

FACTSHEET 6 - USING CARE PROVIDER ORGANISATIONS

With a Direct Payment, you can use care provider organisations, sometimes referred to as a care agencies, to provide the care and support you need.

As you will be arranging this independently by using your Direct Payment, you will have a much wider choice of care providers than if the Council were to arrange this care for you.

This means that you can select the care provider you think is best suited to meet your care and support needs. It also means that because you will be contracting directly with your chosen care provider, you will have a full say in how and when your care needs are met.

How do I source a Care Provider?

You may already have a care provider in mind or one that a friend, neighbour or relative has recommended to you.

If you or someone you know has access to the internet, there are some helpful resources to help you find care providers in your area. These include but are not limited to:

The [Care Quality Commission](#), the independent regulator of health and social care in England has a care provider finding tool and advice in choosing a care provider.

The [Homecare Association](#), the UK's membership body for homecare providers also has a care provider finding tool.

The [NHS](#) also has a care provider finding tool and access to more information that may be useful to you.

[Homecare.co.uk](#) has a care provider finding tool including lots of information about choosing the right care provider.

If you are unable to use the links provided, please contact our Direct Payments team for help.


For more information visit www.newham.gov.uk/directpayments

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How will I know how good a Care Provider is?

The Care Quality Commission (CQC), the independent regulator of health and social care in England, monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety.

They rate care providers according to how their care services are safe, caring, effective, responsive and well led. Their ratings are as follows and should help you decide.

	Outstanding		Requires Improvement
	Good		Inadequate

To find out the rating of any care provider use the [CQC Search](#) facility by selecting 'Services in Your Home' and then adding the name of the care provider you want to look up.

What are my responsibilities when using a Care Provider?

The contractual relationship will be between you and your chosen care provider. They should provide you with a contract that sets out what you can expect from them and what they can expect from you. You should read this carefully.

It will be your responsibility to pay their invoices for their care provided to you from your Direct Payment account. You should do this promptly and if you have a query with your invoice, you should let your care provider know straight away.

In most cases, you will be expected to deal directly with your care provider on all matters and it is important that you develop your relationship with them.

If you need some help or advice from the Council, you can contact our Direct Payments team. Their contact details are:

Direct Payments team

London Borough of Newham
Newham Dockside
1000 Dockside Road
London E16 2QU

Tel: 0203 3373 4061

Email: DPTeam@newham.gov.uk