



# **Contracted Services Directory**

## **Hartlepool Borough Council**

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**June 2024**

# Care Homes in Hartlepool

A care home provides accommodation and professional help with daily tasks such as washing, dressing and eating. A care home with nursing provides accommodation and professional help with daily tasks such as washing, dressing and eating but also provides qualified nursing care to make sure that they meet all of the needs of the people using the service.

Different care homes can offer different types of care, and some provide specialist care for people who need extra support due to dementia or other mental health issues and for those who have a disability. All of the care homes in Hartlepool are operated by either private companies or charities. Hartlepool Borough Council does not own or operate any care homes or housing schemes.

Home name and contact details	Number of beds	Specialism/ Services	Quality Grade / Date awarded	CQC Grade / Date report published
<b>Brierton Lodge</b> Brierton Lane Hartlepool TS25 5DP (01429) 868786	<b>58</b>	Dementia, Older people (must have nursing need)	<b>1</b> Awarded 21.02.24	<b>Good</b> Published 08.09.23
<b>Burbank Mews</b> 1-4 Burbank Mews, Burbank Street Hartlepool TS24 7NY (01429) 860301	<b>12</b>	Learning disabilities	<b>1</b> Awarded 21.02.24	<b>Good</b> Published 03.11.22
<b>Charlotte Grange</b> Flaxton Street Hartlepool TS26 9JY (01429) 860301	<b>46</b>	Dementia, Older People	<b>1</b> Awarded 21.02.24	<b>Good</b> Published 20.05.23
<b>Clifton House</b> 94-96 Clifton Avenue Hartlepool TS26 9QP (01429) 223399	<b>28</b>	Dementia, Older People	<b>1</b> Awarded 21.02.24	<b>Good</b> Published 13.04.23
<b>Crescent Care Home</b> 7 South Crescent Hartlepool TS24 0QG (01429) 861350	<b>9</b>	Learning Disabilities	<b>1</b> Awarded 21.02.24	<b>Good</b> Published 22.03.24
<b>Dinsdale Lodge</b> 42-44 Station Lane, Seaton Carew Hartlepool TS25 1BG (01429) 863440	<b>26</b>	Physical disabilities, Older people, Dementia	<b>1</b> Awarded 21.02.24	<b>Good</b> Published 02.02.23
<b>Elwick Grange</b> Elwick Road Hartlepool TS26 9LX 0333 4343 027	<b>60</b>	Older people, Dementia	<b>1</b> Awarded 21.02.24	<b>Good</b> Published 28.06.23

Home name and contact details	Number of beds	Specialism/ Services	Quality Grade / Date awarded	CQC Grade / Date report published
<b>Five Penny House</b> 42 Westbourne Road Hartlepool TS25 5RE (01429) 276087	<b>6</b>	Learning disabilities	<b>1</b> Awarded 21.02.24	<b>Good</b> Published 04.03.20
<b>Greenfields Lodge</b> 152a Stockton Road Hartlepool TS25 5BQ (01429) 232892	<b>6 + 1</b> Emergency bed	Learning disabilities (Respite only)	<b>1</b> Awarded 21.02.24	<b>Good</b> Published 24.01.23
<b>Lindisfarne</b> Masefield Road Hartlepool TS25 4JY (01429) 244020	<b>53</b>	Dementia, Older people	<b>1</b> Awarded 21.02.24	<b>Good</b> Published 07.02.23
<b>Merlin Manor</b> Merlin Manor Hartlepool TS26 0BF (01429 756256)	<b>94</b>	Dementia, Older people and Nursing	<b>1</b> Awarded 21.02.24	<b>Requires Improvement</b> Published 02.08.23
<b>Queens Meadow</b> 327 Stockton Road Hartlepool TS25 5DF (01429) 267424	<b>59</b>	Dementia, Older people	<b>1</b> Awarded 21.02.24	<b>Good</b> Published 27.08.22
<b>Rosedale/ Rosewood</b> 5-7 Flaxton Street Hartlepool TS26 9JY (01429) 269249	<b>6</b>	Learning disabilities	<b>1</b> Awarded 21.02.24	<b>Good</b> Published 05.02.22
<b>Rossmere Park</b> 1 Greenock Road Hartlepool TS25 4EU (01429) 812288	<b>53</b>	Older people, Dementia, Nursing (older people only)	<b>1</b> Awarded 21.02.24	<b>Good</b> Published 11.01.24
<b>Seaton Hall</b> 10 The Green, Seaton Carew Hartlepool TS25 1AS (01429) 260095	<b>29</b>	Older people, Dementia	<b>1</b> Awarded 21.02.24	<b>Good</b> Published 09.01.21
<b>Seymour House</b> The Front Hartlepool TS25 1DJ (01429) 863873	<b>20</b>	Mental health conditions	<b>1</b> Awarded 21.02.24	<b>Good</b> Published 16.10.21
<b>Sheraton Court</b> Warren Road Hartlepool TS24 9HA (01429) 277365	<b>80</b>	Dementia, Older people	<b>1</b> Awarded 21.02.24	<b>Good</b> Published 04.07.23

