

## Care Agency List for Direct Payment Customers

2023-2024

This is a list of some care agencies you may wish to contact in relation to meeting your care needs. This is not a comprehensive list - you can contact any agency or care provider you wish, from a range of resources such as: using an internet search engine, your local community or by word of mouth. **Please note that it is your responsibility as a customer to ensure you have undertaken appropriate checks of the agency prior to engaging them and as such you should also make checks to ensure agencies have CQC registration.**

**If the rate stated by the care agency is higher than the published Direct Payment rate (£15.91 per hour), you will have to pay the difference to the agency by ensuring that additional funds are credited to your pre-paid card account to ensure you are able to pay your chosen agency/provider.**

| Care agency   | Contact details  | Address   |
|---|--|---|
| Bluebird Care<br>(£20.52)<br>Weekend rate higher          | <b>Telephone:</b> 020 8687 5745<br><b>Email:</b> <a href="mailto:merton@bluebirdcare.co.uk">merton@bluebirdcare.co.uk</a><br><b>Website:</b> <a href="http://www.bluebirdcare.co.uk">www.bluebirdcare.co.uk</a><br><b>CQC Rating: Good (October 2019)</b><br><b>Last CQC review May 2023</b>   | Unit 3<br>The Generator<br>Business Centre<br>95 Miles Road<br>Mitcham<br>CR4 3FH |
| Bright Homecare Ltd.<br>(£15.91)                          | <b>Telephone:</b> 020 8648 9525 / 07949 956 169<br><b>Email:</b> <a href="mailto:info@brighthomecare.co.uk">info@brighthomecare.co.uk</a><br><b>Website:</b> <a href="http://www.brighthomecare.co.uk">www.brighthomecare.co.uk</a><br><b>CQC Rating: Good (March 2019)</b>                    | 8 Cerne Road<br>Morden<br>Surrey<br>SM4 6QQ                                       |
| Clovecare Ltd.<br>(£17.50 upwards)<br>Weekend rate higher | <b>Telephone:</b> 0203 632 7878<br><b>Email:</b> <a href="mailto:info@clovecare.co.uk">info@clovecare.co.uk</a><br><b>Website:</b> <a href="http://www.clovecare.co.uk">www.clovecare.co.uk</a><br><b>CQC Rating: Good (November 2018)</b><br><b>Last CQC review May 2023</b>                  | Hill House<br>Bishopsford Road<br>Morden<br>SM4 6BL                               |
| White Star Care Ltd.<br>(£15.91)                          | <b>Telephone:</b> 020 8870 6577 / 07984 855 806<br><b>Email:</b> <a href="mailto:wstarcare@gmail.com">wstarcare@gmail.com</a><br><b>Website:</b> <a href="http://www.whitestarcare.co.uk">www.whitestarcare.co.uk</a><br><b>CQC Rating: Good (May 2019)</b><br><b>Last CQC review May 2023</b> | Unit A221 Riverside<br>Business Centre<br>Haldene Place<br>London<br>SW18 4UQ.    |
| Eminent Domiciliary<br>(Training co)<br>(£15.91)          | <b>Telephone:</b> 020 3583 0130 / 07449 625 758<br><b>Email:</b> <a href="mailto:info@eminentdomcare.co.uk">info@eminentdomcare.co.uk</a><br><b>Website:</b> <a href="http://www.otccareservices.co.uk">www.otccareservices.co.uk</a><br><b>CQC Rating: Good (April 2023)</b>                  | Suite SLZ-4<br>Challenge House<br>616 Mitcham Road<br>Croydon<br>CR0 3AA          |

