

## Home care

If you need some support at home with personal care such as bathing, dressing and making meals, there are a number of organisations that may be able to help you. These types of services can be known as 'Care at home' or 'Domiciliary care' services. Read more about [care and support](#) here.

### What is a home care service?

Home care services provide different levels of support to help you continue to live in your own home, for as long as you want to do so.

These services can provide support with:

- personal care, such as bathing and dressing
- preparing food
- reminding to take medication
- gaining confidence in daily routines
- equipment to get around more easily, or do everyday tasks independently
- household work, such as laundry and cleaning tasks

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### How do I get home care services?

You can:

- ask Newcastle City Council for an assessment to see if you are eligible for support to pay for and organise your home care
- arrange and pay for a home care service yourself
- employ a Personal Assistant yourself

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## Home care services from Newcastle City Council

### Needs assessment

You can contact [Community Health & Social Care Direct](#) for a [Needs Assessment](#) from the council. They look at what your care and support needs are and if you're eligible for support. This may be through some financial contribution towards the cost of your care and/or help to organise it. If you're not eligible for their support they will signpost you to services that can help.

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## Finding your own home care agency

You can choose your own home care and pay for it yourself. This is known as 'self funding'. Prices vary for different care services and agencies, so it's a good idea to shop around and make sure that the agency is the right one for you.

**Which?** have a helpful list of questions and a handy checklist to help you decide which care agency is the right one for you. For example, will the same member of staff visit each time? How do they assess your care needs?

### Find care agencies using the websites below:

- [Care Quality Commission](#) regulate, check and inspect home care services. You can use their site to find home care providers and read their inspection reports.
- [United Kingdom Home Care Association \(UKHCA\)](#) list organisations that have agreed to abide by the Association's Code of Practice. They provide advice and information on specialist care providers (for example, care for complex medical conditions, or services for specific ethnic or cultural needs).
- [Home care agencies](#) commissioned by Newcastle City Council can be found on Information NOW
- [Legal & General](#) now offer help to find and fund care.

If you want to find your own home care agency, you can still get an assessment of your care and support needs from [Community Health & Social Care Direct](#). The assessment can then help inform the agency of the type of support that is best for you.

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## Employing a Personal Assistant

Employing a Personal Care Assistant requires more initial organising, but it is often a cheaper option than using a home care agency, and also means that the same person will provide your care each time.

Some people prefer the familiarity of having one person provide their care, rather than a range of agency staff. If you choose to employ a Personal Assistant, this means you are an employer and will need to arrange:

- advertising, interviewing for and recruiting an assistant
- checking the individual's right to work in the UK and DBS (previously CRB) checks
- providing a contract of employment including rate of pay, holidays and sick pay, working hours and work tasks
- Employer's Liability Insurance and Public Liability Insurance
- managing the payroll including tax and National Insurance: you can pay a payroll agency to manage this

For more information and advice visit the [Skills for Care website](#).

## Using your Direct Payment to employ a Personal Assistant

If you have a [Personal Budget](#) and choose to receive it as a [Direct Payment](#), there are organisations that can help you with purchasing home care and arranging the administrative aspects for you.

For example, [People Plus](#) can support you with recruiting a Personal Care and Support Assistant and advertise Personal Assistant vacancies on your behalf. They can also manage the payroll aspects of employing a Personal Assistant.

## Workplace Pensions for Personal Assistants

The law has changed so now every employer must now provide a workplace pension by April 2019. Whether you're a hairdresser, an architect or employ a personal care assistant, if you employ at least one person you are an employer and you will need to set up a workplace pension for them.

[The National Employment Savings Trust](#) (NEST) is a government scheme to help people who don't have an existing workplace pension.

It's an ideal workplace pension scheme for small employers, especially for individuals who hire their own carers or assistants, because it's free to sign up to NEST and there is no ongoing administration.

[Disability North](#) can support you with arranging a workplace pension for your personal care assistant.

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## Other Useful Information

Alongside home care there are other services that can help you stay independent including:

- [help with shopping](#)
- [equipment and aids](#)
- [cleaning services](#)
- [meals at home](#)
- [hop to the shops service](#)
- [home security and key safes](#)
  
- [The British Red Cross](#) helps people following a short stay in hospital by providing extra support and care at home. The service is available on a short-term basis and is provided free of charge. The service includes:
  - Rebuilding confidence
  - Collecting prescriptions
  - Offering companionship
  - Assistance with shopping.

- **Care at home** – Age UK guide
- **UK Live In Care Association** promotes the advantages and benefits of live in care as very few people are aware that you can receive care in the comfort of your own home. Their website has a Live- In Care Provider directory where you can search for a Provider near you.

