

COMMERCIAL PRICING

COMPREHENSIVE RATE CARD 2026 / 27

Domiciliary care and home-based personal care

Civic Healthcare Limited | Controlled document

VERSION

1.0

Prepared 15 July 2026



CONFIDENTIAL

COMMERCIAL RATE SCHEDULE

Comprehensive homecare pricing.

APPROVAL STATUS Recommended launch rates for approval. Effective 1 August 2026 to 31 March 2027 once signed. Rates do not authorise a package: registration, assessment, care suitability, staffing, funding, contract and mobilisation approvals remain mandatory.

PROVIDER Civic Healthcare Limited	CQC LOCATION ID 1-18068804992
REGULATED ACTIVITY Personal care	REGISTERED LOCATION Leeds
SERVICE GROUPS Adults under and over 65	SPECIALISMS Dementia; physical disabilities
DOCUMENT Rate Card 2026/27 - Version 1.0	STATUS Controlled - approval required

Headline weekday rates

Service	Rate
Standard personal care - 60 minutes	GBP 37.50
Enhanced dementia / physical-disability care - 60 minutes	GBP 44.50
Complex non-clinical personal care - 60 minutes	GBP 50.00
Two-care-worker standard team hour	GBP 74.00
Waking night - 10 hours	GBP 390.00
Sleep-in - 10 hours	GBP 180.00
Live-in care - standard 24-hour day	GBP 255.00

REGISTRATION BOUNDARY Civic must not provide personal care in a specialist service where the presenting need is directly due to learning disability and/or autism under the current registration condition. Registered nursing is not included in this rate card.

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Planned personal-care visits

Service	Weekday	Evening	Weekend	Bank holiday	Christmas / NY
15-minute planned welfare / medication visit	GBP 14.50	GBP 16.00	GBP 16.50	GBP 21.75	GBP 29.00
30-minute standard personal care	GBP 22.50	GBP 24.50	GBP 25.50	GBP 33.75	GBP 45.00
45-minute standard personal care	GBP 30.50	GBP 33.00	GBP 34.50	GBP 45.75	GBP 61.00
60-minute standard personal care	GBP 37.50	GBP 40.50	GBP 42.00	GBP 56.25	GBP 75.00

Included care

- Assessed support with washing, dressing, oral care, continence, nutrition, mobility and transfers.
- Medication prompting, assistance or administration only at the assessed level and within policy and competence.
- Care records, welfare observations, escalation and normal coordination are included.
- Normal worker travel within the agreed Leeds core area is included in the care rate.

SHORT-VISIT CONTROL

A 15-minute visit is available only where it is safe, assessed, task-specific and part of a geographically clustered care package. It is not the default for complex personal care.

Time bands

Band	Definition
Weekday day	Monday-Friday, 07:00-20:00
Weekday evening	Monday-Friday, 20:00-07:00
Weekend	Saturday and Sunday
Bank holiday	Recognised public holidays other than the festive dates below
Christmas / New Year	Christmas Day, Boxing Day and New Year's Day

2 Enhanced, complex and two-worker care

Service	Weekday	Evening	Weekend	Bank holiday	Christmas / NY
Enhanced care - 30 minutes	GBP 26.00	GBP 28.50	GBP 29.50	GBP 39.00	GBP 52.00
Enhanced care - 45 minutes	GBP 35.50	GBP 38.50	GBP 40.00	GBP 53.25	GBP 71.00
Enhanced care - 60 minutes	GBP 44.50	GBP 48.00	GBP 50.00	GBP 66.75	GBP 89.00
Complex non-clinical personal care - 60 minutes	GBP 50.00	GBP 54.00	GBP 56.00	GBP 75.00	GBP 100.00
Two-worker standard team hour	GBP 74.00	GBP 80.00	GBP 83.00	GBP 111.00	GBP 148.00
Two-worker enhanced team hour	GBP 88.00	GBP 95.00	GBP 99.00	GBP 132.00	GBP 176.00

