

Care and Support Providers

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Care and Support Providers

If you have been finding it difficult to manage at home, you might be considering arranging for a care and support provider to help you with personal tasks such as washing and dressing, or with help to prepare your meals. There are a number of ways you might want to arrange the help you need:

- You may wish to buy your support yourself from a provider, in which case this factsheet will help you know where to start.
- You may wish to be assessed by the council to see if you are eligible for council support. If you are eligible for support, the council may offer you its Promoting Independence Service, for up to 6 weeks, to help you do as much for yourself as possible, so that you can continue to live safely at home. Our Care Act Frequently Asked Questions document gives you more information on how we work out if you are eligible. Our pages on support at home give you details of other services to help you stay well. Further information is available in the document 'Care and Support to help you stay in your own home: information on charges' on whether you would have to contribute financially to support you receive from the council.
- If you are eligible to receive support from the council, the council can arrange support from a care and support provider for you.
- Alternatively, if you are eligible for support from the council, you may wish to have a direct payment, which means you arrange your own support and you make the choice about which provider to use. This factsheet will help if you are arranging your own support through direct payments. If you need help to choose the right provider for you, there are direct payment support providers who can help you with this, further details are available on our direct payment pages, www.southglos.gov.uk/directpayments.

It is important to remember that there are other options available to help you to continue to live in your own home, such as meals at home and equipment and adaptations. Please see www.southglos.gov.uk for more details, we can also advise you on services that would better suit your needs.

Please contact the adult care member of staff who is working with you or Customer Services on csodesk@southglos.gov.uk or **01454 868007** if you would like to discuss your options further. Advice and information from the council is free to everyone, and we can help you to get information and advice whatever your circumstances.

Other Sources of Information

Care Quality Commission

Any provider who offers personal care has to be registered and inspected by the Care Quality Commission (CQC). The CQC can send you inspection reports and details of care and support providers; you can also ask care and support providers to share their most recent report with you.

You can contact the CQC on 03000 616161 or by email enquiries@cqc.org.uk.
www.cqc.org.uk.

Well Aware

A useful website called www.wellaware.org.uk is available to everyone in South Gloucestershire and the surrounding area, and lists a wealth of providers, organisations and groups who can help people who need some support at home.

You can also phone Well Aware on 0808 808 5252 (Freephone)

Care Selector – Helping you find the right support for you

Care Selector is a free service that helps you find a care and support provider. Care Selector can be contacted on 0117 325 1155, or email: info@careselector.com

Points to consider when choosing a care and support provider

A good starting point is to prepare a list of the things that you need support with, with an idea of how long these tasks may take and at what time of the day or week you need help. Think about what is most important to you about the way those tasks are done. This will help you to prepare questions to ask providers you are considering, to identify which provider can best meet your needs.

Contact several care and support providers to give you choice and help you decide which is likely to suit you best. Care and support providers sometimes provide specialised support and should advise you if their service is able to meet your needs.

You may find it helpful to ask potential care and support providers some of the following questions before making a decision:

Services

- What services are available? Do you provide any specialist services, for example supporting people with living with dementia?
- Is there a minimum service I would have to buy, in terms of time e.g. half an hour calls, or a minimum number of hours a week?
- Is there a trial period?
- Can you be flexible about times of visits, so that I can still do the things that are important to me and get out and about?
- How would I contact your office during the day to check anything or out of hours for an emergency, for instance if a home carer didn't arrive?

Charges

- What are your charges? Do you charge different evening, weekend and bank holiday rates?
- Does the hourly rate include everything, or are there any extras, for example VAT, National Insurance or travelling expenses?

Staff

- Can I choose the person who provides my care and support?
- Can I expect to see the same staff regularly?
- What will happen if the regular member of staff who visits me is sick or on holiday?
- Can I have advance weekly rotas of who will be supporting me?

Terms and conditions

- How can I complain about the service I receive?
- What happens if I need to cancel the service? Will I have to pay?
- Will there be regular reviews of the service, and a main person I can deal with about any questions?

