

# Featherbed Homecare

Quality Care In Your Own Home

Est. 1986



## Cost of care – our fees explained

We are committed in providing you with the very best care possible. Our aim has always been to help a person retain their independence by choosing to live at home with excellent and reliable care at a reasonable cost.

As an introductory agency we strive to keep costs as low as possible in comparison to other agencies offering managed packages of care.

Our fully trained carers are all self-employed which means they pay their own tax and NI contributions. They also have their own liability insurance. The carer will invoice you at the end of each week worked. Paying the carer direct along with our weekly placement fee helps make the total cost of care more affordable.

When a placement date is confirmed we will provide you with the carer's details and ask her to contact you directly to discuss a suitable arrival time.

Our weekly agency placement fee is invoiced monthly. Unfortunately, we do have to charge VAT on the fees.

Normally invoices are sent out as soon as a placement commences and the fees are always charged one month in advance, after which, all further invoices will be sent out on the 26th of each month.

The reason for advanced payments is due to the problem of probate and the length of time it can take. Unfortunately, in the past the agency has had to wait up to a year for some accounts to be settled.

The agency fee is only charged when a carer is in placement, If, at any time, you do not require the carer - for example, having family or friends stay - the carer and agency will not invoice for this period of time.

If fees have been overpaid they will be reimbursed or deducted from the next month's invoice.

We ask for settlement of an invoice within 14 days of the issue date otherwise interest can be charged for late payments.

We ask for one month's notice to cancel our service, however, if the carer is still in the placement at the end of the notice period either the agency fee will continue or a release fee of £2,500 plus VAT will be invoiced. Please refer to our terms and conditions 12.1,2,3,4. The release fee entitles you to retain the carer directly without any further involvement with the agency.

[www.featherbedhomecare.co.uk](http://www.featherbedhomecare.co.uk). [featherbed@featherbedhomecare.co.uk](mailto:featherbed@featherbedhomecare.co.uk).

Freephone 0800 111 4885

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## Agency Fees

**Registration Fee - £100 + VAT** - this is a non-refundable fee which covers the registration of a single client or a couple requiring either permanent or occasional live in respite care. The fee will be added to the first invoice on commencement of a placement.

**Assessment Visit Fee - £100 + VAT**, payable at the time of the assessment.

Live In Agency fees per week	For one client
Full time live in care or nights	£100
Additional Live in or Night Carer	£50
Respite Care (4 weeks or less)	£95
5 days per week, full fees apply	£100
4 days per week	£80
3 days per week	£60
2 days per week	£40
1 day per week	£25

*All agency fees are subject to VAT @ 20%*

**The Agency Fee:** this is invoiced monthly, one month in advance and on commencement of a placement

**Cancellation:** 30 days written notice required

**Release Fee:** £2,500 non-refundable – payable when the service is cancelled and the carer is retained by the client.

*Please refer to the Agency's full terms and conditions*

Carer rates are shown below



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## Carer daily rates

Below are suggested daily rates a carer will expect to receive. The rate depends on the level of care a person or persons require.

Carer rates	
One client	from £100 per day
Two clients (both needing care)	from £120 per day
Waking nights	the same as the day rate
Sleepovers	from £90 per night
Disturbed nights*	£10 for each disturbance

\*When a live in carer has to attend to a client **more than** a couple of times during the night

## Total Weekly Cost for full time live in care

Depending on the carer's daily rate, the list below shows the weekly cost, inclusive of the agency placement fee and VAT. *Excludes travel costs and food allowance.*

Carer's Daily Rate	Total weekly rate including VAT
£100	£820
£105	£855
£110	£890
£120	£960
£125	£995

### Further information:

- Carers are self-employed and are paid directly by the client. They will produce their own invoices and receipt them accordingly.
- All duties, terms and conditions including food allowance and travel costs should be discussed and agreed between the client and carer before the placement commences.
- Carers expect to have a minimum of two hours off duty each day where they can leave the client's home. If a client cannot be left alone then cover would need to be sought. **The agency is unable to supply part time day care.**
- Bank Holidays: double time is expected for all statutory UK bank holidays.
- Travel Expenses: the carer will expect their full travel costs to be paid by the client. This is for one way travel **to** the client's home only.