

## About this guide

This guide explains....

- What is a preferred provider?
- What is Home Care?
- Why does the Council publish a list of preferred providers?

If there is anything in this guidance that you do not understand, please speak to your health or social care worker using the contact details provided at the end of the guide.

Redcar & Cleveland Borough Council  
Adult Social Care

Public Guidance

This is your guide to Preferred Providers for Home Care  
Services in Redcar and Cleveland

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## 1. 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 in the borough. They may also be known as “commissioned services.” The preferred provider list includes details 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 expected to be 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 the adults they provide service for.

This preferred provider list includes all organisations who have a contract to provide Home Care Services. We have two groups – one main list and then another list in reserve should we need additional capacity. All meet the standard required to be a preferred provider.

## 2. What does Home Care cover?

These services may also be referred to as ‘domiciliary care’. Home Care services help you with everyday activities so that you can keep your independence for as long as possible. The types of support that the providers 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

## 3. 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.



The Redcar & Cleveland Information Directory provides details of local and national care and support services including Home Care providers.

Visit: <https://informationdirectory.redcar-cleveland.gov.uk> and search for Homecare.

The Redcar & Cleveland Information Directory includes the preferred providers and additional providers not currently contracted by Redcar and Cleveland Borough Council.

#### **4. 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. We can assist you in arranging care but there may be a charge for this.

#### **5. How can I have my needs assessed for Home Care services**

If you are finding it difficult to manage everyday tasks and think that Home Care 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 at the end of this guide.

#### **6. Preferred Providers for Home Care services**

The hourly rate is split into short call, long call and night call rates. All providers charge the same under the Home Care contract.

- Short calls are all calls from 15 minutes up to 2 hours long - £25.24 per hour
- Long calls are calls over 2 hours - £22.15 per hour
- Night calls are overnight calls that last 9 hours from 10pm through to 7am - £20.76 per hour

The following list is in alphabetical order. We place people with the nearest provider available so that travel between one call and another is kept as short as possible. You can express a preference from the list if you wish.



**BJP Tel:** 01287 633380

**Email:** [info@bjphomesupport.co.uk](mailto:info@bjphomesupport.co.uk)

**Website:** [www.bjphomesupport.co.uk](http://www.bjphomesupport.co.uk)

**Address:** 6-10 Church Street, Guisborough, TS14 6BS



**Careline Tel:** 01642 243769

**Email:** [middlesbrough@carelinehc.co.uk](mailto:middlesbrough@carelinehc.co.uk)

**Website:** [www.carelinehomecare.co.uk](http://www.carelinehomecare.co.uk)

**Address:** South Tees Business Centre, Puddlers Road, South Bank, TS6 6TL



**Caremark Tel:** 01287 634706

**Email:** [redcar@caremark.co.uk](mailto:redcar@caremark.co.uk)

**Website:** [www.caremark.co.uk/redcar-and-cleveland](http://www.caremark.co.uk/redcar-and-cleveland)

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



**Care Matters Tel:** 01325 482075

**Email:** [lisa@carematters.co.uk](mailto:lisa@carematters.co.uk)

**Website:** [www.carematters.co.uk](http://www.carematters.co.uk)

**Address:** Pioneer Court, Morton Palms Business Park, Darlington, DL1 4WD



**Comfort Call Tel:** 01642 256810

**Email:** [middlesbrough@comfortcall.co.uk](mailto:middlesbrough@comfortcall.co.uk)

**Website:** [www.comfortcall.co.uk](http://www.comfortcall.co.uk)

**Address:** South Tees Business Centre, Puddlers Road, South Bank, TS6 6TL



**Dale Care Tel:** 01642 615331

**Email:** [enquiries@dalecare.co.uk](mailto:enquiries@dalecare.co.uk)

**Website:** [www.dalecare.co.uk](http://www.dalecare.co.uk)

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



**Hales Group Tel:** 0191 737 1112

**Email:** [linda.kendal@halesgroup.co.uk](mailto:linda.kendal@halesgroup.co.uk)

**Website:** [www.halescare.co.uk](http://www.halescare.co.uk)

**Address:** 5 Blue Sky Way, Koppers Way, Monkton Business Park,  
South Tyneside, NE31 2EQ



Olam Care Services

**Tel:** 01642 508841, 07956412780

**Email:** [olamcareservices@outlook.com](mailto:olamcareservices@outlook.com)

**Website:** [www.olamcareservices.co.uk](http://www.olamcareservices.co.uk)

**Address:** 14i Queensway Business Centre, Queensway Road, Middlesbrough, TS3 8TG



SNE Care Services **Tel:** 01642 438878

**Email:** [enquiries@sne-care.co.uk](mailto:enquiries@sne-care.co.uk)

**Website:** [www.sne-care.co.uk](http://www.sne-care.co.uk)

**Address:** Unit 10, Stephenson Court, Skippers Lane Industrial Estate, Middlesbrough, TS6 6UT

We also have the following providers available to provide extra capacity in emergencies.



Care 24-7 **Tel:** 01642 693700

**Email:** [danielleteasdale@care247.ltd.uk](mailto:danielleteasdale@care247.ltd.uk)

**Website:** [www.care247.ltd.uk](http://www.care247.ltd.uk)

**Address:** Suite 209, The Innovation Centre, Kirkleatham Business Park, Vienna Court, Redcar TS10 5SH



Hand 2 Hold **Tel:** 01642 810338

**Email:** [info@hand2hold.co.uk](mailto:info@hand2hold.co.uk)

**Website:** [www.hand2hold.co.uk](http://www.hand2hold.co.uk)

**Address:** Broughton Avenue Resource Centre, 36 Broughton Avenue, Middlesbrough, TS4 3PZ



Meadowvale Home Care **Tel:** 01287 653063

**Email:** [office@meadowvalehomecare.co.uk](mailto:office@meadowvalehomecare.co.uk)

**Website:** [www.meadowvalehomecare.co.uk](http://www.meadowvalehomecare.co.uk)

**Address:** 87 - 89 High Street, Redcar, Cleveland, TS10 3DN

## Contact Details for Adult Social Care

Directorate of Adults & Communities  
Adult Social Care  
Redcar and Cleveland Borough Council  
Redcare and Cleveland House  
Kirkleatham Street  
Redcar  
Yorkshire  
TS10 1SP

Telephone: 01642 771500

Email: [contactus@redcar-cleveland.gov.uk](mailto:contactus@redcar-cleveland.gov.uk)

Website: [www.redcar-cleveland.gov.uk](http://www.redcar-cleveland.gov.uk)

Relay UK (for deaf, hard-of-hearing,  
and speech impaired people)

Office hours: Monday to Thursday: 8.30 am - 5.00 pm and 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: 01642 524552.

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