Keeping me safe

- How are staff recruited? Are they required to give references? What training are they given?
- What evidence can I see that staff have had police checks?
- What do you have in place to ensure that I and your staff are kept safe? For example, that staff don't hurt themselves when they are helping me get around at home.
- What sort of records will you keep of what you have provided?

South Gloucestershire Council's accredited list of Care and Support Providers

Please note:

The Council does not recommend any particular provider. This is purely a list of providers that have themselves chosen to be accredited and to be part of

the council's Community Based Support Framework. This means these providers can provide services bought by the council.

Other agencies are also available and for further information please see the Care Quality Commission website www.cqc.org.uk or call 03000 616161.

If a provider's application status is 'suspended' the council is not currently buying any new packages of support from this provider. The council may suspend a provider because of contract issues or because of concerns about the quality of services. However a provider can also ask to be voluntarily suspended, for example while they are recruiting staff. If suspended by the council, the provider may continue to arrange support for new customers who are buying the support themselves, or to arrange support on behalf of another council.

Providers Name and Address	Web Address
Alimo Care Ltd Kingswood House South Road Kingswood Bristol BS15 8JF T: 01179 571195	www.alimocare.co.uk
Agincare UK Ltd (Bristol) Suite 22a Monarch House Smyth Road Bedminster Bristol BS23 2BX T: 01179 637549	www.agincare.com
Agincare UK Ltd (Chippenham) Absol House Ivy Road Industrial Estate Chippenham Wilts SN15 1SB T: 01249 652111	www.agincare.com
Agincare UK Ltd (Nutfield) Nutfield House Nutfield Grove Filton BS34 7LI T: 01179 636597	www.agincare.com

<p>Aspirations Support Bristol Ltd Design House 26 South View Staple Hill Bristol BS16 5PJ T: 01179 651447</p>	<p>www.aspirations-support.co.uk</p>
<p>Bluebird Care 1st Floor 82 Broad Street Chipping Sodbury Bristol BS37 6AG T: 01454 323624</p>	
<p>Bramble Homecare 96 – 98 Stroud Road Gloucester GL1 5AJ T: 01452 387075</p>	<p>http://www.bramblehomecare.co.uk/</p>
<p>Brandon Trust The Park Centre Daventry Road Knowle Bristol BS4 1DQ T: 01179 341530</p>	<p>www.brandontrust.org</p>
<p>Bristol Houses UK Ltd 32 School Road Frampton Cotterell Bristol BS36 2DA T: 01454 853922</p>	
<p>Brunel Care Community Services 21 Regent Street Kingswood Bristol BS15 8JX T: 01179 479900</p>	<p>www.brunelcare.org</p>
<p>Care 1st Rear of 63 Shirehampton Road Sea Mills Lane Stoke Bishop Bristol BS9 1DW T: 01179 684809</p>	<p>www.homecarebristol.co.uk</p>

<p>Carepride Ltd 5 Soundwell Road Staple Hill Bristol BS16 4QG T: 01173 050771</p>	<p>www.carepride.com</p>
<p>Carers R Us (Bristol) Ltd 36 Westbourne Road Downend Bristol BS16 6RX T: 01179 708228</p>	<p>www.carersrus.co.uk</p>
<p>Cherish Able Care Ltd 13 Soundwell Road Staple Hill Bristol BS16 4QG T: 01173 290886</p>	<p>www.cherishablecare.co.uk</p>
<p>Cintre Reachout Cintre Community Ltd 2nd Floor Shore House Westbury on Trym BS9 3AA T: 01179 244654</p>	
<p>Complimenting Care and Training Services (CCTS) 11 The Plain Thornbury Bristol BS35 2AG T: 01454 809070</p>	
<p>Dhek Bhal Barton Hill Settlement 43 Ducie Road Barton Hill Bristol BS5 0AX T: 01179 146671 or 01179 556971</p>	<p>www.dhekbhal.org.uk</p>
<p>Dimensions UK Ltd Dimensions Bath Domiciliary Care Office 5 Kelso Place Upper Bristol Road Bath BA1 3AU T: 03003 039014 (Bath Office)</p>	<p>www.dimensions-uk.org</p>