Home name and contact details	Number of beds	Specialism/ Services	Quality Grade / Date awarded	CQC Grade / Date report published
<b>South Highnam</b> Park Avenue Hartlepool TS26 0DZ (01429) 864848	<b>8</b>	Learning disabilities	<b>1</b> Awarded 21.02.24	<b>Requires Improvement</b> Published 07.03.23
<b>Stichell House</b> The Hospital of God at Greatham, Greatham, Hartlepool TS25 2HS (01429) 872083	<b>35</b>	Older people	<b>1</b> Awarded 21.02.24	<b>Good</b> Published 15.06.23
<b>Warrior Park Care Home</b> Queen Street Seaton Carew Hartlepool TS25 1EZ	<b>48</b>	Dementia, Phys Dis, Older people, Mental health conditions	<b>1</b> Awarded 21.02.24	<b>Good</b> Published 14.02.20
<b>Westview Lodge</b> 124A West View Road Hartlepool TS24 0BW (01429) 234929	<b>53</b>	Dementia, Older people, Young onset dementia, Physical disabilities	<b>1</b> Awarded 21.02.24	<b>Good</b> Published 19.07.22
<b>Wordsley House</b> 10 Westbourne Road Hartlepool TS25 5RE (01429) 293554	<b>8</b>	Mental Health conditions	<b>1</b> Awarded 21.02.24	<b>Good</b> Published 10.03.22
<b>Wynyard Woods</b> Wynyard Woods Wynyard, Billingham TS22 5GJ (01740) 646980	<b>50</b>	Dementia, Older people	<b>1</b> Awarded 21.02.24	<b>Good</b> Published 04.11.22

### Greenfields Lodge: Respite Accommodation for Adults with Learning Disabilities

Greenfields Lodge provides 24 hour, short stay care and accommodation for adults with Learning Disabilities.

The service is designed to enable the 'cared for individual' to remain in a safe, stimulating and caring environment for periods of respite care. The service will also provide peace of mind for Carers that their loved ones take their respite in a secure environment in which they are comfortable, happy and well cared for.

The service provides 6 respite beds allowing for scheduled respite and 1 additional emergency bed for emergency provision. This additional bed can only be accessed by means of a Social Worker/Care Manager or by the Emergency Duty Team (Out of Hours.)

## **Westview Lodge – Rehabilitation and Transitional Care in a Care Home**

The service is 20 beds based within Westview Lodge Care Home. One of the beds is reserved for people being discharged from hospital under a virtual ward, who need further oversight, cannot remain at home but do not require a hospital admission.

The aims and objectives of the Service are to:

- Support admission avoidance and promote Home First discharge process;
- Prevent premature entry into permanent 24 hour residential care;
- Complete recovery process and maximise functional ability and independence to enable people to return to their chosen environment;
- Promote independence and self-management;
- Enable multi-professional staff to work together in the most effective way to achieve maximum levels of independence for Service Users during a sub-acute phase of care;
- Assist Service Users and/or their Carers to make long term arrangements for Service Users care.
- To provide an opportunity for service users to engage with a period of assessment to ensure an appropriate identification of long term needs.



