

## Home care agencies in Newcastle

**Home care** is paid for support, from a care service. They can help you at home, with personal care such as bathing, dressing and making meals. They may help with light cleaning jobs in your home too.

This page is the list of home care agencies in Newcastle who can provide general or specialised home care.

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### How to arrange your own home care

You can choose a home care agency and pay for your own care services.

1. See the lists below of home care agencies in Newcastle.
  2. Find an agency that offers the type of care that you need.
  3. Click the name of the organisation to read more about what they offer
  4. Contact the organisation and speak to their registered manager to find out more.
  5. [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.
  6. [Read our article on Home care](#) for more information on what to consider when choosing a home care agency
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### Find out if you can get help to arrange care services from Adult Social Care

**[Speak to Adult Social Care at Newcastle City Council](#)**. They will talk to you to find out how are you managing at home. They give information and support adults in Newcastle who find day to day activities difficult. This could include moving around your home, cooking, washing, or caring for someone.

They will work with you to understand your situation. To find out what's working well and where they can help. They can put you in touch with local services. If you need one, they can arrange a [Needs Assessment](#), to find out if the council can help you further

Some people are eligible for financial help from the Council. If you can't get financial help, they will tell you about services that could make your life easier.

If you are eligible for help, Adult Social Care can work with you to plan and arrange your home care support.

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## What is eligibility?

[The Care Act sets out the criteria](#) to decide if you can receive support or money from Adult Social Care at Newcastle City Council.

It's described as having 'eligible care needs' or that you are 'eligible' for support if you meet this criteria. This is decided when you have a [Needs Assessment](#).

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## What's a commissioned service?

Commissioned services, have a contract with Newcastle City Council to provide a service. The organisation must meet the quality standards set by the council. The organisations are inspected by the [Care Quality Commission \(CQC\)](#).

The list of home care agencies commissioned by Newcastle City Council is below.

You can contact these services directly to arrange your own support. Or speak to [Adult Social Care at Newcastle City Council](#).

There are a [wide range range of services commissioned by Newcastle City Council](#) to support people who live in our city.

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## List of home care agencies commissioned by Newcastle City Council

These agencies are contracted by Newcastle City Council to help you at home with things like:

- going to the toilet, washing and dressing
- eating and drinking
- cleaning and laundry
- taking medication
- getting outdoors or to an activity

Area of Newcastle	Home care agencies commissioned by Newcastle City Council
North	<p><u><a href="#">Be Caring</a></u></p> <p><b>Telephone:</b> <u><a href="tel:01912812797">0191 281 2797</a></u></p> <p><b>Email:</b> <u><a href="mailto:adminBeCaring@BeCaring.org.uk">adminBeCaring@BeCaring.org.uk</a></u></p> <p><b>Website:</b> <u><a href="http://becaring.org.uk">becaring.org.uk</a></u></p>

<b>North</b>	<p><b><u>Lincoln Health</u></b></p> <p><b>Telephone:</b> <u>0191 286 1444</u></p> <p><b>Email:</b> <u>info@lincolnhcg.co.uk</u></p> <p><b>Website:</b> <u>lincolnhcg.co.uk</u></p>
<b>North</b>	<p><b><u>Careline</u></b></p> <p><b>Telephone:</b> <u>0191 216 1207</u></p> <p><b>Email:</b> <u>newcastle@carelinehc.co.uk</u></p> <p><b>Website:</b> <u>carelinehomecare.co.uk</u></p>
<b>North</b>	<p><b><u>Comfort Call</u></b></p> <p><b>Telephone:</b><u>(0191) 271 1500</u></p> <p><b>Website:</b> <u>comfortcall.co.uk</u></p>
<b>East</b>	<p><b><u>Dale Care</u></b></p> <p><b>Telephone:</b> <u>0191 4292 344</u></p> <p><b>Email:</b> <u>enquiries@dalecare.co.uk</u></p> <p><b>Website:</b> <u>dalecare.co.uk</u></p>
<b>East</b>	<p><b><u>Hales Group</u></b></p> <p><b>Telephone:</b> <u>0191 737 1112</u></p> <p><b>Email:</b> <u>tynesidecare@halesgroup.co.uk</u></p> <p><b>Website:</b> <u>halescare.co.uk/south-tyneside</u></p>

