

Direct Payment Price Rates & Service Provider List 2026-2027 Effective from Wednesday 1st April

Below are the Direct Payment Rates for 2026-2027. You will need to account for any additional costs in your support plan. For further assistance or support please feel free to contact the Direct Payments Team on: 0151 511 7575. Client will be required to complete a financial assessment/fairer charging assessment and clients assessed charge will be taken into account prior to any Social Care funding.

Personal Assistant Basic Rate (If you/your suitable rep is directly employing a Personal Assistant)	£15.48 Per hour	This will allow you to pay your PA £12.71 per hour This rate is an all-inclusive rate to cover any additional Employer associated on-costs (if required) eg holiday cover/employers NI, employer's pension contribution, insurance and payroll
Personal Assistant Complex Rate (If you/your suitable rep is directly employing a Personal Assistant)	£17.35 Per hour	This will allow you to pay your PA: £13.71 per hour This rate is an all-inclusive rate to cover all any additional Employer associated on-costs (if required) eg holiday cover/employers NI, employer's pension contribution, insurance and payroll
Personal Assistant Sleep-In Rate	£95.78 Per sleep (8hrs)	This will allow you to pay your PA is: £86.00 per sleep Based on 8-hour sleep. Surplus to cover on-costs (holiday cover/employers NI/ employer's pension contribution.
Agency Rate (If you/your suitable rep is contracting directly with an agency)	£23.78 Per hour	If you choose an Agency Provider that charge higher or lower – please factor this into your budget. If you choose a more expensive agency, you will need to “Top Up” with your own personal funds.
Agency Sleep-in Rate	£95.78 Per sleep (8 hrs)	Sleeps are based on an 8-hour sleep (Number of hours sleep needs to be agreed by Care Management if exceeds an 8 hour sleep).
Waking Night		Pa hourly rate or Agency hourly Rate – whichever is applicable.
Respite Rate	£688.01 per week	To be agreed by Care Management. How the respite budget will be used must be evidenced in the support plan.
Managed Account Rate	£3.55 Per week	For people who do not want to manage the Direct Payment Funds. * Note this does not take away any Employer responsibilities if employing own PA's. Provides Income & Expenditure accounts stating the balance of funds held. Will pay wages to PA's or Invoices to Agency Providers. Details will be provided by Direct Payments Team when setting up.
Payroll Service Rate	£280.81 Per year paid by HBC for 1 st year then out of on-costs.	Covers payroll for up to 6 PA's including filing online returns to HMRC and calculating Tax/NI and producing payslips for PA's. Details will be provided by Direct Payments Team when setting up. (£12.37 per payroll x 13 payrolls + £120.00 End of Year Filing Return)
Employers Liability Insurance Rate	£115.00 Per year paid by HBC for 1 st year then out of on-costs.	Includes access to Customer Care Helpline, 24-hour Law Helpline, Court or Tribunal Legal Expenses & Personal Accident Cover. Details will be provided by Direct Payments Team when setting up.

Service Provider Directory – Direct Payments

1 Introduction

The information provided in respect of Domiciliary Care and Social care providers' i.e contact numbers, address details, service user groups, is based upon information obtained from the Care Quality Commission (CQC) and/or Individual Service Providers themselves. This is not a comprehensive list and Halton Borough Council do not recommend any service providers, the decision should be made by the Direct Payment recipient and/or their chosen representative.

Agencies providing Personal Care must be registered with the regulatory body for care services, the Care Quality Commission (CQC). These agencies are regularly inspected and reviewed to ensure that minimum standards are met. There are some service providers on this list that **DO NOT** provide personal care and are therefore exempt from CQC registration.

Information on provision can change and should you wish to check any registration detail you are advised to contact CQC to establish that the care provider holds the appropriate registration.

You can use direct payments to pay a homecare (sometimes called domiciliary care) agency to supply staff to support the services you want. In most cases if you use an agency, the staff who support you will be employed by the agency, but you do need to check this. You will be able to say how, when and where you want your support to be provided to you so that you maintain choice and control over the arrangements. Before you decide to use your direct payment to buy a service from an agency, we would strongly advise that you talk to several agencies to:

- **Compare costs – checking if there are any additional costs eg. Mileage, enhanced rates for evenings/weekends and for Bank Holidays**
- **Terms and Conditions** – you will need to sign a contract with your chosen care provider and it's important that you read and understand the terms and conditions prior to signing any agreement with a provider so you are aware of notice periods/cancellation costs etc.
- **Affordability** - Ensure you can afford to pay for services from your direct payment
- **Consider any “Top Up” that you may need to also pay if the direct payment doesn't cover the cost of your chosen provider.**
- **Check Employment Status** - If they employ the staff and meet all their tax and national insurance payments. If they do not, this may suggest that the staff are self-employed. Self-employed staff would be required to provide additional information to the local authority confirming their employment status prior to commencing support.