# Extra Care Housing

People living in 'extra care' housing live in their own fully-accessible apartment or bungalow with a kitchen, bathroom, bedroom(s) and living areas, with care staff available 24 hours a day should they be needed. The level of care offered to each resident differs depending on their individual needs. Extra Care housing schemes in Hartlepool:

Scheme	Number of units	Managed by	Telephone	Outright purchase	Shared ownership	Social rent
<b>Albany Court</b> Hartlepool TS26 8HA	38	Thirteen Group	0300 111 1000	X	X	✓
<b>Bamburgh Court</b> Bamburgh Road Hartlepool TS27 3JF	71	Thirteen Group	0300 111 1000	X	X	✓
<b>Hartfields Retirement Village</b> Middle Warren Hartlepool TS26 0US	242	Joseph Rowntree Housing Trust	01904 735000	✓	✓	✓
<b>Laurel Gardens</b> Off Marlowe Road Hartlepool TS25 0PF	60	Thirteen Group	0300 111 1000	X	X	✓
<b>Richard Court</b> Lister Street Hartlepool TS26 9LL	46	Thirteen Group	0300 111 1000	X	X	✓

All referrals are considered by a multi-disciplinary Allocations Panel.

Applicants will be assessed on whether they meet the extra care criteria and on their housing and care needs. In a scheme with mixed property tenures, social rent, full and shared ownership, an applicant that exceeds the threshold for total income or assets cannot be considered for social rent, they will need to apply for shared or full ownership. In schemes that only have social rent tenures this is not the case.

# Domiciliary Care Services

The Domiciliary and Care Support Service provides care and support to people living in their own homes, to enable them to maintain their independence and dignity. The overarching objective is to deliver a person centred service.

Individuals receive services that are easy to access, of good quality, that support their wellbeing and maximise their ability to live independently and safely in their community.

In general the Council requires within all services that:

- Service Users have a strong sense of being in control of the nature and delivery of the Service in order to meet their outcomes.
- The Service is able to respond flexibly to individual Service Users changing needs and issues on a day-by-day basis.

Providers accredited by Hartlepool Borough Council for Domiciliary Care are:

Provider	Telephone	Email address	CQC Grade / Date report published
Vestra Homecare Ltd  <b>Providing services in the north of Hartlepool</b>	01429 800926	<a href="mailto:hartlepool@vestrahomecare.co.uk">hartlepool@vestrahomecare.co.uk</a>	Not CQC inspected yet
Dale Care  <b>Providing services in the south of Hartlepool</b>	01429 225700	<a href="mailto:dalecare@hartlepool.gov.uk">dalecare@hartlepool.gov.uk</a>	<b>Good</b> Published 19.09.19

# Tees Complex Care and Support

Learning Disability and Autism programme led by NHS England has been developed to ensure people with learning disabilities and/or autism **lead longer, happier and healthier lives**. The long term objective is to reduce the numbers of people with learning disabilities and or autism who are currently in inpatients facilities.

In order to achieve this, the Tees Valley Complex Care and Support Framework will deliver effective care and support.

This service is jointly commissioned across the Tees Valley and accredited providers are:

