



Adult Social Care

HOME CARE



HARTLEPOOL
BOROUGH COUNCIL

Review Date: August 2025

What is Home Care (Domiciliary Care)

Staying in your own home and living in familiar surroundings near to friends and family is important for many young people. Retaining your independence may also be very important to you but that can also mean you need a little extra help. Some carefully chosen home care can often be the perfect solution to getting a little help whilst retaining a good level of personal freedom.

A carer would visit you in your own home and help you with any daily activities you cannot safely manage on your own, such as:

- Help to get into and out of bed each morning and evening
- Meal preparation
- Ensuring that medicines are taken, at the correct time (medication can only be given to people as part of an agreed care plan)
- Assistance with bathing and getting dressed
- Help doing the shopping

How often a carer visits you, and for how long each visit lasts, depends upon your individual needs and will be agreed in discussions with social care staff.

Why choose Home Care?

Reasons for choosing home care can vary. Sometimes after a stay in hospital, someone might find they need some help whilst they recuperate. Others can find that a long-term condition or disability means they can no longer cope and they need a little bit of help.

How can I get Home Care?

If you believe that you or someone you care about might benefit from some help at home, the first step is to contact Hartlepool Support Hub on **01429 272905**.

They may ask you some questions to see if a full assessment is required. Be honest about any difficulties being experienced. If a full assessment is required you will be referred to one of our social care team.

If appropriate, social care staff will assess what your support needs are, including what home care services would benefit you. (see also *Factsheets Personal Budgets and Direct Payments*)

If you have been assessed as needing support you will also be asked to see how much you can afford to pay towards the cost of services, whilst still having enough money to live on.

If you are not eligible for financial help from the council, you will have to pay for the full cost of your care. However, you are still entitled to advice from the Early Intervention Team about how best to meet your needs.

When looking for home care, you do not have to use the first home care agency you come across. You should shop around prices, services and standards can vary between home care agencies.

All home care agencies in England must register with the Care Quality Commission. It decides if a home care agency is meeting government standards on safety and quality.

www.cqc.org.uk

Hartlepool Borough Council Commissioned Providers

Careline Homecare

☎ 01429 221323

✉ hartlepool@carelinehc.co.uk

💻 www.carelinehomecare.co.uk

👤 Units 11 & 12 Usworth Enterprise Park, Usworth Road, Hartlepool, TS25 1PD

Carewatch Hartlepool

☎ 01429 857206

✉ hartlepool-north-stockton@carewatch.co.uk


💻 www.carewatch.co.uk

👤 12-14 Church Street, 2nd Floor, Hartlepool, TS24 7DJ

HOW TO CONTACT THE SUPPORT HUB

If you, or someone you care for - or a relative or friend - is finding life a bit difficult at the moment and would like to talk about it, contact our Support Hub - [our gateway to information, advice, support and care](#).

 Visit the Support Hub at **Community Hub Central**, York Road, TS26 9DE between 10am - 4pm Monday to Friday

 Call **01429 272905** between 8.30am - 5pm Monday - Thursday.
8.30am - 4.30pm on a Friday.

 Email helping@hartlepool.gov.uk

We will connect you to the things that will help you get on with your life.

If you are **worried about someone being abused or neglected**, or if you need **information or support with hospital discharge** please contact:

The Integrated Single Point of Access (iSPA)

You can contact the iSPA Monday - Thursday 8.30am - 5pm, Friday 8.30am - 4.30pm

 **01429 803100**

 ispa@hartlepool.gov.uk

 **07977709900 (Relay UK)**

How to get help if we are closed

If you need urgent help when our offices are closed, you can contact the **Emergency Duty Team** on **01642 524522**