Pricing Guidance

October 2026

COUNTRY COUSINS
Care where you're happiest. Home.
Part of Trinity Homecare Group

Introducing you to Country Cousins

Welcome and thank you for considering Country Cousins to support you with your care requirements. This pricing guide document outlines the distinct types of care support services we offer and the breakdown of the respective costs.

By registering today, you will become a member of an extensive community of clients nationwide who benefit from the professional and dedicated homecare services we provide. Upon joining the membership (at a one-off fee of £280), you will receive an initial telephone consultation from our experienced team to ensure that we understand you as an individual as well as your personalised support requirements. This helps us match the best carers for your specific needs, preferences, and interests.

What are the types of care we offer?

Live-in Care - A carer lives with you in your own home to provide full-time care. This can be either:

Short-term Care (fewer than 4 weeks) - Respite home care and support when you need it. Typically, this is to cover for loved ones, relatives or professional care assistants that require time away.

Longer-term Care - On-going support, where a carer will live with you in your home for more than 4 weeks at a time, supporting you with your needs and requirements.

Overnight Care - A carer will come and stay in your home throughout the night to ensure that you have access to any assistance that may be needed to sleep safely and comfortably. The hours are flexible depending on your needs. Typically, they would cover from 9pm through to 7am.

If you choose live-in care with Country Cousins, you will benefit from the following:

- Companionship
- Meal preparation
- Light housework
- Assisting with medication
- Domestic administration, e.g. making appointments, answering the phone, keeping diaries
- Help looking after a pet
- Shopping, trips, visits and errands
- Recreational support – help getting to social events, with hobbies and seeing friends

In addition, you choose which level of on-going care you require to support your specific needs:

Standard Care

- **Recreational support:** help getting to social events, with hobbies and visits with friends
- **Daily Living Assistance:** Supervision of routine activities such as bathing, dressing, grooming and oral hygiene.
- **Personal Care:** Limited supervision when using the bathroom.
- **Mobility Assistance:** Support with moving around the home, transferring between bed and chair and using mobility aids.
- **Medical Coordination:** Liaising with doctors, nurses and other healthcare professionals to support joined-up care.
- **Condition-Specific Support:** Assistance for people in the initial stages of conditions such as dementia, Parkinson's disease, stroke or other long-term illnesses.

Care+

Includes all of the Standard Care services, plus:

- **Daily Living Assistance:** Active assistance with bathing, dressing, grooming and oral hygiene.
- **Nutrition Management:** Assistance with eating and drinking at mealtimes.
- **Personal Care:** Support with continence care, including the use of a commode or emptying a catheter bag.
- **Mobility Assistance:** Support with moving around the home, transferring between bed and chair and using mobility aids.
- **Condition-Specific Support:** More comprehensive support for people living with dementia, Parkinson's disease, stroke or other long-term illnesses, tailored to their changing needs.

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Live-in Care (short-term - fewer than 4 weeks)

Day rate		Carer fee	Agency fee (fully inclusive of VAT)	Total
Individual	Standard Care	£141.00	£51.00	**£192.00**
	Care+	£149.00	£53.00	**£202.00**
Couple Care	Standard Care	£157.00	£56.00	**£213.00**
	Care+	£165.00	£58.00	**£223.00**

Weekly rate		Carer fee	Agency fee (fully inclusive of VAT)	Total
Individual	Standard Care	£987.00	£357.00	**£1,344.00**
	Care+	£1,043.00	£371.00	**£1,414.00**
Couple Care	Standard Care	£1,099.00	£392.00	**£1,491.00**
	Care+	£1,155.00	£406.00	**£1,561.00**

Live-in Care (Longer-term)

Day rate		Carer fee	Agency fee (fully inclusive of VAT)	Total
Individual	Standard Care	£125.00	£40.00	**£165.00**
	Care+	£133.00	£42.00	**£175.00**
Couple Care	Standard Care	£136.00	£45.00	**£181.00**
	Care+	£143.00	£47.00	**£190.00**

