Care & Support Services
The Cornwall Directory 2014/15

The comprehensive guide to choosing and paying for care

- Home support
- Care homes
- Specialist care
- Useful contacts

www.carechoices.co.uk
Cornwall Care is an independent Cornish charity providing care across the county. We have 16 care and nursing homes throughout Cornwall.

We understand that thinking about and finding care can be difficult and we are here to help guide you.

Our experienced staff and care teams can support you by providing information about all kinds of care as well as practical help.

- We listen to you carefully to assess your particular situation and identify your needs.
- Provide practical advice and possible solutions about all aspects of your care.
- Help you to ensure you are claiming all the financial benefits, allowances and a support you are entitled to.
- Help you map out your care and support plan for now and the future.

Admiral Nurses are available to support families throughout the dementia journey. They provide family carers with the tools and skills to best understand the condition, as well as emotional and psychological support through periods of transition.

Phone number 01872 261787

OUR HOMES

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<td>Camborne - St.Martin’s</td>
<td>Tel: 01209 713512</td>
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<td>Carbis Bay - Headlands</td>
<td>Tel: 01736 795769</td>
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<tr>
<td>Carbis Bay - Trewartha</td>
<td>Tel: 01736 797183</td>
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<td>Falmouth - Trevern</td>
<td>Tel: 01326 312833</td>
</tr>
<tr>
<td>Helston - Trengrouse</td>
<td>Tel: 01326 573382</td>
</tr>
<tr>
<td>Launceston - Cedar Grange</td>
<td>Tel: 01566 773049</td>
</tr>
<tr>
<td>Liskeard - Pengover</td>
<td>Tel: 01579 343397</td>
</tr>
<tr>
<td>Newquay - Penberthy</td>
<td>Tel: 01637 873845</td>
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<td>Redruth - The Green</td>
<td>Tel: 01209 215250</td>
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<tr>
<td>St. Austell - Trevarna</td>
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<td>St. Austell - Woodland</td>
<td>Tel: 01726 72903</td>
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<tr>
<td>Truro - Mountford</td>
<td>Tel: 01872 274097</td>
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<td>Truro - Redannick</td>
<td>Tel: 01872 276889</td>
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To obtain extra copies of this Directory, free of charge, call Care Choices on 01223 206953.

**NEED HELP IN YOUR SEARCH FOR CARE?**

With so many providers to choose from, where do you start?

www.carechoices.co.uk can help you out.

- search care providers quickly and easily
- search by postcode/town and care type
- information on standards of care
- links to the latest inspection reports
- extra information, photos and direct website links for hundreds of providers
- request a brochure
- checklists to take with you when you visit

www.carechoices.co.uk

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Cornwall Council does not recommend any of the products or services advertised or listed within this Directory. All the listings in this publication are supplied by the Care Quality Commission (CQC) and neither Cornwall Council nor Care Choices can be held responsible for any errors or omissions.

**Alternative formats**

This Directory is available electronically at www.carechoices.co.uk

There is also a Browsealoud option for those requiring the information in the spoken word.

Visit www.carechoices.co.uk for further assistance with your search for care
Welcome

Choice and independence
This Care & Support Services Directory aims to explain how you can find the support for your social care needs to enjoy the best quality of life for as long as possible, by guiding you through the maze of care options available. It contains useful editorial advice and comprehensive listings of care providers across the county.

In this Directory, ‘care’ is used to describe any service that helps you with your personal care, for example, helping you to get up, washed and dressed in the morning. ‘Support’ is anything provided to you that doesn’t include personal care, for example, domestic cleaning, shopping and attending community groups. Of course, some people need a mixture of both of these things; the same person or organisation, or different organisations may provide them. You may arrange some yourself, while other arrangements can be made by others for you. The important thing is that you have the best information to make your own decisions.

The independent and voluntary care sectors are particularly strong in Cornwall, offering a wide range of specialist services for both young and older people in a variety of settings and communities.

Paying for care
If, following a community care assessment from Cornwall Council’s Adult Care, Health and Wellbeing Department you are eligible for support, you will be entitled to a personal budget – explained further on page 56. If you’re thinking about buying your own care or support - this is called ‘self-funding’ - the information on pages 56 and 58 will help you.

Care at home
Remaining at home with support could be a solution that suits your circumstances and if you are eligible (explained on page 6) a personal budget can help towards paying for it. See page 56 for further advice.

Care homes
For some, a move into residential care may be the best alternative. Homes should be able to offer you security and a sense of belonging, where you should be valued as a person with your own preferences and rights.

Comprehensive lists of care homes and care homes with nursing begin on page 40. They explain what sort of care each home is registered to provide, along with contact details.

They are broken down into regions and feature all specialist care providers and the services provided by each home.

Checklists
Useful checklists you can use when considering home care, care homes and dementia care services are also included in this edition. Take them with you on visits to potential providers as they list important questions to ask managers and staff to help you get a fuller picture of the services on offer.

One Stop Shops
Cornwall Council runs One Stop Shops across the county offering advice and information about all their services. Most have free internet access to the Council’s website and other public service websites along with dedicated staff who can answer your queries. They will also be able to advise you on how Adult Care, Health and Wellbeing can help with your search for care services. (Further information is on page 6.)

Further copies of this Directory can be requested by phoning the Adult Care, Health and Wellbeing information line on 0300 1234 131 or by visiting any of the One Stop Shops highlighted on the map adjacent and listed on page 63. Alternatively, copies can be requested from the publisher, Care Choices, by calling 01223 206953.

Starting your search
This Directory’s free helpline provides an independent information and help service encompassing care and accommodation. A personalised report can be generated for you providing details of all home care, care homes or housing with care schemes that meet your criteria with supplementary information about choosing and funding care.

One call to the freephone number 0800 389 2077 will enable the service to build a profile of exactly what type of care you’re looking for, while taking into account your personal needs and interests.

The website www.carechoices.co.uk allows you to search by postcode or region for care homes, care homes with nursing, home care, supported living (learning disability only) and housing with care providers that meet your requirements across the country. Your search can then be saved and emailed to others. You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Browsealoud’ function.

Whatever your care needs, this Directory, the Care Choices helpline and website will be able to point you in the best direction, however you would like care information presented.
Early Intervention Services

Local people have fed back to Adult Care, Health and Wellbeing and the NHS that they want their care services as close to their homes as possible, and they would like health, social care and other services that offer support and care to work together better, to meet their needs and improve their wellbeing.

Joined up services

To achieve this, Adult Care, Health and Wellbeing and the NHS have integrated teams from Peninsula Community Health and Cornwall Council’s Adult Care, Health and Wellbeing into six new health and social care Early Intervention Services (EIS), across Cornwall. These EIS services have close links to local GP practices, community groups and volunteers, so that support is available from as wide a range of organisations and people as possible.

Some of the staff who will be based in the EIS service include therapists, nurses, senior practitioners, mental health nurses and adult social care staff.

Previously called NHS Community Health Services, Peninsula Community Health is an independent, not-for-profit social enterprise providing NHS adult community health services to local people in Cornwall and Isles of Scilly.

The organisations delivering health and social care Early Intervention Services are:

Visit www.carechoices.co.uk for further assistance with your search for care
Improvements and changes continued

- Adult Care, Health and Wellbeing, Cornwall Council;
- Peninsula Community Health;
- Cornwall Partnership Foundation Trust;
- Plymouth Hospitals NHS Trust; and
- Royal Cornwall Hospital Trust.

Partners who are working to develop Health and Social Care EIS services in Cornwall include:

- Age UK Cornwall & Isles of Scilly;
- Healthwatch Cornwall;
- Volunteer Cornwall; and
- Cornwall Carers Partnership Board.

If you feel you need to be referred to your local EIS service, please contact the Access Team on 0300 1234 131 or speak to your GP.

Consumer health services have changed

**Healthwatch Cornwall**
The NHS reforms proposed in the White Paper *Equity and excellence: Liberating the NHS* set out the Government’s vision for the future of the NHS and said that the NHS should ‘be genuinely centred on patients and carers’ and ‘give citizens a greater say in how the NHS is run’.

One of the main ways the Government has done this is by creating a new consumer champion - Healthwatch which replaces Local Involvement Networks (LINks).

Unlike the previous LINks model, local Healthwatch organisations are identifiable corporate bodies rather than loose networks. Local authorities are free to choose how they commission this to achieve best value for money for their communities.

Information gathered by Healthwatch Cornwall will be shared with information provided by the voluntary sector in Cornwall to help shape and influence health and social care services so that they are providing the best and most effective care to people in the county.

Developments are covered on the website: [www.healthwatchcornwall.co.uk](http://www.healthwatchcornwall.co.uk).

**NHS Kernow**
NHS Kernow is the new shadow commissioner of health services for people living in Cornwall and the Isles of Scilly. Since April 2013, its role has been to buy health and social care services on behalf of local people, previously carried out by the Primary Care Trust (PCT). These include the services of GPs, pharmacists, optometrists, dentists, hospitals and mental health professionals as well as some social care, sometimes jointly with Cornwall Council.

Developments at NHS Kernow can be followed on the website: [www.kernowccg.nhs.uk](http://www.kernowccg.nhs.uk).

Assessing your social care needs

If you need any form of advice on care options, you can ask Adult Care, Health and Wellbeing for a community care assessment. Everyone is entitled to one, irrespective of financial circumstances, and they are free. Adult Care, Health and Wellbeing also assess the needs of carers. This may involve someone from Adult Care, Health and Wellbeing speaking to you by telephone or visiting you, either at home or in hospital, to discuss your situation, and work out what help would be appropriate to meet your social care needs. Two assessments are carried out; the first determines what your care needs are. The second looks at your financial circumstances, and defines how much you will be expected to contribute to any care you receive. If you have assets of more than £23,250 you must pay for all care yourself although you may be entitled to claim various state benefits. For further advice on paying for care, please see page 56.

**Eligibility**
Adult Care, Health and Wellbeing use national guidelines to assess your social care needs. Guidance issued by the Department of Health comprises four bands: ‘low’, ‘moderate’, ‘substantial’ and ‘critical’. Currently, if your social care needs are judged to be either ‘substantial’ or ‘critical’, you may be eligible for support. Those with ‘low’ and ‘moderate’ social care needs will be referred to the voluntary, charitable and independent care sectors.
Whatever your level of social care need, Adult Care, Health and Wellbeing will always offer advice and direct you to people who can help you if they can't.

You can telephone 0300 1234 131, or write to Adult Care, Health and Wellbeing (see page 63) or you can ask a friend, relative or your GP or nurse to contact Adult Care, Health and Wellbeing on your behalf.

- If you are in hospital, the nursing staff can arrange for Adult Care, Health and Wellbeing to contact you, either during your stay in hospital, or on your return home.
- You can email on adultcarehealthandwellbeing@cornwall.gov.uk
- You can make a referral on-line via the secure pages of Adult Care, Health and Wellbeing’s website: www.cornwall.gov.uk/healthandsocialcare.

Case coordinators carry out most of Adult Care, Health and Wellbeing assessments, although if your needs are more complex it could be a specialist worker, such as a social worker or an occupational therapist. Also, if you need both health and adult social care services, your assessment for both could be carried out by an NHS worker.

If you are a carer (you provide regular and substantial care to a relative or friend, and are not paid for it), you are entitled to an assessment of your needs, regardless of whether the person you look after receives services from Adult Care, Health and Wellbeing or not.

All information given during an assessment, and subsequently, will be kept securely, and will remain confidential, although there may be occasions when Adult Care, Health and Wellbeing has a legal duty to disclose information to the police or courts. Further information about confidentiality and having access to your personal records is given in Adult Care, Health and Wellbeing’s factsheet ‘Access to your personal records’, available free of charge by calling 0300 1234 131.

Your needs, and the services provided to you, should be reviewed regularly. If you feel at any time that your needs are no longer being met because your circumstances have changed, you can ask Adult Care, Health and Wellbeing for a re-assessment.

Throughout your assessment, you can always have your carer, a relative, or a friend present to support you.

For further information on assessments and paying for your care, please see ‘Paying for Care’ on page 56.

Looking for care or support?

For independent, impartial information on your care options, call this Directory’s helpline on freephone 0800 389 2077

Home from hospital

Returning home after a hospital stay can be difficult, and you may need extra help. Your discharge from hospital should be planned in advance on the ward, but there are some community services that can support you as well. The British Red Cross’s ‘Home from Hospital’ service, covering the whole county, is free and offered by trained volunteers. They give you help and support by collecting you from hospital, picking up prescriptions and doing your shopping for up to six weeks.

If you are in hospital ask the person arranging your discharge to contact the Cornwall service office on 01872 272878.

Community Nursing

District nurses and other healthcare staff attached to your doctor's surgery will complete an assessment and provide nursing care according to your needs. This may be either at the surgery or in your own home, and arrangements will have been made in hospital before you return home.

Ask Adult Care, Health and Wellbeing for their free factsheet: ‘Extra help at home when you leave hospital’.
Providing personal care, help with daily living activities and other practical tasks, usually for up to six weeks, reablement encourages service users to develop the confidence and skills to carry out these activities themselves and continue to live at home.

It tends to be provided to people who have just been discharged from hospital or are otherwise entering the care system following a crisis.

A study for the Department of Health’s care services efficiency delivery network found that up to 68% of people no longer needed a home care package after a period of reablement, and up to 48% continued not to need home care two years later.

Services are often delivered by in-house council care teams, rather than the independent sector, and involve home care staff working in tandem with physiotherapists, occupational therapists and other health professionals.

STEPS is one of the adult care services run by Cornwall Council and stands for ‘Short Term Enablement and Planning Service’. It can only be accessed following an assessment. To arrange for this to happen you need to contact the Access Service, visit the web page: www.cornwall.gov.uk/default.aspx?page=4759.

The service works with vulnerable adults over 18 years old, who may be elderly, have a physical or sensory impairment, or have a learning disability or mental health needs.

STEPS supports people for a limited period of time only, following some sort of health or social care crisis at home, where some temporary support at home may be required, or when someone is returning home from hospital and requires some additional support or reablement.

The aim is to produce better outcomes for people through reablement, working with other health professionals as necessary to help regain maximum independence. Where full independence is not possible, a review will take place before the service ends to help draw up a longer term support plan that will meet any ongoing identified support needs.

‘Continuing Healthcare’ is the name given to the care needed by an adult who requires help over an extended period to manage their daily life because of illness, disability, accidents or the effects of getting older. It is a package of care that involves services and funding from both the NHS and Adult Care, Health and Wellbeing.

‘Continuing NHS healthcare’ is provided solely by the NHS if you have extensive healthcare needs. This is free of charge, wherever it is delivered and can be provided in any setting. In your own home the NHS funds all care required to meet your assessed needs. In a care home, the NHS makes a contract with the home and pays the full fees for your accommodation as well as all your care.

**NHS Kernow Clinical Commissioning Group (CCG)**
Sedgemoor Centre
Priory Road, St. Austell, Cornwall PL25 5AS
Tel: 01726 627800
Web: www.kernowccg.nhs.uk

Occupational therapists can help you lead a more independent life, using a variety of methods, including the use of aids and equipment. They can assess your home for hazards, and point out things that might contribute to falls.

Visiting you at home, an occupational therapist will be able suggest adaptations that will improve your mobility. Perhaps handrails up stairs would be useful? Would a ramp up to your front door help if you are in a wheelchair?

Major alterations such as fitting a downstairs bathroom or widening doorways can be paid for with a Disabled Facilities Grant (DFG). Eligibility will depend on an assessment by Adult Care, Health and Wellbeing, and is also means-tested.

An occupational therapist will talk you through any new equipment you may be given, as well as help you apply for funding for major adaptations, if you need them. To start the ball rolling, contact Adult Care, Health and Wellbeing on 0300 1234 131 and explain your circumstances. An assessment of your needs will determine whether an occupational therapist will be the best person to help and what charges (if any) you can expect.

See also ‘Making life easier in the home’ on page 12.
All NHS Trusts have PALS services. The free and confidential Patient Advice and Liaison Service (PALS) aims to guide patients, their relatives, friends and carers through NHS services.

PALS officers provide advice, support and information. They help to resolve concerns as they occur, tell you about the complaints procedure or provide you with information about the services available to the public. They are also interested in suggestions from the public on how to improve services.

**Royal Cornwall Hospital (Treliske)**  
Treliske, Truro, Cornwall TR1 3LJ  
Tel: 01872 252793

**St Michael’s Hospital**  
Trelissick Road, Hayle, Cornwall TR27 4JA  
Tel: 01872 252793

**Bodmin Hospital**  
Boundary Road, Bodmin, Cornwall PL31 2QT  
Tel: 0845 170 8000

**West Cornwall Hospital (Penzance)**  
St Clare Street, Penzance, Cornwall TR18 2PF  
Tel: 01872 252793

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### Advice about daily living

Cornwall Council in partnership with national charity the Disabled Living Foundation (DLF) provides a quick and easy to use online guided advice service called AskSARA which will help anyone who finds that they have difficulties with everyday tasks.

AskSARA will guide you through some questions about your health, home and daily activities and then offer you a range of solutions to choose from. Visit [www.cornwall.gov.uk/asksara](http://www.cornwall.gov.uk/asksara) to see the full range of questions.

### Wheelchair hire

Some organisations offer wheelchairs for short and long-term hire either for a charge or a donation. Please contact:

- British Red Cross,  
  Tel: 01873 273703
- Cornwall Mobility Centre,  
  Tel: 01872 254920
- Disability Cornwall,  
  Tel: 01736 751922
- Tremorvah Industries,  
  Tel: 01872 324340

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Staying at home

Meals on Wheels

For information about meal providers in your area, contact Adult Care, Health and Wellbeing on 0300 1234 131, Age UK Cornwall on 01872 266388, DIAL Cornwall on 01736 759500 or WRVS in Cornwall: 01209 218179. Commercial providers also operate within the county.

Transport

Transport Access People (TAP) is an organisation which co-ordinates a volunteer driver service for people in Cornwall who have no transport. It is run by Age UK. A small charge is payable per mile, and they can provide volunteer cars, accessible mini-buses and private ambulances.

Contact TAP on 01872 223388.

Telecare and assistive technology

This is equipment that can help detect falls, inactivity, smoke, flooding, gas or extreme temperatures in your home. If, for example, you forget to turn off the gas, sensors are triggered, an alert is received either by trained operators at a 24 hour call centre, or directly by a relative or carer. It can allow you to remain independent and your relatives and carers will be reassured, safe in the knowledge that should an incident occur, they will be alerted.

Some devices can also help monitor specific health conditions and sometimes reduce the need for hospital admission. Assistive technology can also be used as a short-term measure during a period of convalescence. It can help around the house, ranging from making turning on a tap easier to a system that controls an entire house’s environment.

There are some display centres in Cornwall where you can see and try out assistive technology. These include:

- Tremorvah Industries, Tel: 01872 324340
- Truro and St Austell Sight Centres display equipment for people with a sight loss, Tel: 01872 261110 / 01726 291118 (Penwith, Tel: 01736 352007)
- Cornwall Deaf Association can help with equipment for people with a hearing impairment. Tel/Fax: 01872 225 868 Textphone: 01872 263664 Email: cornwalldeaf@btconnect.com
- Cornwall Blind Association is the only local charity which exists to improve the lives of visually impaired people living in Cornwall.