<p>DoCare Ltd Griffin Mill London Road Thrupp Stroud Gloucestershire GL5 2AZ T: 01454 316758</p>	<p>www.docare.co.uk</p>
<p>Elite Home Care Ltd 7 The Square Broad Street Staple Hill Bristol BS16 5LR T: 01179 562374</p>	<p>www.elitehomecarebristol.co.uk</p>
<p>Everycare (Bristol) Ltd The Vassell Centre Gill Avenue Fishponds Bristol BS16 2QQ T: 01179 586235</p>	<p>www.everycare.co.uk</p>
<p>Firstpoint Homecare Ltd Hollywood Estate Hollywood Lane Bristol BS10 7TW T: 01173 600420</p>	<p>www.firstpointhomecare.co.uk</p>
<p>Fourways Unit 1, Henfield Business Park Westerleigh Road Henfield, Bristol BS36 2UP T: 01179 562144</p>	
<p>Freeways Leigh Court Centre Pill Road Abbots Leigh Bristol BS8 3RA T: 01275 372109</p>	<p>www.freewaystrust.co.uk</p>
<p>Headway Bristol Headway Bristol Frenchay Beckspool Building (previously Burden Centre) Frenchay Park Road</p>	<p>www.headwaybristol.org.uk</p>

Bristol BS16 1LE T: 01173 403771	
Helping Hands Home Care The Mill Offices Bowling Hill Chipping Sodbury South Gloucestershire BS37 4AD T: 01454 801130 or 01454 801131	www.helpinhandshomecare.co.uk
Homecare 4 U 24 North Street Bedminster Bristol BS3 1HW T: 01179 537949	www.homecare4u.info
Kensington Community Care (Gloucester) Ltd Unit 9, Eclipse Office Park High Street Staple Hill Bristol BS16 5EL T: 01179 567491	www.kensingtoncare.org.uk
Kumari Care Ltd 74 Circus Mews Bath BA1 2PW T: 01225 428449	www.kumaricare.com
Manor Community Domiciliary Care Agency Improving Prospects Ltd Gladstone House Gladstone Drive Soundwell Bristol BS16 4RU T: 01173 600514	www.manorcommunity.co.uk
Mears Care Ltd Suite A1 The White House Forest Road Kingswood Bristol BS15 8DH T: 01173 012132	www.mearsgroup.co.uk
Mears Homecare (formerly Care UK) Suite A1 The White House	www.careuk.com

<p>Forest Road Kingswood Bristol BS15 8DH T: 0333 3218297</p>	
<p>Medacs Suite 6 Westbury Court Church Road Westbury-on-Trym Bristol BS9 3EF T: 01179 506027</p>	<p>www.medacs.com</p>
<p>Milestones Homecare Humphry Repton House Brentry Lane Brentry Bristol BS10 6NA T: 01179 581510</p>	<p>www.milestones.org.uk</p>
<p>Milestones Supported Living Unit 10 Eclipse Business Park High Street Staple Hill Bristol BS16 5EL T: 01179 709368</p>	<p>www.milestones.org.uk</p>
<p>National Autistic Society (NAS) Gloucester Road Pinecroft Alveston BS35 3RG T: 01454 419474</p>	<p>www.autism.org.uk</p>
<p>Nestor ta Allied Healthcare Unit 4, Anglo Business Park Clarence Road, Speedwell Bristol BS15 1NT T: 01179 585910</p>	<p>www.alliedhealthcare.com</p>
<p>Network Health & Social Care 24 High Street Chipping Sodbury South Gloucestershire BS37 6AH T: 01454 327550 (CS)</p>	<p>www.networkhsc.co.uk</p>