Provider	Telephone	Email address
1st Enable	01642 130986	<a href="mailto:clare.biggs@1stenable.co.uk">clare.biggs@1stenable.co.uk</a>
Abicare Health Solutions	01615182999	<a href="mailto:care@abihealth.co.uk">care@abihealth.co.uk</a>
Avalon	01642 633556	<a href="mailto:amandasayers@avalongroup.org.uk">amandasayers@avalongroup.org.uk</a>
CIC	01642 345626	<a href="mailto:information@c-i-c.co.uk">information@c-i-c.co.uk</a>
Clearwater Care	01753 255777	<a href="mailto:kathie.paltridge@salutemsharedservices.co.uk">kathie.paltridge@salutemsharedservices.co.uk</a>
Craegmoor (operate under Priory)	07834 354 423	<a href="mailto:samanthabeels@priorygroup.com">samanthabeels@priorygroup.com</a>
Creative Support	01642 661890	<a href="mailto:enquiries@creativesupport.co.uk">enquiries@creativesupport.co.uk</a>
Dimensions	03003039003 ext 1542	<a href="mailto:richard.mears@dimensions-uk.org">richard.mears@dimensions-uk.org</a>
ESPA	0191 5165080	<a href="mailto:enquiries@espa.org.uk">enquiries@espa.org.uk</a>
Lifeways	0191 5149000	<a href="mailto:janine.forshaw@lifeways.co.uk">janine.forshaw@lifeways.co.uk</a>
Northern Life (UBU)	07980872974	<a href="mailto:chrish@ubu.me.uk">chrish@ubu.me.uk</a>
Pathways Care Group	01753 255777	<a href="mailto:kathie.paltridge@salutemsharedservices.co.uk">kathie.paltridge@salutemsharedservices.co.uk</a>
PIPS	03303 557477	<a href="mailto:admin@pips.support">admin@pips.support</a>
Positive Support for You	0191 4274777	<a href="mailto:d.barras@psforyour.org">d.barras@psforyour.org</a>
Potens	0151 651 1716	<a href="mailto:opportunities@potens-uk.com">opportunities@potens-uk.com</a>
Real Life Options	01429 239565	<a href="mailto:info@reallifeoptions.org">info@reallifeoptions.org</a>
Royal Mencap	01642 939596	<a href="mailto:Fiona.Kelly@mencap.org.uk">Fiona.Kelly@mencap.org.uk</a>
Salutem (Parent Company for Clearwater Care)	01753 255777	<a href="mailto:kathie.paltridge@salutemsharedservices.co.uk">kathie.paltridge@salutemsharedservices.co.uk</a>
St Anne's	0113 243 5151	<a href="mailto:alex.parker@st-annes.org.uk">alex.parker@st-annes.org.uk</a>
St John of God	01325 373700	<a href="mailto:LisaAlcorn@sjog.org.uk">LisaAlcorn@sjog.org.uk</a>
Swanton	02475187450	<a href="mailto:info@swantoncare.com">info@swantoncare.com</a>
United Response	01325 481508	<a href="mailto:Lisa.lazell@unitedresponse.org.uk">Lisa.lazell@unitedresponse.org.uk</a>
YS / Embrace	07864 692315	<a href="mailto:theresa@embracingcareservices.com">theresa@embracingcareservices.com</a>

# Individual Service Fund (ISF)

An **Individual Service Fund (ISF)** is a three way contract between the person receiving the service, the Council and the Provider. It is often provided in a shared living environment but this isn't always necessary.

Providers accredited by Hartlepool Borough Council for ISF are:

Provider	Telephone	Email address
Carelink Northern	01429 277951	<a href="mailto:carelinknorthern@gmail.com">carelinknorthern@gmail.com</a>
CIC	01642 345626	<a href="mailto:information@c-i-c.co.uk">information@c-i-c.co.uk</a>
Creative Support	01642 661890	<a href="mailto:enquiries@creativesupport.co.uk">enquiries@creativesupport.co.uk</a>
Dimensions UK Ltd	0300 3039018	<a href="mailto:angie.lilley@dimensions-uk.org">angie.lilley@dimensions-uk.org</a>
Elan Care Whitethorn Ltd	01429 276410	<a href="mailto:jan.lenehan@elan.care">jan.lenehan@elan.care</a>
Elite Home Care	01429 281878	<a href="mailto:info@elitehomecareservice.co.uk">info@elitehomecareservice.co.uk</a>
Families First	01429 867016	<a href="mailto:paul@familiesfirstne.co.uk">paul@familiesfirstne.co.uk</a>
Home Group	0345 1414663	<a href="mailto:john.brunetti@homegroup.org.uk">john.brunetti@homegroup.org.uk</a>
New Horizons	01642 345251	<a href="mailto:info@newhorizonspvt.co.uk">info@newhorizonspvt.co.uk</a>
Real Life Options	01429 239565	<a href="mailto:info@reallifeoptions.org">info@reallifeoptions.org</a>
Springfield Healthcare – Pathways to Independence	01429 235551	<a href="mailto:rachaelo@springfieldhealthcare.com">rachaelo@springfieldhealthcare.com</a>
Voyage Care	01429 239616	<a href="mailto:beverleypearson@voyage.com">beverleypearson@voyage.com</a>