From talking clocks to big button telephones, equipment is on display at various locations in Cornwall. The demonstration kitchen has items such as talking microwaves and tactile timers. Orders can be made and delivered. Tel: 01872 261110.

The charity also provides mobile sensory equipment and talking books, administers adult and children’s holidays as well as being linked to 25 local clubs and activities. Tel: 01872 261110
Web: www.cornwallblind.org.uk
Lifeline provides a caring service throughout Cornwall. You now have a way of calling for help 24 hours a day, 365 days of the year.

Cornwall Lifeline can install the Lifeline in your home, all you need is a modern push-in telephone socket with a 3-pin power socket nearby. A lightweight pendant is also supplied. You can wear this in a variety of ways, and by pressing the button you will automatically connect to the control centre where trained operators will respond immediately. They will hold details of your relatives, friends, doctors or neighbours who can be contacted in an emergency.

There is a one-off installation fee for Lifeline, and a rental fee which can be paid monthly or twice yearly. You must complete and return an application form to access this service.

For further information about Lifeline please telephone 01872 224 521, email: lifelineadmin@cornwall.gov.uk or write to: Cornwall Lifeline, Carrick House, Pydar Street, Truro TR1 1EB.

Housing solutions for older people and disabled people of all ages

If you have a disability and are having problems managing at home, there is a range of services available. If you are an adult, the Access Team will refer you to the most appropriate service for help and support. If you are a parent or carer of a disabled child, the Multi-Agency Referral Unit can offer advice and assistance.

If, after talking with the Access Team or Referral Unit, you would benefit from information and advice on the housing options available, then you may be referred to the Adaptations and Advice Service which will advise you about the options and choices available. These may include:

- providing you with equipment;
- adaptation works; or
- moving to more suitable and appropriate accommodation.

They will make sure that your preferred option is delivered quickly. You will receive advice on funding that may be available to help you meet the cost of any house move, equipment or adaptation, and support you to complete any paperwork.

The service also employs handypersons throughout Cornwall who are able to help you if you are over 60 or have a disability, and are having difficulty carrying out minor repairs or maintenance in your home.

Handypersons can help you with tasks such as installing grab rails and hand rails, smoke and carbon monoxide detectors, moving furniture, help to make your home safer and improving home security.

The service is subsidised but there is a charge dependent on your income. The handyperson can give you a free quotation before they begin work.

Access Team (Adults)
Tel: 0300 1234 131 Monday to Friday 8.30am to 6.00pm

Multi-Agency Referral Unit (Children)
Tel: 0300 1234 101 Monday and Thursday 8.45am to 5.15pm and Friday 8.45am to 4.45pm

Adaptations and Advice Service
Tel: 01872 224707 Monday to Friday 9.00am to 5.00pm

Visit www.carechoices.co.uk for further assistance with your search for care
### Making life easier in the home

#### In the living room

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**Cornwall Council’s Access Team: 0300 1234 131**

This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
### In the bedroom

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<th>WHAT IS DIFFICULT FOR YOU</th>
<th>SIMPLE SOLUTIONS</th>
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</table>
| Get in and out of bed | • Standing up from sitting on the bed  
• Difficult to move from wheelchair to bed  
• Bed is hard to reach  
• Bed is too soft | • Move bed/furniture  
• Leg lifter  
• Raise bed  
• Learn new techniques for moving safely | • Fit grab rails  
• Buy a new bed mattress  
• Transfer board | • Hospital bed  
• Buy an electric adjustable bed  
• Mobile hoist  
• Ceiling track hoist |
| Sit up in bed, turn or roll over | • Bed is too soft  
• Bedding is too heavy  
• Nothing to lean on | • Change bedding  
• Learn new techniques for moving safely | • Buy a bed cradle  
• Buy a bed ladder  
• Bed lever  
• Pillow raiser  
• Change mattress | • Buy a specialised mattress  
• Drop-down rail  
• Monkey pole |
| Keeping warm in bed | • Checking the safety of your electric blanket | • Contact Cornwall Council's Access Team: 0300 1234 131 for further information | | |
| Getting dressed | • Difficult to reach all of your body | • Contact Cornwall Council's Access Team: 0300 1234 131 for further information  
• Learn new techniques for dressing  
• Buy clothes with different fastenings | • Buy simple gadgets: long handled shoe horn; elastic shoe laces; dressing stick; button hook; stocking aids | • Consider care in your own home |
| Cut your nails | • Can’t reach feet  
• Hard to hold scissors | • Easy grip scissors | • See a podiatrist | |
| Take your tablets | • Opening bottles  
• Remembering to take tablets | • Ask pharmacist for an easy to open bottle  
• Keep a note when you have taken a tablet | • Get a pill dispenser with days and times marked | • Ask someone to prompt you |
| Read the time | • See the clock to tell the time | • Buy a clock with larger numbers | • Buy a clock that ‘speaks’ | |
### Making life easier in the home continued

#### In the kitchen

<table>
<thead>
<tr>
<th>WHAT YOU HAVE TO DO</th>
<th>WHAT IS DIFFICULT FOR YOU</th>
<th>SIMPLE SOLUTIONS</th>
<th>MORE COMPLEX SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
</table>
| Reach cupboards     | • Cupboards are too high or low  
                    | • Cupboards are too deep  
                    | • Cupboard doors are too heavy | • Re-arrange things in cupboards/on surfaces  
                    | • Buy Easi-Reacher or Handi-Reacher | • Alter spring in door closers | • Lower or raise cupboards |
| Use taps and switches | • Taps or switches are too awkward  
                       | • Can’t reach taps or switches | • Fit tap turners | • Change switches  
                       | • Raise or reposition taps  
                       | • Fit lever taps or new taps | • Alter kitchen |
| Cutting, chopping, preparing and cooking food | • Work surface too high or low  
                                               | • Hard to grip packets or jars  
                                               | • Hard to grip knife  
                                               | • Pans or kettles too heavy to lift | • Sit at a table  
                                               | • Range of kitchen gadgets available: knife with a thick handle; chopping board with spikes; pan handle holder; teapot tipper; lid gripper. | • Food processor  
                                               | • Perching/high stool  
                                               | • Buy a trolley | • Change height of work surface  
                                               | • Make space under work surface for knees when sitting |
| Moving around the kitchen | • Not enough space | • Re-organise furniture | • Review mobility equipment used | • Adaptation to kitchen |
| Eating and drinking | • Cutlery is hard to grip  
                       | • Food/plate keeps slipping  
                       | • Can’t carry food to table  
                       | • Can’t lift cup | • Large handled cutlery  
                       | • Non-slip mat  
                       | • Lightweight insulated cup  
                       | • Use a cup with two handles | • Buy a trolley |
| Laundry and ironing | • Washing machine is too high or too low  
                       | • Putting up ironing board | • Wall-fixed ironing board | • Raise/lower washing machine  
                       | • Buy a trolley  
                       | • Change washing machine or iron |
### In the bathroom

<table>
<thead>
<tr>
<th>WHAT YOU HAVE TO DO</th>
<th>WHAT IS DIFFICULT FOR YOU</th>
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<th>MORE COMPLEX SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
</table>
| Wash hands, face and body | • Turning the taps  
• Standing at the basin  
• Basin is too low or too high  
• Can’t reach all parts of the body | • Tap turners  
• Long-handled sponge  
• Flannel strap  
• Contact [see key below] for further information | • Lever taps or new taps  
• Stool | • Raise or lower basin  
• Showers |
| Have a bath | • Turning the taps  
• Stepping into the bath  
• Risk of slipping in the bath  
• Getting up out of the bath  
• Difficulty washing your back | • Strip wash  
• Non-slip mat in bath  
• Tap turners  
• Buy a long-handled sponge  
• Half-step | • Grab rails  
• Bath board  
• Bath seat  
• Lever taps or new taps | • Bath lift  
• Mobile hoist  
• Ceiling track hoist  
• Replace bath with shower  
• Convert bathroom to a wet room  
• Consider care in your own home |
| Dry yourself | • Floor is slippery  
• Room is too cold  
• Difficulty in drying body | • Heat bathroom  
• Non-slip mat  
• Towelling gown | • Change floor covering | • Hot air body dryer |
| Use the toilet | • Toilet is too high or too low  
• Difficult to clean yourself  
• Flush lever is awkward  
• Toilet is hard to get to | • Raised toilet seat  
• Combined toilet seat and support frame  
• Flush lever extension  
• Contact [see key below] for further information | • Buy a commode  
• Buy a portable urinal  
• Grab rails | • Specialist toilet  
• Alter position of toilet  
• Request short-term loan of commode |
| Clean teeth | • Gripping the toothbrush  
• Standing at the basin | • Toothbrush gripper  
• Electric toothbrush  
• Stool | | |
| Have a shower | • Difficult to stand for long shower  
• Shower too high  
• Shower controls are awkward  
• Shower is slippery  
• Not enough room to move | • Strip wash  
• Non-slip mats  
• Half-step | • Shower board  
• Shower chair or stool  
• Replace shower controls | |
Support for carers

You may have an informal carer, who provides regular and substantial help and is not paid for doing so. Adult Care, Health and Wellbeing understands the importance of this role and following an assessment, can help you access a range of services.

**Cornwall Carers Service**
The Carers Support Service provides support to carers of older people and people with a physical or learning disability and parents of disabled children.
Tel: 01872 266383.
Web: www.cornwallcarers.org.uk

**The CCVS Carer Support Worker Service**
Mental Health provides services to carers of an adult (18-65) with a mental health condition.
Tel: 01209 718844 (office).

**Origo** supports older carers (70+) of someone with a learning disability.
Tel: 01872 264057.

There is a **Dementia Carers Support Worker** who supports carers in the west of Cornwall who are looking after a person with dementia. You can make contact via Adult Care, Health and Wellbeing on 0300 1234 131.

**Carer emergency card scheme**
Adult Care, Health and Wellbeing, in conjunction with Lifeline, run an innovative, free scheme to ensure that alternative plans can be put into place in the event of a carer having an emergency, leaving them unable to carry out their caring role.

Carers carry a card with emergency contact details, and if an emergency arises, they can call the number on the back of the card. Cornwall Lifeline, answering the call, will then put into place the agreed emergency plan to support the person being cared for.

The service is free, and in many instances the emergency contact who is called by Lifeline is a neighbour, friend or family member. However, a paid carer can be obtained if necessary - the important thing is that the carer doesn’t have to make a host of calls themselves to try and sort out some backup if things go wrong. This gives people the peace of mind that in the event of an emergency, procedures are in place to look after the person being cared for.

For more information, call Tremorvah Industries on 01872 324363 or apply for a card online using the Emergency Carers Card application form at www.cornwall.gov.uk/carers.
Carer’s Allowance

This is a non-contributory benefit for men and women who:
- look after a severely disabled person for at least 35 hours a week;
- are eligible before their 65th birthday;
- are not gainfully employed; and
- are not in full-time education.

The severely disabled person must be getting either:
- Personal Independence Payment daily living component, or
- Attendance Allowance.

Currently, Carer’s Allowance is worth £61.35 per week. This figure may change during the life of this Directory, contact Adult Care, Health and Wellbeing on 0300 1234 131 for current details. Claiming Carer’s Allowance may affect any other benefits, allowances, pensions and entitlements you, or the person you care for, are receiving.

Support at home

If you are finding it difficult managing at home, you could consider using the services of a home care provider. These employ care assistants who can help you with bathing, washing and dressing as well as providing practical support with shopping, laundry and cooking meals. They should be trained in personal care and safety procedures, moving and handling, hygiene and infection control and first aid. If you require nursing care at home, many home care providers employ registered nurses.

Financial contributions to the cost of your support at home

If you are eligible to receive support with your social care needs, you will be entitled to a personal budget, to enable you to choose how best to meet your needs. You may have to pay something towards your support, and a worker will contact you to discuss what money you have coming in and going out each week. Adult Care, Health and Wellbeing use guidance from the Department of Health, and procedures laid down by the Council, to work out any financial contribution you may be required to make. Where Adult Care, Health and Wellbeing arranges care on your behalf, they will engage with a home care agency from the Council’s approved provider list.

For help with finding suitable home care in your area, please call this Directory’s free independent helpline: 0800 389 2077 or visit: www.carechoices.co.uk
These questions may be useful when considering using the services of a home care (domiciliary) provider to help you build up a picture of how your care needs will be met in your own home.

### Agencies

What experience does the agency have in your particular field of need? Can they supply references for you to check?

1
2
3

How long has the agency been operating?

1
2
3

How many carers would the agency assign to care for you and would you see the same one every day? If not, how does the staff rota operate and what happens if your carer goes on holiday or is sick? Will you be notified in advance that a different carer will be attending?

1
2
3

How can you contact the agency in an emergency or outside office hours?

1
2
3

How hard or easy would it be to make a complaint and how are things then put right?

1
2
3

Home care agencies providing personal care must be registered and inspected by the Care Quality Commission. Ask to see a copy of their registration certificate.

1
2
3

If this is a private contract ask for a copy of the agency's contract terms and read these carefully with someone you trust. Get as much help as you can going over it and ask any questions you may have before signing anything. The Citizens Advice Bureau or Age UK (sometimes called Age Concern in some areas) can help with this.

1
2
3

### Carers

You should expect your personal preferences, dignity and privacy to be respected. Discuss this with the agency and ask how the most suitable carers for your particular care are chosen. Can you talk to them before deciding?

1
2
3

Carers should be fully trained or be in ongoing training. Ask the agency about their policies on this.

1
2
3

You will have a care plan drawn up by the agency which the carers will work to. Ask how often this plan will be reviewed by the agency.

1
2
3

Carers must be checked with the Disclosure and Barring Service and have a Disclosure and Barring Service check – make sure this is the case.

1
2
3

### Paying

If you are eligible for support from Adult Care, Health and Wellbeing you will be financially assessed to see if you must make a contribution to your care.

If your care needs do not meet Adult Care, Health and Wellbeing's eligibility criteria and have been arranged privately you should check carefully the fee rates charged and exactly what the payment you make covers.
Home care providers

A CARING TOUCH
Truro
Tel: 01726 883366

ALLIED HEALTHCARE
Penzance
Tel: 01736 364530

ANSOM HOME CARE LIMITED
Bodmin
Tel: 01208 368385

AVERLEA DOMICILIARY CARE
St Austell
Tel: 01726 66892

BLUEBIRD CARE
Mid Cornwall
Tel: 01872 276006
North Cornwall
Tel: 01840 212184

BODMIN INTERNAL HOMECARE AGENCY
Bodmin
Tel: 01208 744910

BOWDEN-DERRA DOMICILIARY SUPPORT SERVICES
Launceston
Tel: 01566 865650

CALTON HOUSE LTD
Camborne
Tel: 01209 611888

CAMBORNE INTERNAL HOMECARE AGENCY
Camborne
Tel: 0300 123 4131

CARERS BREAK COMMUNITY INTEREST COMPANY
St Austell
Tel: 01726 890828

CARESTA LTD
Penzance
Tel: 01736 333177

CAROL SPINKS HOMECARE
Saltash
Tel: 01752 844832

CELTIC CARE
Falmouth
Tel: 01326 377779

CHOICE CARE CORNWALL
St Austell
Tel: 01726 824367

COMFORT CARE (TRURO) LTD
Truro
Tel: 01872 272577

D.O.V.E. PROJECT, THE
Camborne
Tel: 01209 612494

DUCHY CARE
Newquay
Tel: 01637 878637

EAST CORNWALL & PLYMOUTH DCA
Callington
Tel: 01579 559416

EIRENIKON PARK RESIDENTIAL HOME
Tintagel
Tel: 01840 770252

EUROPEAN LIFESTYLES (SOUTH WEST) LTD
St Austell
Tel: 01214 574400

FALCARE
Falmouth
Tel: 01326 317580

FORGET-ME-NOT HOMECARE SERVICES
St Austell
Tel: 01726 772120

FOUR SEASONS COMMUNITY CARE
Torpoint
Tel: 01752 811152

GENTLE DENTAL (MYLOR BRIDGE)
Falmouth
Tel: 01326 376111

GREEN LIGHT PERSONAL CARE
Redruth
Tel: 01209 200544

Service
OP Older people (65+)
D Dementia
PD Physical disability
LDA Learning disability, autism

User Bands
MH Mental health
SI Sensory impairment
YA Younger adults
AD People who misuse alcohol or drugs

Visit www.carechoices.co.uk for further assistance with your search for care
Home care providers continued

GREENBANK CARE
Liskeard
Tel: 01579 347794

H F TRUST – CORNWALL DCA
Wadebridge
Tel: 01208 815614

H F TRUST – ST AUSTELL
St Austell
Tel: 01726 667750

HARBOUR HOME CARE
Portreath
Tel: 01209 843001

HARTLEY HOME CARE
Camelford
Tel: 01840 213294

HAVENCARE (SOUTH WEST) LIMITED – SUPPORTED LIVING
St Austell Tel: 01726 891723

HEART OF THE SOUTH CARE AGENCY LTD
Truro
Tel: 01872 273559

HELP AT HOME CARE SERVICE
Falmouth
Tel: 01326 313342

Home.
There’s no place like it.

Being able to live at home can be one of the most important comforts in someone’s life and because family and friends can’t always be there, we at Home Instead are here to help.

What makes us different?
• **Market Leading Quality** – Excellent report from the CQC (Care Quality Commission); No. 1 Quality Home Care Provider by Laing & Buisson in 2013; 2012 & 2013 Regional Finalists for the Great British Care Awards; 100% client satisfaction in our 2013 independent annual survey.
• **Client Choice** – Our clients choose what services they want and when they want them. Our Caregivers visit at the exact time specified by our clients, every time.
• **Continuity of Care** – Our clients are matched with our Caregivers, introduced to them and they have the same Caregivers visiting them each time.
• **Flexibility** – Our services can be provided from one hour up to 24 hours a day, and are available 24 hours a day, seven days a week. Our clients can change their services to suit their needs, even at short notice.
• **Great Staff** – Our Caregivers are caring and compassionate as well as very well trained, CRB checked and insured.