<p>Nursing Solutions Ltd Kingswood House South Road Kingswood BS15 8JS T: 0117 935 3652 (Bristol)</p> <p>Sterling Buildings High Street Worle Weston-Super-Mare BS22 6JD (Head office) T: 01934 522022 (W-S-M)</p>	<p>www.nursingsolutions.co.uk</p>
<p>Options Windsor House Greville Road Southville Bristol BS3 1LL Tel: 01179 667451</p>	<p>www.optionsupport.com</p>
<p>Premier Homecare 24 Canford Lane Westbury-on-Trym Bristol BS9 3DH T: 01179 592013</p>	<p>www.premier-homecare.com</p>
<p>Prestige Nursing Ltd 44 & 47 Montpelier Court Station Road Montpelier Bristol BS6 5EA T: 01179 232222</p>	<p>www.prestigenursing.co.uk</p>
<p>Smile 7A High Street Chipping Sodbury Gloucestershire BS37 6BA T: 01454 853199</p>	<p>www.smilelivingsupport.co.uk</p>
<p>Stepping Stones to Independence Suite One, Corona Buildings Wood Road, Kingswood, Bristol BS15 8DT T: 01179 474620</p>	<p>www.steppingstonestoindpendence.co.uk</p>

Supported Independence Ltd Kelly House 27 – 29 Ashley Road Montpellier Bristol BS6 5NJ T: 01179 248764	www.supportedindependence.co.uk
The Hatch Camphill Community 23 Castle Street Thornbury BS35 1HG T: 01454 413010	
United Response Unit 1, Sheldon Business Park Sheldon Corner Chippenham Wiltshire SN14 0RQ T: 01179 562 338	http://www.unitedresponse.org.uk/
3 Trees Community Support 56A Greystoke Avenue Westbury-on-Trym Bristol BS10 6AZ T: 01179 505606	www.3tcs.co.uk
Willowbank Care Ltd 88 Filton Road Horfield Bristol BS7 0PD T: 01179 319995	

The following providers are those which South Gloucestershire Council uses on a less frequent basis:

Providers Name and Address	Web Address
Care Horizons Ltd 130 Aztec Aztec West Almondsbury Bristol BS32 4UB T: 01454 877 643	http://www.carehorizons.co.uk/

<p>Carewatch Care Services Ltd 2 Russell Grove Westbury Park Bristol, BS6 7UE T: 01908 557 950</p>	<p>http://www.carewatch.co.uk/</p>
<p>Caring Comes 1st 29 High Street, Kingswood, Bristol, South Gloucestershire, BS15 4AA T: 0117 909 6070</p>	<p>http://caringcomes1st.co.uk/</p>
<p>Keyring Unit 21c Easton Business Park Felix Road Easton Bristol BS5 0HE T: 0117 941 5355</p>	<p>http://www.keyring.org/Home</p>
<p>Keystones Mental Health Support Services Ltd 399 Gloucester Road Horfield Bristol BS7 8TS T: 0117 9427347</p>	<p>https://www.keystonescare.co.uk/</p>
<p>Right At Home Unit 3 Eclipse Office Park, 20 High Street, Staple Hill, Bristol, BS16 5EL T: 0151 305 0770</p>	<p>http://www.rightathomeuk.co.uk/</p>
<p>Seraphim Home Care Riverside House Quarry Road Chipping Sodbury BS37 6AX T: 01454 807456</p>	<p>http://www.seraphimhomecare.co.uk/</p>
<p>Silva Care Ltd 19B Osprey Court Hawkfield Business Park Whitchurch Lane Bristol BS14 0BB T: 01179562411</p>	<p>http://silvacare.org.uk/</p>

Star Care Unit 58 Station Road Workshops Station Road Kingswood Bristol BS15 4PJ T: 0117 9076375	http://www.starhomecareservices.co.uk
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Correct as of November 2016. Please check the council website www.southglos.gov.uk and/or with the CQC for up-to-date information about care and support provider status.