Shared living is provided under an ISF agreement at the following locations:

Location	Provider
Elwick Flats	Community Integrated Care
Downham Grove	Creative Support Ltd
Miller Crescent	Dimensions UK Ltd
King Oswy	Dimensions UK Ltd
Thornton Street	Dimensions UK Ltd
Whittrout Road	Dimensions UK Ltd
Whitethorn Gardens	Elan Care Ltd
Gainford House	Home Group
Park Road	Springfield – Pathways to Independence
West Villas	Voyage Care

# Housing Related Support

## Thirteen Group

Thirteen Group are a landlord and housing developer. Their care and support services offer help for vulnerable people facing a range of challenges.

They also offer a range of housing support services including employability advice, extra care schemes to help people live independently for longer, adaptations to homes, help with anti-social behaviour and more.

### **Home Group Ltd - Supported Accommodation for Individuals Who Are Homeless or at Risk of Becoming Homeless. (Scott Grange)**

The service aims to give people who are homeless or at risk of becoming homeless, access to supported accommodation or support in order to stabilise their lives and gain independent living skills. In addition, the Service will provide stable, quality accommodation which enables tenants to sustain their own tenancy, access appropriate services, receive support and move on into permanent housing. The service is available for males only who are ordinarily residents of the Borough of Hartlepool and who are aged between 18-65 years of age.

### **Home Group Ltd - Community Services Floating Support**

The aim of the Service is to give people who are living in their own accommodation access to housing related support to enable independence. It helps tenants to sustain their own tenancy, access appropriate services and receive support to maintain their independence and reduce homelessness.

### **Home Group Ltd - Supported Accommodation for Individuals Who Are Homeless or at Risk of Becoming Homeless (Dispersed - Medium / High Level Complex Needs)**

The service provides supported accommodation for up to 8 individuals who are homeless or in housing need for a period of up to 12 months. Using a hub and spoke approach, accommodation is dispersed throughout Hartlepool and monitored by staff from a separate location.

The service is delivered between 8.00am-10pm, Monday to Sunday inclusive by appropriately trained staff with expertise in mental health and addiction services.

The service is available for males and females who are ordinarily residents of the Borough of Hartlepool and who are aged between 18-65 years of age.



## Cornerstone – Rough sleeper

The service aims to support rough sleepers to move off the streets as quickly as possible and into appropriate accommodation and this is achieved by undertaking 'street checks' a number of times a week. People identified as homeless or in need of shelter are assisted to access overnight accommodation if necessary and are supported with the process of making homelessness application with Hartlepool Council.

Provider	Telephone	Email address
Thirteen	0300 111 1000	<a href="mailto:customerservices@thirteengroup.co.uk">customerservices@thirteengroup.co.uk</a>
Creative Support	01642 675836	<a href="mailto:enquiries@creativesupport.co.uk">enquiries@creativesupport.co.uk</a>
Home Group Ltd	0345 1414663	<a href="mailto:contactus@homegroup.org.uk">contactus@homegroup.org.uk</a>
Scott Grange	07435247628	<a href="mailto:scottgrange@homegroup.org.uk">scottgrange@homegroup.org.uk</a>
Community Services Floating Support	07747055292	<a href="mailto:miersavenueoffice@homegroup.org.uk">miersavenueoffice@homegroup.org.uk</a>
Homeless or at Risk of Becoming Homeless	07435247628	<a href="mailto:scottgrange@homegroup.org.uk">scottgrange@homegroup.org.uk</a>
Cornerstone – Rough Sleeper	01429 266703	<a href="mailto:natalie.lithgo@cornerstone-north.org">natalie.lithgo@cornerstone-north.org</a>