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## Useful Organisations

### Newcastle Carers

**Email:** [info@newcastlecarers.org.uk](mailto:info@newcastlecarers.org.uk)

**Website:** [www.newcastlecarers.org.uk](http://www.newcastlecarers.org.uk)

**Telephone:** 0191 275 5060

**Address:** 135-139 Shields Road, NE6 1DN

### Patient Information Centre – Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW)

**Website:** [www.cntw.nhs.uk](http://www.cntw.nhs.uk)

**Telephone:** 0191 246 7288

**Address:** St Nicholas Hospital, NE3 3XT

### Community Health and Social Care Direct – Newcastle City Council

**Email:** [scd@newcastle.gov.uk](mailto:scd@newcastle.gov.uk)

**Website:** <http://www.newcastle.gov.uk/health-and-social-care/adult-social-care>

**Telephone:** 0191 278 8377

### Care Quality Commission

**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**Website:** [www.cqc.org.uk](http://www.cqc.org.uk)

**Telephone:** 03000 616 161

**Address:** CQC National Customer Service Centre, NE1 4PA

## **United Kingdom Home Care Association (UKHCA)**

**Email:** enquiries@ukhca.co.uk

**Website:** [www.ukhca.co.uk](http://www.ukhca.co.uk)

**Telephone:** 020 8288 8188

**Address:** Sutton Business Centre, SM6 7AH

## **Housing Options for Older People (HOOP)**

**Email:** hoop@eac.org.uk

**Website:** <https://hoop.eac.org.uk/hoop/start.aspx>

**Telephone:** 0800 377 7070

**Address:** Suite A, SE1 7JW

## **St Anthony of Padua Community Association**

**Email:** admin@anthonycareservices.org.uk

**Website:** [www.anthonycareservices.org.uk](http://www.anthonycareservices.org.uk)

**Telephone:** 0191 234 5775

**Address:** Welbeck Road, NE6 3BT

## **NHS**

**Website:** [www.nhs.uk](http://www.nhs.uk)

**Telephone:** 0191 234 5775

## **Skills for Care**

**Email:** information.team@skillsforcare.org.uk

**Website:** <https://www.skillsforcare.org.uk/>

**Telephone:** 0113 241 1275

**Address:** West Gate , LS1 2RP

## **Disability North**

**Email:** reception@disabilitynorth.org.uk

**Website:** [www.disabilitynorth.org.uk](http://www.disabilitynorth.org.uk)

**Telephone:** 0191 284 0480

**Address:** The Dene Centre, NE3 1PH

## Right at Home Tyneside

**Email:** hello@rightathometyneside.co.uk

**Website:** <https://www.rightathomeuk.co.uk/tyneside/>

**Telephone:** 0191 223 6806

**Address:** Spaceworks, NE7 7LX

## Which? Consumer Rights

**Email:** support@which.co.uk

**Website:** <http://www.which.co.uk/consumer-rights>

**Telephone:** 01992 822800

**Address:** 2 Marylebone Road, NW1 4DF

## Secured by Design

**Email:** enquiries@police-cpi.co.uk

**Website:** <http://www.securedbydesign.com/>

**Telephone:** 0203 8623 999

## UK Live-In Care Association

**Email:** admin@liveincare.org.uk

**Website:** <http://www.liveincare.org.uk/>

**Telephone:** 0203 4892 292

**Address:** 505A Hale End Road, E4 9PT

## HMS Care

**Email:** [care@hms-care.co.uk](mailto:care@hms-care.co.uk)

**Website:** [www.hms-care.co.uk](http://www.hms-care.co.uk)

**Telephone:** 0191 233 6342

**Address:** The Grainger Suite, NE3 3PF

## People Plus Group Limited

**Email:** [ilsnewcastle@peopleplus.co.uk](mailto:ilsnewcastle@peopleplus.co.uk)

**Website:** <https://peopleplus.mylifeportal.co.uk/landing-pages/newcastle>

**Telephone:** 0330 123 2815

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## Related Articles

[Home adaptations, equipment and aids](#)

[Meals at home](#)

[Looking after someone](#)

[Personal alarm systems and telecare](#)

[Your Care: Needs assessments](#)

[Your Care: Financial assessments](#)

[While you are in hospital](#)

[Direct Payments](#)

[Palliative care](#)

[Help with shopping](#)

[Personal budgets for care and support](#)

[Housing for older people](#)

[Accessible and Public Toilets](#)

[Cleaning services](#)

[Carers assessments](#)

[Care and support](#)

[Security for your home](#)

[Home care agencies in Newcastle](#)

[Home care](#)

[Care homes in Newcastle](#)

[Choosing a care home](#)