



St. Helens Council

Domiciliary Care – Approved List

2018/2019

People's Services

Domiciliary Care Services – Approved List

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 registered 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 provision can change and should you wish to check any registration detail you are advised to contact CQC to establish that the domiciliary care provider holds the appropriate registration.

You can contact CQC on 03000 616161 or alternatively via the website by using the link below:-

www.cqc.org.uk

2 Care Standards

All care providers must by law be registered with CQC and are inspected against a set of essential standards of quality and safety. CQC carry out regular inspections and the results of these are available via the CQC website.

CQC are currently introducing a rating system for providers and the result of this will appear on the appropriate page of the CQC website for each provider. From April 2015 providers are required to display details of their ratings as they become available.

The Council also undertakes its own regular performance monitoring designed to ensure that standards are maintained at all times.

3 Contracts

All providers listed are contracted to provide services on behalf of the Council. These contracts were awarded via a tender process undertaken in 2016 and are subject to regular compliance monitoring.

The list indicates any specific wards within which the provider advises they are able to provide services.

The providers listed as Tier 1 have electronic call monitoring in place and are the first providers the Council would approach. Tier 2 providers do not currently have electronic call monitoring and are approached should Tier 1 providers be unable to pick up a commissioned package.

Should you require any assistance in respect to this information you can contact the Procurement, Contracts and Quality Monitoring section on 01744 673333 or via email at **procurement&contracts@sthelens.gov.uk**

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TIER 1 – LIST OF CONTRACTED PROVIDERS (CQC REGISTERED) WITH ELECTRONIC CALL MONITORING

Company Details	Contact	Tel No	Email Address	Billinge and	Eccleston	Moss Bank	Rainford	Windle	Blackbrook	Earlestown	Haydock	Parr	Newton	Bold	Rainhill	Sutton	Thatto Heath	Town Centre	West Park
				Seneley Green															
Able Support Ltd Able House 1 Micklehead Business Village St Michaels Road St Helens WA9 4YU	Debbie Lee	01744 853190	enquiries@ablesupport.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Allied Healthcare – Warrington The Boultings Winwick Street Warrington Cheshire WA2 7TT Allied Healthcare – Ormskirk 8 Swan Alley Ormskirk L39 2 EQ	Lynsay Francis – Warrington Jackie Lowe – Ormskirk	01925 822355 01695 571991	warrington@alliedhealthcare.com Ormskirk@alliedhealthcare.com	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Bridge Care & Support Services Ltd 2nd Floor, 14 Hardshaw Street, St Helens, WA10 1RE	Eve Peresu	01744 881600	eve@bridge4care.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Care Assured Ltd Bearly House 67 Liverpool Road St Helens WA10 1PQ	Denise Cunliffe	01744 615054	denise_careassured@yahoo.co.uk	-	-	-	-	-	Y	Y	Y	Y	Y	-	-	-	-	-	-

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Company Details	Contact	Tel No	Email Address	Billinge and	Seneley Green	Eccleston	Moss Bank	Rainford	Windle	Blackbrook	Earlestown	Haydock	Parr	Newton	Bold	Rainhill	Sutton	Thatto Heath	Town Centre	West Park
				Y	Y	Y	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-
Carewatch Care Services Ltd Bentham House, 97 Heaton Street, Standish, Wigan, WN6 0DA	Joanne Elphick	01257 473355	joanne.elphick@carewatch.co.uk	Y	Y	Y	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-
DO NOT USE Castlerock Recruitment Group Ltd T/a CRG Homecare Tiger Court Kings Drive Prescot, L34 1BH	Lisa Wright	01744 457682	lisawright@crghomecare.uk.com	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Focus on Care Recruitment Ltd c/o St Marys Hospital Floyd Drive Warrington WA2 8DB	Paula Wilkinson	01925 411611	paulawilkinson@focusoncare.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Hand in Hand Homecare Agency Ltd Unit 26 Bold Business Centre Bold Lane St Helens WA9 4TX	Gaynor Denaro	01925 555498	handinhandhomecare@hotmail.com	Y	Y	Y	Y	Y	Y	Y	-	Y	Y	-	-	Y	Y	Y	Y	Y
Haydock Community Care 204 Clipsley Lane Haydock St Helens WA11 0HU	Carol Mc Menamy	01744 752588	haydockcommunitycare@live.co.uk	Y	-	Y	-	-	Y	Y	Y	Y	-	-	-	-	-	-	-	-
Home Instead Senior Care (St Helens)	Charlotte Smith	0151 430	charlotte.mcgregor@homeinstead.co.uk	-	Y	Y	-	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

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Suite 6/7 Rainhill Business Centre 232a Rainhill Road Rainhill St Helens L35 4LD	Or	2910	jm.smith@homeinstead.co.uk																
ICare (GB) Ltd Saturn House First Floor Knowsley Business Park Prescot L34 9AA	Lindsey O'Reilly	0151 549 0070	sthelenscare@icaregroup.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Local Solutions Unit F1 1 Helsby Court Prescot Business Park Sinclair Way Prescot Liverpool L34 1PB	Michelle Mc Donough	0151 431 2092	hcreviews@localsolutions.org.uk	-	-	-	-	-	-	Y	-	-	Y	Y	-	Y	-	-	-
MCJA (Merseycare Julieann Ltd) 05 th Floor Century House Hardshaw Street St Helens WA10 1QW	Karen Kenny	01744 759966	karen.kenny@mcja.co.uk	-	Y	-	-	Y	Y	-	-	Y	-	-	-	Y	Y	Y	Y
New Day Care Ltd 4 Haydock Park Gardens Haydock	Danielle MacDonald	03300 249731	info@ndcaregivers.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	-	Y	Y	Y	Y	Y

