



CARE AT HOME IN RICHMOND UPON THAMES

This leaflet provides information
on choosing a home care agency

Staying independent

We understand that for most people it is important to remain independent and stay in your own home for as long as possible, but there may come a time when this becomes more challenging, and you need some help.

We recommend you approach the Adult Social Care team at Richmond Council for an assessment, no matter what your circumstances or financial situation. Having an assessment is free of charge and it can help you, and others, understand your needs better and think through the options.

There are a range of services available to enable you to stay happy and safe in your home. Of these home care may be the best option to suit your needs and circumstances as the level of support can be tailored to meet those needs.

Following the assessment, if we find that you are eligible for help from Adult Social Care for your home care, we will work with you to organise the service appropriate for you.

If you decide to arrange your own care it is important to take your time when choosing a home care agency, to ensure they can provide you with the care and support you need and is an organisation you can trust.

There are several questions you should consider asking to help you with your decision.

Some of these are:

- Can they help you at the times you need them?
- Do they have the experience and skills to support you and any specific health needs?
- Is there an out of hours or emergency contact?
- What training and supervision do the care workers receive?
- Do they pay their staff a fair wage such as London Living Wage?
- What does their fee cover?
- How will the provider communicate with you and ensure you are happy with their service?
- If you have a problem, how does it get resolved?
- Are you confident their care workers will treat you with respect and dignity?
- Will you be discriminated against because of your age, gender, race, disability, faith or sexual orientation?



When arranging and paying for home care yourself, you should always check with the agency how much it will cost and ask to see a copy of the contract before coming to an agreement with them.

Irrespective of how your care is arranged you should expect to receive care that reflects what you want and have agreed, delivered by care workers you feel comfortable around. The agency and care workers should get to know you, be familiar with your needs, respectful of your cultural and religious values, likes and dislikes, how you like to communicate, and what you feel you can do and what you want to be able to do.

You should also expect the agency to:

- Produce a home care plan that describes the care and support the agency will be providing based on the things that are important to you. This should be clear, concise and include information such as:
 - 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.
- Give you a care diary to keep in your home which is updated by care workers and others, such as community nurses and physiotherapists, every time they visit.
- Advise you if a different care worker is coming to visit you or if they are late for any reason.
- Review your home care plan within six weeks of your first care visit to ensure you are happy with it and thereafter at least once a year.



Home Care Agencies

Home care in Richmond is provided by independent businesses registered with the Care Quality Commission (CQC). Home care agencies are bound by the CQC to uphold national minimum standards for home care to ensure their clients, like you, receive quality care.

When looking for home care you could consider the home care agencies listed on pages 9, 10 and 11. These are our contracted home care providers who have shown they can meet Richmond's quality standards such as paying their care workers the London Living Wage and travel costs, providing them with training, sick leave and the choice about their type of work contract. We monitor and review them regularly to ensure they meet these quality standards and compliance. If they do not, we will stop using them until their quality improves.

We can take no responsibility for services that are privately purchased from the home care agencies in Richmond. Home care agencies are regulated by the CQC and the latest CQC report for each agency can be found on their website at www.cqc.org.uk.

Home care agencies

Absolute Care

richmond@absolutecareservice.co.uk
www.absolutecareservice.co.uk

020 3815 5453

Allied Health-Services

mitcham.gold@alliedhealthcare.com
www.alliedhealthcare.com

0800 542 1078

Alpenbest

team@alpenbestcare.co.uk
www.alpenbestcare.co.uk

020 8439 7700

Amber Home Carers

info@amberhomecarers.com
www.amberhomecarers.com

020 8563 8209

Aspire Care Services

Info@aspirecareservices.org.uk
www.aspirecareservices.org.uk

020 8677 6336

Care Outlook

hounslow@careoutlook.co.uk
www.careoutlook.co.uk

020 8814 2875

Eleada Care Services

info@eleadacare.com
www.eleadacare.com

020 8907 1763

Focus Care Link

duty@focuscarelink.co.uk
www.focuscarelink.co.uk

020 7419 7419

Goldcrest Healthcare Service

manager@goldcresthealthcareservice.com 020 8571 4402
www.goldcresthealthcareservice.com

Haven Care

richmond@havencare.co.uk 020 8758 9841
www.havencare.co.uk

Holistic Care

richmond@carebyholistic.com 020 7091 0399
www.carebyholistic.com

Infinity Care Services

info@infinitycareservices.org.uk 020 3092 3250
www.infinitycareservices.co.uk

Kadar Care Service

info@kadarcareservice.co.uk 0207 043 3739
www.kadarcareservice.co.uk

Medacs

medacs.richmondcontract@impellam.com 020 8686 3842
www.medacs.com

Oasis Care and Training Agency

services@oasiscareandtraining.org.uk 020 7639 6192
www.oasiscareandtraining.org.uk

Prime Way Care

referrals@primewaycare.com 020 3865 9985
<https://primewaycare.com>

Reedsfield Care

info@reedsfieldcare.co.uk 07403 862037
www.reedsfieldcare.co.uk

The Social Care Limited

david.martell@thesocialcare.uk
www.thesocialcare.uk

020 7375 1444

Trinity 365 Care (Caremark Richmond)

richmond@caremark.co.uk

020 8544 8037

www.caremark.co.uk/richmond-upon-thames

UK Star Care

info@ukstarcare.co.uk
www.ukstarcare.co.uk

020 7183 5355

Vital Care and Support

admin@vitalcareandsupport.com
www.vitalcareandsupport.com

020 3582 9876

Westminster Homecare (West London)

chiswick@whc.uk.com
www.whc.uk.com

020 8987 8822

Yucca Health Care

info@yuccarecruit.services
www.yuccarecruit.com

020 7175 2798

Information in this booklet was correct at time of publishing.

We are working with home care agencies and providers to become Pride in Care accredited.



Further information

For further information complete our online enquiry form
richmond.gov.uk/make_an_adult_social_care_enquiry



Visit our web pages
richmond.gov.uk/adultsocialcare

Our contact details

Monday to Friday 9am to 5pm

Telephone: **020 8891 7971**

SMS Phone: **07903 738 043**

Email: adultsocialservices@richmond.gov.uk

Write to us at:

London Borough of Richmond Upon Thames Council
Adult Social Care and Public Health
Civic Centre, 44 York Street
Twickenham
TW1 3BZ

For information on our Privacy Notice please visit
richmond.gov.uk/data_protection

If you have difficulty understanding this publication and you would like this leaflet in a different language, large print or Braille please call: **020 8891 7971**