<b>East</b>	<p><b><u>St Anthony of Padua</u></b></p> <p><b>Telephone:</b> <u>0191 234 5775</u></p> <p><b>Email:</b> <u>admin@anthonycareservices.org.uk</u></p> <p><b>Website:</b> <u>anthonycareservices.org.uk</u></p>
<b>Inner West</b>	<p><b><u>Life Choices Plus limited (trading as Every Day)</u></b></p> <p><b>Telephone:</b> <u>0191 287 7028</u></p> <p><b>Email:</b> <u>enquiries@everydayuk.org</u></p> <p><b>Website:</b> <u>everydayuk.org</u></p>
<b>Inner West</b>	<p><b><u>Merit Home Care (Kay Care)</u></b></p> <p><b>Telephone:</b> <u>0191 229 1010</u></p> <p><b>Email:</b> <u>admin@merithomecare.co.uk</u></p> <p><b>Website:</b> <u>merithomecare.co.uk</u></p>
<b>Inner West</b>	<p><b><u>Springfield Healthcare</u></b></p> <p><b>Telephone:</b> <u>0191 327 7998</u></p> <p><b>Email:</b> <u>info@springfieldhealthcare.com</u></p> <p><b>Website:</b> <u>springfieldhealthcare.com</u></p>
<b>Outer West</b>	<p><b><u>KD Care Services</u></b></p> <p><b>Telephone:</b> <u>0191 372 6944</u></p> <p><b>Email:</b> <u>dani@kdcareservices.co.uk</u> <u>kristy@kdcareservices.co.uk</u></p> <p><b>Website:</b> <u>kdservices.bee-online.com</u></p>

<b>Outer West</b>	<b><u><a href="#">My Homecare Ltd</a></u></b> <b>Telephone:</b> <u><a href="tel:01915634940">0191 563 4940</a></u> <b>Email:</b> <u><a href="mailto:info@myhomecare.co.uk">info@myhomecare.co.uk</a></u> <b>Website:</b> <u><a href="http://newcastle.myhomecare.co.uk">newcastle.myhomecare.co.uk</a></u>
<b>Outer West</b>	<b><u><a href="#">Right At Home</a></u></b> <b>Telephone:</b> <u><a href="tel:01912155555">0191 215 5555</a></u> <b>Email:</b> <u><a href="mailto:hello@rightathometyneside.co.uk">hello@rightathometyneside.co.uk</a></u> <b>Website:</b> <u><a href="http://rightathome.co.uk/tyneside">rightathome.co.uk/tyneside</a></u>

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## Other home care providers in Newcastle

These home care agencies work in Newcastle. To help you choose a home care provider, click the name of the organisation to read more and see their CQC rating.

To find more home care agencies in Newcastle [visit the CQC website](#).

### General home care providers in Newcastle

#### **[Bluebird Care](#)**

**Telephone:** [0191 341 0190](tel:01913410190)

**Email:**  
[newcastle@bluebirdcare.co.uk](mailto:newcastle@bluebirdcare.co.uk)

**Website:**  
[bluebirdcare.co.uk/newcastle](http://bluebirdcare.co.uk/newcastle)

### **Home Care Plus**

**Telephone:** [0191 216 9090](tel:01912169090)

**Email:** [info@homecare-plus.co.uk](mailto:info@homecare-plus.co.uk)

**Website:** [homecare-plus.co.uk](http://homecare-plus.co.uk)

### **Richardson Home Care**

**Telephone:** [0191 359 2104](tel:01913592104)

**Email:**  
[contact@richardsonhomecare.co.uk](mailto:contact@richardsonhomecare.co.uk)

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

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## **Specialist care and support agencies**

There are home care agencies who offer more specialist support. The agencies listed below can help with:

- physical, sensory and long term conditions (including autism, learning disability)
- cognitive impairment (including brain injury and dementia)
- mental health

**Skills for Care** set the learning requirements for providers offering autism, learning disability, dementia, mental health and end of life care and support.

Home care agencies that work in Newcastle

Specialist  
support  
available

<p><b><u>Azure</u></b></p> <p><b>Telephone:</b> <a href="tel:01670733966">01670 733 966</a></p> <p><b>Email:</b> <a href="mailto:enquiries@azure-charitable.co.uk">enquiries@azure-charitable.co.uk</a></p> <p><b>Website:</b> <a href="http://azure-charitable.co.uk">azure-charitable.co.uk</a></p>	<ul style="list-style-type: none"><li>• Physical, sensory and long term conditions (including autism, learning disability)</li></ul>
<p><b><u>Be Caring</u></b></p> <p><b>Telephone:</b> <a href="tel:01912814363">0191 281 4363</a></p> <p><b>Email:</b> <a href="mailto:adminBeCaring@BeCaring.org.uk">adminBeCaring@BeCaring.org.uk</a></p> <p><b>Website:</b> <a href="http://becaring.org.uk">becaring.org.uk</a></p>	<ul style="list-style-type: none"><li>• Cognitive impairment (including brain injury and dementia)</li> <li>• Mental health</li> <li>• Physical, sensory and long term conditions (including autism, learning disability)</li></ul>