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St Helens WA12 0JF																			
PCS Personal Care Services Ltd Suite 6, West Lancs Inv Centre, White Moss Bus Park, Maple View, Skelmersdale, WN8 9TG	Nicola Connolly	01695 553930	allocations@personal-care-services.co.uk	Y	Y	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-
Premier Care Limited – Cheshire Branch, 1 Froghall Lane, Warrington, Cheshire WA2 7JJ	Diane Wrest	01925 242354	coordinators@prem-care.co.uk	Y	-	Y	-	Y	Y	-	Y	Y	Y	Y	-	-	-	Y	-
Rainbow Care Solutions Suite 3 Oak Tree Park Century House Hardshaw St, St Helens WA10 1QU	Julie Hughes	01744 755492	merseyside@rainbowcaresolutions.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	-	-	-	-	-	-	Y	-
Safehands Care Ltd 47 Sankey Street Warrington, WA1 1SL	Diane Nemec	01925 859700	st.helens@safehandscare.com	Y	Y	-	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
TogetherCare Care Solutions (St Helens) Ltd Enterprise House St Helens Chamber WA10 1FY	Michael Burke	01744 742383	info@together-care.co.uk	Y	Y	-	-	Y	Y	-	-	Y	Y	Y	Y	Y	Y	Y	Y

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Unite Healthcare Ltd Wilkinson House 14 Tasker Terrace Rainhill St Helens L35 4NX	Daniel Butler	0151 493 2212	enquiries@unitehealthcare.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

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TIER 2 – LIST OF CONTRACTED PROVIDERS (CQC REGISTERED) WITHOUT ELECTRONIC CALL MONITORING

Company Details	Contact	Tel No	Email Address	Billinge and Seneley Green	Eccleston	Moss Bank	Rainford	Windle	Blackbrook	Earlestown	Haydock	Parr	Newton	Bold	Rainhill	Sutton	Thatto Heath	Town Centre	West Park
A&J E Ltd T/a Bluebird Care (St Helens) 70 Cambridge Road St Helens WA10 4HD	June Finch	01744 759526	sthelens@bluebirdcare.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
BNR Agency Dallam Court Dallam Lane Warrington WA2 7LT	Farayi Murenga	01925 351013	info@bnragency.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Brown's Short Break Respite Ltd Nunn Street Parr St Helens WA9 1SF	Alan Brown Or Marie Brown	01744 778357	alanbrown@bsbr.org.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Crossroads Care North West Unit 10 Waterside Court St Helens WA9 1UA	Jackie Richards	07746 999 556	jackie.richards@crossroadscarenw.org.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

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Direct Health 12 Harvard Court The Quay Business Centre Winwick Quay Warrington WA2 8LT	Zoe Williams	01925 401400	zoe.williams@direct-health.co.uk	-	-	-	-	-	-	Y	Y	Y	Y	-	-	-	-	Y	-
Hannah's Homecare Ltd Suite 7a Gilbert Wakefield House 67 Bewsey Street Warrington WA2 7JQ	Lynne Dillon	01925 259111	info@hannahshomecareltd.co.uk	-	Y	-	-	-	Y	Y	-	Y	Y	Y	Y	Y	Y	Y	Y
Heron Care Ltd Unit 4 Helsby Court Sinclair Way Prescot Business Park Liverpool L34 1PB	Paul Bartley	0151 430 0033	enquiries@heroncare.com	-	-	-	-	-	-	-	-	Y	Y	Y	Y	Y	Y	Y	-
Ignite Health & Homecare Services Ltd 129 Heath Road Penketh Warrington WA5 2DB	Donna Makawa	07493 733111	info@ignitehealth.co.uk	-	-	-	-	-	Y	Y	Y	Y	-	-	-	Y	Y	Y	-

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ILA St Helens (Lifeways) Ltd 69a Park Road St Helens WA9 1DS	Paula Welsh	01744 610260	paula.welsh@lifeways.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Integrated Care And Support Services 60 Kitchener Street St Helens WA10 4LY	Cheryl Heaton	01744 736699	i.c.a.s.s@hotmail.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Lancaster Leyland Care Ltd Also known as Second To None 58B Hardshaw Street St Helens WA10 1JN	Suzanne Lancaster	01744 735544	second_to_none@hotmail.co.uk	-	Y	Y	Y	Y	Y	-	-	-	-	Y	-	Y	Y	Y	Y
Making Space Lyne House 46 Allen Street Warrington WA2 7JB	Jennifer Smith	01925 571680	enquire@makingspace.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Santa Monica Healthcare Group Ltd 36 Vista Road Newton-Le-Willows Merseyside WA12 9ER	Marie Alderman	01925 223030	office@santamonicahealthcare.co.uk	Y	Y	Y	-	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
SOS Homecare Ltd Unit 8 Waterside Court Technology Campus St Helens WA9 1UA	Gareth Rogerson Or Kerry Linaker	01942 261349	garethrogerson@soshomecare.co.uk kerrylinaker@soshomecare.co.uk	Y	Y	Y	-	Y	Y	Y	Y	Y	Y	-	-	Y	Y	Y	Y

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Synergy Homecare, a trading name of Sevacare (UK) Ltd 1 st Floor, 14 Hardshaw Street, St Helens WA10 1RE	Susan Brearley	01744 731133	sthelens.managers@synergyhomecare.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
The Human Support Group Ltd T/a Homecare Support Phoenix House Spring Road Widnes Cheshire WA8 0NL	Rachel Woodruff	01928 529187	merseyside@homecaresupport.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Victoria Community Care Ltd Unit 6 Helsby Court Prescot Business Park Prescot Merseyside L34 1PB	Bernadette Thomas	0151 546 4400	office@vccl.biz	-	Y	-	-	-	-	-	-	-	-	-	Y	-	Y	-	Y