

## Tiered Pricing Plan

At Nexus Care Services, we have introduced a new tiered pricing plan, which reflects the varying levels of care delivered by our team.

This new system of pricing is based on a banded system, that takes into account the support required:

### Band 1 – Basic Care

This refers to essential, everyday assistance provided to those who need help with daily activities. This type of care is often non-medical and focuses on individual well-being and comfort including our sit-in services, community outings, shopping visits and hospital appointments. This also includes companionship, housekeeping duties and nutrition support.

### Band 2 – Personal Care

This refers to assistance with activities related to maintaining personal hygiene, appearance and overall well-being. These services include bathing, showering, toileting assistance, prompting oral hygiene, supporting with skincare and prompting/administering medication. This level of care also applies to individuals who require the help of two carers per visit for their daily activities as outlined above.

### Band 3 – Specialist Care

This refers to specialised, intensive support provided to individuals with significant and multifaceted health needs. This type of care goes beyond basic and personal care, addressing more advanced medical, physical and psychological requirements. This typically includes medical management, advanced support, end-of-life assistance focusing on quality of life, coordination of care with healthcare professionals and behavioural health support. This banding also supports children with complex medical and specialised needs.

### Tiered Pricing Plan

Length of care	BAND 1	BAND 2	BAND 3
	Basic Care	Personal Care	Specialist Care
1 Hour	£30.85	£33.85	£38.70
45 Mins	£21.75	£23.85	£27.30
30 Mins	£19.90	£21.85	£24.95

## 'Trusted Care, Proven Expertise'

This new approach highlights our dedication to delivering reliable, experienced care. We aim to support individuals to remain independent at home by supporting them with their daily duties and tasks.

This motto also reflects the extensive skill set of our team, ensuring we attract, retain and provide our clients with the highest level of support.

## Key terms of business

**Notice period** – Subject to clause 4.3, if the Customer wishes to cancel the Care Agreement after the Cooling Off Period, they must provide the Company with at least 14 days' notice in writing or such longer period as may be stated in the Care Plan (Notice Period). The Customer must continue to pay for the Services which are due to be delivered during the Notice Period (calculated on a daily basis in accordance with the Care Agreement).

**Payment terms** – Our payment terms are set at seven working days, operating on a weekly arrears basis. Available payment options include continuous payment, standing order, card or bank transfer.

**Hospitalisations and cancelling calls** – If the Customer is admitted to hospital due to unforeseen circumstances, the Company will charge for the Services as planned to be delivered under the Care Agreement in the first 72-hour period after such hospitalisation. A review of the Customer's care needs will be required prior to any Services recommencing following any hospitalisation.

If the Company reasonably believes that the Customer's care needs have increased or reduced, the Company will discuss whether the Care Plan needs to be adjusted and outline the impact on any fees payable under the Care Agreement. If agreement on a revised Care Plan cannot be reached within seven days, then the Care Agreement will automatically come to an end. If the Customer (or any person acting on their behalf) gives notice to the Company to cancel a Care Visit with 24 or more hours' notice of the planned Care Visit the customer will not be liable to charges to the Company for the cancelled visit. Where a Service Customer provides less than 24 hours' notice to the Company to cancel a Care Visit, the Customer will be liable to pay the Company for the cancelled Care Visit.

## Here to help

If you have any queries about our new approach to pricing or any other terms that we have introduced, **please speak to us.**

 **0121 308 2906**

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