To find out more about how we can help, please just give us a call on 01872 224004

www.homeinstead.co.uk/truro

MULTIPLE AWARD WINNING
HILLCREST KERNOW  
Truro  
Tel: 01872 278807  
LDA  

HOME INSTEAD SENIOR CARE  
Truro  
Tel: 01872 224004  
Advert page 20  
OP D PD LDA MH SI YA  

MSS CARE  
Helston  
Tel: 01326 281301  
OP D PD MH SI  

KERNOW HOME CARE LTD  
Penzance  
Tel: 01736 787080  
OP  

KERRIER HOMECARE  
Redruth  
Tel: 01209 215656  
OP  

LANHYDROCK CARE  
Bodmin  
Tel: 01208 739040  
OP PD SI  

LIFEWAYS COMMUNITY CARE LIMITED  
St Austell  
Tel: 01726 893125  
OP D PD MH SI AD  

LISKEARD INTERNAL HOMECARE AGENCY  
Liskeard  
Tel: 01579 341061  
OP D PD LDA MH  

LIVABILITY LIFESTYLE CHOICES SOUTH WEST  
Saltash  
Tel: 07885 687946  
OP PD LDA SI YA  

LIVE LIFE CARE LTD  
Truro  
Tel: 01872 561761  
OP D PD LDA MH SI YA AD  

MENCAP – EAST CORNWALL SUPPORT SERVICE  
St Austell  
Tel: 01726 891988  
LDA YA  

MINER’S COURT EXTRA CARE  
Redruth  
Tel: 01209 200226  
D PD LDA SI  

MOORECARE HOME CARE  
Liskeard  
Tel: 01579 324114  
OP D PD LDA MH SI YA  

MORWENNER CARE  
Bodmin  
Tel: 01208 743390  
OP  

MY CHOICE  
St Columb  
Tel: 08455 191192  
Advert page 22  
OP D LDA MH SI  

NETWORK HEALTH AND SOCIAL CARE  
St Austell  
Tel: 01726 21002  
OP D PD LDA MH SI YA AD  

NEWCROSS HEALTHCARE SOLUTIONS LTD  
Truro  
Tel: 01872 222525  
OP D PD LDA MH SI YA  

NORTH HILL HOMECARE  
St Austell  
Tel: 01726 739120  
OP D PD SI YA  

NURSE PLUS & CARER PLUS UK LTD  
Truro  
Tel: 01872 276444  
OP D LDA MH SI YA  

NURSEFINDERS  
Truro  
Tel: 01872 270999  
OP PD LDA  

OASIS COMMUNITY CARE LTD  
Bodmin  
Tel: 01208 771590  
OP D PD SI YA  

OLD ROSELYON DOMICILIARY CARE AGENCY, THE  
Par  
Tel: 01726 814297  
OP D PD  

PENDENNESS DOMICILIARY CARE  
Wadebridge  
Tel: 01208 816091  
OP D PD LDA MH SI YA  

PENDREAA HOME CARE  
Bodmin  
Tel: 01208 771760  
OP D PD LDA SI  

PENDREA COMMUNITY CARE LTD  
Helston  
Tel: 01326 572626  
OP D PD LDA MH SI YA AD  

Visit www.carechoices.co.uk for further assistance with your search for care

Service  OP Older people (65+) D Dementia  PD Physical disability  LDA Learning disability, autism  
User Bands  MH Mental health  SI Sensory impairment  YA Younger adults  AD People who misuse alcohol or drugs
<table>
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<th>Home care providers continued</th>
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<tbody>
<tr>
<td><strong>PENTOWAN HOME CARE</strong></td>
</tr>
<tr>
<td>Newquay</td>
</tr>
<tr>
<td>Tel: 01637 851790</td>
</tr>
<tr>
<td><strong>PENWITH CARE LIMITED</strong></td>
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<tr>
<td>St Ives</td>
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<tr>
<td>Tel: 07756 912789</td>
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<tr>
<td><strong>PENZANCE INTERNAL HOMECARE AGENCY</strong></td>
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<tr>
<td>Penzance</td>
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<tr>
<td>Tel: 01736 365714</td>
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<tr>
<td><strong>PHOENIX CARE CORNWALL LTD</strong></td>
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<tr>
<td>Penzance</td>
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<tr>
<td>Tel: 01736 360197</td>
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<td><strong>PRC OUTREACH SERVICES</strong></td>
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<tr>
<td>Penzance</td>
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<tr>
<td>Tel: 01736 360039</td>
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<tr>
<td><strong>PREMIER HEALTHCARE SOLUTIONS</strong></td>
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<tr>
<td>Hayle</td>
</tr>
<tr>
<td>Tel: 01736 448263</td>
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<tr>
<td><strong>PROPER CARE (CORNWALL) LTD</strong></td>
</tr>
<tr>
<td>Helston</td>
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<tr>
<td>Tel: 01326 560973</td>
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<tr>
<td><strong>PROSPECTS FOR PEOPLE WITH LEARNING DISABILITIES</strong></td>
</tr>
<tr>
<td>Camborne</td>
</tr>
<tr>
<td>Tel: 01209 719762</td>
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<tr>
<td><strong>PURPLE BALM TRURO BRANCH</strong></td>
</tr>
<tr>
<td>Truro</td>
</tr>
<tr>
<td>Tel: 01872 272712</td>
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<tr>
<td><strong>QURA BRAIN INJURY SERVICES</strong></td>
</tr>
<tr>
<td>Truro</td>
</tr>
<tr>
<td>Tel: 01872 273613</td>
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<tr>
<td><strong>REGAL CARE</strong></td>
</tr>
<tr>
<td>Saltash</td>
</tr>
<tr>
<td>Tel: 01752 311625</td>
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<td><strong>RESTGARTH</strong></td>
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<tr>
<td>Polperro</td>
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<tr>
<td>Tel: 01503 272016</td>
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<tr>
<td>Liskeard</td>
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<tr>
<td>Tel: 01579 321758</td>
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<tr>
<td><strong>RIGHT NURSE CARE SERVICES</strong></td>
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<tr>
<td>Truro</td>
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<tr>
<td>Tel: 01872 274120</td>
</tr>
</tbody>
</table>

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**Make My Choice, Your Choice**

Do you need help with caring?

- Personal care & support for people in their own homes
- Specialist dementia support & nursing care
- Specialist advice for families caring for a loved one
- Support you to remain a part of your community

Let us help and care for you, call today...

**08455 191192**

---

**Service**

- OP Older people (65+)
- D Dementia
- PD Physical disability
- LDA Learning disability, autism

**User Bands**

- MH Mental health
- SI Sensory impairment
- YA Younger adults
- AD People who misuse alcohol or drugs

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**This Directory’s helpline 0800 389 2077 – information on choosing and paying for care**
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</tbody>
</table>

#### ROWANS DOMICILIARY AGENCY
- St Agnes
- Tel: 01872 553295

#### TRELAWNEY DOMICILIARY CARE LIMITED
- Redruth
- Tel: 01209 712480

#### RV CARE SERVICES LTD
- Truro
- Tel: 01872 530222

#### TREW CARE LIMITED
- Falmouth
- Tel: 01326 375949

#### SCOPE COMMUNITY ACTIVITIES CORNWALL
- St Austell
- Tel: 07436 274648

#### SCOPE INCLUSION SOUTH WEST
- Saltash
- Tel: 01752 840059

#### SOUTH WESTERN HOMECARE
- Helston
- Tel: 01736 761899

#### SPECTRUM DOMICILIARY CARE SERVICE
- Penryn
- Tel: 01326 371000

#### STAY AT HOME LIMITED
- Truro
- Tel: 01872 500052

#### ST AUSTELL INTERNAL HOMECARE AGENCY
- St Austell
- Tel: 0300 123 4131

#### ST MARGARET’S COMMUNITY CARE SERVICES LTD
- Fraddon
- Tel: 01726 862825

#### TAMBISK CARE AGENCY
- Hayle
- Tel: 01736 752187

#### TAYLORS OF GRAMPOUND LTD
- Truro
- Tel: 01726 884402

#### THYME CARE LTD
- Penzance
- Tel: 01736 369090

#### TLC DOMICILIARY CARE AGENCY
- St Columb Major
- Tel: 01637 889140

#### TRURO INTERNAL HOMECARE AGENCY
- Truro
- Tel: 01872 324399

#### UNITED CARE CONCEPTS LIMITED
- Saltash
- Tel: 01752 313021

#### UNITED RESPONSE – CORNWALL DCA
- Truro
- Tel: 01872 250150

#### VEOR HUB
- Camborne
- Tel: 01209 200226

#### VICTORIA COMMUNITY CARE (CORNWALL) LTD
- St Blazey
- Tel: 01726 810101

#### WESTCOUNTRY HOME CARE LTD
- Launceston
- Tel: 01566 775960

#### WESTCOUNTRY HOME CARE T/A A & D COMMUNITY CARE
- Redruth
- Tel: 01726 211860

#### WESTCOUNTRY HOME CARE T/A ALEXANDRA’S
- Falmouth
- Tel: 01326 314642

---

**Looking for care or support?**

For independent, impartial information on your care options, call this Directory’s helpline on freephone 0800 389 2077
Day care

Stuck at home and deprived of human contact, isolated older people can go downhill rapidly. Research has shown that one way to alleviate such loneliness and promote wellbeing and independence is to provide regular social contact and a focus for activities.

Day care centres

These give people the chance to have a change to their routine, meet new people, take up an activity or receive specialist services such as chiropody or hairdressing. There is a wide variety around the county, catering for older people, people with mental health issues, learning disabilities and dementia. Centres can be as important for carers as those attending as they allow for a regular break from caring. Attendance can be free, although transport and meals must usually be paid for.

Day care can even be provided at home, where a group of older people receive day care at one another’s houses.

Age UK Cornwall and the Isles of Scilly operates day clubs which offer lunches and afternoon teas, quizzes and games, computing and the internet and access to Age UK services such as information and advice.
Day care centres continued

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pengarth Day Centre</td>
<td>Morrab Gardens, Penzance TR18 4DA</td>
<td>01736 364307</td>
</tr>
<tr>
<td>Priory Centre</td>
<td>Pound Lane, Bodmin PL31 2BT</td>
<td>01208 73623</td>
</tr>
<tr>
<td>Reflections</td>
<td>Parkenhever, West End, Redruth TR15 3AA</td>
<td>01209 215790</td>
</tr>
<tr>
<td>St Austell Pathfields</td>
<td>Bude EX23 8DW</td>
<td>01288 355695</td>
</tr>
<tr>
<td>Studio 61</td>
<td>61 Lemon Street, Truro TR1 2PE</td>
<td>01872 241767</td>
</tr>
<tr>
<td>The Pines Day Centre</td>
<td>Pengover House, Pengover Road, Liskeard PL14 3EN</td>
<td>01579 348425</td>
</tr>
<tr>
<td>Tregarne (St Austell)</td>
<td>North Street, St Austell PL25 5QE</td>
<td>01726 72429</td>
</tr>
<tr>
<td>Wadebridge Concern for the Aged</td>
<td>Southern Way, Wadebridge PL27 7BX</td>
<td>01208 812392</td>
</tr>
<tr>
<td>Westgate Centre</td>
<td>28a Westgate Street, Launceston PL15 7AE</td>
<td>01566 777344</td>
</tr>
<tr>
<td>Learning Disabilities Centres</td>
<td></td>
<td></td>
</tr>
<tr>
<td>John Daniel Centre</td>
<td>Madron Road, Heamoor, Penzance TR20 8TP</td>
<td>01736 368531 or 368532</td>
</tr>
<tr>
<td>Launceston Day Centre</td>
<td>15 Newport Industrial Estate, Launceston PL15 8EX</td>
<td>01566 776422</td>
</tr>
<tr>
<td>Morley Tamblyn Lodge</td>
<td>Lodge Hill, Liskeard PL14 4EN</td>
<td>01579 345858</td>
</tr>
<tr>
<td>Murdoch and Trevithick</td>
<td>Lower Cardrew Lane, Redruth TR1 51LZ</td>
<td>01209 218139 or 215552</td>
</tr>
<tr>
<td>Pathfields Day Centre</td>
<td>Bungalow 1, Pathfields, Bude EX23 8DW</td>
<td>01288 356235</td>
</tr>
<tr>
<td>Priory Centre</td>
<td>Pound Lane, Bodmin PL31 2BT</td>
<td>01208 73623</td>
</tr>
<tr>
<td>Studio 61</td>
<td>61 Lemon Street, Truro TR12 2PE</td>
<td>01872 241767</td>
</tr>
<tr>
<td>Tregarne</td>
<td>North Street, St Austell PL25 5QE</td>
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<tr>
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<td>North Street, St Austell PL25 5QE</td>
<td>01726 72429</td>
</tr>
</tbody>
</table>

Mental Health Centres

- John Daniel Centre
- Morley Tamblyn Lodge
- Murdoch and Trevithick

These are only accessed via referral from a GP or CMHT

Physical Disabilities Centres

- Chyvarhas
- Green, The
- Headlands
- Penberth
- Pengover
- Redannick
- St. Breock
- Trengrouse
- Woodland

Visit www.carechoices.co.uk for further assistance with your search for care
**Respite care and short stays**

Carers sometimes need a break and this can be provided in several ways: you may wish to go into a care home yourself for a week or two to give your carer a short holiday; or arrange home-based respite care where another carer moves into your home; or family-based respite care where you move into another family’s home for a period. The best option for you will depend on your needs, the urgency of the situation and personal choice and cost. There are a number of different schemes in Cornwall, contact Adult Care, Health and Wellbeing for advice.

If you are thinking about long-term care, but have had no experience of living in a care home, you may wish to book in for a short stay to see what it’s like. This will help you make an informed decision. If you have nursing needs, ask for a nursing determination as a contribution to your fees – see ‘Care homes with nursing’ on page 27.

**Shared Lives Southwest (formerly SWAPS)**

Shared Lives Southwest is a registered adult placement scheme offering Shared Lives services in Cornwall, Plymouth, Devon and Torbay. Short breaks and longer term accommodation in family homes with approved providers are offered by the scheme. Short breaks can be from half a day to a week or more.

Shared Lives in Cornwall run a dementia short break service with several households around the county now offering this specialist care and support. This could include a provider supporting a service user in their own home.

To contact **Shared Lives Southwest** write to: Cornwall Office, Trewellard Farm, Scorrier, Redruth, Cornwall TR16 5DH Tel: 01209 891999
Or email: enquiries@sharedlivessw.org.uk
www.sharedlivessw.org.uk

**Housing options**

The Housing Options Service provides information, assistance and advice to help you to resolve your housing situation by keeping you in your home or by helping you to find alternative accommodation.

For more information about housing options open to you, and to get a personalised action plan based on your current circumstances please go to ‘Your Housing Options’ at www.cornwall.gov.uk/default.aspx?page=31272 or call the Housing Options Team on 0300 1234 161.

If you feel that you are at immediate risk of losing your home, please contact Cornwall Council’s Housing Options team for urgent help. Call 0300 1234 161 or email info@cornwallhousing.org.uk.

If you are already in contact with statutory services, such as a GP, community nurse, social worker, probation officer or housing service, ask them about housing-related support services. They will be able to make a referral on your behalf.

**Sheltered (or retirement) housing**

Sheltered housing is a practical step if you would like more security and companionship but still want your independence and don’t need to move into a care home. It is usually provided by housing associations across the county.

In a sheltered (or retirement) housing scheme you can live independently in a flat or bungalow built especially for older people within a larger complex, sometimes around a garden or communal facility and linked to a central control centre for security. Some schemes have access to a resident or non-resident manager who provides support, advice and a link to services for older people.

Sheltered housing is available to rent or buy and is usually provided by local councils or non-profit-making housing associations and private organisations.

**National providers include:** The Abbeyfield Society; Anchor Trust; The Guinness Trust and Hanover Housing.

**Local providers include:** DCH (formerly Devon and Cornwall Housing); Coastline Housing; Penwith Housing Association and Ocean Housing.
### Extra care

Extra care housing allows older people with support and care needs to continue to live independently in their own home, with services available on site to help with personal care, domestic tasks and meals.

Cornwall’s first purpose-built extra care housing scheme for older people is at the former cottage hospital site in Liskeard. The scheme has a community lounge, dining area, kitchen, hairdressing facilities, hobbies room, activity zone, therapy rooms and garden.

### Care homes

All care providers in the country must be registered with the Care Quality Commission (CQC). All homes are inspected by the CQC, who report on their findings. These inspection reports are available at the home or from the CQC ([www.cqc.org.uk](http://www.cqc.org.uk)).

Services in care homes and care homes with nursing must be paid for if your capital/savings exceed £23,250. See page 56 for more information on paying for your care.

There are two types of care home:

**Care homes (personal care only)**

If you are reasonably active, but would like greater security and care, subject to a needs assessment, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving.

**Care homes with nursing**

If you think you may need nursing care in a home, you will need to be visited by a social worker or a care manager to work out what care you will need. This visit might be in your own home, or in hospital if you’ve been ill, or in a home. You will be fully involved in planning your care needs.

If a care home providing nursing care is the best solution for you, the social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees is paid by the NHS to the home directly: the current amount is £110.89 per week. This figure may change after April 2014, check with Adult Care, Health and Wellbeing after this date. You can contact the Nurse Care Management Teams for your area at NHS Kernow.

### Your rights in a care home

When you move to a care home, you are entitled to keep your full rights as a citizen. This means being given the opportunity to live as normal a life as possible given any disabilities or other problems that may have contributed to your decision to move from your own home.

You have the right to:

- have any complaint you make dealt with quickly, fairly and efficiently;
- be treated with dignity, respect, care and sensitivity;
- privacy and your own private space;
- be as independent as you want to be;
- decide for yourself what you want- or don’t want – to do;
- go where you want as long as it is safe to do so;
- be involved in all decisions about your care at all times;
- expect the home to keep you fit and alert and help you maintain as much independence as possible;
- keep in touch regularly with friends and family and expect the home to help facilitate this;
- expect that the routines of the home, such as meal times, will suit your needs; and
- be offered the opportunity to be involved in activities taking place outside the home.
The End of Life Care Strategy

Although the subject of dying is often painful to contemplate and as a society we find it hard to discuss, the way care professionals approach the process is incredibly important for the client, their family and carers. The Department of Health has published a Strategy for every organisation involved in providing end of life care. Each will be expected to adopt an overall coordination process, such as the Gold Standards Framework, whilst developing the best possible outcome for clients.

Those being cared for will have the opportunity to discuss their personal needs and preferences with professionals who will be supporting them. These will be recorded in a care plan so that every supporting service will be aware of the client’s wishes.

All health and social care staff must be trained in communication regarding end of life care and will be trained accordingly in assessing the needs of clients and carers.

Despite general reluctance to broach this sensitive area, it is worthwhile asking potential care providers their approach to end of life care and whether they are following national strategies for implementing best practice within their service.

Out of county care homes

Did you know you can choose a care home outside your home county? You may want to be closer to friends, family members or you may want to relocate to another part of the country.

If you are eligible for state funding from Cornwall Council, they are still responsible for your care fees, even if you choose a care home in another region. The home you choose must be suitable for your assessed needs and comply with the terms and conditions set by the authority. The fees that your local authority will pay may vary. They may offer you the fees you would receive if you remained within the county, or they may offer you the fees that the local authority would pay in your chosen region. You must seek further advice before making your decision. If you’re self-funded, obviously you have freedom of choice.

For further information, please call this Directory’s free independent helpline: 0800 389 2077 or visit: www.carechoices.co.uk.
## First impressions
- Were you met when you first arrived?  
- Do staff seem warm, friendly and polite?  
- Do the residents seem happy, active and sociable?  
- Does the home feel homely and welcoming?  
- Is the home fresh, clean and comfortably furnished?

