



This is your guide to

Preferred Providers for Community Care and Support Services in Redcar and Cleveland (March 2019)

What is a preferred provider?

A preferred provider is an organisation that has a contract with Redcar and Cleveland Borough Council to deliver social care services. Organisations that have a contract with the Council can also be known as “commissioned services.” The preferred provider list includes details of all of these organisations, and tells you about the prices that the Council has agreed to pay for their services.

All preferred providers are registered with the Care Quality Commission (CQC) and are rated at least ‘good.’ They are also checked regularly by the Council to make sure that they provide quality services that are safe, reliable and improve outcomes for their clients.

What is community care and support?

This preferred provider list includes all of the organisations who have a contract to provide Community Care and Support services. Community Care and Support Services are also known as home care or domiciliary care. They are services that help you with everyday activities so that you can keep your independence for as long as possible. The types of support that they offer include:

- Helping you to getting out of bed, or get ready for bed
- Personal care, such as washing or dressing
- Getting out and about in your community
- Cooking or preparing meals
- Taking medication

Why does the Council publish a list of preferred providers?

We publish the preferred provider list as it helps people who have had their needs assessed to choose quality care and support services that meet their needs.

If you are arranging your own care and support, you know that the organisations on the preferred provider list are regularly checked by the Council to make sure that they are safe, reliable and good value for money.

We also help people who want to arrange their own care and support by publishing a separate Accredited Provider list. This is a list of services that do not have a contract with the Council, but have agreed to be checked regularly to make sure they are meeting the Council's quality standards for care and support services.



The People's Information Network (PIN) includes details of care and support services that are available in Redcar and Cleveland. When you use the PIN to search for services, look for the **Redcar and Cleveland Borough Council logo**. If the logo is in colour this shows that the organisation is a preferred provider and if the logo is in black and white it shows that the organisation is an accredited provider.

I want to arrange my own care and support - will I pay the prices on this preferred provider list?

The prices on this list are available to you if you have had your needs assessed and are eligible for care and support.

If you have not had your needs assessed, or have had an assessment but your needs are not eligible, you can still use the preferred providers, but the price that you pay may be different to what is listed here.

How can I have my needs assessed for community care and support services?

If you are finding it difficult to manage everyday tasks and think that community care and support services could help you, you can contact Adult Social Care to ask for an assessment. You may benefit from an assessment even if you think that you will have to pay for any services that you need.

When you contact us we will ask for some details and talk about how we can help you. Depending on your enquiry, this help may include providing information or advice or arranging for a social worker to visit you at home to assess your care and support needs. Our contact details are on the back of this guide.

Preferred Providers for Community Care and Support

The hourly rate is split into short call, long call and night call rates.

- **Short calls** are all calls from 5 minutes up to 2 hours long
- **Long calls** are calls over 2 hours
- **Night calls** are overnight calls that last 9 hours from 10pm through to 7am.

The providers are listed in a rank order for quality and price.

1. Carewatch

Offers services to all adults

Short calls - £15.32

Long calls - £13.74

Night calls - £12.83

The logo for Carewatch, featuring the word "carewatch" in a lowercase, sans-serif font. The "care" is in a dark purple color and the "watch" is in a grey color.

Tel: 01642 756966

Email: enquiry.carewatchredcar@gmail.com

Address: 17-19 Cleveland Street, Redcar, TS10 5SH

1. Comfort Call

Offers services to all adults

Short calls - £15.32

Long calls - £13.74

Night calls - £12.83



Tel: 01642 256810

Email: middlesbrough@comfortcall.co.uk

Address: Thornton House, Cargo Fleet Lane,
Middlesbrough, TS3 8DE

3. Careline

Offers services to all adults

Short calls - £15.32

Long calls - £13.74

Night calls - £12.83



Tel: 01642 243769

Email: middlesbrough@carelinehc.co.uk

Address: Thornton House, Cargo Fleet Lane,
Middlesbrough, TS3 8DE

4. Caremark

Offers services to all adults

Short calls - £15.32

Long calls - £13.74

Night calls - £12.83



Tel: 01287 634706

Email: redcar@caremark.co.uk

Address: Units 2-9 The Old Coach House, Bow Street Centre, Guisborough, TS14 6PR

5. BJP Home Support

Offers services to all adults

Short calls - £15.32

Long calls - £13.74

Night calls - £12.83



Tel: 01287 633380

Email: info@bjphomesupport.co.uk

Address: 6-10 church Street, Guisborough, TS14 6BS

7. Real Life Options

Offers services to adults with a learning disability.

Short calls - £15.32

Long calls - £13.74

Night calls - £12.83



Tel: 01642 608700

Email: leig.mccusker@reallifeoptions.org

Address: 4 Innovation Court, Yarm Road, Stockton-on-Tees, TS18 3DA

8. Creative Support

Offers services to all adults.

Short calls - £14.82

Long calls - £13.67

Night calls - £12.83



Tel: 01642 470833

Email: Gemma.Goodey@creativesupport.co.uk

Address: Unit A3, Green Square, Kirkleatham Business Park, Redcar, TS10 5RX

9. Walsingham

Offers services to adults 16 + with a learning disability and people with autism.

Short calls - £15.32

Long calls - £13.74

Night calls - £12.83



Tel: 01642 228505

Email: susan.thirkettle@walsingham.com

Address: Cargo Fleet Lane Offices, Middlesbrough Road, Middlesbrough, Cleveland, TS6 6XHcommunity

10. Heritage

Offers services to all adults.

Short calls - £15.27

Long calls - £13.69

Night calls - £12.83



Tel: 01642 266390

Email: care@heritagehealthcare.co.uk

Address: TAD Centre, Ormesby Road, Middlesbrough, Cleveland, TS3 7SF

11. Meadowvale

Offers services to all adults.

Short calls - £15.32

Long calls - £13.74

Night calls - £12.83



Meadowvale Homecare
Your care, your choices

Tel: 01287 653063

Email: office@meadowvalehomecare.co.uk

Address: B-Hive Business Centre, Skelton Industrial Estate, Allum Way, Skelton, TS12 2LQ

12. Care Visions at Home

Offers services to adults with a learning disability and people with complex needs.

Short calls - £15.32

Long calls - £13.74

Night calls - £12.83



Tel: 01642 265082

Email: athome@carevisions.co.uk

Address: Cargo Fleet Offices, Middlesbrough Road, Middlesbrough, Cleveland, TS6 5XH

Adult Social Care contact details:

Address:

Redcar and Cleveland Borough Council
Seafield House
Kirkleatham Street
Redcar
Yorkshire TS10 1SP

Contact numbers, email and website

Telephone: 01642 771500
Typetalk: 18001 01642 771500
Email: contactus@redcar-cleveland.gov.uk
Web: www.redcar-cleveland.gov.uk/adultcare

Our normal office hours are:

Monday to Thursday: 8.30 am - 5.00 pm

Friday: 8.30 am - 4.30 pm

If you need help in emergency when our offices are closed, you can contact the **Emergency Duty Team:**

Telephone: 01642 524552

Minicom: 01642 602346

For information about the registration and inspection of the community care and support services in this list please contact the **Care Quality Commission (CQC)**

Address:

St Nicholas Building
St Nicholas Street
Newcastle upon Tyne
NE1 1NB

Contact:

Telephone: 03000 616161
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk