



St. Helens Council

# Domiciliary Care Services – Resource Directory

## 2009/2010

Adult Social Care and Health

Accurate as at Oct 09

## 1 Introduction

Personal domiciliary care means help with everyday living tasks such as getting up and getting dressed, washing, bathing. Agencies providing this type of care must be registered with the regulatory body for care services, the Care Quality Commission (CQC). These agencies are regularly inspected and reviewed to ensure that minimum standards are met.

The information provided below identifies all agencies currently providing domiciliary care services within the borough of St. Helens on behalf of the Council or independently of it.

The detail provided is based upon information obtained from CQC and individual providers and includes contact details including whether the provider has an email address.

Information on registered provision can change frequently and whilst every effort has been made, it cannot be assumed to be totally correct. Should you wish to check any registration detail you are advised to contact the CQC Local Office to establish that the domiciliary care provider holds the appropriate registration.

You can also obtain access to copy inspection reports by contacting CQC on 03000 616161 or alternatively by using the link below:-

[www.cqc.org.uk](http://www.cqc.org.uk)

## 2 Domiciliary Care Standards

All domiciliary care providers must be by law, registered with CQC and are measured against a set of national minimum standards.. This forms an overall judgement that identifies the provider as performing as:-

Excellent  
Good  
Adequately  
Poorly

The Council also undertakes its own regular performance monitoring designed to ensure that standards are maintained at all times. You can request copies of these monitoring reports by contacting the Procurement and Contracts Unit on 01744 456226 or by using the email link below:-

contractsunit @sthelens.gov.uk

## 3 Charges

The Council's Fairer Charging Policy sets out the amount you will be required to pay towards your care package. For more details about the Charging Policy will affect you, you can access the Council's leaflet 'Fairer Charging Policy – Charges for Non Residential Services' or contact the Customer Finance Team on 01744 456355.

## 4 Contracts

All providers listed in Section A are contracted to provide services on behalf of the Council. These contracts are subject to regular compliance monitoring..

The list indicates any specific areas/districts within which the provider is contracted to provide services.

The providers listed in Section B are registered with CQC and still operate within the Borough but do not currently have a contract with the Council as identified above.

**SECTION A - LIST OF CONTRACTED PROVIDERS**

| <b>Company Details</b>   | <b>Contact</b>    | <b>Telephone No</b>               | <b>Fax No.</b> | <b>Contracted Areas</b>  |
|--|-------------------|-----------------------------------|----------------|--|
| <b>Able Support</b><br>Able House<br>1 Micklehead Business Village<br>Sutton Manor<br>St Helens<br>WA9 4YU | Michelle Moynes   | 01744 853 190                     | 01744 853 191  | <b>Rainhill, West Park</b>   |
| <b>Anchor Care</b><br>Court Block<br>Alexandra Park<br>Prescot Road<br>St Helens<br>WA10 3TT               | Sheila Green      | 01744 753135                      | 01744 697459   | <b>Eccleston, Windle</b>   |
| <b>Care Assured</b><br>Bearly House<br>67 Liverpool Road<br>St Helens<br>WA10 1PQ                          | Denise Cunliffe   | 01744 615054<br>Mob: 07771 664453 | 01744 766507   | <b>Haydock, Blackbrook</b>   |
| <b>Care UK</b><br>Rainford Hall<br>Crank Road, Crank<br>St Helens<br>WA11 7RP                              | Carole Foy        | 01744 454313                      | 01744 733773   | <b>Billinge and Seneley Green, Rainford, Moss Bank<br/>Blackbrook, Earlestown, Newton-le-Willows</b> |
| <b>Caring Force</b><br>Unit 7B, Bold Business Centre<br>Bold Lane<br>St Helens<br>WA9 4TX                  | Christine McKenna | 01925 290 517                     | 01925 228 464  | <b>Sutton, Bold</b>  |
| <b>Claimar</b><br>42 North Road, St Helens,<br>WA10 2TR  | Shelley Eggison   | 01744 616666                      | 01744 451571   | <b>Thatto Heath,<br/>Town Centre (inc Fingerpost, Marshalls Cross)</b>                               |
| <b>DH Homecare</b><br>91 Parr Stocks Road<br>Parr, St Helens,<br>WA9 1NY                                   | Clare Marks       | 01744 25282                       |                | <b>Parr<br/>Town Centre</b>  |

**SECTION B - LIST OF NON CONTRACTED PROVIDERS (CSCI REGISTERED)**

| <b>Company Details</b>   | <b>Contact</b>   | <b>Telephone No</b> |
|--|------------------|---------------------|
| <b>Browns Short Break Service</b><br>Chain Lane Community Centre<br>Blackbrook<br>St Helens WA11 9HT                             | Marie Brown      | 01744 606 533       |
| <b>Caring Companions</b><br>28 Tarn Grove<br>Moss Bank<br>St Helens WA11 7PS   | Catherine Marr   | 01744 750 624       |
| <b>Castlerock Care Services</b><br>Unit 12 –13<br>Waterside Court<br>Technology Centre<br>St Helens WA9 1UA                      | Ian Munro        | 07000 785 033       |
| <b>Complete Care Solutions</b><br>3 Fairclough Street<br>Earlestown<br>Newton-le-Willows<br>Merseyside WA12 9QF                  | Janet Grady      | 01925 292 751       |
| <b>Cosy Care</b><br>10 Queen Street<br>Newton le Willows<br>Merseyside WA12 9AX  | Lorraine Batters | 01925 222 999       |
| <b>Crossroads Caring for Carers</b><br>Unit 10 St Helens Technology Centre<br>Waterside Court<br>St Helens<br>Merseyside WA9 1UA | Bernie Rigby     | 01744 612 499       |
| <b>Haydock Community Care</b><br>386 Clipsley Lane<br>The Old Cottage Hospital<br>Haydock<br>St Helens WA11 0SJ                  | Sandra Knowles   | 01744 733 900       |
| <b>Housing 21</b><br>Chancery Lane<br>31 Burrows Court<br>St Helens WA9 1TE  | Julie Hughes     | 08701 924 477       |
| <b>Lancaster Leyland Care Ltd</b><br>58B Hardshaw Street<br>St Helens WA10 1JN   | Lesley Leyland   | 01744 735 544       |
| <b>Regency Community Care</b><br>The Church<br>210 Robins Lane<br>St Helens WA9 3PQ  | Chris Critchley  | 01744 850 043       |
| <b>Stroke Support Service</b><br>24 Regent Street<br>Newton le Willows<br>Merseyside WA12 9LS                                    | Faye Messham     | 01925 498 264       |
| <b>Sue Ryder Home Care Services</b><br>Birchley Road<br>33 Bernardwood Court<br>Billinge<br>Wigan WN5 7BW                        | Christine Kendal | 01744 895 627       |