00	Emergency Call 07.00 -22.00
Monday – Friday (06:00-08.00)	£14.40	£22.17	£23.89	£28.35	<b>£209.99</b>	<b>£238.50</b>	<b>£39.95</b>
Monday – Friday (08.00-16.59)	£14.00	£21.77	£23.49	£28.00			
Monday – Friday (17:00-22:00)	£14.40	£22.17	£23.89	£28.35			

#### WEEKENDS: SAT-SUN

Weekend Rates	15 Min *	30 Min	45 Min	60 Min	Night Sleep. 22.00 – 07.00	Night Wake 22.00 – 07.00	Emergency Call 07.00 -22.00
Saturday-Sunday (06:00-08.00)	£18.20	£24.00	£28.14	£31.66	<b>£238.86</b>	<b>£262.44</b>	<b>£41.94</b>
Saturday-Sunday (08:00-16.59)	£17.80	£23.60	£28.04	£30.66			
Saturday-Sunday (17:00-22:00)	£18.20	£24.00	£28.14	£31.66			

#### BANK HOLIDAYS

Bank Holiday Rates	15 Min *	30 Min	45 Min	60 Min	Night Sleep. 22.00 – 07.00	Night Wake 22.00 – 07.00	Emergency Call 07.00 -22.00
Bank Holidays (06:00-08.00)	£21.98	£42.06	£46.71	£49.79	<b>£270.00</b>	<b>£279.00</b>	<b>£53.28</b>
Bank Holidays (08:00-16.59)	£21.50	£41.63	£46.29	£48.44			
Bank Holidays (17:00-22:00)	£21.98	£42.06	£46.71	£49.79			

#### CHRISTMAS

Christmas Day, Boxing Day New Years Day

Bank Holiday Rates	15 Min *	30 Min	45 Min	60 Min	Night Sleep. 22.00 – 07.00	Night Wake 22.00 – 07.00	Emergency Call 07.00 -22.00
Bank Holidays (06:00-08.00)	£25.49	£51.49	£53.49	£56.49	<b>£270.00</b>	<b>£279.00</b>	<b>£57.00</b>
Bank Holidays (08.00-16.59)	£24.99	£50.99	£52.99	£55.99			
Bank Holidays (17:00-22:00)	£25.49	£51.49	£53.49	£56.49			

#### CARE SHADOWING – covering employee costs

Weekdays – Weekends Rates	15 Min *	30 Min	45 Min	60 Min
Weekdays (06:00-22:00)	£10.40	£16.67	£18.39	£23.00
Weekends (06:00-22:00)	£10.40	£16.27	£18.39	£22.85
Bank Holidays (06:00-22:00)	£10.40	£16.67	£18.39	£23.00

#### MEDICATION COLLECTION'S / RETURN OF UN-USED DRUGS

Weekdays Rates	15 Min *	30 Min	45 Min	60 Min
Monday – Friday (09:00-16.59)	Charges apply As Above			

\* = Medication Collections & Pop in calls Only

#### FIXED COST AGREEMENTS – CARE PACKAGES OVER 40 HOURS

Fixed cost Service Level Agreements, are only authorised by Company Directors

**OTHER CHARGES:** -applied for each invoice run.

### SAFEGUARDING – YOUR CARERS – MANAGEMENT

Safeguarding Care Monitoring OTP devise tracker	<b>£0.55</b>	Chargeable per week, charged automatic
Care appointment visit charge	<b>£1.00</b>	Your care assistants travel premium fuel costs per appointment

### NIGHTS – UNSCHEDULED PLANNED APPOINTMENTS

Night Sits	<b>As Above</b>	Charge at a fixed rate of 9 hours (22:00-07:00)
Emergency Calls	<b>As Above</b>	Charges for non-scheduled, or emergency visits

### MEDICATION - SHOPPING – TRAVEL - MILEAGE

Medication collections / Returns to pharmacy	<b>Full Charge</b>	Duration of time taken by your care assistant
Shopping / Travel / Social events mileage	<b>£0.54p</b>	Charged per mile (From home back to home)
Mileage charge of care packages outside of our area	<b>£0.54p</b>	Charged per mile (after 6 miles from office)
Traveling durations of care outside of our area	<b>As Above</b>	Carers traveling time to & from your home

### HOSPITAL DISCHARGE – NOT AT HOME

Discharge hospital, respite - admittance	<b>Full Charge</b>	Carers On standby – waiting per hour
Client not at home - did not Inform office:	<b>Full Charge</b>	Not at home – Carers attended home
Not informed of your hospital appointments	<b>Full Charge</b>	Required to inform company if not at home

### HEALTHCARE MEETINGS - SERVICES

All healthcare meetings, (i.e., Hospitals, Doctors)	<b>£45.00</b>	Management attendance (Charged per hour per person).
Weekday review meetings & attendance costs	<b>£18.00</b>	Chargeable for meetings by office staff per hour
P A Services	<b>Rates Apply</b>	Other services required / outside of service duties

### CANCELLATION CHARGES – Notifications / notice periods 30 days or less

Cancelled care visits 0 - 30 days	<b>Full Charge</b>	Notification Required by Email / Telephone
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### RETAINING YOUR CARE PACKAGE 30 DAYS OR MORE

To retain care package with agency after 30 days	<b>50% Charge</b>	To avoid cancellation of your service level agreement
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### CANCELLATION OF YOUR CARE PACKAGE – 6 weeks' notice required

To cancel your care package	<b>Full Charge</b>	6 Weeks' notice required from date of notice given by email
Administration set-up costs	<b>£45.00</b>	Cancellation of service level agreement within 12 weeks

### SERVICE LEVEL AGREEMENTS

Service Level Agreement - (Agency's services provided)	<b>Rates Apply</b>	Healthcare provider refuses to pay for duration of services etc.
<b>Fixed contracted service level agreements Hours</b>	-	Authorised only by its board of directors

### COMPANY PROPERTY

Home Care Folder (Tracking Monitoring system)	<b>£55.00</b>	Not returned to agency within 2 weeks – Or damaged
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### PAYMENTS – LATE FEE'S – INTREST

Late Payment Fee after 30 days – Gov.uk Late Payments Charging	<b>£15.00</b>	Charged after 30 days, if funds not received when due
Overdue payments on due dates	<b>8.00 %</b>	Outstanding amount after 30 days, per day on amount
Probate Charges / Legal Services	<b>8.00 %</b>	Outstanding amount after 30 days, per month on amount.