

# Care Services in your own home

November 2017

## Introduction

It is a common worry to wonder how we would cope with living at home if we got ill, disabled or just older.

In years gone by there was a tendency to encourage people who needed some help to move into a residential care home.

Times are changing and you are now much more likely to be helped to stay in your own home as long as possible.

In Flintshire Social Services we are already helping over one thousand people by arranging home care services through our staff or those of other organisations.

This booklet gives contact details for organisations providing care services for people in their own homes.

It also aims to answer some basic questions about how to get a service, who pays and what standards you should expect. I hope you find it helpful.

If you would like to talk to someone about your particular needs please call our Single Point of Access on 01352 803444.

Social Services focuses on early intervention, aiming to maintain independence. Reablement, Telecare and aids and adaptations are examples of early intervention services that help prevent people from becoming unnecessarily dependent upon others and requiring more intensive support.

## **Quality**

Flintshire County Council has worked for many years to improve the quality of care available. One way has been to bring in an approved list of home care providers who must meet our standards before we will buy care from them.

In this booklet we only list the organisations on the “North Wales Approved Provider” list.

In 2004 the Care and Social Services Inspectorate Wales (CSSIW for short) started to approve home care agencies. Their contact details are:

Care and Social Services Inspectorate Wales  
CSSIW North Wales Region, Government Buildings, Sarn Mynach,  
Llandudno Junction, LL31 9RZ. Tel: 0300 062 5609 Fax: 0300 062 5030  
Email: [CSSIW.North@wales.gsi.gov.uk](mailto:CSSIW.North@wales.gsi.gov.uk)  
[www.cssiw.org.uk](http://www.cssiw.org.uk)

## **If Things go wrong**

If you are unhappy with any service that Social Services arrange please contact:

Complaints Team  
Social Services  
County Hall, Mold, CH7 6NN  
Tel: 01352 702623

[www.flintshire.gov.uk](http://www.flintshire.gov.uk)

Other Useful Numbers for advice:

Citizens' Advice Bureaux 08444 772020  
[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

Single Point of Access 01352 803444  
[spoa@flintshire.gov.uk](mailto:spoa@flintshire.gov.uk)  
Out of hours emergencies 0845 0533116  
[www.flintshire.gov.uk/careinfo](http://www.flintshire.gov.uk/careinfo)

Age Connects North East Wales 08450 549969  
[www.acnew.org.uk](http://www.acnew.org.uk)

## **Information about Home Care Services in Flintshire**

### **Q Do I have to pay for home care services?**

**A** Maybe. A Social Worker from Social Services can discuss the help you want and make an “assessment” of your needs. We can’t help everyone so we will always give priority to those people who need it the most.

If we agree that we can help then we will work out how much it would cost you, if anything. This is based on your ability to pay so don’t be put off asking us.

At present we don’t charge for:

- Services to people aged under 18.
- Some services for people who get payments from the ILF (Independent Living Fund).
- Services provided under the Mental Health Act.

Call us on 01352 803444 for more information including our booklets “Charges for Domiciliary Care” and “Paying for Residential Care”. Our information is also online at [www.flintshire.gov.uk/careinfo](http://www.flintshire.gov.uk/careinfo)

### **Q Can I arrange help without going to Social Services?**

**A** Yes. You can arrange your own care at home with any agency but you will have to pay the whole cost yourself.

### **Q Can I get state benefits to help pay?**

**A** There are state benefits which you might be able to apply for if you have a disability or care for someone, for example, Personal Independence Payment, Attendance Allowance or Carers Allowance.

For advice contact the Citizens’ Advice Bureau on 08444 772020.

### **Q Can I arrange my own care even if I need Social Services money to let me get services?**

**A** Yes. You can choose to buy your care through a system called “Direct Payments”. Call us on 01352 803444 and ask for our booklet on Direct Payments.

**Q How does Social Services decide who can have services and what they need?**

**A** We have to find out what care is needed in Flintshire and plan how we can arrange this with the money and staff available. We want to make sure that services are shared fairly by:

- Giving services to people most in need
- Providing services in a fair way over the whole of the county
- Letting people see how decisions have been made

The aim of arranging care in your own home is to help you to stay at home and keep your independence as long as possible. This means that the level of support that we provide will change over time depending on your needs. If you get better the support could get less or stop. If your needs increase the support we arrange could also increase . Any changes would only be made after we have talked with everyone involved.