# Dementia Services

**Social Inclusion Lifestyle Pathway (SILP) includes Day Centre and Community Pastimes.**

## Day Centre

A building-based day service for people living with dementia, based in The Heathers at Heather Grove. People assessed as requiring this service are able to access the modern specialist designed day facility with a variety of activities on offer. A 2-course hot meal and refreshments are available throughout the day (the 2-course meal is chargeable).

People can access The Heathers Day service from 9.30am to 3.00pm if they have their own transport. Alternatively, bus transport is available for people who do not have transport or who are assessed by the Manager as requiring day centre transport.

Up to 12 people a day can access the centre and people will have an opportunity to meet friends at the centre and make new relationships. Attached to The Heathers centre is a Family Support Worker who is available to provide families with support.

Provider	Telephone	Email address
Hospital of God	01429 279005	<a href="mailto:silp@hospitalofgod.org.uk">silp@hospitalofgod.org.uk</a>

## Community Pastimes

Community Pastimes enables people to access a variety of community activities in and around the Hartlepool area. Staff will arrange for people to access community groups and other venues with small intimate groups of up to 4 people at a time for up to 3 hours of enjoyment and meeting new people with similar interests. The time of the sessions are 10am to 1pm and 2.15pm to 5pm, Monday to Friday.

People can access the venue's via their own transport and staff will be there to meet them however If for any reason someone is unable to access their own transport, then transport can be provided at a small charge.

Provider	Telephone	Email address
Hospital of God	01429 871442	<a href="mailto:silp@hospitalofgod.org.uk">silp@hospitalofgod.org.uk</a>



## Dementia Advisory Service – The Bridge

‘The Bridge’ which is located at Greenbank, Stranton, offers dementia advice and support in Hartlepool. The service is free and supports people living with memory problems, those who have a diagnosis of dementia and their loved ones.

The Bridge facilitates many groups such as coffee mornings, carers education sessions, The DEEP Group, Young Onset Group and Sing-a-long sessions to name but a few.

The Bridge also offers:

- Dementia Advice
- Information to enable people to live well with dementia
- Support and training to carers, families and friends
- Signposting to other services
- Practical and emotional support
- Group activities
- Home visits
- Dementia Awareness Sessions

Provider	Telephone	Email address
Hospital of God	01429 868587	<a href="mailto:TheBridge@hospitalofgod.org.uk">TheBridge@hospitalofgod.org.uk</a>



# Social Inclusion Services

## Befriending Network – Cleveland Fire Brigade

The Befriending Network increases social contact and reduces loneliness and isolation of older people within Hartlepool by matching volunteer Befrienders to identify socially excluded people.

The following service outcomes have been identified:

- Develop and maintain social networks.
- Support people to participate in their communities
- Reduced loneliness and isolation
- Improved emotional well-being

## Incontrol-able - Blue Dice – (Digitally Inclusive) Community Engagement

Blue Dice loans mobile devices as a tool to engage, reduce digital exclusion allowing people to access information, advice and guidance independently.

Provider	Telephone	Email address
Cleveland Fire Brigade	01429 872311	<a href="mailto:befriending@clevelandfire.gov.uk">befriending@clevelandfire.gov.uk</a>
Incontrol-able	07990554844	<a href="mailto:info@incontrol-able.co.uk">info@incontrol-able.co.uk</a>



# Advocacy Services

**Hartlepool Advocacy Hub** is provided by Hartlepool Borough Council

The Commissioned service team manages access to advocacy services by accepting referrals assessing, confirming eligibility and allocating the most appropriate advocacy provider. For further information, please contact Adult Commissioning on:

Tel: 01429 401874 [adults.commissioning@hartlepool.gov.uk](mailto:adults.commissioning@hartlepool.gov.uk)

