

Service description and price list (From April 2016)

Personal Care or Support Service	1 hour visit	30 minute visit	15 minute Safety/Medication Check call
Weekday	£14.89	£7.84	£5.23
Weekend	£15.93	£8.36	£6.27

Domestic assistance	Per 1 hour visit
Weekday	£14.25
Weekend	£15.25

Overnight service per hour (usually 8-10hrs)	£14.89 per hour
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We offer “flexi-help” on all our services over 2 hours per week. Put simply, if you need to move your service, change the time or postpone it (24hours notice required) we will happily rebook the revisit within the next seven days for you at a time that suits you best, without you being charged for a cancellation!

Flexible, skilled care, your way!

Terms, conditions and useful information

- All prices are subject to confirmation following a free initial care planning meeting
- Our services are subject to double agreed rates on public holidays
- For services requested via a personal/individual budget or direct payment, we have separate pricing structures in line with public sector purchasing, which we can discuss with you directly where applicable
- All our care workers receive comprehensive training and support, ongoing development and they are fully referenced and enhanced DBS checked as standard. Please see our website for further information www.tlc-homecare.co.uk
- If you have a requirement for a larger package of care, we will be pleased to assess and offer a bespoke price. This could include 24hour supported living (from £1000 per week or live in care and support (from £500 per week)
- and may be varied with reasonable notice if circumstances or services require it.
- Services are invoiced on a four weekly basis and payments are due upon receipt of invoice. The company reserves the right to charge interest on overdue amounts.
- Where care packages are in excess of ten hours per week, discounts on the above rates may apply.
- For short duration services we reserve the right to allocate part of the booked time to reflect a care workers travel time in line with current legislation.
- We will charge a .90p per visit travel cost payment which we pass on to care workers. All services are VAT exempt.

Methods of payment are:

1. Debit/Credit Card payments (fee applies for credit card payments)
2. Standing order or other electronic bank transfers such as FPS, BACS and CHAPS
3. Cheque *(Please note; we cannot accept cash payments)*

To request a free care planning meeting at your convenience you can contact us on:

Email: info@tlc-homecare.co.uk

Contact us through the contact page on our website:

www.tlc-homecare.co.uk/about-us/contact-us

Or call one of our offices; a member of our team will be pleased to chat with you:

Barnsley:
01226 785911

Rotherham, Sheffield and Doncaster:
01709 524364

Thank you, we look forward to delivering skilled care, your way.