**Q What if I want more information about one of the Agencies listed in this booklet?**

**A** Ring them up - they should all be able to send you a brochure and to tell you about their services and their charges.

**Q If I have a problem with a service who can I speak to?**

**A.** It is important that you tell the manager of the agency as soon as possible if there is a problem. The manager should take your views seriously, look into the matter and take steps to sort it out.

If Social Services arranged the service you can also speak to your Social Worker. They will try to sort out problems as soon as possible so that everyone is happy.

If you are not satisfied at any time you can contact the Complaints Team, Social Services, County Hall, Mold, CH7 6NN  
Tel: 01352 702623.

## **Standards you can expect from the care that is provided to support you at home**

### **1. ATTITUDE AND APPROACH OF CARE WORKERS**

- Care Workers will treat you and your home with respect.
- Care Workers will be discreet about the care services that you receive.
- You can expect Care Workers to have a caring manner along with a professional approach.
- You can expect Care Workers to be accepting of your situation and show a sympathetic manner.
- Care Workers will always be sensitive to your feelings when carrying out their tasks within your home.
- Care Workers will be able to show you official identification.

### **2. CONFIDENTIALITY**

- You can expect that your Care Workers will be discreet about your personal information. They will, however, have to share information if the law requires it, or if there is serious risk to the well being of other people.
- Information will only be shared on a need-to-know basis, and usually with your consent or the consent of your carer, if appropriate.
- You can expect that your Care Worker will not discuss your situation with any other person who may be receiving services or with their own friends and family.
- If you have an informal carer, they will be given the opportunity to give their views in private. Where necessary and appropriate those views will remain private.

### **3. COMPETENCY**

- Care Workers receive full basic training when they join an agency.
- You can expect that the training needs of Care Workers are reviewed every year to identify further training that they may need.
- Care Workers will know what your needs are and will be able to help you with the agreed tasks.
- Care Workers will be suitably experienced and trained to meet your particular needs.
- Care Workers will have regular supervision with their managers.

### **4. FLEXIBILITY**

- You can expect your care service to take account of your needs, likes and dislikes when arranging your services.
- If you are unwell or your situation changes suddenly, you can expect Care Workers to be flexible in how they support you and to discuss with you how best to help. If the changes are likely to last, they will need to discuss changes in your care with their manager.
- We understand that situations may arise when you wish to cancel your visit from the Agency. To avoid being charged for the visit we ask that you tell the Agency at least 24 hours in advance of the cancellation.

### **5. RELIABILITY**

Care Workers should:

- Turn up to help you when they are expected.
- Stay for the agreed length of time.
- Carry out the tasks that have been agreed.
- You can expect to be told of any planned changes in your care arrangements and when possible you should be told of changes beforehand.

- Due to unforeseen circumstances there may be occasions when the member of staff does not arrive at the agreed time, so we ask that you allow 30 minutes either side of the due time of arrival. However, if the member of staff is going to be more than 30 minutes late we would expect the agency to contact you and tell you when they expect to arrive. If the Agency fails to carry this out it will be classed as a 'missed visit' and you will not be charged for this call.

## 6. REVIEWING YOUR CARE

- You can expect that your care is reviewed on a regular basis by the person who manages your care in the agency.
- If there are significant changes in your situation a Social Worker will need to reassess your needs. The agency can contact the Social Worker on your behalf if you wish.
- During a review meeting, it is important to discuss all issues that affect you with regards to your care. Please do not be worried about seeming to complain as all feedback helps the agencies to develop their services to suit not only your needs, but the needs of people who may not be as able to speak up for themselves.
- Your opinions about the services that you receive are vital in helping to make the service a good one.

## 7. CONTINUITY OF STAFF

- You can expect a small number of regular staff to support you in your home, a team of carers that you can get to know. **Note:** If two Care Workers provide support to you at the same time, this will increase the number of staff involved in your care.
- If staff changes have to be made in an emergency, you can expect to be helped by someone who is already known to you.
- If a person, who is not known to you, is sent to support you because of an emergency, you should expect the Care Agency to try to contact you by telephone to tell you the name of this Care Worker.

