ST HELENS
BOROUGH COUNCIL

Domiciliary Care Framework 2026/27

Effective from 01.04.26

People's Services

Accurate as at 09/09/2026

Domiciliary Care Services – Approved List 2026-27

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 following link:-www.cqc.org.uk

2 **Care Standards**

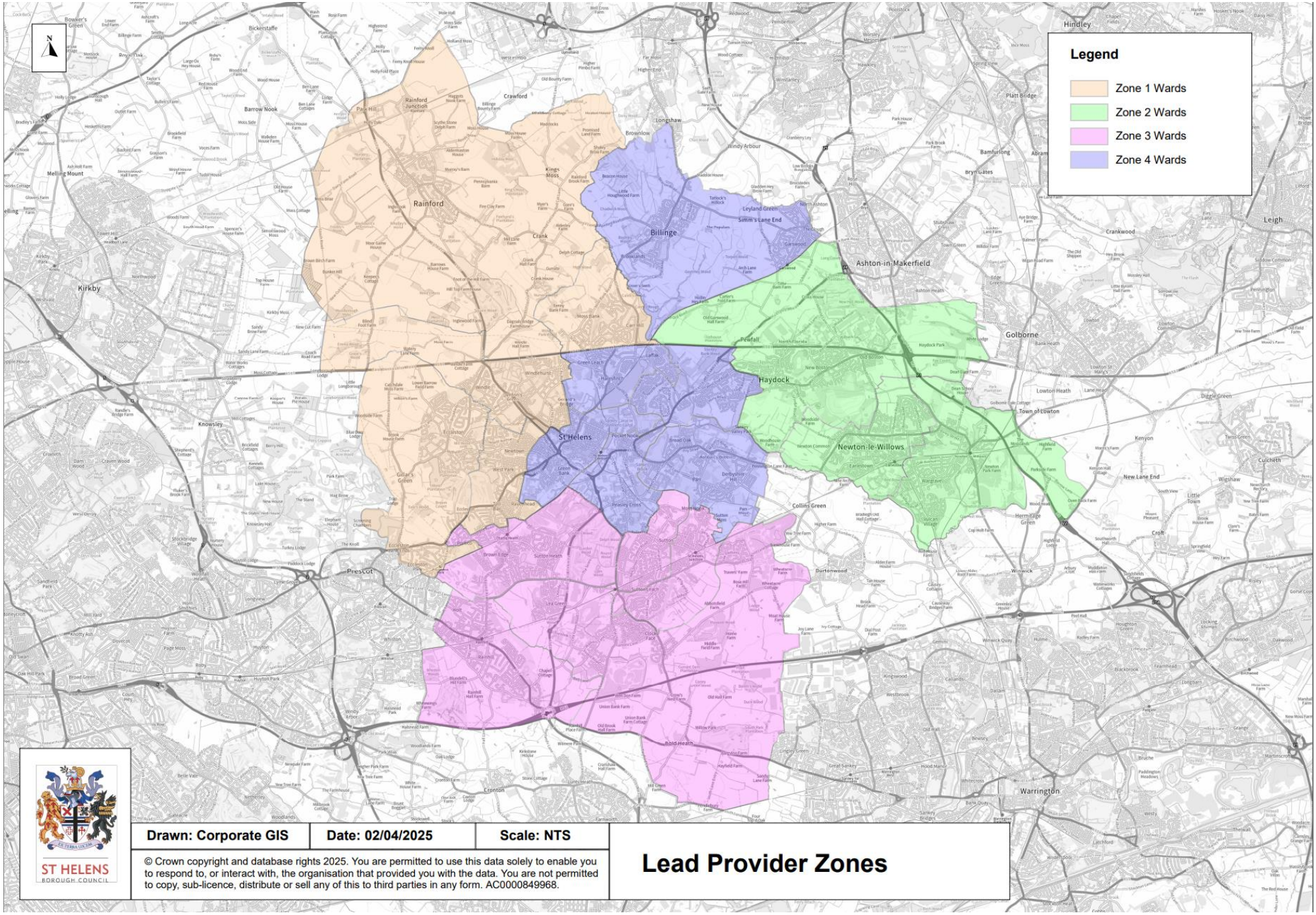
All care providers must by law be registered with CQC and are inspected against a set of essential standards of quality and safety. CQC carry out regular inspections and the results of these are available via the CQC website together with their rating of each provider.
From April 2015 providers are required 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 2025 and are subject to regular compliance monitoring. The list indicates specific wards within which the provider advises they are able to provide services.

