



Can we help you with care at home?

Feel free to get in touch for a chat. We're always pleased to hear from people who might need our help, their relatives and loved ones.

What can I expect to pay for home care?

Care costs can be daunting, but we always do our level best to make your care package as affordable as possible without compromising on quality. Our care staff will make sure your package matches the precise needs that you require, following a full assessment of your situation and how we can help. Our fees are based on your individual requirements.

Flat fee schedule

We utilise a flat fee schedule and do not charge different rates for companionship vs. homemaker vs. personal care services. This allows you to have continuity with the same care worker through the care continuum and no hidden future charges as your needs change or have to change care worker. We do not levy an additional charge for evening or weekend care and we do not have a minimum number of hours per week.

There are a number of ways that care can be funded. Most of our services are paid privately, some may be from the Local Authorities through Personal Budgets (Direct Payments).

Private funding

Most of our clients are privately funded. There are a number of ways in which private funding can be structured (through existing investments or assets for example), and although we cannot offer financial advice, we can provide direction to help you understand your options better.

We understand that the cost of care can be a major concern for our clients' and their families, so will always work closely with client's and their next of kin or advocates to make sure that our care package is affordable whilst still delivering everything that is needed to the very highest standards.

We also offer flexible invoicing options. We can either send your invoices weekly, fortnightly or monthly and you can pay by direct debit, bank transfer or cheque. If you would like a home care fee schedule, please contact us.

Local Authorities funding

The Local Authorities will visit your home, assess your needs, and if appropriate arrange care. The full cost of care may be provided, or people may be asked to make a contribution depending on the individual's financial circumstances. However, the assessment and advice on funding options is provided free. The first step is to contact Social Services Help Desk (Tel no. 01452 426868).

In some cases, you may qualify for government help in paying for your home care. We can advise you on the best way to find out if you are eligible, or you can consult with your regular GP or health service about what you might be entitled to.



Direct payments and Personal budgets

Many people receive Direct Payments from Social Services, also called Personal Budgets, designed to give people more control and independence over the services they use, instead of Social Services arranging it for them. But it can be a daunting prospect for many people because they effectively become an employer.

We are happy to deliver services to people on Direct Payments and we are very familiar with the system, which means:

- All our staff have Criminal Records Bureau enhanced disclosures and are fully referenced
- We provide full training to all staff
- We can change care staff when required, to cover sickness and holiday
- We are fully insured (Employer's Liability, Public Liability, Professional Indemnity)

For more information on Direct Payments, you can go to the Direct Gov website

We accept the following methods of payment:

- Direct Debit
- Bank Transfer
- Cheque

The Care Advice Line is a free information and advice service for adults and carers in Gloucestershire (Tel no. 01452 222 200)

About accessing our home care assistance

When you have decided that you need extra help, it's easy to get the ball rolling. Whether you need support straight away or some-time in the future, we're always delighted to help and advise. If you want us right now, we'll do our level best to be there for you.

It's our job to make the entire process as smooth and easy as possible. With this in mind, once you have made an initial enquiry we will guide you through the steps.