## **8. INFORMATION What You Can Expect**

You should:

- have written information about the Care Agency that is helping you.
- have a written plan describing the care arrangement agreed with the Social Worker/Care Manager who arranged them.
- have written information on how to complain if you aren't happy about any part of your care.
- have been introduced to the Manager of the Care Agency supporting you before the service starts. In an emergency this may not always be possible but it should happen as soon as possible after the start of the service.
- have been introduced to the Care Worker(s) who will be supporting you.
- have a review of your care arrangements about four weeks after the start so that you can make your views known.
- be able to ask at any time for your care arrangements to be altered.
- expect regular contact from the person who arranged your care services, your social worker and the manager of the care workers who are supporting you.



## **A-Z List of Home Care Agencies who contract with Flintshire and are based in the County.**

### **Bluebell Care At Home LTD**

Office 4, St Andrews Business Park, Mold, Flintshire, CH7 1XB

Registered Manager: Julie Macintyre enquiry@bluebellcareathome.co.uk

www.bluebellcareathome.co.uk

Categories of Registration: Physical Disability, Learning Disability, Sensory Loss / Impairment, Dementia

### **Carewatch**

Building 4, Acorn Business Village, Flint, Flintshire, CH6 5YN. Tel: 01352 870671

Registered Manager: Tracey Webster twebster@carewatch.co.uk

www.carewatch.co.uk

Categories of Registration: Brain Injury, Dementia, Mental Infirmity, Mental Health (Functional), Learning Disability, Physical Disability

### **Complete Care & Enablement Services Ltd**

Unit 74, Greenfield Business Park, Holywell, Flintshire, CH8 7GR

Tel: 01352 230011

Registered Manager: Rebecca Wyke rebecca.wyke@caretech.com

www.caretech-uk.com

Categories of Registration: Brain Injury, Dementia, Mental Infirmity, Mental Health (Functional), Learning Disability, Physical Disability

### **Care Co**

Birch Tree, Station Way, Penyffordd, Chester, CH4 0GA.

Tel: 01244 541007

Registered Manager: Dee Parry dee@carecohc.co.uk www.carecouk.com

Categories of Registration: Brain Injury, Dementia, Mental Infirmity, Mental Health (Functional), Learning Disability, Physical Disability, Substance Misuse

### **Compass Community Care Ltd**

St Andrew's Park, Queen's Lane, Bromfield Industrial Estate, Mold, CH7 1XB.

Tel: 01352 706234 Registered Manager: Karen Lamb

www.compassccl.com

karenlamb@compassccl.com

Categories of Registration: Dementia, Mental Infirmity, Mental Health (Functional), Learning Disability, Physical Disability

### **Cymryd Rhan**

Unit 8, Plas Pentwyn, Castle Road, Coed Poeth, Wrexham, LL11 3NA  
01978 754655

Registered Manager Jude Jones

[www.cymryd-rhan.org.uk](http://www.cymryd-rhan.org.uk)

Categories of Registration: Learning Disability, Dementia, Mental Infirmity, Physical Disability.

### **Everycare**

10 Chester Road West, Queensferry, Flintshire, CH5 1SA. Tel: 01244 821050

Registered Manager: Ann Bartley [deecare@btconnect.com](mailto:deecare@btconnect.com)

[www.everycare.co.uk](http://www.everycare.co.uk)

Categories of Registration: Dementia, Mental Infirmity, Mental Health (Functional), Learning Disability, Physical Disability

### **Social Services - Flintshire County Council**

Adult Social Services, County Hall, Mold,  
CH7 6NN. Tel: 01352 701414

Registered Manager: Mark Holt [mark.holt@flintshire.gov.uk](mailto:mark.holt@flintshire.gov.uk)

Categories of Registration: Learning disabilities, Sensory loss/Impairment, Physical disabilities, Mental Health

### **Hollybank Domiciliary Care**

Shotton Lane, Shotton, Flintshire, CH5 1QS

Tel: 01244 812435

Registered Manager: Natalie Marshall [enquiries@hollybankcarehome.co.uk](mailto:enquiries@hollybankcarehome.co.uk)

Categories of Registration: Dementia, Mental Infirmity, Mental Health (Functional), Learning Disability, Physical Disability

### **Janet Roberts Care Agency**

4 Victoria Square, Brynford Street, Holywell, Flintshire, CH8 7RD.

Registered Manager: Janet Roberts Tel: 01352 715627

Email: [info@janetrobertscareagency.co.uk](mailto:info@janetrobertscareagency.co.uk)

