

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, <http://www.southglos.gov.uk/health-and-social-care/care-for->

[adults/personal-budgets-and-direct-payments/direct-payment-support-providers/](#).

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. There is an enquiry form available on their website or if you would rather contact Wellaware by phone or post, call (Freephone) 0808 808 5252 or write to Information Services at The Care Forum, The Vassall Centre, Gill Avenue, Fishponds, Bristol BS16 2QQ.

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?

Care and support providers

South Gloucestershire Council does not recommend any particular provider. Below is purely a list of providers available from the CQC website, please check their current CQC rating before agreeing a package of care.

| Name of company | Contact number |
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| 3 Trees Community Support Ltd | 01179 505606 |
| Agincare UK Ltd - Bristol | 01179 637549 |
| Agincare UK Ltd - Chippenham | 01249 652111 |
| AliMo Care Ltd | 01179 571195 |
| Alliance Living Care Ltd | 0300 012 1447 |
| Amicus Homecare Ltd | 01225 667543 |
| Angel Care Support Ltd | 0117 967 6655 |
| Aspirations Support Bristol Ltd | 01179 651447 |
| Bluebird Care | 01454 323624 |
| Bradley House Ltd | 0117 373 1438 |
| Bramble Homecare | 01684 217040 |
| Brandon Trust | 01179 662233 |
| Bristol South Intermediate Care Service | 0117 377 3347 |
| Brunel Care Community Services | 01179 479900 |
| Brunel Care Reablement | 01179 479909 |
| Care 1st Homecare Ltd | 01179 684809 |
| Care Horizons | 07545 899133 / 01174 406397 |
| Caremark Ltd | 0117 403 2262 |
| Carepride Ltd | 01173 050771 |
| Carers R Us | 01179 708228 |
| Carers Trust Phoenix Ltd | 0117 353 3135 |
| Carewatch Care Services Ltd | 0117 2446870 |
| Caring Comes 1st | 0117 909 6070 |
| Celtic Care Services Limited | 01249 651908 |
| Cherish Able Care | 01173 290886 |
| Cintre Reachout | 01179 244654 |
| Clifton Care | 0117 974 1951 |
| Clover Health and Homecare Limited | 01454 203328 |
| Complimenting Care & Training Services | 01454 809070 |
| Cultural Dignity 'n' Care Limited | 01275 268010 |
| Dhek Bhal | 01179 146671 / 01179 146672 |
| Dimensions South West Counties Domiciliary Care Office | 0300 303 9098 |
| DoCare Ltd | 01453 310010 |
| Elite Home Care Ltd | 01179 562374 |
| Empathy Care Limited | 01249 847594 |
| Epiphany In Care Limited | 07979 877742 |
| Firstpoint Homecare Ltd | 01173 600420 |
| Fourways | 01179 562144 |

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| Freeways | 01275 376089 |
| Guinness | 01275 395733 |
| Headway Bristol | 01173 403771 |
| Helping Hands Home Care | 01454 801130/ 01454 801131 |
| Home Instead Senior Care | 01275 391300 / 0117 989 8210 |
| Homecare 4 U | 01179 537949 |
| Kensington Community Care | 01179 567491 |
| Keyring | 07974 673 154 |
| Keystone Mental Health Support Services | 0117 9427347 |
| Kinetic Medicine - Home Care | 07800 826610 |
| Kumari Care Ltd | 01225 428449 |
| Manor Community Care | 01173 600510 |
| Mears Care Ltd | 03333 218297 |
| Medacs | 01179 506027 |
| Milestones Supported Living | 01179 709300 |
| Millies Care and Support Agency | 01225 320840 |
| National Autistic Society | 01454 419474 |
| Nestor ta Allied Healthcare | 01454 311984 |
| Network Health and Social Care | 01454 327550 |
| New Key Bristol | 0117 933 8551 |
| Nimble Care Ltd | 07715 218129 |
| Noble Live-in Care | 0117 332 0920 |
| Nursing Solutions Ltd Bristol | 01179 566569 |
| Olive Leaf Health & Homecare Limited (Olive Leaf Healthcare Solutions) | 0333 012 4384 |
| Options (Selborne Care) | 01179 667451 |
| Premier Homecare | 01179 592013 |
| Prestige Nursing Ltd | 01179 232222 |
| Prime Way Care Ltd | 0117 422 8442 |
| Rangeford Care - Wadswick Green (The Pavilion) | 01225 585050 |
| Right At Home | 0117 3701710 |
| Rojene Live-in Care | 01452 526150 |
| Sarah Cares (Bath) Limited | 01225 480808 |
| Seeability | 0117 9692140 |
| Seraphim Home Care Ltd | 01454 807456 |
| SILS | 01179 608855 |
| Silva Care Ltd | 0117 9562411 |
| Smile | 01454 853199 |
| Sphere Care Ltd | 01225 571045 |
| SR Homecare | 01179 515833 |
| St Monica Trust - Care At Home | 0117 9629127 |
| Star Care | 0117 907 6375 |
| Stepping Stones to Independence | 01179 474620 |
| Supported Independence | 01179 240844 |
| Sure Care | 0117 377 4225 |
| The Hatch Camphill Community | 01454 413010 |
| United Response | 01249 765506 |

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| Valley Care & Support | 0117 947 9590 |
| Waverley Gardens Extra Care | 0117 964 1888 |
| Way Ahead Care - Bath and North East Somerset | 01225 789161 |
| Willcob Care Ltd | 020 7101 4403 |
| Willowbank Care Ltd | 01179 319995 |

This link gives community based support providers in South Gloucestershire and most importantly a current CQC rating.

<http://www.cqc.org.uk/search/services/services-in-your-home/personal%20care?location=South%20Gloucestershire%2C%20United%20Kingdom&latitude=51.5264361&longitude=-2.472848699999986&sort=default&la=&distance=15&mode=html>