



St. Helens Council

Domiciliary Care Services – Resource Directory

2010/2011

Adult Social Care and Health

Accurate as at Aug 10

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 go to their website at www.cqc.org.uk.

2 Domiciliary Care Standards

All domiciliary care providers must be, by law, registered with the CQC and therefore 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 676226 or email at 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 676355.

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.

Adult Social Care and Health – Domiciliary Care Services Resource Directory 2010/2011

SECTION A - LIST OF CONTRACTED PROVIDERS

Company Details	Contact	Telephone No	Fax No.	Contracted Areas
Able Support Limited Able House 1 Micklehead Business Village Sutton Manor St.Helens WA9 4YU	Michelle Moynes	01744 853 190	01744 853 191	Rainhill, West Park
Anchor Care Court Block Alexandra Park Prescott Road St.Helens WA10 3TT	Shona Cardwell	01744 753135	01744 697459	Eccleston, Windle
Care Assured Ltd Bearly House 67 Liverpool Road St.Helens WA10 1PQ	Denise Cunliffe	01744 615054	01744 766507	Haydock, Blackbrook B (Haydock)
Care UK Rainford Hall Crank Road, Crank St.Helens WA11 7RP	Carol Foy	01744 454313	01744 733773	Billinge and Seneley Green, Rainford, Moss Bank Blackbrook B (Blackbrook), Earlestown, Newton
Caring Force Unit 7B, Bold Business Centre Bold Lane St.Helens WA9 4TX	Lorraine Brown	01925 290 517	01925 228 464	Sutton, Bold
Housing 21 42 North Road St.Helens WA10 2TR	June Finch	01744 616666	01744 451571	Thatto Heath, Town Centre (inc Fingerpost – Town Centre A, Marshalls Cross – Town Centre B)
DH Homecare Ltd 12 Harvard Court The Quay Business Centre Winwick Way, Warrington WA2 8LY	Clare Marks	01925 401 401	01925 212 335	Parr Town Centre – Town Centre C
Inspirit – Dementia Contract CPA House, Bolton Road, Farnworth, Bolton BL4 7JN	Suzanne Smith	01204 862 132	01204 862 163	Borough wide

Adult Social Care and Health – Domiciliary Care Services Resource Directory 2010/2011

SECTION B - LIST OF NON CONTRACTED PROVIDERS (CQC REGISTERED)

Company Details	Contact	Telephone No
Browns Short Break Service Chain Lane Community Centre Blackbrook St.Helens WA11 9HT	Marie Brown	01744 606 533
Caring Companions 28 Tarn Grove Moss Bank St.Helens WA11 7PS	Catherine Marr	01744 750 624
Castlerock Care Services Unit 12 –13 Waterside Court Technology Centre St.Helens WA9 1UA	Ian Munro	0845 680 1609
Complete Care Solutions (NW) Ltd 3 Fairclough Street Earlestown Newton-le-Willows Merseyside WA12 9QF	Janet Grady	01925 292 751
Cosy Care 10 Queen Street Newton-le-Willows Merseyside WA12 9AX	Lorraine Batters	01925 222 999
Crossroads Caring for Carers Unit 10 St Helens Technology Centre Waterside Court St.Helens WA9 1UA	Bernie Rigby	01744 612 499
Haydock Community Care 386 Clipsley Lane The Old Cottage Hospital Haydock St.Helens WA11 0SJ	Sandra Knowles	01744 733 900
Lancaster Leyland Care Ltd 58B Hardshaw Street St.Helens WA10 1JN	Lesley Leyland	01744 735 544
Regency Community Care Ltd The Church 210 Robins Lane St.Helens WA9 3PQ	Chris Critchley	01744 850 043
Sue Ryder Home Care Services Birchley Road 33 Bernardwood Court Billinge Wigan WN5 7BW	Christine Kendal	01744 895 627