Categories of Registration: Dementia, Mental Infirmity, Mental Health (Functional), Learning Disability, Physical Disability

### **Just One Recruitment & Training Ltd**

12 Podium Business Centre, Daniel Lloyd Centre, Mold, CH7 1NP.

Registered Manager: Jennie Millington Tel: 01352 700300

[info@justone.org.uk](mailto:info@justone.org.uk) [www.justone.org.uk](http://www.justone.org.uk)

Categories of Registration: Brain Injury, Dementia, Mental Infirmity, Mental Health (Functional), Learning Disability, Physical Disability, Substance Misuse, Families with Young Children

### **Liberty Care Flintshire**

Crossing House, Ground Floor Office Suite, Broomfield Lane, Mold, CH7 1JW

Tel: 01352 756706

Registered Manager: Lisa Jones

libertycareflintshire@sky.com

Categories of Registration: Dementia, Mental Infirmity, Learning Disability, Physical Disability

### **Nestor Primecare Services Ltd**

Trading as **Allied Buckley** (Previous Celtic Care/ Lifecare )

Unit 8 Acorn Business Park, Flint, CH6 5YN

Registered Manager: Sam Edwards-Griffiths Tel: 01244 540940

Fax: 01244 549913 holywell@alliedhealthcare.com

Categories of Registration: Brain Injury, Dementia, Mental Infirmity, Mental Health (Functional), Learning Disability, Physical Disability

### **Premier Care Plus**

Suite 3, Unit 1 Venture, Stephen Gray Road, Mold, CH7 1HE.

Tel: 01352 758444

Registered Manager Jane McCabe enquiries@premiercareplus.co.uk

www.premiercareplus.co.uk

Categories of Registration: Brain Injury, Dementia, Mental Infirmity, Mental Health (Functional), Learning Disability, Physical Disability, Substance Misuse

### **Premier Homecare North Wales Ltd**

Pinfold House, Pinfold Lane, Alltami, Flintshire, CH7 6NZ. 01244 544442

Registered Manager: Sue Jones info@phnw.co.uk www.premiernursing.co.uk

Categories of Registration: Dementia, Mental Infirmity, Mental Health (Functional), Learning Disability, Physical Disability

### **Royal Mencap Society – Mencap Cymru**

Unit 6, Deeside Enterprise Centre, Rowley's Drive, Shotton, CH5 1PP.

Tel: 01244 507001 Registered Manager: Jane Thomas

sue.wells@mencap.org.uk

Categories of Registration: Learning Disability

### **S & S Care UK Ltd**

The Glynne, 49 High Street Caergwrle Flintshire LL12 9LH.

Tel: 01978 351722. Acting Registered Manager: Nicole Houttfleisch

nicole.sscare@hotmail.com

Categories of Registration: Brain Injury, Dementia, Mental Infirmity, Mental Health (Functional), Learning Disability, Physical Disability, Substance Misuse

### **Supported Living Services - Flintshire County Council**

County Offices, Chapel Street, Flint, Flintshire, CH6 5BD.

Tel: 01352 704584 Manager: Darren Rhodes

Categories of Registration: Learning Disability

### **Verytas Solutions Ltd**

Clwyd House, Argoed Road, BUCKLEY, Flintshire, CH7 3HZ

Tel 01244 552126

Registered Manager: Graham Patterson enquiries@verytas.net

www.verytas.net

Categories of Registration: Brain Injury, Dementia, Mental Infirmity, Mental Health (Functional), Learning Disability, Physical Disability

### **Wepre Villa Home Care**

Holywell Road, Ewloe, Flintshire, CH5 3BF. Tel: 01244 537733

Registered Manager: Sue Taylor weprehomecare@btconnect.com

Categories of Registration: Dementia, Mental Infirmity, Mental Health (Functional), Learning Disability, Physical Disability, Families with Young Children

## **A-Z List of Home Care Agencies who have contracts with Flintshire but are not based in the County**

### **Autism Initiatives**

3 Crown Muse, Denbigh, Denbighshire, LL16 3AA

Registered Manager: Diane Hesketh Tel: 01745 817200 Fax 01745 817200

Email: diane.hesketh@autisminitiatives.org

Categories of Registration: Dementia, Mental Infirmity, Mental Health (Functional), Learning Disability

### **Bluebird Care**

Egerton House, 55 Hoole Road, Chester, CH2 3NJ

Tel: 01244 318348

Registered Manager Claire Griffiths cheshirewest@bluebirdcare.co.uk

www.bluebirdcare.co.uk

Categories of Registration Dementia, Mental Infirmity, Mental Health (Functional), Learning Disability, Physical Disability, Families with Young Children, Children under 18.

