

**Re: Home Care Support Enquiry, aVida Care**

Thank you for your enquiry with regards to the above. Please find enclosed details of our services and charge rates as requested.

aVida care (previously known as St. Vincents Care) has been established for 26 years and has an excellent reputation for quality. We provide domiciliary care to people in the Gloucester area. Our home care assistants are fully trained and supported.

If you would like to make an appointment for one of our Assessment Officers to come out to see you or your loved one, please call our Gloucester office on 01452 415066.

In the meantime if you have any questions, please do not hesitate to contact us. We look forward to hearing from you.

Best Regards,

**Claire Lancett**  
**General Manager**



# Welcome to aVida care

We would like to start by thanking you for allowing us the privilege of serving you. We understand that choosing to take care can be difficult and the final choice of provider made not without some worry. We believe you have made the right choice and we will do all we can to build a relationship based on trust.

## Who We Are

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aVida is a new home care organisation with over 26 years' experience in delivering services to the people of Gloucestershire. Built on the success of St. Vincent's Care, aVida is dedicated to enabling you and your loved ones to continue living the quality of life to which you are accustomed. We are committed to ensuring that our customers can continue to live at home independently, with an active community-based lifestyle, for as long as possible.

We recognise that family members often live some distance from their loved ones needing support. Our comprehensive range of services has been developed to enable provision tailor-made care plans.

We ensure that all services are delivered by trusted aVida team members or aVida partners. People we know that you will enjoy having around you. aVida makes things easy. We provide a single point of contact through which to arrange any service and a single itemised monthly bill.

## Redefining Standards of Care

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As experts in providing care to the elderly, aVida is committed to delivering a comprehensive range of high quality services in every aspect of home care. We know our customers are discerning, expect quality service, and need to be able to trust us completely. We have set ourselves demanding standards and will strive to meet and exceed your expectations.

Our aim is to free up time for our customers and their families, allowing you to continue to do the things that matter to them most as individuals. aVida staff are on hand 24 hours a day to help in times of need.

## Continuity of Living

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From initial help around the home with housework, gardening and DIY through to the provision of specialist care, our focus is on releasing you and your family to do the things that you want to do.

**Schedule of Fees (2015)** applicable from 1<sup>st</sup> May 2015

These are our current applicable rates for Private Home Care Services.

		Visit Start Time		
Day of Week	Visit Duration	Day 09:00 - 21:00	Night 21:00 - 09:00	Note
<b>Weekday (Mon - Fri)</b>	Medication Check (up to 15 minutes)	£ 8.50	£ 9.50	1
	up to 30 minutes	£ 11.50	£ 13.50	1
	up to 60 minutes	£ 16.50	£ 19.00	1
	Sleep-in duty (per 10 hours)	N/A	£ 100.00	
	Awake Night (per 10 hours)	N/A	£ 120.00	
Day of Week	Visit Duration	Day 09:00 - 21:00	Night 21:00 - 09:00	
<b>Weekend (Sat - Sun)</b>	Medication Check (up to 15 minutes)	£ 10.28	£ 11.43	1
	up to 30 minutes	£ 13.73	£ 16.03	1
	up to 60 minutes	£ 19.48	£ 22.35	1
	Sleep-in duty (per 10 hours)	N/A	£ 120.00	
	Awake Night (per 10 hours)	N/A	£ 140.00	
Day of Week	Visit Duration	Day 09:00 - 21:00	Night 21:00 - 09:00	
<b>Bank Holiday</b>	Medication Check (up to 15 minutes)	£ 14.88	£ 16.62	1
	up to 30 minutes	£ 20.13	£ 23.63	1
	up to 60 minutes	£ 28.88	£ 33.25	1
	Sleep-in duty (per 10 hours)	N/A	£ 157.50	
	Awake Night (per 10 hours)	N/A	£ 180.00	

Note 1: A minimum 2 hour visit charge is applicable for all night time calls starting after 23:00

<b>DIY / Gardening</b>	First Hour (60 minutes)	£ 30.00	2
	Additional Hours (per 60 minutes)	£ 15.00	2

Note 2: Please be aware the Customer is to provide parts for any Gardening/DIY

**Travelling Expenses and Escort Duties:** Mileage to and from the Clients' home is included in the rates specified above. Mileage will be charged at £0.50p per mile from the Clients' home for any escort visits such as taking the client shopping, hospital visits, appointments etc.

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## Clauses

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*A full schedule of Clauses can be found in our Terms and Conditions.*

### **2. Our Fees**

2.1 We will be entitled to review and increase our Fees for the Service on an annual basis and at any other interval if:

- (a) there is a change to the Service; and/or
- (b) a change is necessary in order to comply with any applicable safety, regulatory or statutory requirements.

### **4. Permanent Engagement of our Staff**

In accordance with Clause 4.1 of the Agreement, if you employ or engage the Home Care Assistant directly, we reserve the right to charge you a reasonable fee to cover our costs in recruiting and training an alternative Home Care Assistant which shall be a minimum of £1,500; alternatively you must hire the Home Care Assistant under the same terms for a further 6 months following you giving notice to us.

4.1 Any direct Engagement by you of a Home Care Assistant supplied by us shall render you liable to pay either a Permanent Engagement Fee to us calculated in accordance with clause 4.2(b), or to engage the Home Care Assistant for an extended (6 month) period, in accordance with clause 4.2 (a).

4.3 Any introduction of a Home Care Assistant by you to another employer, agency or organisation similar to ours which results in the engagement of that Home Care Assistant by the third party shall render you liable to pay an Introduction Fee to us in accordance with Clause 4.4.

**Introduction Fee:** In accordance with Clause 4.3 of the Agreement, if you introduce the Home Care Assistant to a third party which results in their employment or engagement, we reserve the right to charge a fee which shall be a minimum of £1,500.

### **13. Cancellations and Termination**

13.4 In the event that you wish to cancel an individual visit you must give us at least 48 hours' notice otherwise you will be charged for the visit in full unless the reasons are deemed to be 'unforeseen and unavoidable' circumstances.