| Care agency  | Contact details  | Address   |
|--|--|---|
| Flow Healthcare. Ltd.<br>(£15.91)                              | <b>Telephone:</b> 0208 6523552 / 07393844755<br><b>Email:</b> <a href="mailto:info@flowhealthcareltd.co.uk">info@flowhealthcareltd.co.uk</a><br><b>Website:</b> <a href="http://www.flowhealthcareltd.co.uk">www.flowhealthcareltd.co.uk</a><br><b>CQC Rating: Good (September 2018)</b><br><b>Last CQC review May 2023</b>          | Adelphi Court<br>1 – 3 East Street<br>Epsom<br>KT4 1BB                              |
| Mushkil Aasaan<br>(£15.91)<br><br>(1hrs calls ONLY)            | <b>Telephone:</b> 020 8672 6581<br><b>Email:</b> <a href="mailto:careasaan@mushkilaasaan.com">careasaan@mushkilaasaan.com</a><br><b>Website:</b> <a href="http://mushkilaasaan.com">mushkilaasaan.com</a><br><b>CQC Rating: Good (February 2023)</b><br><b>Last CQC Review May 2023</b>  | First Floor, (Side Entrance)<br>220-222 Upper Tooting<br>Road<br>London<br>SW17 7EW |
| Premier Care<br>(£15.91)                                       | <b>Telephone:</b> 020 8686 5665 / 07949841128<br><b>Email:</b> <a href="mailto:pcs@premiercareservices.co.uk">pcs@premiercareservices.co.uk</a><br><b>Website:</b> <a href="http://www.premiercareservices.co.uk">www.premiercareservices.co.uk</a><br><b>CQC Rating: Good (January 2020)</b><br><b>Last CQC review May 2023</b>     | 25 Brighton Road<br>South Croydon<br>Surrey<br>CR2 6EA                              |
| Professional Care<br>Support Services Ltd<br>(£15.91)          | <b>Telephone:</b> 02082869177 / 07460178711<br><b>Email:</b> <a href="mailto:info@pcssltd.co.uk">info@pcssltd.co.uk</a><br><b>Website:</b> <a href="http://www.pcssltd.co.uk">www.pcssltd.co.uk</a><br><b>CQC Rating: Good (October 2019)</b><br><b>Last CQC review May 2023</b>   | Access House<br>141 Morden Road<br>Mitcham<br>Surrey<br>CR4 4DG                     |
| Raza Home Care<br>(£15.91)                                     | <b>Telephone:</b> 020 8715 4268<br><b>Email:</b> <a href="mailto:info@razahomecare.co.uk">info@razahomecare.co.uk</a><br><b>Website:</b> <a href="http://www.razahomecare.com">www.razahomecare.com</a><br><b>CQC Rating: Good (March 2022)</b><br><b>Last CQC review May 2023</b>   | 215 St Helier Avenue<br>Morden<br>Surrey<br>SM4 6JH                                 |
| UK Home Care Ltd<br>(£15.91)                                   | <b>Telephone:</b> 020 3962 2081<br><b>Email:</b> <a href="mailto:info@ukhcl.com">info@ukhcl.com</a><br><b>Website:</b> <a href="http://www.ukhwcl.com">www.ukhwcl.com</a><br><b>CQC Rating: Good (December 2022)</b><br><b>Latest CQC review May 2023</b>  | 109 Stavordale Road<br>Carshalton<br>Surrey<br>SM5 1BU                              |
| Value Health Care<br>and Cleaning<br>Services Ltd.<br>(£15.91) | <b>Telephone:</b> 02033044365 / 07534721887<br><b>Email:</b> <a href="mailto:info@valuehealthcarecs.co.uk">info@valuehealthcarecs.co.uk</a><br><b>Website:</b> <a href="http://www.value.healthcarecs.co.uk">http://www.value.healthcarecs.co.uk</a><br><b>CQC Rating: Good (December 2021)</b><br><b>Last CQC review May 2023</b>   | 6 Petworth Gardens<br>London<br>SW20 0UH  |
| Polly Care Services<br>(£15.91)                                | <b>Telephone:</b> 020 8685 1777<br><b>Email:</b> <a href="mailto:info@pollycareservices.com">info@pollycareservices.com</a><br><b>Website:</b> <a href="http://www.pollycareservices.com">www.pollycareservices.com</a><br><b>CQC Rating: Good (September 2022)</b><br><b>Last CQC review May 2023</b>                               | Room 9118 Access<br>House<br>141 Morden Road<br>Mitcham<br>CR4 4DG                  |
| Goldtech Care<br>Services Ltd.<br>(£15.91)                     | <b>Telephone:</b> 07932909346<br><b>Email:</b> <a href="mailto:info@goldtechcare.co.uk">info@goldtechcare.co.uk</a><br><b>Website:</b> <a href="http://www.goldtechcare.co.uk">www.goldtechcare.co.uk</a><br><b>CQC Rating: Good (October 2021)</b><br><b>Last CQC review May 2023</b>   | Marshall House<br>124 Middleton Road<br>Morden<br>SM4 6RW                           |
| Favoured Healthcare<br>Ltd. (£15.91)                           | <b>Telephone:</b> 0203 6201114 / 07445987106<br><b>Email:</b> <a href="mailto:info@favouredhealthcare.co.uk">info@favouredhealthcare.co.uk</a><br><b>Website:</b> <a href="https://www.favouredhealthcare.co.uk">https://www.favouredhealthcare.co.uk</a><br><b>CQC rating: Good (June 2019)</b><br><b>Last CQC review: May 2023</b> | Ground Floor Office<br>33-44 Peel House<br>London Road<br>Morden<br>SM4 5BX         |