### **CALON LAN**

29A Russell Road, Rhyl, Denbighshire, LL18 3BS Tel: 01745 334809

Fax: 01745 770224

Registered Manager: Martina Hanes

denbighshire@calonlan.org.uk www.calonlan.org.uk

Categories of Registration: Dementia, Mental Infirmity, Mental Health (Functional), Learning Disability, Physical Disability

### **Living Ambitions (previously Care UK)**

5 Greenwich House, Sealand Road, Chester, CH1 4LD.

Tel: 03339 992572 Fax: 01244 372527 Registered Manager: Tony Burke

tony.burke@livingambitions.co.uk www.livingambitions.co.uk

Categories of Registration: Brain Injury, Dementia, Mental Infirmity, Mental Health (Functional), Learning Disability, Physical Disability, Substance Misuse Families with Young Children

### **Cartref Ni**

Old Bank Chambers, High Street, St. Asaph, Denbighshire, LL17 0RD.

Tel: 01745 584527 Registered Manager: Tracy Peers admin@cartrefni.com

www.cartrefni.com

Categories of Registration: Learning Disability, Physical Disability

### **Coastal Homecare Limited**

Unit 3 Tai Tywyn Business Centre, Sandy lane, Prestatyn, Denbighshire, LL19 7SF

www.northwalescare.co.uk coastalhomecare@btconnect.com

Registered Manager Karen Owen Tel: 01745 859474 Fax: 01745 859474

Categories of Registration Dementia, Mental Infirmity, Sensory Impairment

### **Carers Trust North Wales Crossroads Care Service**

Office Suite 39 + 40, Quinton Hazel Enterprise Park, Glan y Wern Road, Colwyn Bay, LL28 5BS.

Registered Manager: Alison Jones Tel: 01492 542212

northwales@nwcrossroads.org.uk

www.nwcrossroads.org.uk

Categories of Registration: Brain Injury, Dementia, Mental Infirmity, Mental Health (Functional), Learning Disability, Physical Disability, Substance Misuse

### **At Home – Vale Senior Care**

No 5 Upper Office, Coronation Corporation Building, Back Row, Denbigh, LL16 3TE

Tel: 01745 814370 Fax: 01745 814370

info@athome-valeseniorcare.co.uk www.athome-valeseniorcare.co.uk

Registered manager Emma Murray  
Categories of Registration: over 65 Dementia/ Mental Infirmity, Physical Disability

**Q Care & Special Care**

2b Sandy Lane, Prestatyn, Denbighshire, LL19 7SG. Tel: 01745 851310

Registered Manager: Siân Morris [annmarie@qcare.org.uk](mailto:annmarie@qcare.org.uk)

[www.homecarenorthwales.co.uk](http://www.homecarenorthwales.co.uk)

Categories of Registration: Dementia, Mental Infirmity, Mental Health (Functional), Learning Disability, Physical Disability

**NAS Cymru (National Autistic Society)**

Corlan, Unit 3, Mold Business Park, Wrexham Road, Mold, Flintshire, CH7 1XP

Tel: 01352 744069. Registered Manager: Robert Bell [rob.bell@nas.org.uk](mailto:rob.bell@nas.org.uk)

Categories of Registration: Learning Disability

**TLC Nursing and Homecare Plus**

60 Pen y Bryn, Wrexham, LL13 7HY. Tel: 01978 351596

Registered Manager: Paul Murphy [office60pyb@aol.com](mailto:office60pyb@aol.com)

Categories of Registration: Brian Injury, Dementia/ Mental Infirmity, Learning Disability, Mental Health (Functional), Physical Disability, Substance Misuse, Nursing

**Voyage**

Unit 3 Plas Pentwyn Enterprise Centre, Castle Road, Coedpoeth, Wrexham, LL11 3NA.

Registered manager Jeanette Prince Tel: 01978 720626

[jeanetteprince@voyagecare.co.uk](mailto:jeanetteprince@voyagecare.co.uk) [www.voyagecare.co.uk](http://www.voyagecare.co.uk)

Categories of Registration Brain injury, Learning Disability, Physical Disability

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