<p><b><u>Careline</u></b></p> <p><b>Telephone:</b> <a href="tel:01912161207">0191 216 1207</a></p> <p><b>Email:</b> <a href="mailto:newcastle@carelinehc.co.uk">newcastle@carelinehc.co.uk</a></p> <p><b>Website:</b> <a href="http://carelinehomecare.co.uk">carelinehomecare.co.uk</a></p>	<ul style="list-style-type: none"> <li>• Mental health</li> <li>• Physical, sensory and long term conditions (including autism, learning disability)</li> </ul>
<p><b><u>Community Integrated Care</u></b></p> <p><b>Telephone:</b> <a href="tel:01913865655">tel:0191 386 5655</a></p> <p><b>Email:</b> <a href="mailto:northernoffice@c-i-c.co.uk">northernoffice@c-i-c.co.uk</a></p> <p><b>Website:</b>  <a href="http://www.communityintegratedcare.co.uk/about-us/where-we-work/england/north-east/">www.communityintegratedcare.co.uk/about-us/where-we-work/england/north-east/</a></p>	<ul style="list-style-type: none"> <li>• Cognitive impairment (including brain injury and dementia)</li> <li>• Physical, sensory and long term conditions (including autism, learning disability)</li> </ul>

<p><b><u>Confidence Care and Support Limited</u></b></p> <p><b>Telephone:</b> <u>01670 338 407</u></p> <p><b>Email:</b> <u>enquiries@confidencecare.org</u></p>	<ul style="list-style-type: none"> <li>• Cognitive impairment (including brain injury and dementia)</li> </ul>
<p><b><u>Home Care Plus</u></b></p> <p><b>Telephone:</b> <u>0191 216 9090</u></p> <p><b>Email:</b> <u>info@homecare-plus.co.uk</u></p> <p><b>Website:</b> <u>homecare-plus.co.uk</u></p>	<ul style="list-style-type: none"> <li>• Cognitive impairment (including brain injury and dementia)</li> <li>• Physical, sensory and long term conditions (including autism, learning disability)</li> </ul>
<p><b><u>Home Group</u></b></p> <p><b>Telephone:</b> <u>0191 607 4635</u></p> <p><b>Website:</b> <u>homegroup.org.uk/Care-and-Support/Our-Care-Services/Older-People</u></p>	<ul style="list-style-type: none"> <li>• Mental health</li> </ul>

<p><b><u>Inspired Care</u></b></p> <p><b>Telephone:</b> <a href="tel:01913385900">0191 338 5900</a></p> <p><b>Email:</b> <a href="mailto:andreafox@inspiredcareltd.co.uk">andreafox@inspiredcareltd.co.uk</a></p> <p><b>Website:</b> <a href="http://inspiredcareltd.co.uk">inspiredcareltd.co.uk</a></p>	<ul style="list-style-type: none"> <li>• Mental health</li> <li>• Physical, sensory and long term conditions (including autism, learning disability)</li> </ul>
<p><b><u>Lifeways</u></b></p> <p><b>Telephone:</b> <a href="tel:01915149000">0191 514 9000</a></p> <p><b>Email:</b> <a href="mailto:tyneandwear@lifeways.co.uk">tyneandwear@lifeways.co.uk</a></p> <p><b>Website:</b> <a href="http://lifeways.co.uk">lifeways.co.uk</a></p>	<ul style="list-style-type: none"> <li>• Mental health</li> <li>• Physical, sensory and long term conditions (including autism, learning disability)</li> </ul>
<p><b><u>Lincoln Health</u></b></p> <p><b>Telephone:</b> <a href="tel:01912861444">0191 286 1444</a></p> <p><b>Email:</b> <a href="mailto:info@lincolnhcg.co.uk">info@lincolnhcg.co.uk</a></p> <p><b>Website:</b> <a href="http://lincolnhcg.co.uk">lincolnhcg.co.uk</a></p>	<ul style="list-style-type: none"> <li>• Cognitive impairment (including brain injury and dementia)</li> </ul>