**Advocacy providers** who are accredited to the Advocacy framework are:

Provider	Telephone	Email address
Advent Advocacy	01325 776554	<a href="mailto:John-paul@adventadvocacy.co.uk">John-paul@adventadvocacy.co.uk</a>
Darlington Association of Disability	01325 360524	<a href="mailto:advocacy@darlingtondisability.org">advocacy@darlingtondisability.org</a>
Hartlepool Citizens Advice Bureau	0300 3309005	<a href="mailto:enquiries@hartlepool.cabnet.org.uk">enquiries@hartlepool.cabnet.org.uk</a>
Middlesbrough and Stockton Mind	01642 257020	<a href="mailto:info@middlesbroughandstocktonmind.org.uk">info@middlesbroughandstocktonmind.org.uk</a>
Leanne Geritz	0191 2818737	<a href="mailto:lgeritz@hotmail.com">lgeritz@hotmail.com</a>

## Teesside NHS Complaints Advocacy

NHS Complaints Advocacy supports people to raise concerns and complaints about their NHS funded care or treatment from anywhere in the UK to raise a complaint about any NHS funded service.

The service also provides practical support and information to people who are considering submitting a complaint about an NHS service.

Provider	Telephone	Email address
People First	03003 038 037	<a href="mailto:bestlife@wearepeoplefirst.co.uk">bestlife@wearepeoplefirst.co.uk</a>

## Independent Investigating Officers (IIO) Service for Social Care complaints

The Investigating Officer investigates complaints about the Council and independent sector providers commissioned by the Council.

Provider	Telephone	Email address
Robert Laverick Consultancy	07751 113103	<a href="mailto:rlaverick.11@btinternet.com">rlaverick.11@btinternet.com</a>



# DoLS & RPR Services

A Relevant Persons Representative (RPR) is an independent qualified advocate who has specialist knowledge of the Mental Capacity Act and Deprivation of Liberty Safeguards legislation. The role of the Paid Relevant Persons Representative is to:

Maintain contact with the relevant person.

- Represent and support the relevant person in all matters relating to the deprivation of liberty safeguards.
- Trigger a review.
- If necessary, challenge the authorisation through local means, where possible. Or ultimately, refer the case to the Court of Protection.

Providers accredited by Hartlepool Borough Council for DoLS and RPR services are:

- Andrea Jackson
- Jeanette Callaghan
- Leanne Gertiz
- Liz McGill
- Lynda Garbutt
- Peter Rigg
- Sue Gwilt
- Gwenda Cullen

For contact details of the above, please email Adults Commissioning  
[adults.commissioning@hartlepool.gov.uk](mailto:adults.commissioning@hartlepool.gov.uk)


## Best Interest Assessors (BIA)

The best interest assessor considers whether a DoL is in the best interests of the person. Taking into account the views of anyone named by the person as someone to be consulted, anyone engaged in caring for the person, anyone interested in the person's welfare, or anyone who has Lasting Power of Attorney for the person or has been appointed as a deputy for the person by the court. Any Independent Mental Capacity Advocate instructed in respect of the person should also be consulted.

Best Interest Assessors accredited by Hartlepool Borough Council are:

- Paul Oliver

For contact details of the above, please email Adults Commissioning  
[adults.commissioning@hartlepool.gov.uk](mailto:adults.commissioning@hartlepool.gov.uk)



# Litigation Friend and 1.2 Representative

When a person is subject to proceedings within the Court of Protection they may lack the capacity to conduct the litigation themselves. In such a case a Litigation Friend must act on behalf of the person.

A 1.2 Rep is the name given by the court to a person who is willing and able to oversee a person's care and support needs and tell the court of any changes to the person's health or needs.

Litigation Friends & 1.2 Reps accredited by Hartlepool Borough Council are:

- Jeanette Callaghan
- Leanne Gertiz
- Lynda Garbutt

For contact details of the above, please email Adults Commissioning - [adults.commissioning@hartlepool.gov.uk](mailto:adults.commissioning@hartlepool.gov.uk)



# Assistive Technology

Taking Care Ltd provides the Councils Hartlepool Technology for Care (HTEC) service provides basic personal alarms and fall detectors which are monitored 24-hours a day to support people to live at home independently and safely.

