



Social Care & Housing Services

Registered Providers for

**DOMICILIARY CARE
AND
INDEPENDENT LIVING**

June 23



Social Care & Housing Services

Home Care (which is sometimes referred to as Domiciliary Care) is where a paid carer visits you in your own home and helps you with any daily activities that you cannot safely manage on your own, enabling you to remain as independent as possible in an environment you know.

Domiciliary care can be funded by Torfaen Social Care and Housing (including [Direct Payments](#)), or privately funded by yourself.

For Torfaen Social Care and Housing to pay for domiciliary care, you will need an assessment to determine your [eligibility](#) for services. An assessment may determine that you are not eligible for Torfaen Social Care and Housing to fund your care, however you may choose to purchase care directly from one of the providers on this list.

While domiciliary care generally refers to care delivered in the home, carers may also undertake duties outside of someone's home e.g. supporting you to access a community activity.

Domiciliary Care and Independent Living is not just about tasks that people do for you, but tasks and daily living that you need support with. Some people may have to have things done for them because of the situation they are in; others may be unable or need a little help to perform such tasks.

This list is published to help you, your relatives, carers, and friends identify suitable providers, should you wish to make your own private arrangements to purchase the support you need direct from a provider. If this is the case, then these arrangements are entirely between yourself and the provider and are considered by Torfaen Social Care and Housing to be a private arrangement.

The providers detailed in this list are all registered to provide domiciliary care and regulated by Care Inspectorate Wales (CIW). If you would like to view a copy of any providers CIW inspection reports these can be found at www.ciw.org.uk.

You can also access Dewis Cymru (www.dewis.wales), a website that provides information about well-being in Wales. You will find information that can help you think about what matters to you, along with information about local organisations and services that can help.

The providers listed herein have gone through an accreditation process with Torfaen County Borough Council to ensure that they meet certain standards.

Inclusion on this list is not an endorsement from the Council.

If a provider is not currently delivering care services to the Council, they will not be actively monitored.

Domiciliary Care Providers

1ST GRADE CARE LTD

Charter House II,
Links Business Park,
Fortran Road,
St Mellons,
Cardiff, CF3 0LT

Contact: Nicola Morton/Jemma Martin

Telephone: 01633 965096

Email: rm@1stgradecare.co.uk

Website: www.1stgradecare.co.uk

ABACARE (formerly known as ISS Healthcare)

Suite 1, Access 465
Rassau Industrial Est
Ebbw Vale
NP23 5SD

Contact: Samantha Price

Telephone: 01495 781594

Email: Samantha.price@abacare.org.uk

ARIAN CARE LIMITED

South Wales Chamber of Commerce
4A Orion Suite
Enterprise Way
Newport
NP20 2AQ

Contact: Eve Walczak

Telephone: 01633 633 413

Email: eve@ariancare.co.uk
enquiries@ariancare.co.uk

BLUECIRD CARE PONTYPOOL AND EBBW VALE

Portland House
20 Commercial Street
Pontypool
NP4 6TQ

Contact: Cerys Morgan

Telephone: 01495 366885

Website: pontypoolandebbwvale@bluebirdcare.co.uk
cerysmorgan@bluebirdcare.co.uk

CALON FAWR CARE AND SUPPORT SERVICES

The Avenue, Garndiffaith,
Pontypool,
NP4 7QN

Contact: Sarah Harvey

Telephone: 01495 523089

Email: sarah@colonfawrcare.com

CARA CARING SERVICES

28-32 Commercial Street
Pontnewydd
Cwmbran, NP441AE

Contact: Liz Sesevic
Telephone: 01633 244007
Email: liz@caracaring.wales

CARE CYMRU

Ty Clarence
Clarence Street
Pontypool
NP4 6LG

Contact: Shaun Feltham
Telephone: 01495 760666
Email: Torfaen.managers@carecymru.com
shaun.feltham@carecymru.com

Website: www.carecymru.com

COMMUNITY CARE SERVICES (formerly Cymru Care Services)

Community Care Services
Unit 19
Polo Grounds Industrial Estate
New Inn
Pontypool
NP4 0TW

Contact: Maria Durbin
Telephone: 01633 860826
Email: info@communitycareservices.org.uk
www.communitycareservices.org.uk

FOR YOUR CARE SERVICES

Imperial House
New Road
Pontypool, NP4 0LT

Contact: Leyla Jones
Telephone: 02922 677087/07843 701 414
Email: leyla@foryourcareservicesltd.co.uk

I – CARE (formerly known as AUTUMN LEAVES HOMECARE)

1 - 3 Victoria Street,
Old Cwmbran,
Torfaen,
NP44 3JS

Contact: Laura Harris
Telephone: 01633 862852
Email: Laura.Harris@icaredomcare.co.uk

LOTUS CARE AND SUPPORT SERVICES

Unit 12
Ty Coch Way
Cwmbran
NP44 7HB

Contact: Naomi Berry
Telephone: 01495 787854
Email: naomi.berry@lotuscareandsupportservices.co.uk

NEW DIRECTIONS CARE & SUPPORT

39, 41, 43 Somerset Street
Abertillery
NP13 1DL

Contact: Zenzy Flower
Telephone: 01495 733610
Email: Zenzy.Flower@new-directions.co.uk
Website: www.ndcare.co.uk/care-support-abertillery

Provides care to children and adults.