<p><b><u>Right At Home</u></b></p> <p><b>Telephone:</b> <a href="tel:01912155555">0191 215 5555</a></p> <p><b>Email:</b> <a href="mailto:hello@rightathometyneside.co.uk">hello@rightathometyneside.co.uk</a></p> <p><b>Website:</b> <a href="http://rightathome.co.uk/tyneside">rightathome.co.uk/tyneside</a></p>	<ul style="list-style-type: none"> <li>• Physical, sensory and long term conditions (including autism, learning disability)</li> </ul>
<p><b><u>Routes Healthcare</u></b></p> <p><b>Telephone:</b> <a href="tel:01917318754">0191 731 8754</a></p> <p><b>Email:</b> <a href="mailto:newcastle@routeshealthcare.com">newcastle@routeshealthcare.com</a></p> <p><b>Website:</b> <a href="http://routeshealthcare.com">routeshealthcare.com</a></p>	<ul style="list-style-type: none"> <li>• Physical, sensory and long term conditions (including autism, learning disability)</li> </ul>
<p><b><u>Surecare Newcastle and North Tyneside</u></b></p> <p><b>Telephone:</b> <a href="tel:01916911044">0191 691 1044</a></p> <p><b>Email:</b> <a href="mailto:enquiries@surecarenewcastle.co.uk">enquiries@surecarenewcastle.co.uk</a></p> <p><b>Website:</b> <a href="http://surecare.co.uk">surecare.co.uk</a></p>	<ul style="list-style-type: none"> <li>• Physical, sensory and long term conditions (including autism, learning disability)</li> </ul>
<p><b><u>United Response</u></b></p> <p><b>Telephone:</b> <a href="tel:01912304695">0191 230 4695</a></p> <p><b>Email:</b> <a href="mailto:info@unitedresponse.org.uk">info@unitedresponse.org.uk</a></p> <p><b>Website:</b> <a href="http://unitedresponse.org.uk/newcastle-area-office">unitedresponse.org.uk/newcastle-area-office</a></p>	<ul style="list-style-type: none"> <li>• Mental health</li> </ul>

## If things go wrong

If you feel something has gone wrong, speak to the manager of the home care agency. If there's still a problem, you can make a formal complaint to the home care agency.

**Care Quality Commission (CQC)** is the independent regulator of care services in England. You can give them feedback about care services on their website. This tells them what and when to inspect services so they can improve care in England.

**You can make a complaint to Adult Social Care** if your home care is provided by Newcastle City Council.

**Care Rights UK** help people using care services, their relatives and friends. You can get free, independent advice from their telephone helpline advisers. Email for advice, phone during their opening hours or book a 30 minute appointment using their website.

**Read more on how to make a good complaint** on InformationNOW.

## Safeguarding adults

Are you worried about the safety of an adult in Newcastle?

You can get help if you think **adult abuse** or **domestic abuse** is happening to you or someone else.

- In an emergency or if someone's life is at risk **call 999**.
- **Report abuse or neglect online to Newcastle City Council**
- **Contact Adult Social Care at Newcastle City Council**