The Joint Lead Providers listed for Lot 1, Tier 1 will work in their allocated wards & all have electronic call monitoring in place and are the first providers the Council would approach. If the Lead Providers are unable to accept the package of care the referral will be sent to the Lot 1 Tier 2 Providers.

Should you require any assistance in respect to this information you can contact the Market Relationships Team on 01744 674359 or via email at **marketrelationships@sthelens.gov.uk**


Legend
Zone 1 Wards
Zone 2 Wards
Zone 3 Wards
Zone 4 Wards
Rainford
Billinge
Ashton-in-Makerfield
Haydock
St Helens
Newton-le-Willows
Prescot
Golborne
Warrington
Kirkby
Hindley
Leigh
Drawn: Corporate GIS
Date: 02/04/2025
Scale: NTS
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Lead Provider Zones
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LOT 1 TIER 1 PROVIDERS – JOINT LEAD PROVIDERS BY WARD (CQC REGISTERED)

Zone	Wards	Lead Providers	Contact	Telephone	Email
1	Eccleston, Windle, Rainford, West Park, Moss Bank (From Rainford to A580)	BLUEBIRD CARE	Caitlin Robinson (RM) Clare Toole (Co-ord)	01744 759 526 office & OOH number	sthelens@bluebirdcare.co.uk caitlinrobinson@bluebirdcare.co.uk
		YES CARE	Michelle Eaton Diana Wrest – RM	0330 002 1350 option 2 (Main & OOH)	diana.wrest@yes-care.co.uk michelle.eaton@yes-care.co.uk sthelens@yes-care.co.uk
2	Haydock, Newton	CARE AT HOME GROUP	Lynette Watkinson, Karl Jacobie	01257 444 081	delaney.sharon@cahg.co.uk caresthelens@cahg.co.uk, watkinson.lynette@cahg.co.uk rainford.jack@cahg.co.uk
		LUMINA CARE	Ged Brew, Rebecca Pinder(RM), Brogan Wilde (Co Ord)	01744 902 060 (Main & OOH number) 07917 993 792	rebecca.pinder@luminacare.co.uk ged.brew@luminacare.co.uk CareCoordinator@luminacare.co.uk brogan.wilde@luminacare.co.uk
3	Rainhill, Thatto Heath, Bold, Sutton	ABLE SUPPORT	Debbie Lee (RM) Michelle Moynes Lin Deakin/ Louise Lee (Co-Ord)	01744 853 190 (OOH Mobile 07714 093 371)	enquiries@ablesupport.co.uk michelle.moynes@ablesupport.co.uk debbie.lee@ablesupport.co.uk
		QUARTZ CARE	Fearn Jones - Supervisor Gemma Cornmell (Co-Ord)/ New Acting Manager	0151 459 4776 (office & OOH)	manager@quartzcare.co.uk office@quartzcare.co.uk, fearn@quartzcare.co.uk gemma@quartzcare.co.uk
4	Billinge, Moss Bank (From A580) Fingerpost, Parr, Town Centre, Blackbrook	RED ROBIN HOMECARE	Karen Kenny (RM) Louise Parr/ Alison Blackmore(Co-ord)	01744 411 333 OOH 07743 928 079	referrals@redrobinhomecare.co.uk Hello@redrobinhomecare.co.uk
		TOGETHER CARE	Michael Burke (RM) Samantha Buckley (Co-ord)	01744 415 415 (Main & on call number) 07756 815 563	michael@together-care.co.uk

LOT 1 TIER 2 PROVIDERS: (CQC REGISTERED)

Company Details	Contact	Telephone	Email Address	Zone 1 Wards Eccleston, Windle, Rainford, West Park, Moss Bank (From Rainford to A580)	Zone 2 Wards Haydock, Newton	Zone 3 Wards Rainhill, Thatto Heath, Bold, Sutton	Zone 4 Wards Billinge, Moss Bank (From A580) Fingerpost, Parr, Town Centre, Blackbrook
ABIHEALTH MERSEYSIDE	Olajide Aiyenitaju, Adebola Olanisha (RM)	Office Number –0161 554 0113 07553 491 158 (Main & OOH)	adebola@ukhealthservices.com	YES	YES	YES	YES
BENHALL	Franklin Chisango (RM)	01925 361 885 07487 300 828 07961 316 030 (OOH)	info@benhallcare.co.uk, compliance@benhallcare.co.uk	YES	YES	YES	YES
BEST CARE LIVERPOOL LTD	Primrose Matsega (RM) Stephanie Powney (Temp RM)	0151 272 1084 0161 820 6007 07460053849 (Stephanie Temp RM) OOH 07361 256 653	tom@bestcareliverpool.co.uk, gladys@bestcareliverpool.co.uk, primrose@bestcareliverpool.co.uk sandra@bestcareliverpool.co.uk bclsthelens@bestcareliverpool.co.uk steph@bestcareliverpool.co.uk (Temp RM)	YES	NO	YES	YES
BROWNS	Alan Brown	01744 778 357	alanbrown@bsbr.org.uk	NO	YES	YES	YES