2 Service Provision

The listing below indicates the type of service(s) a provider can offer.

3 Further Information

Should you have a complaint about a service provider, you should contact the manager of the service provider agency to discuss your concerns. If you are not satisfied with the response and the agency is registered with the Care Quality Commission (CQC) you can contact them on 03000 616161 or alternatively via the website www.cqc.org.uk. You can also address any concerns with Halton's Direct Payment Team on 0151 511 7575 who may discuss your concerns with the Quality Assurance Team, Care Management Team and Halton's Safeguarding Team for further advice if required.

SEE AGENCY PROVIDER LIST BELOW

Halton Borough Council DOES NOT recommend any Agencies on this service provider list. The list is purely to provide information on what services are operating in and around Halton. The decision to contract directly with any of the service providers on this list is the decision of the person self directing their own support or that of their chosen representative and not the Council.

HBC reserves the right to remove a service provider from the directory list

ORGANISATION NAME	TEL NO & EMAIL ADDRESS	NOTES + CHECK FOR ADDITIONAL CHARGES EG. WEEKEND RATES AND BANK HOLIDAYS
CQC REGULATED DOMICILIARY CARE PROVIDERS CONTRACTED WITH HALTON BOROUGH COUNCIL		
Comfort Call	0151 428 2630 https://comfortcall.co.uk	check for additional charges eg. Weekend rates and Bank Holidays and TOP UPS if provider charges more than the Direct Payment rate
Care At Home Group	01928 652 800 carewarrington@cahg.co.uk	check for additional charges eg. Weekend rates and Bank Holidays and TOP UPS if provider charges more than the Direct Payment rate
Caring Connections	0151 289 2761 www.caringconnections.org.uk	check for additional charges eg. Weekend rates and Bank Holidays and TOP UPS if provider charges more than the Direct Payment rate
Caremark Warrington	01925 967 311 Sarah.blunden@caremark.co.uk	check for additional charges eg. Weekend rates and Bank Holidays and TOP UPS if provider charges more than the Direct Payment rate
Gracious Healthcare Service	01922 669797 info@gracioushealthcare.co.uk	check for additional charges eg. Weekend rates and Bank Holidays and TOP UPS if provider charges more than the Direct Payment rate
I Care	01928 569192 runcornicare@icaregroup.co.uk	check for additional charges eg. Weekend rates and Bank Holidays and TOP UPS if provider charges more than the Direct Payment rate
Kingdom Health Ltd	01743 630175 Hello@kingdomhealth.uk	check for additional charges eg. Weekend rates and Bank Holidays and TOP UPS if provider charges more than the Direct Payment rate
MerseyCare Julie Ann (MCJA)	0151 726 8060	check for additional charges eg. Weekend rates and Bank Holidays and TOP UPS if provider charges more than the Direct Payment rate
New Day Care Ltd	03300 249731 info@ndcaregivers.co.uk	check for additional charges eg. Weekend rates and Bank Holidays and TOP UPS if provider charges more than the Direct Payment rate
NFC Health & Social CareLtd	0174424556 manager@nfchasc.co.uk	check for additional charges eg. Weekend rates and Bank Holidays and TOP UPS if provider charges more than the Direct Payment rate
Cera - Premier Care	0151 420 5698 halton-enquiries@prem-care.co.uk	check for additional charges eg. Weekend rates and Bank Holidays and TOP UPS if provider charges more than the Direct Payment rate
St Georges Home Care	020 3992 8900 resourcingteam@stgeorgeshealthcare.com	check for additional charges eg. Weekend rates and Bank Holidays and TOP UPS if provider charges more than the Direct Payment rate
CQC REGULATED NON-CONTRACTED DOMICILIARY CARE PROVIDERS		
Affinity Care and Support Services	0151 306 7688	check for additional charges eg. Weekend rates and Bank Holidays and TOP UPS if provider charges more than the Direct Payment rate
Bridgewater Homecare Halton	01928 551200	check for additional charges eg. Weekend rates and Bank Holidays and TOP UPS if provider charges more than the Direct Payment rate
Care At Home	01744 371006	check for additional charges eg. Weekend rates and Bank Holidays and TOP UPS if provider charges more than the Direct Payment rate
Fond Healthcare	0151 440 2213 https://fondhealthcare.co.uk	check for additional charges eg. Weekend rates and Bank Holidays and TOP UPS if provider charges more than the