## Fees
- How much are the fees?  
- Do the fees cover all the services available?  
- Under what circumstances will the fees alter – e.g. annually or according to increasing needs?  
- Is the notice to terminate reasonable?

## Transport
- Is the home easy to get to for relatives and friends?  
- Does the home provide its own transport?

## Accommodation
- Are there multiple day/activity rooms to allow residents choice and space to move around?  
- Are bedrooms single or shared? Is there a choice?  
- Can you decorate and re-arrange your room to suit yourself?  
- Can you bring your own furniture and TV?  
- Is there a call system for emergencies?  
- Are there enough sockets in your room?  
- Can you control the heating in your room?  
- Can you lock your room and is there a secure place for valuables?  
- Is there a separate dining room? Bar?  
- Are there toilet facilities within easy reach of the communal facilities?  
- Are there both showers and baths?  
- Are bathrooms adapted to help people in and out of the bath?

## Accessibility
- Does the home have the right adaptations and equipment to meet your needs?  
- Are all areas accessible for wheelchair users?  
- Does the home have extra wheelchairs and walking aids?  
- Is there adequate provision for people with sight or hearing difficulties?

## Life within the home
- Does the home ensure that an individual care plan is in place for every resident?  
- How does the home make sure that the care plan is put into practice?  
- What arrangements are in place to ensure that residents’ health needs are met? Is there a local GP practice that the home uses?  
- Are there any rules and restrictions (e.g. going out, time of return etc)?  
- Can you choose when to get up and retire every day?  
- How are residents involved in decisions about life in the home?  
- Is there a telephone where you can make and take calls in private and comfort?  
- Is alcohol served or permitted?  
- Are there smoking and non-smoking areas?  
- Are there arrangements for religious observance?  
- Can you handle your own money?  
- If not, what arrangements are in place?  
- Does a hairdresser/chiropodist visit?  
- Are residents accompanied on visits to the GP or hospital?  
- Are pets or visiting pets allowed?

## Staff
- Do the staff appear clean, cheerful and respectful?  
- Do the staff talk to residents and how do they talk to them?  
- Are the staff formally trained?  
- Is there an adequate number of staff on day and night?

## Visitors
- Are visitors welcome at all times?  
- Is there somewhere to see them in private?  
- May your visitors join you at meals?  
- Can your visitors stay overnight?

## Catering
- Do you have a choice about meals?  
- Is the food varied and interesting?  
- Can the home cater for your dietary needs?  
- Can you have snacks or drinks any time of the day or night?  
- Can you eat in your room?

## Activities
- Can you continue to pursue your hobbies and interests?  
- Are there organised activities and entertainment?  
- Are outings and holidays arranged?  
- How much do they cost? £............. £............. £.............  
- Are escorts available if necessary?  
- Is a library service available?  
- Can you have your own flower bed or help in the garden?  
- Can you stay in your own room if you want to?  
- Is there any involvement with the local community e.g. schools/retailers/garden centres/volunteers visiting?

## Gardens
- Are the grounds/gardens attractive?  
- Are all areas safe and accessible?  
- Is there somewhere to sit?  
- Are they quiet?

## Contract terms
- Can you retain your own room if away?  
- Can you have a short-stay or trial period?  
- Will you be given a statement of terms on admission?  
- Are all procedures, such as complaints, clearly spelt-out?  
- What notice periods exist?
Relax, Mum’s in great hands...

...24 hours a day, 7 days a week

At Crantock Lodge, we really do care about our small number of private residents. If you’re looking for a place just like home with friends, things to do and caring staff, then look no further.

Call 01637 872112 about vacancies, for a brochure or just a chat. Or visit our website to view our video.

www.crantocklodge.co.uk

Cranthock Lodge Residential Home | Cornwall

Small home, the best care
Dementia care

First steps

If you, or someone you care for is experiencing mental problems, usually, your first step is either your GP (for health care) or the Adult Care, Health and Wellbeing Access Service. Your GP, as well as discussing your concerns, will be able to carry out a series of tests which will establish the nature of your condition and advise whether treatment is possible. Adult Care, Health and Wellbeing will be able to assess any social care needs and advise of any appropriate services.

Some forms of dementia are not permanent and can be caused by a range of emotional, physiological and physical ailments, which bring on dementia-like symptoms. It is important that any diagnosis eliminates the possibility of a reversible dementia before a medical prognosis is made.

Following a diagnosis of dementia, your GP may refer you to a specialist like a Consultant in Old Age Psychiatry, a Community Psychiatric Nurse or an occupational therapist with a special interest in dementia care.

Complex Care and the Dementia Liaison Service

The Dementia Liaison Service offers assessment to people with dementia or complex mental health needs when they are in hospital or a care home.

Contact your local dementia liaison nurse by calling the main switchboard at the Cornwall Foundation Trust on 01208 251300.

Memory assessment service

A memory assessment service has been set up across Cornwall for people with problems with their memory.

The service provides an assessment for people with memory problems and who may have dementia. There are treatments and support available to improve the quality of life for people with Alzheimer’s or dementia. Early assessment and diagnosis is crucial in identifying the best treatment.

The service is run by specially trained practitioners including nurses, doctors and occupational therapists. They use a variety of assessment tools to measure different aspects of cognitive function and are also able to organise brain scans which may help diagnosis and rule out any other causes of memory loss.

Everyone who is diagnosed with a form of dementia will receive a personalised care plan. Links will also be made with other support services, which will include groups offering ‘brain training’ exercises known as cognitive stimulation. The service will provide post-diagnosis counselling and support to people who are diagnosed with dementia and their families.

If you are worried about your memory you can visit your GP who will have information to help you decide whether you would benefit from a specialist memory assessment either in a memory clinic or your own home. If you want to contact the Memory Assessment Service yourself you can do this through your local Community Mental Health Team (CMHT).

Visit www.carechoices.co.uk for further assistance with your search for care
Community Mental Health Teams (CMHT)

CMHT services are for adults, aged 18–75, with a severe mental illness. The teams provide one-to-one support which may take the form of visits to the patient’s home, or a community setting such as a GP surgery. Support may be provided on a short or long term basis depending on individual need.

Community Mental Health Teams (CMHT) are available Monday to Friday, 8.45am to 5.15pm.

To find out which CMHT covers the area in which you live, please contact Bodmin Hospital switchboard on 01208 251300.

Carrick CMHT
Tel: 01872 221000

East and West Caradon CMHT
Tel: 01579 373737

Kerrier CMHT
Tel: 01209 881888

North Cornwall CMHT
Tel: 01208 834300

Penwith CMHT
Tel: 01736 571000

Restormel CMHT, Alexandra House and Newquay Hospital
Tel: 01726 873377

To make a referral, please telephone 0845 207 7711 or email: SPoA@cornwall.nhs.uk.

Telephone help – Information Line

Alzheimer’s Society provide an information line on 01872 277963 that can provide information and support to anyone who is worried about their memory, Alzheimer’s or any other forms of dementia. This includes people with dementia, their carers, relatives or friends. Alzheimer’s Society also provide information on local services, free publications and fact sheets on dementia-related topics. See ‘Useful contacts’ on page 62 for contact details.

Memory clinics

The service provided by memory clinics can help organise brain scans and provide post-diagnosis counselling and support for patients and family members if people are diagnosed with a form of dementia. Early assessment and diagnosis is crucial in identifying the best treatment.

Clinics are staffed by specialist staff, including nurses, occupational therapists and doctors trained to use a variety of assessment tools which measure different aspects of cognitive function.

A memory clinic is different from a memory café (explained on page 34). A memory clinic is intended to provide an assessment and diagnosis service for people with memory problems including those who may have Alzheimer’s Disease and other forms of dementia.

You can find out details of your nearest memory clinic from your local Community Mental Health Team, discussed above.

A memory café offers peer-support, information and advice for people with memory problems and their carers but they do not provide assessment and diagnosis services (see pages 34 and 35 for local contact details).
Support in the community

As it can be best for the person with dementia to stay in their own home for as long as possible, a range of community care services is available to facilitate this. Adult Care, Health and Wellbeing, for example, can provide access to: home care; meals in the home; sitting services (which provide a break for any carer); advice on equipment and adaptations; day care centres and respite care.

These services can be provided directly by registered providers to those who do not require Adult Care, Health and Wellbeing’s financial help, however Adult Care, Health and Wellbeing can still offer an assessment of need.

Tremorvah Industries in Truro have the latest technology on display to help older people, those with a disability, dementia or Alzheimer’s remain in their home with greater confidence.

Local services

**Cornwall Telephone Befriending Service**

*Do you sometimes feel you have no-one to talk to?*

Support, information and someone to talk to for people with dementia and their carers run by the Alzheimer’s Society.

Would you like to know what is happening in the community or just like a chat with a friendly and welcoming voice at the other end of the telephone?

For more information call: **01872 277963** or email **cornwall@alzheimers.org.uk**.

**Singing for the Brain Groups**

*Do you enjoy singing?*

Did you know singing can help with articulation, concentration, focus and motivation? Why not come along and increase your well being with our Singing for the Brain(R) programme specifically designed for those living with dementia and their carers.

**Penzance Group** - every Monday, 2pm - 4pm

For more information call: **01872 277963** or email **cornwall@alzheimers.org.uk**.

**Truro Group** - every Tuesday, 2pm - 4pm

For more information call: **01872 277963** or email **cornwall@alzheimers.org.uk**.

If the time comes when remaining at home is no longer viable, the benefits of residential care need considering. Differentiating one home from another can be difficult but the quality and quantity of staff training is especially important, along with the turnover of staff as continuity of relationships in this type of home is critical.

A good care home will follow the concept of a person-centred approach to care. This means that the unique qualities and interests of the individual will be identified, understood and accounted for in any care planning.

It is important to note that although care homes and care homes with nursing are registered to provide care for people with dementia, this does not mean that all the rooms in the establishment will be occupied by such residents. Most homes are also registered to provide care for people with different types of needs (e.g. physical disability, sensory impairment etc). The number of residents within such establishments with dementia will...
be smaller than the number of available beds, as some residents will have other types of need. The design of a care home specialising in dementia needs to be based on small group living, preferably with accommodation at ground floor level only and with good access in and out of the building within a safe environment.

Plenty of natural light and an easy way of finding one’s way around the building are essential for minimising disorientation for both residents and staff.

**Staff training**
Dementia-specific training is essential to ensure that care home staff have an understanding of how best to support and care for people with dementia.

The National Occupational Standards sets out a requirement that staff should have appropriate knowledge and skills to provide support and care. Skills for Care sets out recommended guidance for dementia training in its ‘Knowledge Set for Dementia’. Ask about the qualifications that staff have and how often training is updated.

Training should ideally be underpinned by the main principles of the Care Standards NCS 2001.

Shared Lives (formerly SWAPS - South West Adult Placement Scheme) in Cornwall have launched a dementia short break service with several households around the county now offering this specialist care and support. This could include a SWAPS provider supporting a service user in their own home. There is a focus on Newquay where special funding is available making the dementia service more accessible and affordable for many people in this area. See page 26 for further information about SWAPS.

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**Memory cafés**

There are memory cafés in most of the major towns in Cornwall, which provide an opportunity for people with memory problems and those who care for them to drop in for a chat and a coffee. They usually offer reminiscence-based activities and health and social care professionals are on hand to answer questions and offer advice in an informal setting.

<table>
<thead>
<tr>
<th>Bude Memory Café</th>
<th>Camborne Memory Café</th>
<th>Falmouth Memory Café</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Parkhouse Centre,  Bude EX23 8LD</td>
<td>All Saints Church Community Centre, Church View Road, Tuckingmill, Camborne TR14 8RQ</td>
<td>Emmanuel Baptist Church, Western Terrace, Falmouth TR11 4QJ</td>
</tr>
<tr>
<td>Tel: 01288 356060</td>
<td>Tel: 01872 277963 or email <a href="mailto:cornwall@alzheimers.org.uk">cornwall@alzheimers.org.uk</a></td>
<td>Tel: 0845 4753319</td>
</tr>
<tr>
<td>Co-ordinator: Kim Tresidder</td>
<td>Contact: Alzheimer’s Society</td>
<td>Co-ordinator: Bob Toops</td>
</tr>
<tr>
<td>Times of opening: every 1st and 3rd Friday from 2.00pm to 4.00pm</td>
<td>Times of opening: every 1st and 3rd Wednesday from 1.30pm to 3.30pm</td>
<td>Times of opening: every 2nd and 4th Tuesday from 2.00pm to 4.00pm</td>
</tr>
<tr>
<td><strong>Callington Memory Café</strong></td>
<td><strong>Downderry Memory Café</strong></td>
<td><strong>Fowey Memory Café</strong></td>
</tr>
<tr>
<td>The Council Chamber, Town Hall, Pannier Market, Fore St, Callington PL17 7BD</td>
<td>The Zone, Downderry, Looe PL11 3JY</td>
<td>Fowey Library, Passage Lane, Fowey PL23 1JS</td>
</tr>
<tr>
<td>Tel: 01579 351 888</td>
<td>Tel: 01503 250432 or 01503 250381</td>
<td>Tel: 0300 1234 111</td>
</tr>
<tr>
<td>Co-ordinator: Nick Ford</td>
<td>Co-ordinator: Penny or Heather</td>
<td>Co-ordinator: Helen</td>
</tr>
<tr>
<td>Times of opening: from 2.00pm to 4.00pm Saturday fortnightly</td>
<td>Times of opening: every 2nd and 4th Thursday from 2.00pm to 4.00pm</td>
<td>Times of opening: every other Thursday from 2.00pm to 4.00pm</td>
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Memory cafés continued

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<thead>
<tr>
<th>Memory Café</th>
<th>Location</th>
<th>Contact Details</th>
<th>Co-ordinator</th>
<th>Times of Opening</th>
</tr>
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<tbody>
<tr>
<td>Helston Memory Café</td>
<td>Hens Horn Court, Station Road, Helston TR13 8TY</td>
<td>Tel: 07974 728435</td>
<td>Margaret Ford</td>
<td>every 1st and 3rd Tuesday from 2.00 to 4.00pm</td>
</tr>
<tr>
<td>Isles of Scilly Memory Café</td>
<td>Garden Pavillion, Chaplaincy Gardens, Church Street, St. Mary’s, Isles of Scilly TR21 0NA</td>
<td>Tel: 01720 422148 or 422002</td>
<td>Jane</td>
<td>every Friday from 2.00 to 4.00pm</td>
</tr>
<tr>
<td>Launceston Memory Café</td>
<td>Launceston Methodist Church, Dingley Hall, Launceston PL15 8BA</td>
<td>Tel: 01566 774425 or 01566 779790</td>
<td>Cym Downing or Angie Harris</td>
<td>every other Saturday from 2.00pm to 4.00pm</td>
</tr>
<tr>
<td>Liskeard Memory Café</td>
<td>Liskeard Methodist Church, Wesley House, Bay Tree Hill, Liskeard PL14 4BL</td>
<td>Tel: 01503 220779</td>
<td>Katy Mort and Beryl Barron</td>
<td>every Friday of every month from 2.00pm to 4.00pm</td>
</tr>
<tr>
<td>Lostwithiel Memory Café</td>
<td>Lostwithiel Community Centre, Liddicoat Road, Lostwithiel PL22 0HE</td>
<td>Tel: 01208 871196</td>
<td>Jo Hague</td>
<td>every alternate Thursday from 2.00pm to 4.00pm</td>
</tr>
<tr>
<td>Newquay Memory Café</td>
<td>St. Columb Minor Church Hall, St. Columb Minor, Newquay TR7 3HE</td>
<td>Tel: 07968 960694</td>
<td>Keith Dynan</td>
<td>every 2nd and 4th Thursday from 2.00pm to 4.00pm</td>
</tr>
<tr>
<td>Pensilva Memory Café</td>
<td>St John’s Church, Higher Road, Pensilva PL14 5NF</td>
<td>Tel: 01579 362698 or 363882</td>
<td>Carolyn or Jan</td>
<td>every 4th Thursday from 2.00pm to 4.00pm</td>
</tr>
<tr>
<td>Penzance Memory Café</td>
<td>Committee Room 1, Penzance One Stop Shop, Penzance TR18 3QW</td>
<td>Tel: 07974 728435 or 07792 994612</td>
<td>Margaret or Chris</td>
<td>every 2nd and 4th Thursday of every month from 2.00pm to 4.00pm</td>
</tr>
<tr>
<td>Perranporth Memory Café</td>
<td>St Michael’s Church Hall, St Michael’s Road, Perranporth TR6 0JX</td>
<td>Tel: 01872 572050 or 01637 830471</td>
<td>Alan or Doreen</td>
<td>every 2nd Monday of every month from 2.00pm to 4.00pm</td>
</tr>
<tr>
<td>Polperro Memory Café</td>
<td>The Methodist Church, Fore Street, Polperro PL13 2JJ</td>
<td>Tel: 01503 272473</td>
<td>Pauline Ridd</td>
<td>every 3rd Friday of every month from 2.00pm to 4.00pm</td>
</tr>
<tr>
<td>Probus Memory Café</td>
<td>Probus Village Hall, Fore Street, Probus TR2 4NB</td>
<td>Tel: 01726 884598</td>
<td>Michael Durose</td>
<td>every 2nd and 4th Wednesdays monthly</td>
</tr>
<tr>
<td>Redruth Memory Café</td>
<td>Redruth Community Centre, Foundry Row, Redruth TR15 2SP</td>
<td>Tel: 01872 277963 or email <a href="mailto:cornwall@alzheimers.org.uk">cornwall@alzheimers.org.uk</a></td>
<td>Alzheimer’s Society</td>
<td>every 2nd and 4th Wednesday from 1.30pm to 3.30pm</td>
</tr>
</tbody>
</table>

Visit www.carechoices.co.uk for further assistance with your search for care
Residents The best indication of a good home is that the residents appear happy and responsive. Are the residents:
- Involved in activities or chatting? ○ ○ ○
- Clean comfortably dressed? ○ ○ ○
- Encouraged to do as much for themselves as they can? ○ ○ ○
- Do they seem alert and interested? ○ ○ ○
- Do they talk to you as you walk round? ○ ○ ○

Access Check whether:
- The corridors and toilets are wide enough for a walking frame or wheelchair. ○ ○ ○
- Toilets and baths are suitably adapted. ○ ○ ○
- There are ramps or a lift. ○ ○ ○
- There is adequate signage and cues for different parts of the home. ○ ○ ○

Bedrooms Can the person with dementia have a single room? Check whether:
- Residents are encouraged to bring in some of their own furniture and possessions. ○ ○ ○
- The bedrooms are bright and pleasant. ○ ○ ○
- Residents can go to their rooms when they wish to be alone. ○ ○ ○
- Residents are able to keep pets in their room or in other areas of the home. ○ ○ ○
- Staff respect the right to privacy and knock on bedroom doors. ○ ○ ○

Toilets Check whether:
- There are enough toilets within easy reach? ○ ○ ○
- Staff are trained to spot the signs when someone needs to go to the toilet? ○ ○ ○
- Staff are cheerful and tactful about helping residents use the toilet and changing them if they are incontinent? ○ ○ ○

Living areas Are chairs arranged in groups to encourage talking rather than placed in a circle round the outside of the room? Is there:
- A TV or radio left on when no one is watching or listening? ○ ○ ○
- More than one room where residents can sit or where they can be quiet or see visitors? ○ ○ ○
- A garden where residents can walk safely? ○ ○ ○

Health
- Which doctor or doctors can residents see? ○ ○ ○
- Can a relative stay overnight if a resident is unwell? ○ ○ ○
- What happens if residents need help with taking medication? ○ ○ ○

Visitors Make sure that there is good communication between relatives and the home and that phone calls and visits are encouraged.
- Are visitors encouraged to take residents out or join them for a meal? ○ ○ ○
- Are relatives involved in care planning and the general life of the home? ○ ○ ○

Activities Residents should be stimulated without feeling stressed. Are:
- There opportunities for residents to help staff with small tasks if they wish? ○ ○ ○
- The activities individualised and peoples’ likes/dislikes recorded in care plans? ○ ○ ○
- Activities available each day or are residents left to sit in front of the TV? ○ ○ ○
- Reminiscence activities available? ○ ○ ○
- Residents able to compile memory boxes? ○ ○ ○

Staff It is important to note whether staff seem friendly and caring towards residents and whether they treat residents with respect. Do they:
- Have any training and experience in dementia care? ○ ○ ○
- Make time to sit and chat to residents or talk to them while they are helping them with physical tasks such as washing and dressing? ○ ○ ○
- Know about residents’ backgrounds, habits and interests? ○ ○ ○
- Ensure that the person with dementia has a member of staff particularly responsible for their care? ○ ○ ○
- Make sure there is a member of staff you can talk to about your own worries about the person with dementia? ○ ○ ○

Manager/head of home A manager who is caring as well as efficient can make all the difference to a home. Does the manager:
- Have a friendly manner with staff and residents? ○ ○ ○
- Answer your questions openly and seem to understand your concerns? ○ ○ ○
- Have a knowledge of dementia and can they deal with difficulties that may arise in an understanding way? ○ ○ ○
- Ensure that each resident has a care plan and their needs are regularly reviewed? ○ ○ ○
- Consult the family carer about the care plan and about any proposed changes to it? ○ ○ ○
Other specialist services

Physical disability

If you have a physical disability or a long-term illness, Adult Care, Health and Wellbeing and other organisations in the independent and not-for-profit sectors can provide a range of services to help you live as independently as possible. There are also services available to support your carer.

