

Information about Domiciliary Care Agencies for People who use Direct Payments



About this factsheet

This factsheet is for people who use, or are thinking about using, a Direct Payment to pay for care services. It gives information about buying care from a regulated domiciliary care agency, and provides contact details for such agencies in Swansea.

It may also be useful for people who wish to make arrangements for domiciliary care independently of Social Services.

Important note: If you have been assessed by Social Services as requiring care and support that might be met via a service from a domiciliary care agency but have **not arranged to use a Direct Payment** in order to do this **then this information is not appropriate for your needs.**

If you are not using a Direct Payment the Council will be making these arrangements for you using one of a number of 'accredited' agencies that the Council uses. Your care manager will have details of these agencies. You may also find our factsheet *Care at Home* useful.

What is a Direct Payment?

If you have been assessed by Social Services as being eligible for care or support services, you can choose whether to have a service arranged by Social Services, or to have a payment so that you can make your own arrangements. There is more information in our factsheet *Managing Your Support with Direct Payments*.

Direct Payments can be used to pay for help with personal tasks such as getting up,

washing, dressing, going to bed and practical tasks such as help with meals and other related tasks to help you to live in your own home.

If you are in receipt of a Direct Payment you can choose to buy care from an agency or you can employ your own personal assistant (PA) or both.

This factsheet only tells you about using a domiciliary care agency. For more information about employing a personal assistant please contact the Council's Independent Living Team on 01792 636445.

Why might I want to use a Direct Payment?

Direct Payments give you more flexibility, choice and control about who provides your care and when you receive it.

Some people may already have been buying care privately from a care agency before being assessed as eligible for support by Social Services. If you wish to continue with the same agency, and keep the care staff you already know, a Direct Payment can be given to you as a contribution to your costs. Continuity of care may be especially beneficial to people living with dementia or other conditions that cause memory loss.

Be aware though that the Direct Payment may not cover the full cost of care from the agency you choose and you may have to pay a top-up yourself.

If you are claiming Attendance Allowance the top-up could appropriately be met from that payment. For more information about Attendance Allowance see <https://www.gov.uk/attendance-allowance>

Why might I choose to use a domiciliary care agency?

Purchasing services from a domiciliary care agency means that you do not employ directly the people who provide your care, and you do not have the responsibilities of an employer (this would be the case if you employed your own personal assistant). Instead, you have a contract with the agency.

There are many agencies which provide care services. Using a Direct Payment, you are not limited to a small number of domiciliary care agencies selected by the council and you can purchase care from any registered domiciliary care agency that will work in your area.

What is a domiciliary care agency?

Domiciliary care agencies are businesses that train and employ staff to provide care and support to people living in their own homes. They have a duty to ensure that the staff they provide to meet your needs have the necessary employment checks, are appropriately trained to meet your needs and

they will monitor this regularly. The agency will discuss with you, your family or carer how best they can meet your needs and write this into a support plan.

Domiciliary care agencies are registered and regulated by the Care and Social Services Inspectorate Wales (CSSIW). The agencies listed in this factsheet are registered with the CSSIW in Swansea to provide care and support for adults and would welcome enquiries from people in receipt of a Direct Payment or wishing to arrange their care privately.

Not all agencies are the same however and they provide a variety of social care services, at different rates, so you need to identify one that could satisfy your needs. For example some only offer support for particular types of need, types of clients or only in certain areas of Swansea. There are also other domiciliary care agencies registered outside Swansea that do provide services to people living in the Swansea area. There is more information in our *Care and Support Services Directory*.

Registered domiciliary care agencies in Swansea

| Name and Website | Local Office Address | Contact |
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| Allied Health Care Ltd | 19 Craddock St Swansea SA1 3HE | ☎ 01792 472700 ✉ swansea@acromashealthcare.com |
| Alzheimer's Society www.alzheimers.org.uk | Ty Garngoch Hospital Road Gorseinon Swansea SA4 4LH | ☎ 01792 531208 ✉ swansea@alzheimers.org.uk |
| Aylecare Domiciliary Services www.aylecare.co.uk | 12 West Street Gorseinon Swansea SA4 4AA | ☎ 01792 895150 ✉ info@aylecare.co.uk |
| Carewatch (Swansea) www.carewatch.co.uk/office/swansea | 8 West Street Gorseinon Swansea SA4 4AA | ☎ 01792 457766 ✉ enquirieswansea@carewatchswansea.co.uk |
| Close Care Cymru Ltd www.closecarecymru.co.uk | 23 Factory Road Clydach Swansea SA6 5EW | ☎ 01792 844496 / 846304 ✉ mail@closecarecymru.co.uk |