		Direct Payment rate
Helping Hands Homecare	0151 391 3193	check for additional charges eg. Weekend rates and Bank Holidays and TOP UPS if provider charges more than the Direct Payment rate
Home Instead	01928 733 020	check for additional charges eg. Weekend rates and Bank Holidays and TOP UPS if provider charges more than the Direct Payment rate
Right At Home	0151 345 6349	check for additional charges eg. Weekend rates and Bank Holidays and TOP UPS if provider charges more than the Direct Payment rate
Solsken Limited	01270 484382 or 07443 991264	check for additional charges eg. Weekend rates and Bank Holidays and TOP UPS if provider charges more than the Direct Payment rate
Support At Home	0151 486 8494	check for additional charges eg. Weekend rates and Bank Holidays and TOP UPS if provider charges more than the Direct Payment rate
Vivid Care Services	0333 339 9946	check for additional charges eg. Weekend rates and Bank Holidays and TOP UPS if provider charges more than the Direct Payment rate
CQC REGULATED SUPPORTED LIVING PROVIDERS		
Widicare /Hazeldean	07852 507523	Supported Living Service
Amore	0151 541 5650	Complex Care Support check additional charges Bank Holidays
SUPPORTED LIVING PROVIDERS - UNREGULATED		Notes
Hollycrest	07956 095123 hollyloveladyofficial@gmail.com	Supported Living service NOT CQC registered
SOCIAL SUPPORT PROVIDER RATES - UNREGULATED		Notes
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Access 2 Support	01928 890 430	Social Activities Service Provider
Active Community Enterprise	0151 290 1441	Gardening Service and Social Activities
Blue Room / Bluecoat	07895 710726	Art inspired Day Service with Bluecoat Liverpool @ Norton Priory
Brighter Days Elderly Day Care	07854 581 843	5 hour session Monday @ Halton Haven - Socialising, new skills, bingo, Quizzes, Painting, Day Trips – Lunch included.
Ella Academy	01928 713877	6 hour sessions 9:30am -15:30pm
Ella Performance	01928 713877	Sessions usually 2-4 hours Brookvale Community Centre Runcorn
Fusion Inclusion	07983 720096	Alternative Day Service 6 hour sessions 09:00am -15:00pm
Gateway Inspire Project	0151 422 0111	Improving social, wellbeing, educational and vocational skills, attending workshops
Gorse Covert	01925 824764	Specialist Day Service provision aimed at clients with a Learning Disability, profound multiple learning disabilities, autism, physical disabilities and acquitted brain injury
Halton Disability Partnership	01928 248937	PA's are employed directly by Halton Disability Partnership (not the client/rep)
Halton PA Support Ltd / Halton Help at Home (Tina Keenan)	07586 358 690	Support with person centred care/support
Helping Hands Halton Ltd (Emma Baker)	0151 420 2143	Support with person centred care/support (no personal care)
Inclusivitee CIC	07894 707131	Day services for adults with SEND promoting independence
Independent Living PA Ltd	07752 279888	Support with shopping, cleaning, arranging/taking to appointments (no personal care)
Katie's Independent	07590 729500	Support with person centred care/support (no personal

Support Service		care)
KDCS Memory Lane Respite Days	07858 032490	Dementia respite 10am-4pm Mon/Tue/Thursdays Halebank Youth Club
Kind Minds	07401 943051	ASC, LD, MH, Support with person centred care/support
KKC Cleaning Solutions	07999 536393	General Household Cleaning / Deep Cleans, Hording
Midstream (Day Placement Skelmersdale)	01695 555316	Skelmersdale Specialist Autism Service
M-Power Activity	01928 581 408	Activities/Outdoor Pursuits
My Life Social Support Ltd	07912 690366	Support with person centred care/support
PA's 4 You Ltd & Halton Support Ltd Karen Whelan & Claire Joynson	07759 058017 07850 527219	Support with person centred social support (no personal care)
Personal Freedom Ltd	07555 106627	Social Support, Appointments, Cleaning, (no personal care)
Rushton Futures (Day Placement Liverpool)	0151 294 4625	Adult Day Service Liverpool - Autistic/Visual Impaired/Complex Needs
Sanctuary Supported Living	01928 577608	Floating Support to support maintaining tenancies/community support
Skills Up	07538 483760	Life Skills Support
Sparc Venture Club	07929 231090	LD Wellbeing, fitness, diet, personal safety, fun projects, confidence building.
Steady Chefs	0151 936 1968	Learning centre gaining independent living skills through cooking
The Autism Wellbeing Project	01928 620961	Offering a range of autism specific social care support tailored options
Thrive Knowsley	07526 357352	Day centre/respite service offering services to young adults with learning disabilities and complex needs, providing activities and opportunities to keep them engaged.
Y.A.R.S	07954 400721	Alternative Day Service provision based in Knowsley
Your Voice Your Choice	07793 534549	Alternative Day Service provision based in Halewood