As with all support from Adult Care, Health and Wellbeing, your needs must first be assessed (see page 6) to determine the best ways to support you; your carer can also have an assessment. You may wish to discuss your needs with your family doctor in the first instance.

Support from Adult Care, Health and Wellbeing includes: allocation of a personal budget if your needs are ‘substantial’ or ‘critical’ (see page 56); occupational therapists (see page 8); reablement - assisting a person who has been unwell, or who has disabilities, to live as independently as possible; help with equipment and adaptations your home (see page 12); activities within the community (see page 24); help at home, and with leaving hospital (see pages 7 and 10); short breaks (see page 26); and help for carers (see page 16).

You can ring Adult Care, Health and Wellbeing’s Access Service on 0300 1234 131 for advice.

Benefit update

Since April 2013, Disability Living Allowance for disabled people aged 16 to 64 was replaced by a Personal Independence Payment. How much you’ll get depends on how your health condition or disability affects you.

For further information, visit www.gov.uk/pip.

My Place

An interactive project run by Disability Cornwall, this website maps out the whole county showing disabled people the places that are fully accessible. The site also allows you to search for personal assistants (PAs), or if you are a PA, and looking for paid work, you can register your details.

Written by local disabled people about the places they know and trust, visit the website www.disabilitycornwall.org.uk/my-place to find out more.

Disability Cornwall

Units 1G & H Guildford Road Industrial Estate, Guildford Road, Hayle TR27 4QZ

Tel: 01736 756655

Younger adults

Active 8 is a charity for young people with physical disabilities in Cornwall.

Anybody can refer young people with a physical impairment and no learning difficulties to Active 8. For more information please call 07818 420257 or visit www.active8online.org.uk.

Learning disability

Adult Care, Health and Wellbeing work together in teams to support people of all ages with a learning disability. They will help you to stay healthy, get to work or college, make sure you are getting all the benefits you’re entitled to, support your family and carers and find out about places to live and how to pay for your accommodation.

All this support will be based around your personal support plan, which will focus on your needs, with as much help as you need. Call Adult Care, Health and Wellbeing for copies of their easy to read brochures for people with learning disabilities:

- Learning Disability Guide 1- Different kinds of support.
- Say no to abuse - protecting vulnerable adults from abuse and neglect.
- A Guide to Personal Budgets leaflet - easy read information about personal budgets.

Tel: 0300 1234 131 or visit: www.cornwall.gov.uk.

Housing

The Supporting People Team manage contracts with a number of housing providers to help people to live as independently as possible. They can be contacted by
Calling 0300 1234 131.

Cluster flats or extra care housing are groups of individual, self-contained flats, with a manager or support workers also on the site, which may have some communal living areas.

**Supported Living**

Services aimed at supporting residents of Cornwall who have a learning disability, within their own home also exist. Some are mainly aimed at people aged 18 to 65 with learning disabilities and aim to enhance their inclusion within their community.

‘Supported Living’ is a term generally used to describe situations in which people (often disabled adults) usually rent their home, and their personal care or support is arranged separately. This means they can change their support without having to move, or move and take the same support with them. People have greater security of tenure, and can claim a wider range of welfare benefits than in a residential care home.

Supported Living can be delivered in a range of settings, including individual flats or houses, clusters of self-contained flats on the same site, shared accommodation, and extra care housing. The individual, a private landlord, a housing association, a local authority or a charity may own the property.

Supported Living refers to the way in which accommodation and support are organised, rather than the amount of support. This will be tailored to individual need and can include access to support 24 hours a day if assessed as necessary, although many people do not require this – particularly with the use of assistive technology such as telecare equipment (discussed further on page 10) that ensures an emergency response and helps keep people safe.

**Care homes**

In a care home someone is placed following a care needs assessment and thereafter the local authority assumes full (including financial) responsibility for the residential placement.

Care homes for people with learning disabilities often specialise e.g. homes for people with autism and challenging behaviour or dementia. A good home will provide opportunities to learn and maintain skills and opportunities to take part in enjoyable and stimulating activities. Care managers, social workers and community nurses who specialise in learning disability, will be able to give you information to enable you to make the right choices.

In a care home the manager has full responsibility for the home and how it is run. In residential care homes specialising in learning disability, accommodation, care and support come as a package and this is different from the arrangement for separate housing care and support services in supported housing.

**Further help**

If you need help speaking up about your views, the services of an advocate may come in helpful. There are two organisations that can help you get an advocate:

**Cornwall Advocacy**

Tel: 01872 242478  
Email: enquiries@cornwalladvocacy.org.uk  
Web: www.cornwalladvocacy.org.uk

**Cornwall People First**

Tel: 01736 334857  
Email: cornwallpeoplefirst@hotmail.co.uk  
Web: www.cornwallpeoplefirst.com

Cornwall People First is run by people with a learning disability. They run projects to make things better for people with a learning disability and they have events and meetings for people to have their say.

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**With so many providers to choose from, where do you start?**

**www.carechoices.co.uk** can help.

- search care providers quickly and easily
- search by postcode/town and care type
- information on standards of care
- links to the latest inspection reports
- extra information, photos and direct website links for hundreds of providers
- request a brochure
- checklists to take with you when you visit

Alternatively, call our friendly helpline team on **0800 389 2077** to talk to someone directly.
There are two main providers of mental health services in Cornwall: Cornwall Partnership NHS Foundation Trust and Outlook South West.

The Cornwall Partnership NHS Foundation Trust (CFT) provides mental health, learning disabilities, drug and alcohol and eating disorder services to adults and children. The CFT provides Community Mental Health Teams offering services for adults aged 18-75 suffering from a severe mental illness. It also provides the Memory Service for adults with memory problems. If you are concerned about your own memory, or that of someone close to you, contact your GP in the first instance, or you can self-refer to the Memory Team. For further information and advice contact the CFT on 01208 834600.

Outlook South West provide treatment for NHS patients with psychological difficulties who have been referred by their GPs. This is provided in the patient’s local GP practice and includes help and support for people experiencing depression, anxiety, post traumatic stress disorder and obsessive compulsive disorder.

Further information is available on the websites: www.cornwallmentalhealth.com and www.outlooksw.co.uk.

Cornwallmentalhealth.com
This website, commissioned by Cornwall’s Primary Care Trust, provides a one stop shop for all mental health services in Cornwall, for public and professionals alike. It is an interactive site and has a Directory of services available, as well as articles, forums and podcasts. Visit: www.cornwallmentalhealth.com for further details.

Cornwall Community Mental Health Advocacy
Provides a service for adults with mental health issues who are living in the community in Cornwall, except in the district of Restormel.

South of England Projects (SEAP)
28 Beatrice Road, Walker Lines Industrial Estate, Bodmin PL31 1RD
Tel: 0845 279 9019
Email: admin.bodmin@seap.org.uk

Community Enablement Project
The Rural Community Link Project and West Cornwall Mind work in partnership to provide support to those who are not eligible to receive support from Mental Health Teams. The Community Enablement Project workers assist people who are recovering from mental health problems to rebuild and lead meaningful and fulfilling lives. Access to social, recreation, fitness, training and education opportunities and voluntary work are some of the options available. Self-referrals are welcome. Call 01726 821858 or email: RCLP@freenet.co.uk and they will refer you to the appropriate area.

Moving On Project
If you are recovering from a mental health problem, or want to develop work or voluntary skills including application and interview techniques, the Moving On Project provides support, advice and guidance to help you become better equipped to start work. For more information, contact 01726 821858 or email: admin@rclproject.com.

ReThink Cornwall
A free service offering social, recreational activities and day opportunities to people with mental health problems.
West Cornwall care homes

ACORN PARK LODGE
22 Park Road, Redruth TR15 2JG
Tel: 01209 698595

ALBANY HOUSE
129 Albany Road, Redruth TR15 2JB
Tel: 01209 210526

ANTRON MANOR CARE HOME
Antron Hill, Mabe Burnthouse, Penryn TR10 9HH
Tel: 01326 376570

APPLEDOWN
15 Heather Lane, Canonstown, Hayle TR27 6NG
Tel: 01736 740552

AR-LYN RESIDENTIAL HOME
Vicarage Lane, Lelant, St Ives TR26 3JZ
Tel: 01736 753330

BLACKWOOD
Roskear, Carnbore TR14 8BA
Tel: 01209 713498

BREAGE HOUSE
Breage, Helston TR13 9PW
Tel: 01326 565805

CARRICK LODGE
Belyars Lane, St Ives TR26 2BZ
Tel: 01736 794353

CHY AN TOWANS
11 Upton Towans, Hayle TR27 5BJ
Tel: 01736 754152

CHY BYGHAN RESIDENTIAL HOME
Sunny Corner Lane, Sennen, Penzance TR19 7AX
Tel: 01736 871459

CHYPONS RESIDENTIAL HOME
Clifton Hill, Newlyn, Penzance TR18 5BU
Tel: 01736 362492

COACH HOUSE, THE
Newmill Road, Gulval, Penzance TR20 8UR
Tel: 01736 332133

CORNWALL CARE RESPITE SERVICES
38 Polweath Road, Treneere, Penzance TR18 3PN
Tel: 01736 330638

COURTLANDS CARE HOME
Rosudgeon, Penzance TR20 9PN
Tel: 01736 710476

DOWNES RESIDENTIAL CARE HOME, THE
Foundry Hill, Hayle TR27 4HW
Tel: 01736 754400

FAIR VIEW
Croft Mitchell, Troon, Camborne TR14 9JH
Tel: 01209 831662

FAIRFIELD HOUSE
Bridge, Portreath, Redruth TR16 4QG
Tel: 01209 200544

GARSEWEDNACK RESIDENTIAL HOME
132 Albany Road, Redruth TR15 2HZ
Tel: 01209 215798

GODOLPHIN HOUSE CARE HOME
42 Godolphin Road, Helston TR13 8QF
Tel: 01326 572609

Parc Vro
‘A well established family run home set in beautiful country surroundings’

We are a small, friendly home with exceptional staff and home cooking, all facilities offered. Day Care and trial visits welcome. High standard of Dementia Care available.

For a brochure and to arrange a visit please tel: 01326 221275

REG. MAN Alison Stevenson.
Parc Vro, Mawgan, Helston TR12 6AY
Registered with CQC. Member of NCA.

Service
OP Older people (65+)
D Dementia
PD Physical disability
LDA Learning disability, autism
MH Mental health
SI Sensory impairment
YA Younger adults
AD People who misuse alcohol and drugs

Advertisers are highlighted

This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
### West Cornwall care homes continued

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<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GREEN, THE</strong></td>
<td>OP, DMH</td>
<td>Drump Road, Redruth TR15 1LU</td>
<td>01209 215250</td>
</tr>
<tr>
<td><strong>HARBOUR HOUSE</strong></td>
<td>OP, D</td>
<td>Penberthy Road, Portreath, Redruth TR16 4LW</td>
<td>01209 843276</td>
</tr>
<tr>
<td><strong>HEADLANDS</strong></td>
<td>OP</td>
<td>Headland Road, Carbis Bay, St Ives TR26 2NT</td>
<td>01736 795769</td>
</tr>
<tr>
<td><strong>HIGHDOWNS RESIDENTIAL HOME</strong></td>
<td>LDA, MH</td>
<td>Highdowns, Blackrock, Camborne TR14 9PD</td>
<td>01209 832261</td>
</tr>
<tr>
<td><strong>HUTHNANCE PARK</strong></td>
<td>LDA</td>
<td>Nancegollan, Helston TR13 OAZ</td>
<td>01209 200544</td>
</tr>
<tr>
<td><strong>LANGHOLME</strong></td>
<td>LDA</td>
<td>Arwenack Avenue, Falmouth TR11 3LD</td>
<td>01326 314512</td>
</tr>
<tr>
<td><strong>LITTLE TREFEWHA CARE HOME</strong></td>
<td>OP</td>
<td>Praze-An-Beeble, Camborne TR14 0JZ</td>
<td>01209 831566</td>
</tr>
<tr>
<td><strong>LYNDHURST</strong></td>
<td>LDA</td>
<td>Hea Road, Heamoor, Penzance TR18 3HB</td>
<td>01736 331008</td>
</tr>
<tr>
<td><strong>MENWINNION COUNTRY HOUSE</strong></td>
<td>OP, PD, MH</td>
<td>Lamorna Valley, Penzance TR19 6BJ</td>
<td>01736 810233</td>
</tr>
<tr>
<td><strong>MOROVAHVIEW RESIDENTIAL HOME</strong></td>
<td>OP, DMH</td>
<td>1 Bar View Lane, Hayle TR27 4AJ</td>
<td>01736 753772</td>
</tr>
<tr>
<td><strong>MOUNT PLEASANT HOUSE (CAMBORNE)</strong></td>
<td>OP, DMH</td>
<td>Pentalek Road, Camborne TR14 7RQ</td>
<td>01209 716424</td>
</tr>
<tr>
<td><strong>OLD MANOR HOUSE, THE</strong></td>
<td>OP</td>
<td>6 Regent Terrace, Penzance TR18 4DW</td>
<td>01736 363742</td>
</tr>
<tr>
<td><strong>PARC VRO RESIDENTIAL HOME</strong></td>
<td>OP, DMH</td>
<td>Mawgan-in-Meneage, Mawgan, Helston TR12 6AY</td>
<td>01326 221275</td>
</tr>
<tr>
<td><strong>PENDARVES</strong></td>
<td>OP, D</td>
<td>3 Pendarves Road, Camborne TR14 8QB</td>
<td>01209 610827</td>
</tr>
<tr>
<td><strong>PENDARVES RESIDENTIAL CARE HOME</strong></td>
<td>OP, PD, SI</td>
<td>25 Pendarves Road, Camborne TR14 7QF</td>
<td>01209 714576</td>
</tr>
<tr>
<td><strong>PENLEE RESIDENTIAL CARE HOME</strong></td>
<td>OP, D, MH</td>
<td>56 Morrab Road, Penzance TR18 4EP</td>
<td>01736 364102</td>
</tr>
<tr>
<td><strong>PENMENETH HOUSE</strong></td>
<td>OP</td>
<td>16 Penpol Avenue, Hayle TR27 4NQ</td>
<td>01736 752359</td>
</tr>
<tr>
<td><strong>PINE TREES CARE CENTRE</strong></td>
<td>OP</td>
<td>15 Horsepool Road, Connor Downs, Hayle TR27 5DZ</td>
<td>01736 753249</td>
</tr>
<tr>
<td><strong>POLVENTON RESIDENTIAL CARE HOME</strong></td>
<td>OP, D, PD, MH</td>
<td>St Keverne, Helston TR12 6NS</td>
<td>01326 280734</td>
</tr>
<tr>
<td><strong>RICHMOND HOUSE</strong></td>
<td>OP, LDA</td>
<td>31 Richmond Street, Heamoor, Penzance TR18 3ET</td>
<td>01736 331005</td>
</tr>
<tr>
<td><strong>RIDGEWOOD</strong></td>
<td>OP, LDA</td>
<td>54 Mount Pleasant Road, Camborne TR14 7RJ</td>
<td>01209 710799</td>
</tr>
<tr>
<td><strong>RIDGEWOOD LODGE</strong></td>
<td>OP, LDA, MH</td>
<td>51 Roskear, Camborne TR14 8DQ</td>
<td>01209 714032</td>
</tr>
<tr>
<td><strong>ROSCARRACK HOUSE</strong></td>
<td>OP, LDA, MH</td>
<td>Bickland Water Road, Falmouth TR11 4SB</td>
<td>01326 312498</td>
</tr>
<tr>
<td><strong>ROSE HOUSE</strong></td>
<td>OP, LDA, MH, YA</td>
<td>Wheal Rose, Scorrier, Redruth TR16 5DF</td>
<td>01209 891090</td>
</tr>
<tr>
<td><strong>ROSEDCENE HOUSE</strong></td>
<td>OP, LDA</td>
<td>22 Rosewarne, Camborne TR14 8BE</td>
<td>01209 714238</td>
</tr>
<tr>
<td><strong>ROSEMERRY</strong></td>
<td>OP, LDA, YA</td>
<td>2a Cadogan Road, Camborne, Cornwall TR14 7RS</td>
<td>01209 610210</td>
</tr>
</tbody>
</table>

*Advertisers are highlighted*

**Service** | **User Bands** |
--- | --- |
OP | Older people (65+) |
D | Dementia |
PD | Physical disability |
LDA | Learning disability, autism |
MH | Mental health |
SI | Sensory impairment |
YA | Younger adults |
AD | People who misuse alcohol and drugs

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
ROSEWARNE
Holman Park, Tehidy Road, Camborne TR14 8FD Tel: 01209 713729
OP D PD LDA SI YA

ROSEWARNE CARE
Largiemore, 42 Tehidy Road, Camborne TR14 8LL Tel: 01209 712854
LDA

SHELDON HOUSE NURSING HOME
Sea View Road, Falmouth TR11 4EF Tel: 01326 313411
OP D

SILVERDALE
10 Trewirgie Road, Redruth TR15 2SP Tel: 01209 217585
LDA

FAIRHOLME
NURSING & RESIDENTIAL HOME
In a friendly atmosphere we provide quality care for adults and the elderly.

