

## About this guide

This guide explains....

- What is a preferred provider?
- What is Community Care and Support?
- 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 Community Care and Support Services in Redcar and Cleveland – Large print

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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.

Organisations that have a contract with the Council can also be known as “commissioned services.” The preferred provider list includes details of all 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 their clients.

## **2. What is community care and support?**

This preferred provider list includes all 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

## **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.

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.

#### 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.

#### 5. 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.

## 6. 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. Caremark

Offers services to all adults

**Short calls - £21.10**

**Long calls - £18.45**

**Night calls - £17.24**



**Tel:** 01287 634706

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

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

### BJP Home Support

2. Offers services to all adults

**Short calls - £21.10**

**Long calls - £18.45**

**Night calls - £17.24**



**Tel:** 01287 633380

**Email:** [hannah.parvin@bjpgroup.co.uk](mailto:hannah.parvin@bjpgroup.co.uk)

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

### 3. Care 24-7

Offers services to all adults

**Short calls - £21.10**

**Long calls - £18.45**

**Night calls - £17.24**

**Tel:** 01642 756966

**Email:**

**Address:** 5 Dove House, Turner Street, Redcar, TS10 1AY

### 4. Careline

Offers services to all adults

**Short calls - £21.10**

**Long calls - £18.45**

**Night calls - £17.77**



**Careline Homecare**  
Passion for Independence, Respect for Choice

**Tel:** 01642 243769

**Email:**

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

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

### 5. Sevacare (Meridian)

Offers services to all adults.

**Short calls - £21.10**

**Long calls - £18.45**

**Night calls - £17.24**



**Tel:** 01642 246259

**Email:**

[Middlesbrough.managers@meridianhsc.co.uk](mailto:Middlesbrough.managers@meridianhsc.co.uk)

**Address:** 54a Station Road, Redcar , TS10 1AG

## 6. Comfort Call

Offers services to all adults

**Short calls - £21.10**

**Long calls - £18.45**

**Night calls - £17.77**



**Tel:** 01642 256810

**Email:**

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

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

## 7. Walsingham

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

**Short calls - £21.10**

**Long calls - £18.45**

**Night calls - £17.24**

The logo for Walsingham Support features the word 'WALSINGHAM' in a bold, black, uppercase font. Below it, the word 'SUPPORT' is written in a smaller, black, uppercase font, followed by the tagline 'Everyone is different' in a red, lowercase font.

**WALSINGHAM**  
SUPPORT *Everyone is different*

**Tel:** 01642 228505

**Email:**

[angela.simpson@walsingham.com](mailto:angela.simpson@walsingham.com)

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

## 8. Dale Care

Offers services to adults with a learning disability.

**Short calls - £21.10**

**Long calls - £19.01**

**Night calls - £17.77**



**Tel:** 01642 615331

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

[Katie.clark@dalecare.co.uk](mailto:Katie.clark@dalecare.co.uk)

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

## 9. Heritage

Offers services to all adults.

**Short calls - £21.10**

**Long calls - £18.45**

**Night calls - £17.24**



**Tel:** 01642 266390

**Email:** [care@heritagehealthcare.co.uk](mailto:care@heritagehealthcare.co.uk)

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

## Contact Details Adult Social Care

Directorate of Adults & Communities  
Adult Social Care  
Redcar and Cleveland Borough  
Council  
Seaford 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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