			enquiries@bsbr.org.uk				
CANDOUR CARE	Paul Serrio (RM) Ashley (Directors) Kim Knowles - Registered Manager Praise co-ord	01744 775 663 Main & On Call	care@candourgroup.org.uk paul@candourgroup.org.uk ashley@candourgroup.org.uk kimk@candourgroup.org.uk praise@candourgroup.org.uk	YES	YES	YES	YES
COMFORT CALL	Richard Wheatley Alison Holden Lisa O'Reily RM Wendy MCall	0151 213 0196 Main & On Call	liverpool@comfortcall.co.uk Rachael.Smith@comfortcall.co.uk Yvonne.Scott@comfortcall.co.uk Leanne.Langton@comfortcall.co.uk Lisa.Oreilly@candchealthcare.co.uk Wendy.Mcall@candchealthcare.co.uk	YES	NO	YES	YES
CARING CONNECTIONS	Amanda Holden RM Melanie Condron Kay Kirkham	0151 289 2761 07711 645 245 OOH	referrals@caringconnections.org.uk knowsleyquality@caringconnections.org.uk	YES	YES	YES	YES
HAND IN HAND	Gaynor Denaro RM Danny Jarvis Bradley Rutter Lauren Barrow Rachel Pye	01744 775 712 Main & On Call	handinhandhomecare@hotmail.com gaynor.denaro@handinhandhc.co.uk	NO	NO	NO	YES
HANNAH'S HOMECARE	Margaret Chingombe RM Ayvril & Katy	01925 259 111 Main & OOH	info@hannahshomecareltd.co.uk	YES	YES	YES	YES

	Co-ord						
MASTER QUALITY HEALTHCARE	**Jackie Matuka (RM) Stella, Ezekiel & Charley (Co-Ord)**	**01744 808 872** **OOH 07498 879 050**	**clients@mqhealthcareservices.co.uk**	**YES**	**YES**	**YES**	**YES**
NEW DAY CARE	**Lyn Leitch (RM)** **Danielle MacDonald**	**01925 407 576 (Main & OOH) Lyn 07907 077 584**	**info@ndcaregivers.co.uk Danielle.macdonald@ndcaregivers.co.uk r.yeates@ndcaregivers.co.uk**	**YES**	**YES**	**YES**	**YES**
NFC HEALTH & SOCIAL CARE LTD	**Bethan Vickers RM Rebecca, Cara & Kay (Co-ord)**	**01744 24556 Main & OOH**	**enquiries@nfccare.co.uk manager@nfchasc.co.uk**	**YES**	**YES**	**YES**	**YES**
RAINBOW CARE SOLUTIONS LTD	**Dalitso Ngoma RM Lauren (Co-Ord)**	**01744 410 665** **OOH 07972 608 091**	**merseyside@rainbowcaresolutions.co.uk fbritton@ranbowcaresolutions.co.uk dalitso@rainbowcaresolutions.co.uk**	**YES**	**YES**	**YES**	**YES**

SOS HOMECARE LTD	**Vivien Pudney (RM)** **Charlotte, Jacqueline, Michelle (Co-ord)**	**01744 757 564 Main** **OOH 07939 547 700**	**vivianpudney@soshomecare.co.uk** **sosreferrals@soshomecare.co.uk**	**YES**	**YES**	**YES**	**YES**
UNITE HEALTHCARE LTD	**Heidi O'Neale (RM)** **Leyanne (Co-ord)**	**0151 492 2212 Main** **07702 669 792 (OOH)**	**Enquiries@unitehealthcare.co.uk**	**YES**	**NO**	**YES**	**YES**
VICTORIA COMMUNITY CARE	**Bernadette Thomas (RM)** **Lisa McGuinness**	**0151 546 4400 (MAIN & OOH)** **Bernadette 0151 545 2836**	**office@vccl.biz** **gill.begley@vccl.biz** **bthomas@vccl.biz**	**YES**	**NO**	**YES**	**NO**
HOME INSTEAD **(WINSPEAR GARTH)**	**Manager - Charlotte McGregor** **Operations Director - Ben Smith**	**01744 778 978**	**brokering@sthelens.homeinstead.co.uk** **charlotte.mcgregor@homeinstead.co.uk** **ben.smith@homeinstead.co.uk**	**YES**	**YES**	**YES**	**YES**