- Short and long-term placements
- Moderate fees
- Accredited within the Gold Standards Framework for end-of-life care
- Good home cooking
- Chiropody
- Hairdressing
- Single & double rooms – some en-suite
- In-house laundry
ROSKEAR, CAMBORNE, CORNWALL TR14 8DN

TELEPHONE: (01209) 714491 WWW.FAIRHOLME.CO.UK

ST CLAIR HOUSE
32 Basset Road, Camborne TR14 8SL Tel: 01209 713273

ST MARY’S HAVEN RESIDENTIAL
St Mary’s Street, Penzance TR18 2DH Tel: 01736 367342
OP D PD

ST MARY’S HAVEN RESPITE
St Mary’s Street, Penzance TR18 2DH Tel: 01736 367342
OP

STATION VILLA
18 Station Hill, Hayle TR27 4NG Tel: 01209 775251
OP D PD LDA YA

TOLVERTH HOUSE
Long Rock, Penzance TR20 8JQ Tel: 01209 219333
OP D PD MH AD

TRELAWNEY HOUSE
Polladras, Breage, Helston TR13 9NT Tel: 01736 763334
LDA YA

Bonaer Care Home

- 24-hour care by fully trained nursing staff
- Passenger lift
- Regular visits by chiropodist and hairdresser
- Private library / quiet room
- 2 lounges and a conservatory
- Special diets catered for
- Superb views
- Family atmosphere
- Regular entertainment

For further details and a brochure please contact the proprietors:
Sarah and Tony Metalle 17 Station Hill, Hayle, Cornwall TR27 4NG
Tel: 01736 752090

Registered with The Care Quality Commission

TELEPHONE: (01209) 714491 WWW.FAIRHOLME.CO.UK

West Cornwall care homes continued
### West Cornwall care homes continued

**TREMETHICK HOUSE**  
Meadowside, Redruth TR15 3AL  
Tel: 01209 215713  
- OP D  

**TREVEAN GARDENS, 22–25**  
Alverton Terrace, Penzance TR18 4JD  
Tel: 01736 361369  
- LDA  

**TREWITHE**  
Treslothan, Camborne TR14 9LP  
Tel: 01209 612151  
- LDA YA  

**WHITE HOUSE, THE**  
128 Dracaena Avenue, Falmouth TR11 2ER  
Tel: 01326 318318  
- OP  

### West Cornwall care homes with nursing

**BEECHES, THE**  
22 St George’s Road, Hayle TR27 4AH  
Tel: 01736 752725  
- Advert inside back cover  

**BENONI NURSING HOME LTD**  
12 Carrallack Terrace, St Just, Penzance TR19 7LW  
Tel: 01736 788433  
- OP D PD  

**BONAER CARE HOME**  
17 Station Hill, Hayle TR27 4NG  
Tel: 01736 752090  
- Advert page 42  

**CHYLIDN**  
Valley Lane, Carnon Downs, Truro TR3 6LP  
Tel: 01872 863900  
- LDA YA  

**CORNWALLIS NURSING HOME**  
Trewidden Road, St Ives TR26 2BX  
Tel: 01736 796856  
- OP D MH  

**FAIRHOLME**  
Roskear, Camborne TR14 8DN  
Tel: 01209 714491  
- Advert page 42  

**GLENCOE CARE HOME**  
23 Churchtown Road, Gwithian, Hayle TR27 5BX  
Tel: 01736 752216  
- OP D PD LDA  

**KING CHARLES COURT**  
Marlborough Road, Falmouth TR11 3LR  
Tel: 01326 311155  
- OP D PD SI  

**PENHELLIS NURSING HOME**  
Cross Street, Helston TR13 8NQ  
Tel: 01326 565840  
- OP D PD SI  

**POLDHU**  
Poldhu Cove, Mullion, Helston TR12 7JB  
Tel: 01326 240977  
- OP PD  

**PONSANDANE**  
Chyandour Terrace, Penzance TR18 3LT  
Tel: 01736 330063  
- OP D PD LDA  

**PORTHGWARA NURSING HOME**  
North Corner, Coverack, Helston TR12 6TG  
Tel: 01326 280307  
- OP PD YA  

**SHELDON HOUSE NURSING HOME**  
Sea View Road, Falmouth TR11 4EF  
Tel: 01326 313411  
- OP D  

**ST MARTIN’S**  
St Martin’s Crescent, Camborne TR14 7HJ  
Tel: 01209 713512  
- Advert inside front cover  

**ST TERESA’S CARE HOME WITH NURSING**  
Long Rock, Penzance TR20 9BJ  
Tel: 01736 710336  
- PD YA  

**TREFULA HOUSE**  
St Day, Redruth TR16 5ET  
Tel: 01209 820215  
- OP D PD MH  

**TREGENNA HOUSE**  
Pendarves Road, Camborne TR14 7QG  
Tel: 01209 718083  
- OP D MH  

**TRENGROUSE**  
Trengrouse Way, Helston TR13 8BA  
Tel: 01326 573382  
- Advert inside front cover  

**TREVAYLOR MANOR**  
Gulval, Penzance TR20 8UR  
Tel: 01736 350856  
- OP D PD MH  

**TREWARTHA**  
Trewartha Estate, Carbis Bay, St Ives TR26 2TQ  
Tel: 01736 797183  
- Advert inside front cover  

**TREWERN**  
72 Melville Road, Falmouth TR11 4DD  
Tel: 01326 312833  
- Advert inside front cover  

**TREWITHEN**  
Treslothan, Camborne TR14 9LP  
Tel: 01209 612151  
- LDA YA

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**Advertisers are highlighted**

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<td>D</td>
<td>Dementia</td>
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<td>Learning disability, autism</td>
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<td>MH</td>
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<td>SI</td>
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<tr>
<td>YA</td>
<td>Younger adults</td>
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<tr>
<td>AD</td>
<td>People who misuse alcohol and drugs</td>
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</tbody>
</table>

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
Developed by the publisher of this Care Services Directory

With so many providers to choose from where do you start? www.carechoices.co.uk can help.

- search care providers quickly and easily
- search by postcode/town and care type
- information on standards of care
- links to the latest inspection reports
- extra information, photos and direct website links for hundreds of providers
- request a brochure
- checklists to take with you when you visit

Alternatively, call our friendly helpline team on 0800 389 2077 to talk to someone directly.
e: enquiries@carechoices.co.uk Follow us @CareChoicesLtd

www.carechoices.co.uk
Central Cornwall care homes

**AVERLEA RESIDENTIAL HOME**
Fore Street, Polgooth, St Austell PL26 7BP
Tel: 01726 668920

**BAWDEN MANOR FARM**
West Polperro, St Agnes TR5 0ST
Tel: 01872 552237

**BEACH, THE**
Alexandra Road, Newquay TR7 3NB
Tel: 01326 371000

**BIGWIG HOUSE**
Rhubarb Hill, Holywell Bay, Newquay TR8 5PT
Tel: 01637 831220

**BOS Y’N DRE**
76 Bodmin Road, St Austell PL25 5AG
Tel: 01726 746290

**BRAKE MANOR, THE**
97 Bodmin Road, St Austell PL25 5AG
Tel: 01726 61518

**CAPRERA**
61 Truro Road, St Austell PL25 5JG
Tel: 01726 729560

**CHY COLOM**
Agar Road, Truro TR1 1JU
Tel: 01872 262414

**CHY KOES**
Woodland Road, St Austell PL25 4RA
Tel: 01726 760450

**CLOVELLY HOUSE CARE HOME**
St Michael’s Road, Newquay TR7 1RA
Tel: 01637 876668

**COPPER BEECHES LODGE**
52 Truro Road, St Austell PL25 5JJ
Tel: 01726 740240

**CRANTOCK LODGE RESIDENTIAL HOME**
34 Bonython Road, Newquay TR7 3AN
Tel: 01637 872112

**CRESCENT RESIDENTIAL CARE HOME, THE**
1 Island Crescent, Newquay TR7 1DZ
Tel: 01637 874493

**CROSS KEYS**
17 Church Road, Penryn TR10 8DA
Tel: 01326 372979

**EAST WHEAL ROSE**
St Newlyn East, Newquay TR8 5JD
Tel: 01872 510750

**FISTRAL HOUSE RESIDENTIAL HOME**
3 Esplanade Road, Pentire, Newquay TR7 1PY
Tel: 01637 878423

**GABLES, THE**
Newquay Road, Goonhavern, Truro TR4 9QD
Tel: 01872 571030

**GROVE, THE**
181 Charlestown Road, Charlestown, St Austell PL25 3NP
Tel: 01726 76481

**HEIGHTLEA**
Old Falmouth Road, Truro TR1 2HN
Tel: 01872 263344

**HOLLIES, THE**
1 Tremodrett Road, St Austell PL26 8JA
Tel: 01726 890247

**HOLLYBUSH RESIDENTIAL HOME**
45 Glamis Road, Newquay TR7 2RY
Tel: 01637 874148

**ISMEER**
Trewollock Lane, Gorran Haven, St Austell PL26 6NT
Tel: 01726 843480

Advertisers are highlighted

Service
- **OP** Older people (65+)
- **D** Dementia
- **PD** Physical disability
- **LDA** Learning disability, autism

User Bands
- **MH** Mental health
- **SI** Sensory impairment
- **YA** Younger adults
- **AD** People who misuse alcohol and drugs

Visit www.carechoices.co.uk for further assistance with your search for care

45
Mount Pleasant
Residential Care Home, St. Agnes

Enjoy high-class comfort and care in the beautiful village of St. Agnes, with scenic views and a good family atmosphere. Local amenities on the doorstep

- 24 HOUR HIGH QUALITY CARE AT A MODEST PRICE.
- ENJOY EXCELLENT HOME COOKING WITH SPECIAL DIETS CATERED FOR.
- CONVALESCENT, HOLIDAY BREAKS AND DAY CARE ALSO AVAILABLE.
- SINGLE ROOMS AND LIMITED MARRIED ACCOMMODATION AVAILABLE.
- OUR STAFF ARE ALL HIGHLY TRAINED CAREFULLY SELECTED LOCAL PEOPLE, WITH ENGLISH BEING THEIR FIRST LANGUAGE.
- PETS GLADLY ACCOMMODATED.

- REGULAR VISITING DENTIST, DOCTOR, CHIROPODIST, OPTICIAN, HAIRDRESSER, ETC.
- RANGE OF ORGANISED ACTIVITIES INCLUDING OCCUPATIONAL THERAPY.
- WEEKLY EXERCISE SESSIONS AND IN-HOUSE ACTIVITIES.
- COURTESY TRANSPORT PROVIDED.
- SMOKING IS PERMITTED WITHIN DESIGNATED AREAS.
- RESIDENT OWNERS SUPERVISE THE RUNNING OF THE HOME.

Mrs Sear’s primary objective is to make the residents feel at home, not in a home, whilst providing the highest possible standard of care in a warm friendly environment. At Mount Pleasant both staff and residents are understanding and caring and you will be amongst friends who will help in every way.

All rooms are fully furnished, with washing facilities (some ensuites) and Nurse Call system. Bathrooms are fitted with bath seats and a hoist.

If you are contemplating moving into a residential care home, make an appointment to go and see Mrs Sear at Mount Pleasant and receive friendly advice with no obligation.

BROCHURE AVAILABLE ON REQUEST.

ALL ROOMS AT GROUND FLOOR LEVEL

Contact Mrs Sear on (01872) 553165
REGISTERED WITH CQC

Email: gsear@btinternet.com www.mountpleasantcarehome.com
ROSEMUNDY, ST AGNES, CORNWALL TR5 0UD
KERNOU RESIDENTIAL HOME  
West Cliff, Porthtowan, Truro TR4 8AE  
Tel: 01209 890386

KIMBERLEY COURT  
Kimberley Close, Crantock Street, Newquay TR7 1JG  
Tel: 01637 850316

LILENA RESIDENTIAL CARE HOME  
2 Quintrell Road, St Columb Minor, Newquay TR7 3DZ  
Tel: 01637 877662

LITTLECROFT  
Rhubarb Hill, Hollywell Bay, Newquay TR8 5PT  
Tel: 01637 830489

LONGVIEW CARE HOME LTD  
Rosehill, Goonhavern, Truro TR4 9JX  
Tel: 01872 573378

LOWENA  
Mitchell Hill, Truro TR1 1JX  
Tel: 01872 270013

LOWENVA CARE  
Rescorla, St Austell PL26 8YT  
Tel: 01726 850823

MANSE, THE  
15 Cargoll Road, St Newlyn East, Newquay TR8 5LB  
Tel: 01872 510844

MENNA HOUSE  
Menna, Grampound Road, Truro TR2 4HA  
Tel: 01726 883478

MONTROSE BARN  
Rose-In-Vale, Mithian, St Agnes TR5 0QE  
Tel: 01872 553059

MOUNT PLEASANT CARE HOME (ST AGNES)  
18 Rosemundy, St Agnes TR5 0UD  
Tel: 01872 553165

MYRTLE COTTAGE  
16 Fore Street, St Blazey PL24 2NU  
Tel: 01726 813806

NAK CENTRE, THE  
Sundial House, Coosebean, Truro TR4 9EA  
Tel: 01872 241878

OCEAN HILL LODGE RESIDENTIAL CARE HOME  
4/6 Trelawney Road, Newquay TR7 2DW  
Tel: 01637 874595

PENBERTHY  
111 Mountwise, Newquay TR7 2BT  
Tel: 01637 837845 
Advert inside front cover

PENROSE FARM  
Bodmin Road, Goonhavern, Truro TR4 9QF  
Tel: 01872 573938

PENTIRE CRESCENT, 15  
Newquay TR7 1PU  
Tel: 01637 879589

PENTREE LODGE RESIDENTIAL CARE HOME  
63/65 Pentire Avenue, Pentire, Newquay TR7 1PD  
Tel: 01637 877662

PERRAN BAY CARE HOME  
St Piran’s Road, Perranporth TR6 0BH  
Tel: 01872 572275

PHILIPHAUGH RESIDENTIAL CARE HOME  
Station Road, St Columb Major TR9 6BX  
Tel: 01637 880520

QUMRAN REST HOME  
7 Trevose Avenue, Newquay TR7 1NJ  
Tel: 01637 876699

REDANNICK  
Redannick Lane, Truro TR1 2JP  
Tel: 01872 276889 
Advert inside front cover

ROSEHILL HOUSE RESIDENTIAL HOME  
Middleway, St Blazey, Par PL24 2LB  
Tel: 01726 812424

ROSEWYN HOUSE  
Alverton Terrace, Truro TR1 1JE  
Tel: 01872 279107

ROWANS RESIDENTIAL CARE HOME  
31 Goonown, St Agnes TR5 0UY  
Tel: 01872 552147

Advertisers are highlighted

Service  OP Older people (65+)  D Dementia  PD Physical disability  LDA Learning disability, autism
User Bands  MH Mental health  SI Sensory impairment  YA Younger adults  AD People who misuse alcohol and drugs

Visit www.carechoices.co.uk for further assistance with your search for care
Central Cornwall care homes continued

SEPTEMBER LODGE
Wheal Hope, Goonhaven, Truro TR4 9QJ
Tel: 01209 200544

SPRINGFIELD HOUSE
Perrancombe, Perranporth TR6 0JA
Tel: 01872 573538

ST ERME CAMPUS
St Erme, Truro TR4 9BW
Tel: 01872 264231

ST GEORGE’S HOTEL CARE HOME
St George’s Road, Truro TR1 3JE
Tel: 01872 272554  Advert below

SUNNINGDALE HOUSE
Boscawen Road, Perranporth TR6 0EP
Tel: 01872 571151  OP D MH

SUNNYDEN
5 Mill Hill, Lostwithiel PL22 0HB
Tel: 01208 872602  LDA

TANGLEWOOD
Coombe Road, Lanjeth, St Austell PL26 7TF
Tel: 01726 710880  LDA YA

TARRANT HOUSE
2 Southview, Perrancombe, Perranporth TR6 0JB
Tel: 01872 572214  LDA YA

Feel right at home with Barchester care homes
At Barchester, people always tell us they feel right at home as soon as we welcome them through our doors, and that’s music to our ears. After all, we pride ourselves on our genuine warmth and friendliness – it’s all part of the first-class care and support that we provide to the people of Cornwall and beyond.

If you’d like to take a look around – or just need a bit of friendly advice – your local Barchester care home will be happy to help.

St George’s Hotel Care Home
At St George’s you will feel at home, not in a home.

- A lovely old house with a caring and comfortable atmosphere
- Private telephones & individual numbers in all rooms (no line rental charged, standard BT call charges apply)
- 24-hour care
- Level walking ground to shops (5 mins)
- Visiting hairdresser, library and chiropodist
- Grade II listed building

We have been caring for people since 1978. Visit us and talk to our residents.

St. George’s Road, Truro, Cornwall TR1 3JE  Owner: Mr R. Little  Contact: Mrs J. Coon – Manager  Tel: 01872 272554

St George’s Hotel Care Home
At St George’s you will feel at home, not in a home.

