

Smile Care Agency Ltd t/a North East Care Group

The **North East Care Group** operates an online platform that connects adults with independent, self-employed home care professionals. They introduce individuals to local carers who can help with daily tasks, companionship, and specialised support.

Who can access it?

Adults living in South Tyneside, Gateshead, Sunderland, Newcastle and surrounding areas including North Tyneside who need extra help to live independently at home can use this service. This includes older people and individuals with long-term health conditions or disabilities.

Funding options

Care arrangements sourced via the platform accommodate several payment methods, which are processed securely through the website. **Cash payments** are not accepted.

Accepted funding options include:

- Private funds
- Local authority direct payments
- NHS funding and personal health budgets
- Case management and private insurance funding

Last updated: August 3, 2026

Telephone: 0191 303 7874

Telephone note: Call us now for any enquiries

Website: <https://www.northeastcaregroup.co.uk/>

Mobile: 0747 491 4708

Textphone: Urgent and out of hours enquiries

Email: info@northeastcaregroup.co.uk

Opening Hours: Mon - Fri

0900hrs - 1730hrs

Sat

1000hrs - 1400hrs

Sun

Closed

Cost: There may be a cost to this service/support

Address:

The Quadrus Centre,
Woodstock Way,
Boldon Business Park,
Boldon Colliery
NE35 9PF