



ST HELENS
BOROUGH COUNCIL

Domiciliary Care – Approved List

2024/25

Effective from 01.08.23

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 together with their rating of each provider. From April 2015 providers are required to display details of their ratings.

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 2023 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 Market Relationships Team on 01744 67 3492 or via email at marketrelationships@sthelens.gov.uk

Domiciliary Care Services – Approved List

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
Yes Care Service Ltd Unit 8, Waterside Court Pocket Nook Street WA9 1UA	Lisa Brooks	03300021350 option 2	branch@yes-care.co.uk sthelens@yes-care.co.uk lisa.brooks@yes-care.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Abicare Ltd North West Office 106 Dallam Court Dallam Lane Warrington WA2 7LT	Olajide Aiyenitaju Adebola Olanisha	0161 518 2999	care@abihealth.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Able Support Ltd Able House 1 Micklehead Business Village St Michaels Road St Helens WA9 4YU	Debbie Lee Michelle Moynes	01744 853190	michelle.moynes@ablesupport.co.uk debbie.lee@ablesupport.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
ALC Supported Living 9 Molineux Avenue, Liverpool, L14 3LT	Angeline Chikuruwo	07727349776	info@alcsupportedliving.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

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Benhall Care The Outset, Sankey Street Warrington WA1 1NN	Franklin	01925361885 07487300828 07780432505	info@benhallcare.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Best Care Liverpool Best Care Liverpool Limited Suite 3, Mere One 101 Leaside, Elton Head Road St. Helens, WA9 5GG	Primrose Matsega	01618206007 office OOH 07361 256 653	tom@bestcareliverpool.co.uk gladys@bestcareliverpool.co.uk primrose@bestcareliverpool.co.uk sandra@bestcareliverpool.co.uk helens@bestcareliverpool.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Jan Walsh & Co Ltd T/A Bluebird (St Helens) 70 Cambridge Road St Helens WA10 4HD	Caitlin Bradley	01744 759 526 office & OOH number	sthelens@bluebirdcare.co.uk caitlinbradley@bluebirdcare.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Brew 13 Services Limited T/a Lumina Care Unit 16 Waterside Court St Helens Merseyside WA9 1UA	Ged Brew Rebecca Pinder Joanne Smith Caroline Morland	01744 902060 07917 993792	Rebecca.pinder@luminacare.co.uk ed.Brew@Luminacare.co.uk	Y	Y	Y	Y	Y	Y	N	Y	Y	N	Y	Y	Y	Y	Y	Y

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C4 Care Ltd Suite 4.4 Century House Hardshaw Street St Helens WA10 1QU	Elizabeth Greenfield Out of Hours contact: Hayder	0161 641 1307 0161 641 1299	Hayfas@c4-care.com elizabethg@c4-care.com	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Candour Care Centrix House, Oak 3 26 Crow Lane East Newton le Willows WA12 9UY	Paul & Ashley (Directors) Kim (Supervisor) Praise (co-ordinator)	01744 775663	paul@candourgroup.org.uk ashley@candourgroup.org.uk kim@candourgroup.org.uk praise@candourgroup.org.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Care at Home Group Unit W13 Warrington Business Park Long lane Warrington WA2 8TX	Kirsty Evans/ Karl Jacobie	01925 652 800	caresthelens@cahg.co.uk	Y	N	Y	N	Y	Y	Y	N	Y	Y	Y	Y	Y	N	Y	N
Comfort Call 62 Laburnum House, Chestnut Grove, Wavertree, Liverpool, L15 8HF	Diana Wrest Manager Alison Holden	0151 213 0196	Alison.holden@comfortcall.co.uk Diana.wrest@comfortcall.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