It also provides **Mind Me – Personal Tracking Products** providing the ability to find people who wander because they have dementia or learning difficulties. device is small and light so it can be carried in a pouch, as a key fob, worn as a pendant or put in a pocket or bag.

Carers and workers can look up the location of the user on the Mind me website at any time, and as often as they wish. In an emergency situation, the Mind me Response Centre is available to provide assistance such as locating the wearer and help organise somebody to collect them.

Taking Care also provides **Canary Care - Web based equipment & monitoring** which is 24/7 monitoring via discreet wireless sensors in the home which generate data which is accessed via a secure website.

The system creates a picture of an individual's daily habits and how they are responding to care services. It provides a short term assessment tool, helping to plan ongoing care and identifying where additional support may be required to help to manage risk, based on identified individual needs.

Social care professionals, as well as family members, can see whether a person:

For contact details of the above, please email Adults Commissioning

## **Disabled Enabled Ltd – Accessable: Access Guide to Hartlepool**

Disabled Enabled Limited maintains a website <https://www.accessable.co.uk/> on which information is hosted regarding a range of venues across Hartlepool including a full assessment in relation to the range of services offered by the venues.



# General Services

## Hartlepool Carers

Hartlepool Carers provides advice, information and support services including:

- Emotional support, one to one with a support worker of councillor
- Information and guidance on local helping agencies in the Third Sector, Health and Social Care Services
- Group social and peer support activities
- Advocacy service

Contract	Provider	Telephone
Carer Support Service	Hartlepool Carers	01429 283095

## Penderels

Penderels provide a Direct Payment Support Service to people living in Hartlepool.

Contract	Provider	Telephone
Self-Directed Support	Penderels	01429 226634

## Stoke Association - Stroke Recovery Service

The Stroke Association provide a Stroke recovery service for people who have suffered a stroke and their carers who live in Hartlepool.

Contract	Provider	Telephone
Care Support and Welfare Navigation Service	Stroke Association	01429 894349

## Hartlepool Vision Support

The aim of the service is to support and facilitate Service Users with a visual impairment to meet their individual outcomes around well-being and independence.

Contract	Provider	Telephone
Blind Welfare	Hartlepool Vision Support	01429 866999



## Hartlepool Deaf Centre

Hartlepool Deaf Centre provide services to the Deaf Community to improve their physical and emotional wellbeing and access a range of services and assessments.

Contract	Provider	Telephone
Focus on Health	Hartlepool Deaf Centre	07751974834

## NRASS

The North Regional Association for Sensory Support service is based at Cafe One77 in York Road although home visits and meetings at other venues are available. The service promotes the everyday welfare and wellbeing of people with a sensory loss condition working with individuals from 18 and over. NRASS provides Advocacy/Welfare Rights Advice and Information thereby promoting independence, respect, and empowerment.

Contract	Provider	Telephone
Support Services for People with Sensory Loss	NRASS	07789 967927

## Healthwatch

Healthwatch Hartlepool (HWH) is the local, independent consumer champion for health and social care, providing a focus for the voices of citizens and ensuring that local people and communities have a stronger influence and challenge on how health and social services are commissioned and provided in Hartlepool.

Contract	Provider	Telephone
Healthwatch	Healthwatch	01429 288146

## West View Advice & Resource Centre Limited

WVARC offers access to independent confidential advice to Hartlepool residents on welfare benefits, debt, employment and housing, via centre based appointments, outreach work and limited home visits.

Contract	Provider	Telephone
Financial Services Support	West View Advice & Resource Centre	01429 271275



## Victoria House Funeral Service

The Council has a statutory duty to make funeral arrangements where the deceased has no immediate family or it has not been possible to make contact with the family to organise the funeral. This service is provided by Victoria House.

Contract	Provider	Telephone
Funeral Services	Victoria House Funeral Service	01429 234777