- A lovely old house with a caring and comfortable atmosphere
- Private telephones & individual numbers in all rooms (no line rental charged, standard BT call charges apply)
- 24-hour care
- Level walking ground to shops (5 mins)
- Visiting hairdresser, library and chiropodist
- Grade II listed building

WHO QUALITY OF LIFE IS IMPORTANT

St. George’s Road, Truro, Cornwall TR1 3JE  Owner: Mr R. Little  Contact: Mrs J. Coon – Manager  Tel: 01872 272554

Service  OP Older people (65+)
User Bands  D Dementia  PD Physical disability  LDA Learning disability, autism  MH Mental health  SI Sensory impairment  YA Younger adults  AD People who misuse alcohol and drugs

This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
## Central Cornwall care homes continued

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<th>Address</th>
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<th>User Bands</th>
<th>Service</th>
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<tr>
<td>TRESLEIGH</td>
<td>Fore Street, Grampound Road, Truro TR2 4DU</td>
<td>01726 883431</td>
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<tr>
<td>TROPICANA RESIDENTIAL HOME</td>
<td>Newquay Road, St Columb TR9 6TJ</td>
<td>01637 880779</td>
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<tr>
<td>WATERLOO HOUSE</td>
<td>Upper Castle Road, St Mawes TR2 5AE</td>
<td>01326 270570</td>
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<tr>
<td>WENTWORTH RESIDENTIAL HOME</td>
<td>59 South Street, St Austell PL25 5BN</td>
<td>01726 729410</td>
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<tr>
<td>WILLOWS, THE</td>
<td>Halvarras Park, Playing Park, Truro TR3 6HE</td>
<td>01872 865588</td>
<td>LDA</td>
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<tr>
<td>WOODLAND</td>
<td>Woodland Road, St Austell PL25 4RA</td>
<td>01726 72903</td>
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<tr>
<td>WOODSIDE FARM HOUSE</td>
<td>Edgécumbe Road, St Austell PL25 5SW</td>
<td>01726 774010</td>
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<td>ZION HOUSE</td>
<td>Higher Trevelas, St Agnes TR5 0XS</td>
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## Central Cornwall care homes with nursing

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<td>ALEXANDRA NURSING HOME</td>
<td>11 Alexandra Road, Porth, Newquay TR7 3ND</td>
<td>01637 877508</td>
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<tr>
<td>AMBERLEY HOUSE CARE HOME</td>
<td>The Crescent, Truro TR1 3ES</td>
<td>01872 271921</td>
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<tr>
<td>CAPRERA</td>
<td>61 Truro Road, St Austell PL25 5JQ</td>
<td>01726 729560</td>
<td>OP D MH YA</td>
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<tr>
<td>CARRICK</td>
<td>11 Carlyon Road, Playing Place, Truro TR3 6EU</td>
<td>01872 864657</td>
<td>LDA</td>
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<tr>
<td>CATHEDRAL VIEW HOUSE</td>
<td>Kenwyn Church Road, Truro TR1 3DR</td>
<td>01872 222132</td>
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<tr>
<td>CLINTON HOUSE NURSING HOME</td>
<td>75 Truro Road, St Austell PL25 5JQ</td>
<td>01726 63663</td>
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<tr>
<td>COLLAMERE NURSING HOME</td>
<td>52 Grenville Road, Lostwithiel PL22 0RA</td>
<td>01208 872810</td>
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<tr>
<td>COWBRIDGE NURSING HOME</td>
<td>Rose Hill, Lostwithiel PL22 0JW</td>
<td>01208 872227</td>
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</tbody>
</table>

Visit www.carechoices.co.uk for further assistance with your search for care
At our care homes we deliver high quality care in a warm friendly environment that encourages dignity, privacy and independence. Our residents’ needs are at the forefront of how we work, and we believe our high CQC ratings are a reflection of this.

Permanent & respite places are always available throughout our group.

The ultimate goal of the Morleigh Group is to make sure all of our service users are treated with the respect and dignity they deserve because after all we are Caring For Those Who Deserve The Best.

For more information, please visit www.carehomescornwall.com

Alexandra House
Alexandra Road, Porth, Newquay
T: 01637 877508

Brake Manor
Bodmin Road, St. Austell, Cornwall
T: 01726 61518

Clinton House
Truro Road, St. Austell, Cornwall
T: 01726 63663

Collamere Nursing Home
Grenville Road, Lostwithiel, Cornwall
T: 01208 872810

Elmsleigh Care Home
St Andrew’s Road, Par, Cornwall
T: 01726 812277

St Theresa’s Care Centre
St Therese Close, Callington, Cornwall
T: 01579 383488

Tregertha Court
Station Road, East Looe
T: 01503 262014
Central Cornwall care homes with nursing continued

ELMSLEIGH CARE HOME
St Andrew’s Road, Par PL24 2LX
Tel: 01726 812277  Advert page 50  OP D PD MH SI YA AD

OLD ROSELYON MANOR NURSING HOME, THE
Par PL24 2LN
Tel: 01726 814297  OP D PD

ESHCOL HOUSE NURSING HOME
12 Clifton Terrace, Portscatho, Truro TR2 5HR
Tel: 01872 580291  OP D PD MH

ROSELAND CARE LTD
23 Fore Street, Tregony TR2 5PD
Tel: 01872 530665  OP D PD

KENWYN
Newmills Lane, Kenwyn Hill, Truro TR1 3EB
Tel: 01872 464403  Advert page 48  OP D PD MH YA

SANSIGRA CARE HOME
High Road, Zelah, Truro TR4 9HN
Tel: 01726 540363  LDA

MOUNTFORD
Cyril Road, Truro TR1 3TB
Tel: 01872 274097  Advert inside front cover  OP D PD MH

ST MARGARET’S NURSING HOME
Mylords Road, Fraddon, St Columb TR9 6LX
Tel: 01726 861497  OP

NEWQUAY NURSING AND RESIDENTIAL HOME
55-57 Pentire Avenue, Newquay TR7 1PD
Tel: 01637 873314  OP

TREVARNA
4 Carlyon Road, St Austell PL25 4LD
Tel: 01726 75066  Advert inside front cover  OP D MH

NORTH HILL HOUSE
7 North Hill Park, St Austell PL25 4BJ
Tel: 01726 726470  OP

Visit www.carechoices.co.uk for further assistance with your search for care
CHYVARHAS
22 Saltash Road, Callington PL17 7EF
Tel: 01579 383104

CLANN HOUSE
Clann Lane, Lanivet, Bodmin PL30 5HD
Tel: 01208 831305

CLUBWORTHY HOUSE
Clubworthy, Launceston PL15 8NZ
Tel: 01566 785435

COOMBE HOUSE RESIDENTIAL HOME
Lamellion, Liskeard PL14 4JU
Tel: 01579 346819

CROMARTY HOUSE
11 Priory Road, Bodmin PL31 2AF
Tel: 01208 786070

EIRENIKON PARK RESIDENTIAL HOME
Bossiney Road, Tintagel PL34 0AE
Tel: 01840 777252

ELDON HOUSE RESIDENTIAL HOME
Downgate, Upton Cross, Liskeard PL14 5AJ
Tel: 01579 362686

ELMSLEA CARE HOME
34 Dunheved Road, Launceston PL15 9JQ
Tel: 01566 777661

EVENTIDE RESIDENTIAL HOME LTD
22 Downs View, Bude EX23 8RQ
Tel: 01288 352602

FAIRFIELD COUNTRY REST HOME
Launcells, Bude EX23 9NH
Tel: 01288 381241

FERNELEIGH HOUSE
Albaston, Gunnislake PL18 9AJ
Tel: 01822 832926

GARDEN HOUSE
Polyphant, Launceston PL15 7PU
Tel: 01566 880340

LISKEARD EVENTIDE HOME
The aim of the Home is to provide a warm, friendly atmosphere where
Residents can retain their independence and privacy.
Residents are encouraged to continue with their interests and activities,
with the security of care from experienced well-trained staff.
We also offer day-care and respite care
to individuals over the age of 65 years.
Tel: 01579 342676
14 Castle Street, Liskeard, PL14 3AU
www.liskeardeventidehome.co.uk

MArrAy House
residentiAl CAre HoMe
The aim of the home is to provide a warm, friendly atmosphere where
services users can retain their independence and privacy. Services users
are encouraged to continue with their interests and activities, with the
security of care from experienced well-trained staff. We also offer day-
care and respite care, hot meals delivered to your door.
Tel: 01752 844488
Email: marrayhouse1@hotmail.com
Marray House 12–14 Essa Road, Saltash, Cornwall PL12 4ED

MASSIVE MARY
RESIDENTIAL CARE HOME
Tel: 01752 844488
Email: marrayhouse1@hotmail.com

With so many providers to choose from, where do you start?
www.carechoices.co.uk can help.
• search care providers quickly and easily
• search by postcode/town and care type
• information on standards of care
• links to the latest inspection reports
• extra information, photos and direct website links for hundreds of providers
• request a brochure
• checklists to take with you when you visit
Alternatively, call our friendly helpline team on 0800 389 2077 to talk to someone directly.
East Cornwall care homes continued

HELEBRIDGE HOUSE
Hele Road, Marhamchurch, Bude EX23 0UB Tel: 01288 361310 LDA

HIGHER KEASON CARE HOME
Higher Keason Farm, St Ive, Liskeard PL14 3NE Tel: 01579 383137

HIGHERMEAD CARE HOME
College Road, Camelford PL32 9TL Tel: 01840 212528

HIGHPOINT LODGE
69 Molesworth Street, Wadebridge PL27 7DS Tel: 01208 814525 OP MH

HILLSBOROUGH RESIDENTIAL HOME
Southern Road, Callington PL17 7ER Tel: 01579 383138 D PD SI

KILKHAMPTON LODGE
Kilkhampton Road, Kilkhampton, Bude EX23 9PA Tel: 01288 321129 LDA MH YA

KILMAR HOUSE
Higher Lux Street, Liskeard PL14 3JU Tel: 01579 343066 OP

KINGSLEY HOUSE
15–17 Culver Road, Saltash PL12 4DP Tel: 01752 848913 LDA SI YA

KINGSTON HOUSE
Miners Way, Liskeard PL14 3ET Tel: 01579 346993 LDA SI YA

LISKEARD EVENTIDE HOME
14 Castle Street, Liskeard PL14 3AU Tel: 01579 342676 Advert page 52 OP

LONGMEADOW ROAD, 13
Saltash PL12 6DW Tel: 01752 310531 LDA

MANOR HOUSE
Higher Trevar, Liskeard PL14 5HJ Tel: 01579 343534 OP D MH

MARRAY HOUSE
12/14 Essa Road, Saltash PL12 4ED Tel: 01752 844488 Advert page 52 OP

NEW WITHEVEN
Jacobstow, Bude EX23 0BX LDA YA

OLD VICARAGE CARE HOME
Antony, Torpoint PL11 3AQ OP D PD MH

PEN INNEY HOUSE
Lenwannick PL15 7QD Tel: 01566 782318 OP D PD

PENBOWNDER HOUSE
Trebusrye, Launceston PL15 7ES OP D LDA MH

PENDEAN COURT, 16
Barras Cross, Liskeard PL14 6DZ PD LDA MH SI YA

PENDREA HOUSE
14 Westheath Avenue, Bodmin PL31 1QH Tel: 01208 743380 OP

PENGOVER
Pengover Road, Liskeard PL14 3EN Tel: 01579 343397 Advert inside front cover OP D MH

PENLEA
13 Dunheved Road, Launceston PL15 9JE Tel: 01566 775943 LDA

PENMOUNT GRANGE
Lanivet, Bodmin PL30 5JE Tel: 01208 831220 OP

PORTE ROUGE CARE HOME
Vicarage Road, Torpoint PL11 2EP Tel: 01752 814469 OP D YA

RED GABLES
59 Killerton Road, Bude EX23 8EW Tel: 01288 355250 OP D PD

Advertisers are highlighted
Service OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol and drugs

Visit www.carechoices.co.uk for further assistance with your search for care
RESTGARTH
Langreek Lane, Polperro PL13 2PW
Tel: 01752 812246

ROSEACRE
St Winnolls, Polbathic, Torpoint PL11 3DX
Tel: 01752 847001

ROSLYN HOUSE
68 Molesworth Street, Wadebridge PL27 7DS
Tel: 01208 761520

ROWAN HOUSE RESIDENTIAL HOME
4 Lower Port View, Saltash PL12 4BY
Tel: 01752 843843

SERPELLS MEADOW, 18
Polyphant, Launceston PL15 7PR
Tel: 01566 880340

SPRINGFIELD HOUSE RESIDENTIAL CARE HOME
North Hill, Launceston PL15 7PQ
Tel: 01566 782361

ST ANNE’S
Plougastel Drive, Callington Road, Saltash PL12 6DJ
Tel: 01752 847001

ST ANTHONY’S RESIDENTIAL HOME LTD
Station Road, Liskeard PL14 4BY
Tel: 01579 342308

ST BREOCK
Whiterock, Wadebridge PL27 7NN
Tel: 01208 781200

ST BRIDGET’S CARE HOME
64 St Nicholas Street, Bodmin PL31 1AG
Tel: 01208 781700

ST HILARY
Bramble Hill, Bude EX23 8DG
Tel: 01288 352754

ST PETROC’S CARE HOME
St Nicholas Street, Bodmin PL31 1AG
Tel: 01208 761520

ST TEATH SITE
Trehannick Road, St Teath, Bodmin PL30 3LG
Tel: 01208 851462

STONEYBRIDGE COTTAGE
Pengover Road, Liskeard PL14 3NH
Tel: 01752 348774

TAMARA HOUSE
Thanckes Close, Torpoint PL11 2RA
Tel: 01752 813527

TREGERTHA COURT CARE HOME
Station Road, Looe PL13 1HN
Tel: 01503 262014

TREVANION HOUSE HOLIDAYS LTD
Trevanion Road, Wadebridge PL27 7PA
Tel: 01208 814903

TREZELA HOUSE
23 Egloshayle Road, Wadebridge PL27 6AD
Tel: 01208 813756

UDAL GARTH
2 North Road, Torpoint PL11 2DH
Tel: 01752 815999

WHITE HOUSE CARE HOME, THE
40 Castle Street, Bodmin PL31 2DU
Tel: 01208 723100

WOODLANDS
Well Park Road, Drakewalls, Gunnislake PL18 9ED
Tel: 01822 832451

Advert page 50

East Cornwall care homes continued
<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Telephone Number</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ASHEBOROUGH HOUSE CARE CENTRE</strong></td>
<td>St Stephens, Saltash PL12 4AP</td>
<td>01752 845206</td>
<td>OP D PD</td>
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<tr>
<td><strong>MALVERN HOUSE</strong></td>
<td>10 St Stephen's Road, Saltash PL12 4BG</td>
<td>01752 842463</td>
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<tr>
<td><strong>BEAMONT COURT</strong></td>
<td>North Petherwin, Launceston PL15 8LR</td>
<td>01566 785350</td>
<td>OP D PD MH</td>
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<tr>
<td><strong>PENDRUCCOMBE HOUSE</strong></td>
<td>23 Tavistock Road, Launceston PL15 9HF</td>
<td>01566 776800</td>
<td>OP</td>
</tr>
<tr>
<td><strong>BEECH LAWN NURSING AND RESIDENTIAL HOME</strong></td>
<td>45 Higher Lux Street, Liskeard PL14 3JX</td>
<td>01579 346460</td>
<td>OP D PD MH</td>
</tr>
<tr>
<td><strong>PENGOVER</strong></td>
<td>Pengover Road, Liskeard PL14 3EN</td>
<td>01579 34397</td>
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<tr>
<td><strong>BELMONT HOUSE NURSING HOME</strong></td>
<td>Love Lane, Bodmin PL31 2BL</td>
<td>01208 750570</td>
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<tr>
<td><strong>ROSEWOOD HOUSE</strong></td>
<td>Polyphant, Launceston PL15 7PU</td>
<td>01566 880340</td>
<td>D PD LDA MH SI</td>
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<tr>
<td><strong>CASTLE HILL HOUSE CARE HOME WITH NURSING</strong></td>
<td>Castle Street, Bodmin PL31 2DY</td>
<td>01208 738020</td>
<td>OP D PD</td>
</tr>
<tr>
<td><strong>ST THERESA'S CARE CENTRE</strong></td>
<td>St Therese Close, Callington PL17 7QF</td>
<td>01579 383488</td>
<td>Advert page 50</td>
</tr>
<tr>
<td><strong>TAMAR HOUSE NURSING HOME</strong></td>
<td>175 Old Ferry Road, Saltash PL12 6BN</td>
<td>01752 83579</td>
<td>OP D PD</td>
</tr>
<tr>
<td><strong>TORPOINT NURSING CENTRE</strong></td>
<td>Vicarage Road, Torpoint PL11 28W</td>
<td>01752 813677</td>
<td>OP D PD MH YA</td>
</tr>
<tr>
<td><strong>TRELANA</strong></td>
<td>Poughill, Bude EX23 9EL</td>
<td>01288 354613</td>
<td>OP D PD</td>
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<tr>
<td><strong>TREMANSE HOUSE CARE HOME</strong></td>
<td>94 Fore Street, Bodmin PL31 2HR</td>
<td>01208 747170</td>
<td>MH YA</td>
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<tr>
<td><strong>TREWISTON LODGE NURSING HOME</strong></td>
<td>St Minver, Wadebridge PL27 6PU</td>
<td>01208 863488</td>
<td>OP</td>
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<tr>
<td><strong>TREZELA HOUSE</strong></td>
<td>23 Egloshayle Road, Wadebridge PL27 6AD</td>
<td>01208 813756</td>
<td>OP D LDA MH YA</td>
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<tr>
<td><strong>WINDMILL COURT</strong></td>
<td>St Minver, Wadebridge PL27 6RD</td>
<td>01208 863831</td>
<td>OP PD SI</td>
</tr>
</tbody>
</table>

**Advertisers are highlighted**

- **Service**: OP Older people (65+)  D Dementia  PD Physical disability  LDA Learning disability, autism
- **User Bands**: MH Mental health  SI Sensory impairment  YA Younger adults  AD People who misuse alcohol and drugs

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Paying for care

**Personal budgets**

Self-Directed Support is now the way that social care assessment, care planning and service delivery is given to people using services and their carers. The process of Self-Directed Support uses a model of ‘personalisation’ – the principle of tailoring services to suit an individual’s needs and desired outcomes with a strong emphasis on choice, control and early intervention.

Self-Directed Support involves using a personal budget – an upfront allocation of funding designed to help you take control over your life, identify your needs and the things you want to do and, if you wish, to manage your own support. This will follow an assessment of your needs and financial situation by Adult Care, Health and Wellbeing to determine if you are eligible (explained on page 6).

Your personal budget can be paid either directly to you or managed by the Council on your behalf to purchase the services and support you choose. There are some constraints on how you use your personal budget, and it must be legal and meet your assessed needs outlined in your support plan.

**Care fees – who pays what?**

Even if you know you will have to pay for it yourself, if you need care in your own home or are considering moving into residential care, you still qualify for a Social Care Assessment by Adult Care, Health and Wellbeing. The assessment will make sure that your needs will be met. Also, if you expect your capital to fall below £23,250 as a result of paying for care, Adult Care, Health and Wellbeing may then help you with the cost.

**What if you run out of money?**

If your capital is likely to reduce to £23,250 as a result of paying for care, you must tell Adult Care, Health and Wellbeing well in advance that this is going to happen. They will then be able to help with your care fees (provided your care needs assessment has shown that you need care). They will carry out a financial assessment to confirm the date from which you may be entitled to receive funding assistance, and the amount they, and you, will pay towards your care.

If you are moving into residential care, you may be entitled to some of the following financial assistance and support:

**Twelve week property disregard**

This applies if:

- your former home is included in your financial assessment;
- your other capital is less than £23,250; and
- your income is not enough to meet your care home fees; and
- you do not own any other property.

Adult Care, Health and Wellbeing will help with the cost during the first twelve weeks of permanent residential care, provided their assessment has shown that this is the kind of care you need and subject to your assessable capital being less than £23,250. This is called the ‘property disregard’ period. If you have to meet the full cost of your residential care initially because your capital is above this level, you may still be entitled to receive the disregard once your capital reaches £23,250.

**Funding after the twelve week property disregard**

**Deferred payment agreements**

After the twelve week property disregard period, Adult Care, Health and Wellbeing may be able to help you while your property is being sold. They will charge any financial help they give against the value of your home. This means they will take back the amount they have paid once your property has been sold. However, they may limit how much they will pay.

