



Helpful HomeSupport

With 20 years' experience running Share and Care Homeshare, we know who makes a good HomeSupporter. Friendly, practical, reliable and fully-vetted, they operate on a self-employed basis, managing their own schedules. They are usually working part-time, studying or retired and have time to spare to help someone.

Our Helpful HomeSupport Service

Below are examples of services our HomeSupporters can offer. These can be offered together or separately. For specific requirements please contact us to discuss further...

Practical Help	Companionship	Overnight Stays
Shopping and preparing simple meals	Having a chat over a cup of tea	Staying overnight for a period of up to 10 hours in a spare bedroom for reassurance
Light housekeeping and DIY e.g. changing lightbulbs	Accompanying on a walk, an outing or to an appointment	Staying overnight in a spare bedroom for a period of up to 12 hours, including cooking a simple meal
Running errands, pet care simple tech and admin	Going shopping together	

Registration and Agency Fees

Helpful HomeSupporters are self-employed; we act as an introductory agency only. We believe in fair pay for great work, which means your HomeSupporter receives the full benefit of what you pay them, while we simply charge a clear, straightforward monthly on-going Agency Introduction Fee.

Getting started is easy:

When you first register with us, we will discuss your individual requirements, including the approx. number of hours you would like a HomeSupporter for each week.

We charge a one-off Registration Fee* of **£75.00+VAT** (which includes your first month's Agency Introduction Fee)

Ongoing monthly Agency Introduction Fee of just **10%+VAT**, based on what you pay your HomeSupporter

Your HomeSupporter will log their hours and submit their invoices directly to you for payment. You can agree a payment schedule that suits you both – daily, weekly, or monthly.

The Agency Introduction Fee will be invoiced separately to you each month through our accounting system, Xero. We will send you a link to set up a Direct Debit which is a requirement of registration.

**We only charge our Registration Fee when we have a HomeSupporter profile to send you.*

Pay Rates

Day Support

From £18.00 per hour, plus a 10%+VAT Agency Introduction Fee (minimum 2 hours)

Overnight Support (10-hour stay)

From £85.00 per night, plus a 10%+VAT Agency Introduction Fee

Overnight Support (12-hour stay)

From £115.00 per night, plus a 10%+VAT Agency Introduction Fee

Bespoke Service: If you have a more specific set of requirements, for example, needing help on a certain day of the week or a certain type of person, we offer a bespoke search.

To advertise for a HomeSupporter who matches your request we charge a Registration Fee of **£200.00+VAT**. Once a HomeSupporter is found, the on-going Agency Introduction Fee is as the same as our standard fee structure (10%+VAT).

***'My aunt greatly benefitted from a team of live-out Supporters who visited each afternoon. Beyond making her afternoon tea, they engaged her with crosswords and jigsaw puzzles, providing lovely companionship. The agency ensured every Supporter was thoroughly vetted, kind, caring, and able to build a genuine rapport with her.'* H Whittle -Nephew**

FAQ's

Who can benefit from Helpful HomeSupport services?

Helpful HomeSupport is suitable for older adults, people with disabilities, individuals recovering from illness or surgery, and anyone who needs extra practical help managing daily activities at home.

What areas do you serve?

We currently offer Helpful HomeSupport in London Zones 1,2,3 and 4. Please contact our team to confirm whether we cover your location.

How quickly can services start?

In many cases, services can begin within a week of the initial assessment. If we have to do a bespoke search for a HomeSupporter, either due to specific requirements or because we don't have someone in your area, it can take longer.

Is there a minimum number of hours?

Yes. There is a minimum requirement of two hours per HomeSupporter visit. The days and times of visits are agreed directly between the Client and the HomeSupporter.

What happens if my HomeSupporter is unavailable?

When HomeSupporters are sick, the Agency cannot find a short-notice replacement. If a HomeSupporter goes on holiday and the Client would like a replacement HomeSupporter in their absence, the Client must contact the Agency to request this as soon as possible. As HomeSupporter's are self employed we cannot make any guarantees.

Do I get to choose my HomeSupporter?

If we have more than one HomeSupporter available we will send you more than one profile.

What if I don't like my HomeSupporter or they are unreliable?

As your arrangement is directly with your HomeSupporter, you can either give them notice if you have agreed a notice period with them, or cancel any further visits. You only pay the HomeSupporter, and the associated Agency Introduction Fee, for visits that have taken place.

In such circumstances you may wish to contact the Agency to request the profile of a new HomeSupporter.

Are HomeSupporters trained?

As HomeSupporters are self employed there is no legal requirement for them to be trained. HomeSupporters may have received training or gained qualifications elsewhere, but Helpful HomeSupport does not accept responsibility in that regard. We try to select HomeSupporters who have experience running a home, have common sense and are practical people.

How safe is it?

HomeSupporters are fully vetted before being introduced to Clients. This includes references checks, an Enhanced DBS check, and ensuring HomeSupporters have Public Liability Insurance. It is important that Clients ensure they have valid home insurance, such as in case of accidental damage.

Can I get a refund if I want to cancel my HomeSupporter?

No. Agency fees are non refundable. HomeSupporter payments and Agency fees are calculated according to actual visits and are due in arrears.

Why do I have to pay an Agency Introduction Fee every month?

To keep our service affordable and transparent—and to ensure HomeSupporters receive the advertised hourly rate—we charge an ongoing Agency Introduction Fee, calculated in line with each HomeSupporter's visits.

The alternative would be either a significantly higher upfront agency fee and/or a reduced payment to the HomeSupporter, as is common with many other agencies.

Please note that Agency fees are non-refundable. Both HomeSupporter payments and Agency fees are calculated based on actual visits and are payable in arrears.