

## PRICE GUIDE

### Fair and transparent prices

All our staff have chosen caring for the elderly as their career, are employed on a permanent basis, and are fully trained and insured. **We do not use agency staff.**

#### Prices from 3rd December 2018

	Multi-Hour*	Per Hour	Per ¼ Hour	Per ½ Hour
<b>PERSONAL CARER</b>	5am-11pm	7am-9pm	7am-9pm	7am-9pm
Monday to Friday	<b>£18.49</b>	<b>£21.25</b>	<b>£18.06</b>	<b>£15.94</b>
Weekends	<b>£23.11</b>	<b>£26.56</b>	<b>£22.58</b>	<b>£19.92</b>
<b>NIGHT CARER</b> between 10pm and 6am*				
Monday to Friday	<b>£21.25</b>	n/a	n/a	n/a
Weekends	<b>£26.56</b>	n/a	n/a	n/a
<b>LIVE-IN CARE</b> see Live-In Care Guide				
<b>Companionship</b>		<b>£132.00</b>	<b>Per day</b>	
<b>Personal Care</b>		<b>£160.00</b>	<b>Per day</b>	
<b>Intensive Care</b>		<b>£187.00</b>	<b>Per day</b>	
An £8 carer meal allowance is payable on top if the client does not provide food for the carer.				

**Public & Bank Holidays will be charged at time-and-a-half and Christmas Day at double time.**

**If you are not happy with any part of our service, you will not be charged for it\***

#### Note

The **Multi-Hour** rate applies to visits of two consecutive hours or more. The **Night Carer** rate applies between the hours of 10pm and 6am. The minimum visit before midnight is 2 hours, and after midnight is 4 hours.

#### Terms & Conditions:

Only 24 hours notice is required from the client to end the service. We appreciate 24 hours notice of any required changes, but realise this is not always possible. If notice of any change is received too late to stop the carer the visit will be chargeable. In the extremely unlikely event that we need to end the service, we undertake to give 30 days notice whenever possible.

We aim to provide the highest levels of service and exceed any recommendations laid down by the Care Quality Commission.

Fees are chargeable for services rendered in accordance with our current Price Guide. Prices may be reviewed from time-to-time for which you will receive 7 days' notice. Save for exceptional reasons, these will be in line with the Consumer Price Index. If, for any reason, you are not satisfied with any part of our service then, so long as you advise us within 24 hours, you will not be charged for that part.

Staff are prohibited from accepting any direct offers of employment from clients. Where a client does directly employ a current carer, or one who has left in the last six months, a £1,000 fee shall be due from the client to Nightingales.

Fees are payable within seven days of invoice and any outstanding amounts may be subject to an additional interest charge equal to 8% above Bank of England Base Rate. We appreciate this rate is high, but it reflects the disruption late payments can make to our cash flow.

Nightingale Retirement Care Ltd is using an external practitioner to conduct Customer Surveys, therefore, should you prefer not to be contacted by an outside source, please contact us on [gopr@nightingales.co.uk](mailto:gopr@nightingales.co.uk).