



## MRJ Care Ltd t/a MAUCARE SERVICES

### Customer Charge Rates 2025

Standard Service Rates:	Bank Holiday Service Rates:
<ul style="list-style-type: none"><li>• 30-minute session: £23.19</li><li>• 45-minute session: £26.71</li><li>• 1-hour session: £ 30.21</li></ul>	<ul style="list-style-type: none"><li>• 30-minute session: £ 46.38</li><li>• 45-minute session: £ 53.42</li><li>• 1-hour session: £ 60.42</li></ul>

Internal mileage charged when a customer is travelling inside a carers care is 60p per mile, there is no mileage charge for travelling to the customer's house

**Waking nights** are charged at the relevant hourly rate at £ 30.21 per hour

**Sleep-in nights** are charged at £191.44 for a minimum of 9 hours. Start times can be adjusted to suit customer needs, typically beginning at 8pm.

**Live-In care** starts at £1500 /week

**Please contact the MAUCARE Services team to discuss your requirements.**

**MRJ Care Ltd t/a MAUCARE SERVICES**

56 Arthur Street

Gravesend

DA11 0PR

Tel: **01322 466 578**

[admin@maucare.co.uk](mailto:admin@maucare.co.uk)



**Note:**

- The minimum duration for a call is 30 minutes.
- Rates for double-up calls will be twice the standard rate.
- Sleep-in services are charged at the standard hourly rate if the carer is woken more than two times in a night.
- Bank Holidays are charged at an enhance rate stated above .
- Live-In Care packages start from £1500 per week, tailored to individual needs.
- Cancellations must be made at least 24 hours in advance, or the full charge will apply.
- We allow a flexibility of 1 hour either side of scheduled call times.
- We aim to notify you if carers will be more than 30 minutes late.
- No charges apply for client hospital admissions if MAUCARE Services are notified 24 hours before the scheduled call.
- Payments are due within 7 days of invoicing; late payments incur a 4% fee of the outstanding balance for every 7-day period or part thereof.
- Prices are subject to an annual review.



### **List of Basic Things the carers will need to carry out Personal Care.**

- 2 x Flannels – One Dark coloured, One Light Coloured.
- 2 x Hand Towels – One Dark Coloured, One Light Coloured.
- Liquid Soap or Body Wash for Washing
- Small Bowl for Washing (preferably 2 x small bowls - 1 for face and 1 for body)
- Toothbrush and Toothpaste if Required Plus Glass or Beaker
- Wet Wipes
- Deodorant
- Fresh Clothing
- Bag for Disposal of Soiled Items.

### **Other items that you may like to supply or may be necessary –**

- Fresh Pads
- Fresh Inco Pads (kylie sheet) for bed
- Talcum Powder
- Any Creams such as E45, Double Base, Sudocrem, or prescribed creams eg. Proshield, Cavilon.
- Electric Razor or Protected Blade Razor and Shaving Cream
- Perfume or Aftershave
- Shoe Covers
- A spare box of gloves for any emergency