Q CARE LIMITED

25 Clarence Street,
Pontypool
NP4 6LG

Contact: Kelly Price
Telephone: 01495 741310
Email: Kelly.price@Q-care.co.uk
Website: www.qcare.co.uk

RADIS COMMUNITY CARE

10 Raglan House
William Brown Close
Llantarnam Business Park
Cwmbran, NP44 3AB

Contact: Helen Williams
Telephone: 01633 862478
Email: newport@radis.co.uk
Helen.williams@radis.co.uk
Torfaen@radis.co.uk
Website: www.radis.co.uk/monmouthshire-torfaen-newport-city/

RIGHT AT HOME

Unit 7 Castleton Court,
Fortran Road,
St Mellons, CF3 0LT

Contact: Holly Jones
Telephone: 02920 794050
Email: Holly.jones@rightathome.co.uk
Website: <https://www.rightathome.co.uk/cardiff-and-newport/>

SEREN HEALTHCARE SOLUTIONS LIMITED

South Wales Chamber of Commerce
29 to 30 Orion Suite
Enterprise Way
NP20 2DX

Contact: Stellah Mensah
Telephone: 01633 526711
Email: stellah.mensah@serenhealthcaresolutions.co.uk

SEREN SUPPORT SERVICES LTD

Ground Floor
Agincourt
Clytha Park Road
Newport
NP20 5DD

Contact: Shelley Combstock
Telephone: 01633 982785
Email: info@serensupportservices.co.uk
shelly.combstock@serensupportservices.co.uk

SPECTRUM HEALTHCARE LTD

Church Square
Tredgar
NP22 3EA

Contact: Darren Pomphrey
Telephone: 01495 617718
Email: spectrumhealthcare@rocketmail.com

WALES ENGLAND CARE LIMITED

36 Charles Street
Newport
NP20 1JT

Contact: Hayley Buxton
Telephone: 01633 400512 / 01633 746035
Email: hayley.buxton@walesenglandcare.co.uk

Provides care to children and adults.

Independent Living Providers

ACHIEVE TOGETHER (Action on Hearing Loss, Care Management Group, RNID)

Q4, First Floor,
The Square,
Randalls Way,
Leatherhead,
Surrey, KT22 7TW

Contact: Lynsey.Coleman
Email: Lynsey.Coleman@achievetogether.co.uk

BRITISH RED CROSS

Suite 7 Brecon House
William Brown Close
Llantarnam Business Park
Cwmbran
NP44 3AB

Contact: Janine Clarke
Telephone: 01633 833820
Email: JanineClarke@redcross.org.uk

CARIAD DOMICILIARY CARE SERVICES

The Blue Room
The old Palace Cinema
Commercial Street
Griffithstown
Torfaen NP4 5JF

Contact: Kari Bailey/ Rachel George
Telephone: 01495 740700 or 07974 371860
Email: kari.bailey@cariadsupport.co.uk
Website: www.cariadsupport.co.uk

CARTREFI CYMRU

The Old Surgery
Mill Road
Pontnewynydd
Pontypool
Torfaen
NP4 6NG

Contact: Nicola Phillips / Karen Lloyd
Telephone: **01495 751818**
Email: Karen.lloyd1@cartrefi.coop
Nicola.Phillips@cartrefi.coop

GREEN VALLEY CARE

*29 Broad Street,
Blaenavon,
Torfaen,
NP4 9NF*

Tel: 01495 791308

Contact: Marie Read, Manager
Email: marie@greenvalleycare.com

THE CARE COLLECTIVE (previously known as Carers Trust SEW)

County Hospital
Griffithstown
Pontypool
NP4 5YA

Contact: Liz Prosser
Telephone: 01495 769996
Email: Elizabeth.prosser@thecarecollective.wales

UNITED RESPONSE

Unit 23 John Baker Close
Llantarnam Industrial Park
Cwmbran
Torfaen
NP44 3AX

Contact: Paul Gray
Telephone: 01633 865340
Email: paul.gray@unitedresponse.org.uk

VOYAGE CARE

55-58 Pall Mall
London
SW1Y 5JH

Contact: Candice Anderson
Telephone: 01633 254421
Email: CandiceAnderson@voyagecare.com