| Care agency   | Contact details   | Address  |
|---|---|--|
| Concord Care Services (£15.91)                          | <b>Telephone:</b> 0208 942 0421<br><b>Email:</b> <a href="mailto:info@concordcare.co.uk">info@concordcare.co.uk</a><br><b>Website:</b> <a href="http://www.concordcare.co.uk">www.concordcare.co.uk</a><br><b>CQC Rating: Good (April 2022)</b><br><b>Last CQC review May 2023</b>                                    | 2 Walton Avenue<br>New Malden<br>KT3 6DQ   |
| Faithful Care (UK) Ltd. (£15.91)                        | <b>Telephone:</b> 020 8648 2828 / 07483383687<br><b>Email:</b> <a href="mailto:info@faithfulcare.co.uk">info@faithfulcare.co.uk</a><br><b>Website:</b> <a href="http://www.faithfulcare.co.uk">www.faithfulcare.co.uk</a><br><b>CQC Rating: Good (March 2023)</b><br><b>Last CQC review May 2023</b>                  | Vestry Hall<br>Room 36<br>336 - 338 London Rd.<br>Mitcham<br>Surrey<br>CR4 3UD       |
| Escoben Care Ltd. (£15.91)                              | <b>Telephone:</b> 07462606583<br><b>Email:</b> <a href="mailto:escobencareLtd@escoben.com">escobencareLtd@escoben.com</a><br><b>Website:</b> <a href="http://www.escoben.com">www.escoben.com</a><br><b>CQC Rating: Good (May 2021)</b><br><b>Last CQC review May 2023</b>  | Parker House<br>1 <sup>st</sup> Floor<br>44 Stafford Road<br>Wallington<br>SM6 9AA   |
| Eagles Community Support (£15.91)                       | <b>Telephone:</b> 020 301100728<br><b>Email:</b> <a href="mailto:info@eaglescommunitysupport.co.uk">info@eaglescommunitysupport.co.uk</a><br><b>Website:</b> <a href="http://www.eaglesandshofar.org.uk">www.eaglesandshofar.org.uk</a><br><b>CQC Rating: Good (November 2018)</b><br><b>Last CQC review May 2023</b> | 8 Oakmead Road<br>Croydon<br>Surrey<br>CR0 3AS                                       |
| Yucca Health Care (£15.91)                              | <b>Telephone:</b> 02071752798<br><b>Email:</b> <a href="mailto:info@yuccarecruit.services">info@yuccarecruit.services</a><br><b>Website:</b> <a href="http://www.yuccarecruit.com">www.yuccarecruit.com</a><br><b>CQC Rating: Good (July 2022)</b><br><b>Last CQC review May 2023</b>                                 | Falcon House<br>19 Deer Park Road<br>London<br>SW19 3UX                              |
| Opal Carers Ltd. (£15.91)                               | <b>Telephone:</b> 02084059354 / 07914020327<br><b>Email:</b> <a href="mailto:info@opalcarers.co.uk">info@opalcarers.co.uk</a><br><b>Website:</b> <a href="http://www.opalcarers.co.uk">www.opalcarers.co.uk</a><br><b>CQC Rating: Good (July 2022)</b><br><b>Last CQC review May 2023</b>                             | 40 Thorpe Close<br>New Addington<br>Croydon<br>CR0 0SG                               |
| Inspire Management Group Ltd. (Siddeley House) (£15.91) | <b>Telephone:</b> 07308474537 / 02039904107<br><b>Email:</b> <a href="mailto:office@inspiremanagementgroup.co.uk">office@inspiremanagementgroup.co.uk</a><br><b>Website:</b> <a href="http://www.inspiremanagementgroup.co.uk">www.inspiremanagementgroup.co.uk</a><br><b>CQC Rating: Good (February 2023)</b>        | 50 Siddeley House<br>Unit 6B<br>Canbury Park Road<br>Kingston upon Thames<br>KT2 6LX |
| Fond of Care Ltd. (£15.91)                              | <b>Telephone:</b> 0208 088 3250<br><b>Email:</b> <a href="mailto:info@fondofcare.co.uk">info@fondofcare.co.uk</a><br><b>Website:</b> <a href="http://www.fondofcare.co.uk">www.fondofcare.co.uk</a><br><b>CQC Rating: Good (March 2023)</b><br><b>Last CQC review May 2023</b>  | 80 Culvers Way<br>Carshalton<br>SM5 2LP  |
| Phebdan Healthcare Services Ltd. (£15.91)               | <b>Telephone:</b> 07903832504<br><b>Email:</b> <a href="mailto:info@phebdanhealthcare.co.uk">info@phebdanhealthcare.co.uk</a><br><b>Website:</b> <a href="http://www.phebdanhealthcare.co.uk">www.phebdanhealthcare.co.uk</a><br><b>CQC Rating: Good (August 2022)</b><br><b>Last CQC Review May 2023</b>             | 10 Smock Walk<br>Croydon<br>CR0 2UP  |

**REMEMBER:** If the rate stated is higher than the Direct Payment rate, you will have to pay the difference on to your direct payment account to ensure you are able to pay your chosen agency/provider.

**DISCLAIMER:** The information provided above is in good faith and for general informational purposes only. CQC (Care Quality Commission) ratings are correct at the time of publication of this list. Please be advised CQC inspect and review services on an ongoing basis and we advise that you check their website at [www.cqc.org.uk](http://www.cqc.org.uk) before engaging the services of an agency. Please note the London Borough of Merton does not endorse or assume responsibility for any information offered by third-party websites.

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