



Providers contracted to Bolton Council:

Home Support (also known as Homecare) and Community Based Support

Date of this edition: 1st July 2024



This is a list of Providers have been successful in reaching quality standards during a rigorous tendering exercise carried out by Bolton Council in 2016 and in 2020, and the work that these providers carry out for Bolton Council is regularly monitored.

This enables the Council to purchase the services described below.

What is Home and Community Based Support?

- Home support is also often referred to as “home care” or “domiciliary care” and is delivered within the home. It may include assisting people to regain their ability to carry out basic tasks of everyday living (such as bathing, toileting, help with medication or preparing food) or in doing these tasks for them if they are unable to do this.
- Community Based Support refers to services provided outside of a person’s home. These may also include gaining or regaining skills and confidence, such as using public facilities (for instance, libraries, cinemas, public transport or shops).

To be included on this list, providers must be registered with the [Care Quality Commission \(CQC\)](http://www.cqc.org.uk) The latest CQC inspection reports can be found here <http://www.cqc.org.uk/content/inspection-reports>.

The Care Quality Commission (CQC) registers and inspects all home care providers whether or not they are listed below. It publishes inspection reports on the internet at www.cqc.org.uk.

Why have we published this list?

This list is published to help service users, their relatives, carers and friends identify a suitable Home and Community Based Support Provider should they wish to make their own private arrangements to purchase this type of service. If this is done, then these arrangements are entirely between the individual customer and the provider.

What if a provider is not on this list?

If a provider is not on this list, then this may be for various reasons:

- it may not have applied to do business with Bolton Council
- it may have been unsuccessful with the particular requirements of the tender
- it might have had its agreement ended

Therefore, it is not necessarily an indication of poor quality that a provider is not included on this list. Potential customers are encouraged to speak to providers not on the list if they wish to know why this is the case.

Quality

There are various ways of identifying the quality of homecare providers. All prospective private customers are encouraged to talk to several providers, ensure that they are registered with the CQC and check out their terms of business, their prices, and their approach to quality before making a final decision.

The following information shows the different customer groups for which providers have agreements with Bolton Council. Some of these have particular geographical areas in which they usually work. However, it is likely that any of the providers listed may be willing to accept work in other parts of Bolton.

Some of these providers have offices outside Bolton but all provide services within Bolton.

How we purchase these services in Bolton

In Bolton our providers for both above services are categorised in Tiers as follows:

Tier 1 – Framework Providers

These providers responded to a tender in 2015 and are our Main Providers for home care or community-based support in Bolton. There are 9 providers, which includes 6 Main Providers, 2 of which operate in each of the 3 zones, North, South and West (detailed below).

Tier 2 – DPS Approved Providers

These providers responded in 2023 for the opportunity to become Approved Providers and were successful. There are 20 Providers who operate throughout Bolton, and they deliver both of the services.

Tier 3 – Spot Providers

There are a number of providers who are used as legacy Providers when required by exception who operate throughout Bolton (not shown on this list)

If you have any comments about this list or find any inaccuracies, please contact the Commissioning Team on 01204 335482, or commissioning@bolton.gov.uk

Tier 1 – Framework Providers, Group One (Services in the home)

Group One - Adults with support needs aged 18 and over whose primary need includes: some degree of physical disability, and/or organic mental health issues (including dementia), and/or sensory impairment, and/or acquired brain injury

Area of Bolton		Main Provider Contact Details	Framework Provider Contact Details
NORTH Post codes: BL1, BL2 & BL7	Astley Bridge Bromley Cross Bradshaw Egerton Halliwell Crompton Tonge / Haulgh Breightmet	<p><u>The Local Care Company Ltd</u> 01204 431270 reception@thelocalcarecompany.co.uk or</p> <p><u>Guardian Homecare</u> 01254 781020 – Option 2 for Bolton blackburn@guardianhomecare.co.uk</p>	Work will be offered to the Framework Providers (listed below) where a Main Provider does not accept a referral offered by Bolton Council. <p><u>Jewel Home Support Ltd</u> 01204 650511 admin@jewelhomesupport.co.uk</p>
SOUTH Post codes: BL3, BL4 & M26	Great Lever Little Lever Darcy Lever Harper Green Farnworth Kearsley Rumworth Stoneclough	<p><u>Homecare For You Ltd</u> 01204 532313 info@homecare-foryou.com or</p> <p><u>Mayday Homecare (Optimo Care Group Ltd)</u> 01204 399195 admin@keymengroup.com</p>	<p><u>Rosie Nightingale (RNHS Ltd)</u> 01204 974085 advice@rosienightingale.co.uk</p> <p><u>Seva Line Ltd</u> 01204 370023 kirtisevaline@hotmail.com</p>
WEST Post codes: BL1, BL5, BL6 & M46	Hulton Hulton (Atherton) Smithills Horwich / Blackrod Horwich North East Heaton & Lostock Westhoughton North & Chew Moor Westhoughton South	<p><u>Surecare Bolton</u> 01204 572555 Office@surecarebolton.co.uk or</p> <p><u>Premier Care Ltd</u> 01204 275405 enquiries@prem-care.co.uk</p>	