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| Crosshands Home Services http://crosshandshomeservices.com | Beech House, Lion Way Phoenix Business Park Llansamlet Swansea SA7 9FZ | ☎ 01792 701402 / 792693 |
| DeLuxe Home Care www.deluxehomecare.co.uk | 4c Humphrey Street Swansea SA1 6BG | ☎ 01792 654941 ✉ office@deluxehomecare.co.uk |
| GRS (Care) Ltd www.grscare.co.uk | Poplar House Tawe Business Village Phoenix Way Enterprise Park Swansea SA7 9LA | ☎ 01792 776238 ✉ info@grscare.co.uk |
| Gwalia Care and Support | 7-13 The Kingsway Swansea SA1 5JN | ☎ 0800 012 1080 or 01554 779822 (office hours) |
| Home Instead Senior Care www.homeinstead.co.uk/swansea | 53 Woodfield Street Morrison Swansea SA6 8BW | ☎ 01792 790890 |
| iCare www.icarehomecare.co.uk | Unit 23 Tawe Business Village, Phoenix Way, Llansamlet Swansea SA7 9LA | ☎ 01792 794320 ✉ swansea@icarehomecare.co.uk |
| Lifeways Support Options www.lifeways.co.uk | Jameson Hall 8 Foundry Road Morrison Swansea SA6 8DU | ☎ 01792 775101 ✉ supportoptions@lifeways.co.uk |
| MiHomeCare www.mihomecare.com | 30 Uplands Crescent Uplands Swansea SA2 0PB | ☎ 0333 1219301 |
| Pegasus Homecare | Unit 2 Hendy Industrial Estate Swansea SA4 0XP | ☎ 01792 885874 ✉ careswansea@pegasushomecare.co.uk |
| RSD Homecare | Kingsway Fforestfach Swansea SA5 4DL | ☎ 01792 585859 |
| Swansea Bay Home Care Services Ltd | Suite B, Maple House Tawe Business Village Enterprise Park Swansea SA7 9LA | ☎ 01792 274003 ✉ enquiries@swanseabay.care |
| Swansea Carers Centre 'Sharing the Care' Service Support at home to give carers a break | Ty Conway 1 Brenning Road Penlan Swansea SA5 7BE | ☎ 01792 578158 ✉ viv@swanseacarerscentre.org.uk |

Please note. Being included on this list is not an endorsement by the City and County of Swansea of any domiciliary care agency or organisation and is not a guarantee of the quality of service. Furthermore the City and County of Swansea cannot be held liable or responsible for any decisions that you make based on the information in this list of agencies.

More about the CSSIW

The CSSIW can provide further details of all registered care agencies and copies of the latest inspection report for each agency.

Government Buildings
Picton Terrace
Carmarthen SA31 3BT

Telephone: 0300 7900 126
E-mail: cssiw.southwest@wales.gsi.gov.uk

You can view these reports and get other information via their website
<http://cssiw.org.uk>

Other information which you may find useful

The UK Home Care Association has advice about choosing a care agency on its website
www.ukhca.co.uk/choosingcare.aspx

For copies of any of the factsheets mentioned in this document or the *Care and Support Services Directory*, please ask your care manager, phone 01792 636902 or download them from
www.swansea.gov.uk/socialcarepublications

Swansea Carers Centre provides advice and support to people who care for family members or friends.
Telephone: 01792 653344

Swansea Social Services and personal information

When you are in touch with Social Services, we will keep information about you in written records and computer files. We will keep this information confidential, except where we need to share it with people providing you with care, or to protect you or other people.

You have a right to ask to see records we keep about you.

We can give you more information about how we handle personal information. Phone 01792 636902 for the factsheet *Your Personal Information*.

Comments and complaints

We welcome any comments about our services – good or bad. We are interested to hear how we could do things better, and we like to know when we are doing well.

If you are unhappy with the services you receive, we encourage you to make a complaint. Full details are given in the factsheet *Making a comment, complaint or compliment about Social Services*. For more advice or information about making a complaint, you can contact our Complaints Officers on 01792 637345.

This information is also available in Welsh and in alternative formats, such as large print, on audio CD, in Braille, or electronically. Please phone 01792 636902 for copies.