



HOME CARE PREFERRED

FEE SCHEDULE



Home Care Preferred fee schedule

Live-out Support		
Hourly	£31.50 per hour	Monday to Friday
	£33.50 per hour	Saturday to Sunday
Half-Hourly	£27.00 for 30 minutes	Monday to Friday
	£28.00 for 30 minutes	Saturday to Sunday
Awaking Night Support	£26.00 per hour	Minimum of 8 consecutive hours

Live-in Support		
Live-in fees will depend on the level of care required and determined after an assessment is done.	From £1680 per week	Minimum of 2 weeks support

Other Charges

Electronic access to records (if required)	£10 per month (optional service)
Expenses	Charges for meals & entertainment (if any), to be agreed when the Support Plan is formulated, and details will be recorded in the plan. This may apply to Live-in support and long shifts.
Travel costs	<p>Parking costs may be charged to the client if there is no free parking at or close to the client's home. This will be advised at assessment and recorded in the support plan.</p> <p>Where clients are transported in team member's cars this is charged at £2.50 per mile with a minimum charge of £5.00. Where a taxi service is instead provided for the client and team member as required for the shift, this is charged to the client.</p>
Holiday & overseas support	Quotation on request.

Introductory meeting (free of charge)

This first meeting with Home Care Preferred is with a member of our management team or a team leader. This can take place either at our office or at your home or in hospital. This meeting is an opportunity for Home Care Preferred to provide more information about our services, answer any questions you may have and find out more about the support you require. The meeting duration is typically 1 hour.

Assessment meeting

This meeting takes place when the client wishes to start services with Home Care Preferred. The assessment ideally takes place at the client's home. At this meeting, we collate information that forms the client's support plan. It is often helpful for the client to have a family member or friend present at the meeting as an advocate. Once all the documentation has been completed this is signed by Home Care Preferred and the client or the advocate.

The assessment lasts approximately 90 minutes and will need to include a risk assessment at the client's home. If a client is returning from hospital, with support starting immediately on their return, then part of the assessment will usually have to be completed at the hospital. Some of the assessment can be completed by phone if suitable.

Terms & conditions

Support Fees

Support fees must be paid by Direct Debit for all permanent clients. A Direct Debit Mandate needs to be set up in advance of services commencing.

Invoices are issued approximately on the 1st of each month for the previous month's service. Direct Debits are taken on or close to the 6th of each month.

Bank Holidays are charged at double time.

When a live-in support assistant takes a holiday, a handover is required for the relief person both when they arrive and when they hand back to the regular support assistant.

Where clients are transported in team member's cars this is charged at £2.50 per mile with a minimum charge of £5.00. Where a taxi service is provided, this is charged to the client.

General

There is no VAT on home care fees.

Our minimum visit time is half-hour.

Minimum visit times may vary depending on the location of the client's home. Please speak to your local office for more details.

Service cannot commence until a signed care plan, direct debit and contract are in place. Live-in support is for a minimum of two weeks.

Notice period to change or cancel services to avoid full charge.

1st Commencement 72 hours' notice

Half-Hourly support 48 hours' notice

Hourly support 48 hours' notice

Live-in support 7 days

Where notice is not given within the stated period above then the client will be charged at the full rate.

Locations where we provide support

Live-in Care and 24 hours care:

Live in support with postcodes starting : EN4 0; EN4 8; EN4 9; EN5 1; EN5 2; EN5 3; EN5 4; EN5 5; EN6 1; EN6 2; EN6 3; EN6 5; N2 0; N2 8; N2 9; N3 1; N3 2; N3 3; N10 1; N10 2; N11 1; N11 2; N11 3; N12 0; N12 7; N12 8; N12 9; N20 0; N20 8; N20 9.

Half-Hourly / Hourly Care :

EN4, EN5, EN6, N2, N3, N10, N11, N12, N20. Some of these postcodes may require a minimum two hour visit dependent on exact location. Please ask your local office for details.