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Eclipse Unit 52-54, The Bold Business Centre Bold Lane, St Helens WA94TX	Julie Hughes Jon Hughes	01925 390794 OOH 07717130327	admin@eclipsecaresolutions.com, eclipsecaresolutions@gmail.com	N	Y	N	N	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y
Essential Homecare Ltd 14 Airton Place, Wigan WN3 5JU	Steve Cheetham & Angela Purcell	01942 380135	info@essentialhomecare.uk	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Fab Social Care Ltd Cinnamon House Cinnamon Park, Crab Lane Fearnhead Warrington WA2 0XP	Berry Choga (Reg Manager) Joyline Chiweshe Amanda Obekusu	01270878263 07367569540 (Duty)	info@fabsocialcare.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

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Flawless Care Services Ltd Office 1, Vale House Business Centre, Aston Lane North, Preston Brook, Runcorn WA7 3PZ	Thandiwe Nyoni	01226 593 172 07480 852 070	contracts@flawlesscareservices.com info@flawlesscareservicesltd.com	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Hand in Hand Homecare Agency Limited. Unit 1 Waterside Court St Helens WA9 1UA	Gaynor Denaro Or Danny Jarvis	01744 775712	handinhandhomecare@hotmail.com gaynor.denaro@handinhandhc.co.uk	Y	N	Y	N	N	Y	Y	Y	Y	Y	N	N	N	N	Y	N
Hannah's Homecare Suite 1d, Gilbert Wakefield House, 67 Bewsey Street, Warrington, WA2 7JQ	Margaret Chingombe	01925 259111	info@hannahshomecareltd.co.uk	N	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Haydock Community Care 204 Clipsley Lane, Haydock, St Helens WA11 0HU	Caroline McMenany Katie Scott Charlotte Williams	01744 752588 OOH 07378640044	haydockcommunity@live.co.uk	Y	N	Y	N	N	Y	N	Y	N	Y	N	N	N	N	N	N

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Heron Care Ltd Unit 4 Helsby Court Sinclair Way Prescot Business Park Liverpool L34 1PB	Paul Bartley	0151 430 0033	enquiries@heroncare.com paul.bartley@heroncare.com	N	Y	N	N	Y	Y	N	N	Y	N	N	Y	Y	Y	Y	Y
Home Instead Senior Care Suite 2, Fifth Floor, Century House Hardshaw Street, St Helens WA10 1QU Winspear Garth Senior Care Ltd - T/A - Home Instead St Helens	Registered Manager - Charlotte McGregor Operations Director - Ben Smith	01744 778978	brokering@sthelens.homeinstead.co.uk charlotte.mcgregor@homeinstead.co.uk ben.smith@homeinstead.co.uk	N	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
ICare (GB) Limited The Heath Business Park, Runcorn, Cheshire, WA7 4QX	Cenay Thomas	0151 549 0070	sthelenscare@icaregroup.co.uk	N	Y	N	Y	Y	N	N	N	Y	N	Y	Y	Y	Y	Y	Y

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Kreative Care Services Ltd 224a Boundary Road St Helens WA10 2LN	Ntombikayise Dube Dr Nkululeko Sibanda	01709279753 07455344092 07868211672	sthelenspackages@kreativecare.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Lancaster Leyland Care Ltd (Second to None) 115 Greenfield Road, Dentons Green St Helens WA10 6SH	Suzanne Lancaster	01744 735544	Second_to_none@hotmail.co.uk	N	Y	Y	N	Y	Y	N	N	N	Y	Y	N	Y	Y	Y	N
Local Solutions 105A Cherryfield Drive Kirkby Liverpool L32 8SA	Liam Kennedy	0151 318 9178	hcreviews@localsolutions.org.uk	N	N	N	N	Y	N	Y	Y	Y	Y	Y	N	Y	N	N	N
Longway Avenues Unit 17, Lea Green Business Park, Eurolink, St Helens WA9 4TR	Virginia Ncube Lee Ncube	(OOH) 07986 477 734 07411 402 490	longwayavenues@gmail.com	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

