

Home Support providers in Richmond upon Thames

This leaflet provides details of local home support providers for adults



care and
support
& you

Information correct at time of publishing August 2018

People choose particular providers for different reasons. It's important to take your time to choose a provider that you trust, and who will provide you with the care and support you need.



You should consider asking the following questions to help you make your decision:

- Can they help you at the times of day or night you need them?
- If you have a specific health condition for example, do they have the experience and skills to support you?
- Is there an out-of-hours or emergency contact if needed?
- What training and supervision do they provide for their care workers?
- What does their fee cover? Do they pay care and support workers a fair wage?
- Are you confident that their care and support workers will treat you with respect and dignity?
- How will the provider communicate with you to make sure you're happy?

- If you have a problem, how does it get resolved?
- Are you confident you will not be discriminated against because of your age, gender, race, disability, faith or sexual orientation?



What can you expect from a good home support service?

- The care you get should reflect what you want and what you have agreed with the home support provider.
- The care should take into account what you feel you can do and what you want to be able to do.
- You should feel comfortable around your care workers.
- They should get to know you and be familiar with your needs including how you like to communicate and your likes and dislikes.



What can you expect from a good home support service? contd.

- Your care worker should respect your cultural and religious values (regarding food, for example) and make sure that your needs are met.
- Your care workers should have the right skills to meet your needs.
- They should be able to support you, for example if you have dementia, have a sight or hearing impairment, or need help coping with bereavement.
- Your home support provider should let you know in advance if a different care worker is coming to visit you.
- You should have a care diary to keep in your home.
- Home care workers and others who help you at home (like community nurses and physiotherapists) should update it every time they visit.

- You should have a home care plan that describes the care the agency will be providing and is focused on the things that are important to you.
- If you have specific health problems or disabilities the plan should take these into account.
- The home support provider should review the plan with you within six weeks of your first care visit to make sure that you are happy with it.
- After that, the plan should be reviewed at least once a year.
- The home support plan should be clear, concise and include information about:
 - Your health, medicines and pain management.
 - Skin care and other support to help you stay well.
 - Keeping you safe.
 - What will happen if your home care worker is late, or unable to visit you.



The following table lists providers offering support at home in the borough. This list includes providers that are contracted to provide services for the Council and those that are not.

The Council has chosen two providers, Mears Care and Medcas Healthcare to deliver our home support service, also known as Help to Live at Home.

These two are our contract providers and their details are below:

Mears Care	114b Power Road, Chiswick W4 5PY Tel: 020 8987 2350 Email: richmond.care@mearsgroup.co.uk Web: www.mearsgroup.co.uk
Medacs Healthcare	1st Floor, Saffron House, 15 Park Street, Croydon CR0 1YD Tel: 020 8686 3842 Email: HomecareLondon@Medacs.com Web: www.medacs.com



Inclusion in this leaflet is not an endorsement and we can take no responsibility for the quality of services that are privately purchased from the providers listed.

Home support providers are regulated by the Care Quality Commission (CQC). To find the latest CQC report for each agency, please visit www.cqc.org.uk.

Non contracted providers:

Absolute Care Services	4 Latimer Road, Teddington, TW11 8QA Tel: 0203 815 5453 Email: info@absolutecareservice.co.uk Web: www.absolutecareservice.co.uk
Amber Home Carers	1st Floor Office, 51a Sheen Lane, East Sheen SW14 8AB Tel: 020 8563 8209 Email: info@amberhomecarers.com Web: www.amberhomecarers.com
Allfor Care	15 Maswell Park Road, Hounslow TW3 2DL Tel: 020 8898 2867 Email: allforcare@aol.com Web: www.allforcare.co.uk
Bluebird Care	Electroline House, 15 Lion Road, Twickenham TW1 4JH Tel: 020 8744 9948 Email: richmond@bluebirdcare.co.uk Web: www.bluebirdcare.co.uk

Blue Ribbon Community Care	<p>12 Kingsmill Business Park, Chapel Mill Road, Kingston upon Thames KT1 3GZ Tel: 020 8546 2246 Email: kingston@blueribboncare.org.uk Web: www.blueribboncare.org.uk</p>
Care24seven	<p>Grove Park Studios, 188 Sutton Court Road Chiswick W4 3HR Tel: 020 8912 4640 Email: max@care24seven.com Web: www.care24seven.com</p>
Caremark Kingston	<p>2nd Floor, 5-7 Kingston Hill, Kingston upon Thames, Surrey KT2 7PW Tel: 020 8549 7201 Email: kingston@caremark.co.uk Web: www.caremark.co.uk/locations/kingston</p>
CuraCare	<p>15 Richmond Road, Twickenham TW1 3AB Tel: 020 8892 9222 Email: info@curacare.co.uk Web: www.curacare.co.uk</p>

Devine Care	<p>Ground Floor Bridgewater House, 866 - 868 Uxbridge Road, Hayes, Middlesex, UB4 0RR Tel: 020 7998 8180 Email: info@devinecare.co.uk Web: www.devinecare.co.uk</p>
Dynasty Care	<p>15 Nelson Road, Whitton TW2 7AR Tel: 020 8898 6476 Web: www.dynastycare.co.uk</p>
Eleanor Nursing & Social Care	<p>157 Uxbridge Road, Hanwell W7 3SR Tel: 020 8579 3233 Email: info@eleanorhealthcaregroup.co.uk Web: www.eleanorhealthcaregroup.co.uk</p>
Home Instead	<p>Apsley House, Apsley Road, New Malden, Surrey, KT3 3NJ Tel: 020 3879 7877 Email: mike.jefferies@homeinstead.co.uk Web: www.homeinstead.co.uk</p>
Humble Healthcare	<p>Unit 9, Red Lion Court, Alexandra Road, Hounslow, TW3 1JS Tel: 020 8570 6279 Email: info@humblehealthcare.org.uk Web: www.humblehealthcare.org.uk</p>

<p>Insta Care</p>	<p>220 High Street, Hounslow, Middlesex, TW3 1BH Tel: 020 8577 3555 Email: enquiries@instacareltd.com Web: www.instacareltd.co.uk</p>
<p>SweetTree Home Care Services</p>	<p>Coleridge House , 1 Coleridge Gardens, London NW6 3QH Tel: 020 7624 9944 Email: info@sweettree.co.uk Web: www.sweettree.co.uk</p>
<p>Right at Home</p>	<p>5 Bushy Park Mews, 53 High Street, Hampton Hill, TW12 1ND Tel: 020 3376 3535 Web: www.rightathomeuk.co.uk</p>



The Access Team is the point of contact for adult social care information and advice. You can contact the team Monday to Thursday from 9am to 5.15pm, Friday 9am to 5pm.

Telephone: (020) 8891 7971

SMS Phone: 07903 738043

Email: adultsocialservices@richmond.gov.uk

Website: www.richmondcareandsupport.org.uk

Write to us at:

London Borough of Richmond Upon Thames Council

Adult Social Services

Civic Centre

44 York Street

Twickenham

TW1 3BZ

For information on local services please visit CarePlace
www.careplace.org.uk



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