Category	Use	Mandatory control
Enhanced	Higher supervision, communication, dementia support, physical-disability support, positioning or competency requirement	Registered Manager confirms assessment, care plan and competent worker allocation
Complex non-clinical	Material risk or specialist competency within current Personal care scope	Registered Manager and Managing Director approval; excludes nursing
Two-worker care	Assessed double-up care, transfers or other tasks requiring two workers	Moving plan, equipment, staffing, timing and contingency confirmed before acceptance

NO ARTIFICIAL
DOWNGRADING

A package is priced and staffed from assessed need. Commercial pressure must not be used to reduce double-up time, skill level, visit duration, supervision or contingency.

3 Outcome-led and urgent care

Service	Weekday	Evening	Weekend	Bank holiday	Christmas / NY
Community access / appointments - per hour	GBP 38.50	GBP 41.50	GBP 43.00	GBP 57.75	GBP 77.00
Reablement / independence support - per hour	GBP 42.00	GBP 45.50	GBP 47.00	GBP 63.00	GBP 84.00
End-of-life personal care support - per hour	GBP 44.50	GBP 48.00	GBP 50.00	GBP 66.75	GBP 89.00
Urgent discharge / restart - first 72 hours	GBP 48.50	GBP 52.50	GBP 54.50	GBP 72.75	GBP 97.00

Service	What is included	Boundary
Community access	Assessed support with appointments, shopping and community outcomes	Normally two-hour minimum where travel is material; client mileage and parking are extra
Reablement	Non-clinical, goal-led support to regain or maintain daily-living skills	No physiotherapy, occupational therapy or other registered-professional treatment by care staff
End-of-life	Comfort-focused personal care under an agreed multidisciplinary plan	No nursing procedures outside staff competence or provider registration
Urgent discharge	Accelerated assessment, rota, systems, mobilisation and 24/72-hour assurance	Availability is never guaranteed and no safety control is reduced

MILEAGE Client transport or escort mileage is GBP 0.55 per mile, plus parking, tolls and public-transport fares at cost. Journey purpose and mileage must be recorded.

4 Overnight, live-in and 24-hour care

Service	Weekday	Evening	Weekend	Bank holiday	Christmas / NY
Waking night - standard, 10 hours	GBP 390.00	GBP 390.00	GBP 410.00	GBP 585.00	GBP 780.00
Waking night - enhanced, 10 hours	GBP 450.00	GBP 450.00	GBP 475.00	GBP 675.00	GBP 900.00
Sleep-in presence, 10 hours	GBP 180.00	GBP 180.00	GBP 190.00	GBP 270.00	GBP 360.00
Live-in care - standard, 24-hour day	GBP 255.00	GBP 255.00	GBP 270.00	GBP 382.50	GBP 510.00
Live-in care - enhanced, 24-hour day	GBP 305.00	GBP 305.00	GBP 325.00	GBP 457.50	GBP 610.00
Short-term live-in respite, 24-hour day	GBP 285.00	GBP 285.00	GBP 300.00	GBP 427.50	GBP 570.00

Model	Commercial basis	Safety / employment basis
Waking night	One worker continuously awake for the agreed 10-hour night	Night plan, breaks/cover, escalation and competency confirmed
Sleep-in	Worker has suitable sleeping facilities; limited planned intervention	Any material waking work is recorded and billed at the appropriate waking rate
Live-in	Daily price for resident care worker; normally seven-day minimum	Not continuous 24-hour working; lawful rest, breaks, relief cover and contingency are mandatory
Bespoke 24-hour package	Individually costed from rota, skill mix, cover, management and contingency	Registered Manager, Managing Director and Board approval where material

HOME CARE MODEL

These rates apply to care in a person's own home. They do not by themselves establish a supported-living or care-home model, and they do not authorise a new registered location.