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## Useful Organisations

### United Response

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

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

**Telephone:** 0191 230 4695

**Address:** Mea House, NE1 8XS

### Lifeways Community Care (North of Tyne)

**Website:** <https://www.lifeways.co.uk/for-families/support-search/alexandra-park>

**Telephone:** 0191 514 9000

**Address:** Alexandra Park, NE64 6JG

## Inspired Care

**Email:** andreafox@inspiredcareltd.co.uk

**Website:** <http://inspiredcareltd.co.uk/>

**Telephone:** 0191 338 5900

**Address:** Azure Business Centre , NE15 8LN

## Home Group

**Email:** contactus@homegroup.org.uk

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

**Telephone:** 0345 141 4663

**Address:** One strawberry lane, NE1 4BX

## Be Caring Ltd

**Website:** <https://becaring.org.uk/>

**Telephone:** 0191 218 2797

**Address:** Arden House, 3rd floor, NE3 3LZ

## Careline Homecare

**Email:** newcastle@carelinehc.co.uk

**Website:** <https://www.carelinehomecare.co.uk/>

**Telephone:** 0191 216 1207

**Address:** DCS House , NE12 5UJ

## Lincoln Healthcare Group

**Email:** info@lincolnhcg.co.uk

**Website:** <http://www.lincolnhcg.co.uk/>

**Telephone:** 0191 286 1444

**Address:** Suite 25 Aston House, NE5 3DP

## **Home Care Plus**

**Email:** info@homecare-plus.co.uk

**Website:** <http://www.homecare-plus.co.uk/>

**Telephone:** 0191 216 9090

**Address:** Home Care Plus , NE12 8EG

## **Community Integrated Care**

**Email:** northernoffice@c-i-c.co.uk

**Website:** <https://www.communityintegratedcare.co.uk/>

**Telephone:** 0191 386 5655

**Address:** Community Integrated Care's North East and Yorkshire office Suites 3, DH1 5TH

## **Azure Charitable Enterprises**

**Email:** enquiries@azure-charitable.co.uk

**Website:** <http://www.azure-charitable.co.uk/>

**Telephone:** 01670 733 966

**Address:** McCallum House, NE23 8JT

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

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

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

**Telephone:** 0191 234 5775

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

## **The Care and Support Group**

**Email:** Newcastle@thecareandsupport.group

**Website:** <https://thecareandsupport.group>

**Telephone:** 0191 563 4940

**Address:** The Curve, Suite 4, NE15 8NZ

## **Nurtured Care NE**

**Email:** christine@nurturedne.co.uk

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

**Telephone:** 0191 432 6443

**Address:** Watson House, NE11 9DR

## **Bluebird Newcastle West**

**Email:** admin@merithomecare.co.uk

**Website:** <http://www.merithomecare.co.uk/>

**Telephone:** 0191 229 1010

**Address:** 88-89 West Road, NE15 6PR

## **EveryDay (Life Choices Plus)**

**Email:** enquiries@everydayuk.org

**Website:** <https://www.everydayuk.org/>

**Telephone:** 0191 287 7028

**Address:** The Bradbury Centre, NE29 6QP

## **Direct Health**

**Email:** tynesideusers@direct-health.co.uk

**Website:** <https://www.direct-health.co.uk>

**Telephone:** 0191 213 3600

**Address:** Room 3, Bulman House, NE3 3LS

## **Dale Care Ltd**

**Website:** <http://www.dalecare.co.uk/>

**Telephone:** 0191 429 2344

**Address:** 005, Hoult's Yard, NE6 2HL

## **Right at Home Tyneside**

**Email:** david.baxter@rightathome.co.uk

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

**Telephone:** 0191 580 3330

**Address:** Q11 Suite 8 Quorum Business Park, NE12 8BU

## **Routes Healthcare**

**Email:** newcastle@routeshealthcare.com

**Website:** <https://www.routeshealthcare.com/info/healthcare-provider-newcastle.asp>

**Telephone:** 0191 731 8754

**Address:** YBN, Suite 21-23 , NE11 9DJ

## **SureCare Newcastle and North Tyneside**

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

**Website:** <https://www.surecare.co.uk/newcastle>

**Telephone:** 0191 691 1044

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

## **Human Support Group**

**Email:** Durham@humansupport.co.uk

**Website:** <https://www.humansupportgroup.co.uk/>

**Telephone:** 0191 372 6485

**Address:** Forster Business Centre , DH1 5HL

## **Confidence Care and Support Ltd**

**Email:** enquiries@confidencecare.org

**Website:** <https://www.confidencecare.uk/>

**Telephone:** 01670 338 407

**Address:** Office T02, Blyth Workspace , NE24 3AF

## Skills for Care

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

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

**Telephone:** 01670 338 407

**Address:** Skills for Care Ltd, LS1 4LT

## Care Quality Commission (CQC)

**Email:** enquiries@cqc.org.uk

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

**Telephone:** 0300 061 6161

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

## Homecare Association

**Email:** enquiries@homecareassociation.org.uk

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

**Telephone:** 0208 288 8188

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

## Hales Group

**Email:** tynesidecare@halesgroup.co.uk

**Website:** <https://halescare.co.uk/branches/newcastle/>

**Telephone:** 0191 816 3614

**Address:** Maling Exchange, NE6 2HL

## Adult Social CarePoint at Newcastle City Council

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

**Website:** <http://www.newcastle.gov.uk/AdultSocialCare>

**Telephone:** 0191 278 7878

**Address:** Adult Social CarePoint Newcastle City Council, NE4 9LU

## Care Rights UK

**Email:** [team@carerightsuk.org](mailto:team@carerightsuk.org)

**Website:** <https://www.carerightsuk.org/>

**Telephone:** 0191 278 7878

**Address:** Unit 6, N1 0PW

## Comfort Call

**Website:** <https://www.comfortcall.co.uk>

**Telephone:** 0191 271 1500

**Address:** Park View Grange, NE5 3TD

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## Related Articles

[Home care](#)

[Care homes in Newcastle](#)

[Choosing a care home](#)

[Introduction to Adult Social Care](#)

[Cleaning services](#)

[Help with shopping and prescriptions](#)

[Services commissioned by Newcastle City Council](#)