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Mayden Support Ltd 1 Froghall Lane Warrington WA2 7JJ	Cath Appleby	01925 506128	info@maydensupport.co.uk	Y	N	Y	Y	N	N	Y	Y	Y	Y	N	N	Y	N	N	N
Mukundi Limited 123 Crab Lane, Fearnhead, Warrington, Cheshire WA2 0XP	Samantha Gosha	07787031704 Office & OOH number	admin@mukundi.co.uk	N	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y
NFC Health & Social Care Ltd First Floor, Eccleston Park Trade Centre, Prescot Road, WA10 3BZ	Danielle Matthews	01744 24556	enquiries@nfchasc.co.uk enquiries@nfccare.co.uk manager@nfchasc.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
New Day Care Ltd Suite 3 and 4 Westway House 42- 44 Bridge Street Newton-Le-Willows WA12 9QT	Lyn Leitch Danielle MacDonald	01925 407576 07907077584	info@ndcaregivers.co.uk Danielle.macdonald@ndcaregivers.c o.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

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New Leaf Care Limited 36 Bluebell Avenue Wigan WN6 8NS	Precious Murefu	01942557142Or 07930983813	admin@newleaf-care.co.uk precioumurefu@newleaf-care.co.uk	Y	N	Y	Y	N	N	N	Y	N	Y	N	N	N	N	Y	N
Quartz Care Limited Offices 6 & 7 Rainhill Business Centre 232a Rainhill Road St Helens L35 4LD	Fearn Jones Samantha Lunt	0151 459 4776	fearn@quartzcare.co.uk manager@quartzcare.co.uk office@quartzcare.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Rainbow Care Solutions Ltd Suite 3 Oak Tree Park Century House Hardshaw St, St Helens WA10 1QU	Lauren Johnson Dalitso Ngoma	01744 343006	merseyside@rainbowcaresolutions.co.uk dalitso@rainbowcaresolutions.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Red Robin 34 Hall Street St Helens WA10 1DL	Karen Kenny	01744 411333	referrals@redrobinhomecare.co.uk Hello@redrobinhomecare.co.uk	N	Y	Y	N	Y	Y	N	Y	Y	N	N	N	Y	Y	Y	Y

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SOS Homecare Ltd Suite 2, Worsley House, Windle Street, St Helens, WA10 2BL	Gareth Rogerson	01744 757564	garethrogerson@soshomecare.co.uk sosreferrals@soshomecare.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Together Care Care Solutions (St Helens) Ltd, Enterprise Greenhouse, St Helens Chambers, St Helens WA10 1FY	Michael Burke	01744 415 – 415 Mobile: 07756 815 563	michael@together-care.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
The Integral Care Hub 66 North John Street St Helens WA10 2JT	Owen Kanengoni Bliss Chakweza	01744 325 050 (main office & OOH number)	info@icarehub.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Unite Healthcare Ltd 14 Tasker Terrace Rainhill St Helens	Heidi O'Neale	0151 493 2212	Enquiries@unitehealthcare.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Choices Homecare Merseyside Ltd (Formerly Warren) Essex House, Middle Unit 2, Bridle Road, Bootle L30 4UE	Sarah Hughes Christine Howard	0151 924 1999	referrals@warrencare.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

Domiciliary Care Services – Approved List

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
Brown's Short Break Respite Ltd Nunn Street Parr St Helens WA9 1SF	Alan Brown	01744 778357	alanbrown@bsbr.org.uk	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	N
Victoria Community Care Ltd Unit 6, Helsby Court Prescot Business Park Prescot Merseyside L34 1PB	Bernadette Thomas	0151 545 2836 0151 546 4400 (office)	office@vccl.biz gill.begley@vccl.biz bthomas@vccl.biz	N	Y	N	N	N	N	N	N	N	N	N	Y	N	Y	N	N
Master Quality Healthcare Suite 1.3 First Floor Century House Hardshaw Street, St Helens, WA10 1QU	Jackie Matuka	01744808 872 Emergency POC 07498 879050	contracts@mqhealthcareservices.co.uk	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y