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One-off charges, cancellations and reviews

Item	Charge	Rule
Standalone assessment and care-plan proposal	GBP 180.00	Credited where regular care begins within 14 days; routine accepted packages normally include assessment
Urgent mobilisation within 72 hours	GBP 300.00	In addition to delivered care; subject to Registered Manager and Managing Director approval
Client mileage	GBP 0.55 per mile	Plus evidenced parking, tolls and fares
More than 48 hours' cancellation notice	No charge	Unless the purchaser contract expressly provides otherwise
24-48 hours' cancellation notice	50%	Of planned charge
Under 24 hours / cancelled at the door	100%	Of planned charge; record reason and welfare response
Care overrun	Actual authorised time	Billed in 15-minute increments where safe completion requires additional time

Rate operation

- The highest applicable time premium applies; premiums do not stack unless a contract expressly requires it.
- Rates are reviewed at least annually and following material wage, pension, tax, fuel, insurance or regulatory change.
- Private and direct-payment terms are normally 14 days. Commissioner terms require credit and purchase-order approval.
- Qualifying regulated welfare services are normally VAT exempt. Any mixed, ancillary or staff-supply arrangement requires a separate VAT decision.

CONTRACT
PRECEDENCE

A signed commissioner contract may replace a standard commercial rule only where the exception has been reviewed, priced and approved. It cannot remove legal, registration or safety duties.

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Service scope and exclusions

Permitted service family	Examples	Boundary
Personal care	Washing, dressing, continence, nutrition, mobility and transfers	Assessment, consent/capacity, plan, risks and competence required
Medication support	Prompting, assistance and administration at assessed level	No prescribing or clinical medication review
Dementia support	Communication, routines, nutrition, orientation and personal care	Within current specialism; not a specialist LD/autism service
Physical-disability support	Transfers, positioning, personal care and community access	Moving plan, equipment and competent workers required
Routine domestic support	Meals, shopping and essential domestic tasks linked to assessed welfare need	Not a standalone general cleaning, gardening or maintenance service
Overnight and live-in	Waking, sleep-in and resident homecare	Only with lawful rest, staffing, accommodation, oversight and contingency

Excluded from this rate card

- A specialist personal-care service where the presenting need is directly due to learning disability and/or autism under Civic's current registration condition.
- Registered nursing, diagnosis, prescribing, clinical treatment or procedures requiring professional registration unless separately lawfully commissioned.
- Any service, cohort, location or delivery model outside the Statement of Purpose or CQC registration.
- Unsafe, unstaffable, unfunded, below-floor or unapproved packages, regardless of purchaser urgency.

7 Commercial approval and sign-off

Decision	Approval route
Routine rate-card package up to 50 weekly hours and GBP 100,000 annual value	Operations recommendation plus Registered Manager suitability; all standard gates must pass
Package over 50 weekly hours or GBP 100,000 annual value	Registered Manager suitability plus Managing Director commercial approval
Discount, non-standard terms or contribution below the approved floor	Managing Director approval with rationale, expiry and recovery/exit trigger
Urgent, complex, two-worker, waking-night or material-risk package	Registered Manager approval; Managing Director where non-standard or material
Binding tender, framework or contract	Managing Director approval before submission; authorised signatory only
New geography, supported-living model or registration variation	Nominated Individual / Registered Manager, Managing Director and Board route before commitment

NO CIRCUMVENTION Do not split, relabel, defer or average decisions to avoid an approval threshold. Related commitments are aggregated.

PREPARED FOR Civic Healthcare Limited	VERSION 1.0
MANAGING DIRECTOR APPROVAL NAME / SIGNATURE / DATE	NOMINATED INDIVIDUAL APPROVAL NAME / SIGNATURE / DATE
REGISTERED MANAGER CARE-SCOPE REVIEW NAME / SIGNATURE / DATE	NEXT REVIEW 1 March 2027 or earlier trigger

SOURCE BASIS CQC location and registration pages checked 15 July 2026; GOV.UK National Minimum Wage rates; HMRC VAT Notice 701/2. Proposed Civic prices remain internal commercial decisions until approved.