Weekly rate		Carer fee	Agency fee (fully inclusive of VAT)	Total
Individual	Standard Care	£875.00	£280.00	**£1,155.00**
	Care+	£931.00	£294.00	**£1,225.00**
Couple Care	Standard Care	£952.00	£315.00	**£1,267.00**
	Care+	£1,001.00	£329.00	**£1,330.00**

If you only occasionally need care during the night, then a 'waking fee' can be charged by the carer (£14.00 for a single call, rising to a maximum of £28.00 should several calls a night occur). Should multiple waking episodes occur, we recommend additional time off during the day for the Care Worker or an additional night Care Worker.

Overnight Care

Daily rate	Carer fee	Agency fee (fully inclusive of VAT)	Total
Waking night duty	£168.00	£50.00	**£218.00**

Weekly rate	Carer fee	Agency fee (fully inclusive of VAT)	Total
Waking night duty	£1,176.00	£350.00	**£1,526.00**

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What to do now?

1. Get in touch with our friendly and professional team to discuss your care needs and requirements on **01293 224 706** or enquire online via our website **country-cousins.co.uk/contact/enquire-online**

2. Work with us to choose a carer whose skills, experience and approach best meet your needs.

3. Once you have been introduced to your Care Worker, you will need to discuss all arrangements regarding how to pay them, time off and hours worked. You will contract with them and pay them directly. We will be on hand for any questions or issues but you will manage the day-to-day care and service levels. If you ever want to change your Care Worker or schedule a new period of care, you can just simply get back in touch with us.

Additional considerations with a caring touch

As we help you embark on this journey with your Care Workers', here are some extra details to ensure your experience is as smooth and comforting as possible and that there are no surprises.

Couples Care is suitable when the second person is largely independent and benefits from practical support, such as meals, drinks, laundry and occasional supervision or reassurance.

- One person requires support included within Standard Care or Care+.
- Both partners need some assistance with day-to-day tasks, such as meals, drinks, and laundry.
- One person is living with dementia or another long-term condition.

Couples care at Country Cousins is not suitable when both people require:

- Personal care and/or medication support.
- Enhanced care due to significant mobility needs or complex long-term conditions, such as dementia, Parkinson's disease, or stroke.

Bank Holidays: On bank holidays our dedicated Care Workers' go the extra mile, with Care Workers' charged at x2 the standard rate and agency fees x1.5. It's our way of ensuring that your special days are truly special.

Changeover: When it's time for changeover, Care Workers' are compensated for the full day on both their arrival and departure. If there are any unexpected changes, rest assured, we'll make it fair for everyone involved.

Cut Short Assignments: If an assignment is cut short for any reason, other than because the service received is unsatisfactory, then the carer and Country Cousins are entitled to charge for seven days or the remainder of the assignment, whichever is less.

Travel Expenses: We don't want to leave our Care Workers' out of pocket for travel to and from you, so this should be agreed in advance between you and the Care Workers'. Live-in Care Workers' are often travelling much further and as such we advise a maximum equivalent of a standard train ticket from their nearest station.

Transparent Billing: Our billing process is transparent and straightforward. Care Workers' will present an invoice (including any expenses incurred) at the end of the assignment, keeping everything clear and accounted for.

Nutritious Meals: Our Care Workers' can prepare delicious meals for you with love and attention. If additional family members or guests would like to join in, just let the Care Worker know, and agree the extra cost to cater for them.

Balancing Work and Rest: We believe in maintaining a healthy balance. While our Care Workers' provide dedicated care, night & day, they also need time to recharge. With a daily maximum of 10 hours of care and a 2-hour break at your convenience, we ensure everyone stays refreshed and energised. This should be discussed and scheduled directly with your Care Worker.

Thank you for your interest in Country Cousins. Should you have any questions or require further assistance, please do not hesitate to get in contact with us.

Country Cousins
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