It may affect your entitlement to Pension Credit if your property is not seen to be on the market and becomes treated as capital by the Department for Work and Pensions (DWP).

**Attendance Allowance**

This is a non-means-tested, non-taxable benefit from the DWP. It’s paid at the lower rate of £54.45 a week if you need care by day or night, and at the higher rate of £81.30 a week if you need care during the day and night. Everyone aged 65 or over who needs care may be able to claim Attendance Allowance. If you are paying the full cost of residential care, with or without nursing care, you may be entitled to the higher rate.
NHS Nursing Care Contribution
Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care you may be entitled to NHS Nursing Care Contribution towards the cost. It is not means-tested and is currently £110.89 a week for the standard rate. This is paid directly to the home.

Third party payments
If the care home you eventually choose costs more than the rate Adult Care, Health and Wellbeing usually pays for a person with your needs, someone will have to make up the difference. This extra payment is often referred to as a ‘top-up’ or ‘third party top-up’.

Except in limited circumstances, the law states that you are not allowed to make this additional payment yourself. The responsibility for this often falls to a member of your family or a benevolent sponsor such as a charity. Once this person or organisation has been confirmed, they must sign an agreement formalising the arrangement.

It is important that whoever agrees to do this for you is made aware that the amount could increase in the future and they must be confident any increases will be met. Should payments stop for any reason, you should seek help and advice from Adult Care, Health and Wellbeing immediately.

As the financing of care is a complex area, you are advised to contact Adult Care, Health and Wellbeing to ask for specific advice and individual guidance.

Understanding your rights before moving into care is essential. There are a number of financial products and specialist companies who may be able to help. It is important to seek advice before committing yourself.

Minimum fee rates payable to care homes by Adult Care, Health and Wellbeing

<table>
<thead>
<tr>
<th>Category</th>
<th>Weekly rate per person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential</td>
<td>£390</td>
</tr>
<tr>
<td>Residential High / Dementia</td>
<td>£399</td>
</tr>
<tr>
<td>Nursing</td>
<td>£408 not inc NHS Nursing Care Contribution £516.70 inc NHS Nursing Care Contribution</td>
</tr>
<tr>
<td>Nursing High / Dementia</td>
<td>£432.17 not inc NHS Nursing Care Contribution £540.87 inc NHS Nursing Care Contribution</td>
</tr>
</tbody>
</table>

Figures mentioned may change over the life of this Directory. For information regarding fee levels paid by Adult Care, Health and Wellbeing in Cornwall for all service user groups please contact the Assessments (Charging) Team (01209 614335) for information and guidance.
What will you have to pay for your care?

Do you have more than £23,250 in capital and savings?

What is ‘capital’?
The value of your home is included in the assessment of your capital but may be disregarded if one of the following still lives there:

- Your partner (that is, your husband, wife or civil partner, or someone you live with as if they were your husband, wife or civil partner) or;
- A relative who is over 60 or disabled or;
- A child under 16 who you, or a former partner, are responsible for.

NO
Your local authority will contribute financially towards your care costs after they have carried out an assessment of your care needs.

How much?
You will need to ask Adult Care, Health and Wellbeing for a Social Care Assessment. This will define your care needs and how they will be best met. Any care homes you consider must be able to meet these needs. Adult Care, Health and Wellbeing will also make an assessment of your financial situation. This determines how much they will pay and how much you will have to pay.

Your choice of care home will be limited to those that accept Adult Care, Health and Wellbeing’s funding level. If you want to choose a more expensive home you would have to arrange for a third party - such as a family member or charity - to ‘top-up’ the difference. You are not allowed to do this yourself if your capital is below £23,250.

If you have capital between £14,250 and £23,250 you will pay £1 a week for every £250 you have above £14,250, in addition to the contribution calculated against your income.

YES
Ask Adult Care, Health and Wellbeing for an assessment. Any care homes you consider must be able to meet your assessed care needs.

If, apart from your property, your savings are less than £23,250, Adult Care, Health and Wellbeing can help with your care costs for the first twelve weeks. After this time you can apply for a loan to help you whilst your property is being sold.

WHATEVER YOUR CIRCUMSTANCES:
Remember:
- It is just your own financial circumstances that are assessed, not your partner’s.
- Your assessment will be made up of two elements, a care needs assessment and a financial one.
- A nursing home will generally be more expensive than a residential home.

Consider claiming:
- Employment and support allowance
- Income support
- Pension Credit
- Savings Credit (if you are over 65)

Definitely claim:
- Attendance Allowance, worth £54.45 a week or £81.30 for the higher rate.

Moving into a nursing home?
- You may be eligible for the NHS Nursing Care Contribution – currently £110.89.

Always seek advice:
- Independent help is available to guide you through your financial options. There may be a number of solutions to retaining your capital whilst paying for care.

For more information about what Adult Care, Health and Wellbeing will pay towards care costs, call 0300 1234 131.
Essential information

Inspection of care services

All care providers must be registered under a system introduced by the Health and Social Care Act 2008, which brings adult social care, independent healthcare and the NHS under a single set of essential standards of quality and safety for the first time.

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. They regulate care provided through a range of methods including:

- Registering providers to ensure they are meeting the essential standards of quality and safety.
- Monitoring how providers comply with the standards.
- Promoting improvement in services.
- Using enforcement powers where necessary.
- Publishing up to date information about the compliance of adult social care providers with essential standards of safety and quality.

Following an inspection, each service is given a report of how it rates against national essential standards of quality and safety. Each service’s report can be seen on the CQC website: www.cqc.org.uk.

For any enquiries or to register a concern or a complaint, contact CQC by Tel: 03000 616161 or by email: enquiries@cqc.org.uk

The Care Quality Commission
Citygate, Gallowgate,
Newcastle upon Tyne NE1 4PA

When considering care services, it’s always a good idea to check a service’s inspection report on the Care Quality Commission’s comprehensive website: www.cqc.org.uk.

Safeguarding adults

There is a barring system for all those working with, or seeking to work with, children and vulnerable adults.

In December 2012, the Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA) merged into the Disclosure and Barring Service (DBS).

CRB checks are now called DBS checks.

This organisation will provide a joined up, seamless service combining the criminal records checking and barring functions. For disclosure information and services, visit the DBS homepage: www.homeoffice.gov.uk/dbs.

Care home owners, domiciliary care agencies and employment agencies which supply care workers are required to request checks as part of a range of pre-employment checks, including disclosures from the Disclosure and Barring Service (DBS). Requests for such checks must be made to the DBS.

Care providers and suppliers of care workers are also required to refer workers to the DBS where, in their view, the individual has been guilty of misconduct that harmed or placed at risk of harm, a vulnerable adult. People who know they are confirmed on the list but seek employment in care positions will face criminal charges including possible imprisonment. It is also an offence for an employer or voluntary organisation knowingly to employ a barred person in a regulated activity role.

Safeguarding Adults in Cornwall and the Isles of Scilly

The Safeguarding Adults Board is made up of people from organisations who have a role in preventing the abuse of vulnerable adults, including Health, the Police, the Directorate of Adult Care, Health and Wellbeing and representatives from independent and voluntary organisations. The Board looks at ways in which vulnerable adults can be safeguarded from harm and exploitation, and has produced a Multi-Agency Policy which all organisations have agreed to follow.

The Safeguarding Adults Unit oversees and monitors safeguarding adults work in Cornwall and the Isles of Scilly and is part of the multi-agency safeguarding adults partnership.

Abuse can take many forms – physical, psychological, sexual, financial, discrimination or neglect. If you think you are being abused, or if you have concerns for another person, you should contact Adult Care, Health and Wellbeing’s Access Team for advice and to make an alert on 0300 1234 131.

Professionals or others seeking more information can contact the Safeguarding Adults Administrator by telephone 0300 1234 100 or email safeguarding.adults.unit@cornwall.gov.uk.
All care providers have a complaints procedure, details of which must be made available to residents, relatives and other carers. Tell the manager of the service if you are not happy with the service to see if things can be put right. They may not be aware that there is a problem and may be able to sort things out for you. If you or your relatives or carers continue to be worried about any aspect of your care or treatment contact Adult Care, Health and Wellbeing.

If you have a complaint about the services that Adult Care, Health and Wellbeing provides, they have a procedure to help you inform them when things go wrong. They are committed to providing services that are as good as possible. One of the best ways to do this is to listen to you. Often, they don’t know that something has gone wrong until you tell them.

Adult Care, Health and Wellbeing has procedures for complaints that are distinct from the complaints procedure of the rest of Cornwall Council. You can contact the Complaints Manager on 01872 322655 or by email at achw.feedback@cornwall.gov.uk.

Adult Care, Health and Wellbeing have produced a complaints leaflet and form in an easy to read format which can be downloaded from www.cornwall.gov.uk/achwfeedback.

Age UK’s (previously called Age Concern and Help the Aged) factsheets are a very comprehensive guide to the issues that affect older people in the UK. Downloadable from www.ageuk.org.uk, they range from advice on heating, to staying healthy in later life.

‘Care Select’ is the only handbook to meet the information needs of relatives responsible for arranging care for their loved one. It’s published by Care Choices, who produce this Directory. For a free copy, contact the publishers on 01223 207770.

A solicitor can give you impartial advice about wills, making gifts, estate planning and Powers of Attorney. Some can also offer guidance on immediate and long-term care plans, ensuring (if applicable) the NHS has made the correct contribution to your fees.

**Lasting Powers of Attorney (LPA)** allow you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs. A LPA is only valid once registered with the Office of the Public Guardian. It allows for a person of your choice to make decisions on your behalf at a time when you may be unable.

**The Court of Protection** can issue Orders directing the management of a person’s property and financial affairs if they are incapable of managing their own affairs should they not have a LPA. The Court procedure is presently very slow and the fees are quite expensive so preparing a LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

An ‘advance directive’ allows you to communicate your wishes in respect of future medical treatment but it is not legally binding. You may instead wish to make a living will, properly known as an ‘advance decision’ setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

Any proposed Gift out of your estate needs careful consideration of the benefits, risks and implications, particularly on any future liability for care costs or tax liability.

**Long-term care:** whether you remain in your own home or move into sheltered or residential care, you may qualify for financial assistance in the form of social care and NHS-funded care and welfare benefits.

If you don’t have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of time scales involved. Many firms will make home visits if necessary and will adapt their communications to meet your needs. It’s important to find a solicitor who specialises in this area of the law.
This Directory’s helpline provides an independent information and help service encompassing care, accommodation, funding and rights. A personalised report can be generated for callers providing details of all care homes or housing with care schemes that meet their criteria with supplementary information about choosing and funding. One call to the freephone number 0800 389 2077 will enable the service to build a profile of exactly what type of care you’re looking for, while taking into account your personal needs and interests.

Charitable support

The voluntary sector is made up of charitable, not-for-profit organisations. Charities help people of all ages, backgrounds, cultures, religions and ethnic origins, in many ways, often when the State cannot do so. If you or someone you know is struggling to meet the costs of care there may well be a charity which could provide some help without affecting benefit entitlements.

Occupational benevolent funds

The occupational benevolent sector excels in ‘communities of interest.’ These include people wanting to live in a religious setting, or those looking for voluntary sector homes and housing with an ethos allowing them to share their lives with like-minded individuals. For example, a person who has spent their life as a professional may be seeking housing or care amongst other professional people. Another may have spent a working life in a motor factory and now wants to live amongst others with the same working background.

Occupational benevolent funds make sure that their assistance will not affect any state benefits and they can often help people in difficulties to claim all the allowances to which they’re entitled. Older peoples’ Pension Credit will not be affected by a grant from a benevolent fund. Charities can’t help if what is required is already available on the National Health Service, or covered by state benefits or the local council’s social or other services, but they can often enhance basic provision.

Some examples include:

- Association of Charitable Organisations (ACO): the national UK umbrella body for trusts and foundations that give grants and welfare support to individuals in need. Head office: 0207 255 4480 www.aco.uk.net
- Hospitality Action: offers assistance to all who work, or have worked within hospitality in the UK and who find themselves in crisis. Tel: 0203 004 5500; (Grants): 0203 004 5507 www.hospitalityaction.org.uk
- Musicians Benevolent Fund: support for those who have worked or are working in the music profession. Tel: 0207 239 9100 www.helpmusicians.org.uk
- Rainy Day Trust: the only charity of the home improvement industry and its suppliers. Tel: 0121 237 1130 www.rainydaytrust.org.uk
- Seafarers UK: supports seafarers and their dependents. Tel: 0207 932 0000 www.seafarers-uk.org
- The Book Trade Charity: practical, emotional and financial support to anyone who works or has worked in the book trade, as well as their dependents. Tel: 01923 263128 www.booktradecharity.org.uk
- The Fishermen’s Mission: caring exclusively for fishermen and their families. Tel: 01489 566910 www.fishermensmission.org.uk
- The Printing Charity: assists those with a connection to the printing trade. Tel: 01293 542820 www.theprintingcharity.org.uk
- The Royal Agricultural Benevolent Institution: helps members of the farming community suffering hardship. For confidential help and advice call the RABI Helpline on 0300 303 7373 or email: grants@rabi.org.uk www.rabi.org.uk
- The Shipwrecked Fishermen and Mariners’ Royal Benevolent Society: aims to relieve distress among the seafaring and ex-seafaring community. Telephone (General): 01243 789329; (Grants): 01243 787761 www.shipwreckedmariners.org.uk

Looking for care or support?

For independent, impartial information on your care options, call this Directory’s helpline on freephone 0800 389 2077
Advocates can give advice, support and information to people of any age, helping them to voice their concerns and guiding them through difficult or challenging times. Consider using the services of an advocate if you feel unsure or concerned when you are faced with making an important decision about your care choices. They can be especially useful if you have a disability and you need to make your voice heard.

One example of a specialist advocacy service is Origo Cornwall, based in Truro, which offers a service to older carers of people with learning disabilities in Cornwall. The service can visit carers in their homes and can help plan for emergencies and the future. Tel: 01872 264057 for full details.

Cornwall Advocacy also helps people in Cornwall with a learning disability to speak up and say what they think.

Woodbine Farm Business Centre
Truro Business Park, Truro TR3 6BW
Tel: 01872 242 478
Email: enquiries@cornwalladvocacy.org.uk
www.cornwalladvocacy.org.uk

Cornwall People First
Cornwall People First is run by people with learning disabilities. They organise events and local forums where people can talk about things and help people to learn more about their rights and speak up for themselves.

West Cornwall
The Lescudjack Centre, Penmere Close, Penzance TR18 3PE Tel: 01736 334 857
Email: cornwallpeoplefirst@hotmail.co.uk
www.cornwallpeoplefirst.com

East Cornwall
Workspace 9, Caradon Enterprise Annexe, Liskeard Business Park, 5 Holman Road, Liskeard, Cornwall PL14 3UT
Tel: 01579 324156

SEAP – HCAS
(Independent Health Complaints Advocacy Service)
SEAP is an independent, free of charge and confidential Advocacy service for Cornwall and the Isles of Scilly. This organisation can help you with any complaint about the NHS. Tel: 0300 343 5706 for Cornwall 0300 343 5713 for Isles of Scilly Email: info@seap.org.uk

Local useful contacts

Age UK
Age Concern and Help the Aged have merged and are now called Age UK in some places.
Cornwall and Isles of Scilly Office
Boscawen House, Chapel Hill, Truro TR1 3BN
Tel: 01872 266388 Age UK national advice: 0800 169 6565

Alzheimer’s Society, Cornwall and Isles of Scilly
Woodbine Farm Business Centre, Threemilestone, Truro, Cornwall TR3 6BW Tel: 01872 277963
Email: cornwall@alzheimers.org.uk
Dementia Local Helpline: 01872 277963
Dementia Support Service: 01872 277963

Carers’ Break Service
Information, support and services to carers, concerned family and friends. Community Centre, South Terrace, Camborne TR14 8SU Tel: 01209 614767

Citizens Advice Bureau
Need advice? This is the one number to call in Cornwall: 0844 499 4188 Monday – Friday 10.00am – 4.00pm

Cornwall Blind Association (CBA)
Telephone support, befriending, advocacy and counselling schemes. Tel: 01872 261110

Cornwall Mobility Centre
Specialist services and equipment for people throughout the South West Peninsula to help with independent mobility.
Tehidy House, RCH (Treliske), Truro TR1 3LJ
Tel: 01872 254920

DIAL (Disability Information and Advice Line) Cornwall
Pan-disability telephone support service.
Guildford Road Industrial Estate, Hayle TR27 4QZ
Tel: 01736 759500

Direct Payments Team
Part of Adult Care, Health and Wellbeing, contact the Access Team on 0300 1234 131 for specific advice about Direct Payments.

Disability Cornwall
Aims to empower disabled people to achieve independence, choice and control. Units 1G and H, Guildford Road Industrial Estate, Guildford Road, Hayle TR27 4QZ Tel: 01736 756655
Local useful contacts continued

Hearing Loss Cornwall  
(previously Cornwall Deaf Association)  
Supports deaf and hard of hearing people in Cornwall and  
the Isles of Scilly. 3 Walsingham Place, Truro TR1 2RP  
Tel: 01872 225868 Textphone: 01872 263664

Mental Health Carers’ Support Workers  
Community Centre, South Terrace, Camborne TR14 8SU  
Tel: 01209 613 456

PALS (Patient Advice Liaison Service)  
For comments, compliments and complaints about NHS  
services. Royal Cornwall Hospitals NHS Trust, Truro TR1 3LJ  
Tel: 01872 252793  
Email: pals.service@rcht.cornwall.nhs.uk

Tremorvah Industries  
Endeavour to match the best mobility equipment to  
people’s needs and aspirations. Unit 8, Threemilestone  
Industrial Estate, Truro TR4 9LD Tel: 01872 324340  
Opening hours: Mon-Thu 8:30am-4:30pm; Fri 8:30am-4pm  
www.cornwallmentalhealth.com  
A one stop shop for all mental health services in Cornwall,  
for public and professionals alike. Contains the Cornwall  
Mental Health Directory.

One Stop Shops

One Stop Shops are located in major towns across  
Cornwall. Specialists will be able to advise you on all  
Council services, including how the Department of  
Adult Care, Health and Wellbeing can help you with your  
search for care. Adult Care, Health and Wellbeing have a  
dedicated referral team, who can be contacted on  
0300 1234 131. General enquiries are also welcome by  
email at adultcareandsupport@cornwall.gov.uk.

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Adult Care, Health and Wellbeing

Headquarters  
Cornwall Council,  
County Hall, Treyew Road,  
Truro TR1 3AY  
Tel: 0300 1234 131  
Email: adultcarehealthandwellbeing@cornwall.gov.uk  
Web: www.cornwall.gov.uk  

Your main point of contact for Cornwall Council  
services is to phone 0300 1234 100.

Enquiries about all Council services can be made at any of  
the One Stop Shops listed above. Copies of this Directory  
are available from them as well.
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Email: pip@thebeechescornwall.co.uk

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Wiltshire Farm Foods Dietitian

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