

About this guide

This list includes organisations who are not contracted to provide Community Care and Support Services through Redcar & Cleveland Borough Council but have been approached as we cannot fulfil demand with framework providers. 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

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 Spot-Contract Providers for
Community Care and Support Services in Redcar and Cleveland
Large print

1. Spot Contract Off Framework Providers for Community Care and Support Services

The hourly rates for Spot Contract providers are determined by the individual companies and vary by provider but will not exceed the rate agreed in the Local Authority for the Commissioned Framework.

The providers contained in this list are in Alphabetical order.

1. 1st Enable

Offers services to all adults

Short calls - £21.10

Long calls - £18.45

Night calls - £17.24

Tel: 0151 3182332

Email: jeff.dawson@1stenable.co.uk

Address: The Technology Centre, Inward Way, Ellesmere Port, Cheshire, CH65 3EN

2. A&B Home Care Ltd

Offers services to all adults

Short calls - £21.10

Long calls - £18.45

Night calls - £17.24

Tel: 01642 214403

Email: enquiries@ab-homecare.com

Address: Office 6 Stephenson Court, Skippers Lane Industrial Estate, Middlesbrough TS6 6UT

3. Aapna Services

Offers services to adults

Short calls - £21.10

Long calls - £18.45

Night calls - £17.24

Tel: 01642 825926

Email: enquiries@aapnaservices.org.uk

Address: 31-35 Eastbourne Road, Middlesbrough, TS5 9QS

4. Creative Support

Offers services to adults

Short calls - £21.10

Long calls - £18.45

Night calls - £17.24

Tel: 01642 661890

Email: naomi.atkinson@creativesupport.co.uk

Address: Yarm Rd, Stockton-on-Tees TS18 3DA

5. Dimensions

Offers services to adults

Short calls - £21.10

Long calls - £18.45

Night calls - £17.24

Tel: 0300 303 9001

Email: tracy.shields@dimensions-uk.org

Address: Ground Floor, Derwent House,
Mandale Business Park, Durham, DH1 1TH

6. Direct Care Support (DCS) Ltd

Offers services to adults

Short calls - £21.10

Long calls - £18.45

Night calls - £17.24

Tel: (01642) 464404

Email: admin@directcaresupport.co.uk

Address: 1 Wilton Green, Lazenby, TS6 8DP

7. Hand 2 Hold

Offers services to adults

Short calls - £21.10

Long calls - £18.45

Night calls - £17.24

Tel: 01642 810338

Email: k.dalton@hand2hold.co.uk

Address: Easterside Community Hub,
Broughton Avenue, Middlesbrough, TS4 3PZ

8. Meadowvale

Offers services to adults

Short calls - £21.10

Long calls - £18.45

Night calls - £17.24

Tel: 01287 653063

Email: office@meadowvalehomecare.co.uk

Address: 74 High Street, Redcar, Cleveland,
TS10 3DN

9. Olam Care Services

Offers services to adults

Short calls - £21.10

Tel: 074281455120

Email: manager@olamcareservices.org.uk

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

Long calls - £18.45

Night calls - £17.24

10. Personal
Support Network
(PSN)

Offers services to
adults

Short calls - £21.10

Long calls - £18.45

Night calls - £17.24

Tel: 01642 244044

Email:

tracey.gunn@personalsupportnetwork.org

Address: Langridge Initiative Centre, Langridge
Cres, Middlesbrough TS3 7LU

11. Real Life Options

Offers services to
adults

Short calls - £21.10

Long calls - £18.45

Night calls - £17.24

Tel: 01642 608700

Email: lindsay.matthews@reallifeoptions.org

Address: 4 Innovation Court, Stockton, TS18
3DA

12. SNe Care
Services Ltd

Offers services to
adults

Short calls - £21.10

Long calls - £18.45

Night calls - £17.24

Tel: 01642 438878

Email: enquiries@sne-care.co.uk

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

13. Trinity Plus

Healthcare

Offers services to
adults

Short calls - £21.10

Long calls - £18.45

Night calls - £17.24

Tel: 01642 438878

Email: l.metcalfe@trinityplushealthcare.co.uk

Address: 251-255 Linthorpe Rd, Middlesbrough TS1 4AT

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

Contact Details Adult Social Care

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

Telephone: 01642 771500

Email:

contactus@redcar-cleveland.gov.uk

Website: 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.

Version 1 – January 2024