Tier 1 – Framework Providers – Group 2 (Community Based Support)

Group Two - Adults with support needs aged 18 and over whose primary need includes: a functional mental illness, and/or learning disabilities, and/or Autism, and/or Asperger's syndrome	
Area of Bolton	Main Provider Contact Details
BOLTON WIDE	<p><u>Guardian Homecare</u></p> <p>01254 781020 – Choose Option 2 for the Bolton service blackburn@guardianhomecare.co.uk</p> <p>..... or</p> <p><u>Premier Care Ltd</u></p> <p>01204 275405 enquiries@prem-care.co.uk</p>

Tier 2 – DPS Approved Providers – Group 1 (Services in the home)

Group One - Adults with support needs aged 18 and over whose primary need includes: some degree of physical disability, and/or organic mental health issues (including dementia), and/or sensory impairment, and/or acquired brain injury.

These providers operate Bolton wide:

Provider Name	Contact Details
Care Connect Bury Ltd	0161 763 4228 office@careconnectbury.co.uk
Clarity Homecare Bolton (t/a Apollo Healthcare & Training	01204 913 001 bolton@clarityhomecare.co.uk
Comfort Support Services	01204 22 66 99 info@comfort-supportservices.com
Complete Care 4 U Ltd	01204 937 136 info@completecure4u.co.uk
Dignity In Life Ltd	01204 275013 info@dignity-in-life.co.uk
Eden Care Support Services Ltd	01204 214077 nazia@edencare.org
FCNA Homecare Ltd	01204 297575 lyndsey@fcna.co.uk
Happy Days Care Agency	01204 292488 / 07853 262051 info@happydayscare.co.uk
Homecare Haven	01204 937137 info@homecarehaven.co.uk
Homecare Teams Ltd	01204 651555/ Mobile : 07787606505 (24HR) Admin@HomeCareTeamLtd.co.uk
ICRIT Healthcare Ltd	01204 325013 referrals@icrithealthcare.co.uk
Orchid Home Care Support Ltd	01204 654743 admin@orchidhomecare.co.uk
P&R Health Care Solutions	01204 938 066 enquiries@pandrcare.co.uk

Recovery Support Ltd	01204 778181 info@recovery-supportnw.co.uk
Right Care (NW) Ltd	01204 567856 enquiries@rightcarenw.co.uk
Westwood Home Care (NW) Ltd	01204 326294 bolton@westwoodhomecare.co.uk
Your Care Solutions Ltd	0333 323 1280 administrator@yourcaresolutions.com
Your Life Your Support Ltd	01204 653295 info@yourlifeyoursupport.co.uk

Tier 2 – DPS Approved Providers – Group 2 (Community Based Support)

Group Two - Adults with support needs aged 18 and over whose primary need includes: a functional mental illness, and/or learning disabilities, and/or Autism, and/or Asperger's syndrome.

These providers operate Bolton wide:

Provider Name	Contact Details
Care Connect Bury Ltd	0161 763 4228 office@careconnectbury.co.uk
Clarity Homecare Bolton (t/a Apollo Healthcare & Training	01204 913 001 bolton@clarityhomecare.co.uk
Dignity In Life Ltd	01204 275013 info@dignity-in-life.co.uk
Eden Care Support Services Ltd	01204 214077 nazia@edencare.org
Homecare Haven	01204 937137 info@homecarehaven.co.uk
Homecare Teams Ltd	01204 651555/ Mobile : 07787606505 (24HR)

	Admin@HomeCareTeamLtd.co.uk
ICRIT Healthcare Ltd	01204 325013 referrals@icrithealthcare.co.uk
Jewel Home Support Ltd	01204 650511 admin@jewelhomesupport.co.uk
Orchid Home Care Support Ltd	01204 654743 admin@orchidhomecare.co.uk
Recovery Support Ltd	01204 778181 info@recoverysupportnw.co.uk
P&R Health Care Solutions	01204 938 066 enquiries@pandrcare.co.uk
Right Care (NW) Ltd	01204 567856 enquiries@rightcarenw.co.uk
Your Life Your Support Ltd	01204 653295 info@yourlifeyoursupport.co.uk

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