

New Client Price Guide

Fair and Transparent Prices

Prices from 6th April 2026

	Multi-Hour	Per Hour	Per ¼ Hour	Per ½ Hour
PERSONAL CARER	5am-11pm	7am-9pm	7am-9pm	7am-9pm
Monday to Friday	£28.53	£32.79	£27.86	£24.58
Weekends	£35.66	£41.01	£34.84	£30.75
NIGHT CARER between 10pm and 6am				
Monday to Friday	£32.79	n/a	n/a	n/a
Weekends	£41.01	n/a	n/a	n/a
LIVE-IN CARE see Live-In Care Guide	Per Day	Per Week		
Single Live In Care	£241.00	£1,687.00		
Couple Live In Care	£277.00	£1,939.00		

Key Terms

If you are not happy with any part of our service, **You Will Not Be Charged for it (see below)**.

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.

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

Fees are payable by **Direct Debit**.

Interest Charges apply to **Late Payment of Fees** (see below).

Respite - It can be helpful for new clients to try **Live in Care** via Respite. This gives the client and family understanding of how the structure will work on a longer term commitment. As this involves additional **administration costs**, this is subject to a **5% surcharge** over our daily or weekly fees.

Terms & Conditions:

We undertake to provide care and support to the **Client** in accordance with their agreed **Care Plan** subject to the following **Terms and Conditions:**

1. If the **Client** is unhappy with any part of our service, we **will Not Charge** for it so long as we are informed within **24 Hours** giving the reasons why. Please email your concerns to the following email: homecare.manager@nightingales.co.uk. If you're unable to email please contact our local telephone number on 0208 466 9664.
2. If a **Scheduled Service Visit** is cancelled with less than **24 Hours' Notice** we reserve the right to charge a **Cancellation** fee that would have been payable had the visit taken place. **This is necessary** as we still have to pay our staff for cancelled services if they cannot be reassigned to other clients in time.
3. We take pride in offering the highest quality **Staff** whose recruitment and development is a major investment by **Nightingales**. A fee of £5,000 is therefore payable should you wish to employ a member of our staff during or in the six-months period following their employment with us.
4. Save for exceptional circumstances, **Our Fees will Increase either** in line with the **Consumer Price Index** or to align with the **National Living Wage increase** on or around 1st April each year.
5. Typically, our **Staff** are able to find free parking but, if this is not the case, any **Parking Charges** will be payable at cost.
6. **If Staff are** escorting **Clients** using their own vehicle, a mileage charge of 20p per mile will apply on top of the hourly rate.
7. **Clients** will be invoiced **Weekly** or **Monthly**, depending on the value of the **Care Package**, and which are payable by **Direct Debit**. Any invoices not paid via **Direct Debit will be subject to an additional 5% charge**.
8. The **Client** and **Anyone Involved in Arranging their Care** are **Jointly and Severally Responsible** for all **Outstanding Fees**, which are subject to **Interest at 8% over Bank of England Base Rate**, unless alternative arrangements have previously been agreed in writing.
9. We do not believe clients should have to give more than 24 hours notice, **see point 2**, for a service they no longer require or are unhappy with. However, we do appreciate as much warning as possible so we can arrange alternative work for our staff. **If we need to give notice** we will endeavour to give sufficient time for the client to make other arrangements, **save in exceptional circumstances or where our fees are not being paid**.
10. To ensure our service is the best it can be, we use **Independent Professionals** to conduct **Customer-Satisfaction Surveys** on our behalf. If you would prefer not to be contacted by them, please advise us by email at gdpr@nightingales.co.uk.