Peterborough
Care and Support Services Directory 2014/15

The comprehensive guide to choosing and paying for care

www.carechoices.co.uk www.peterborough.gov.uk
Peterborough Care
- A family run company since 1984

All of our homes are located in very close proximity of each other and a very short distance away from Peterborough Central Park. Each Home has dedicated staff supported by an environment that includes:

- Total Quality management (as recognised by ISO 9001 Award)
- Person-Centred Care
- A commitment to staff training and development
- Open door policy (including open viewings and visiting)
- En-suite facilities
- Spacious lounges and dining areas
- Full-time activities staff

For further information regarding our homes or facilities please contact either home directly or contact us at our New Head Office address:

Peterborough Care, 236 Eastfield Road, Peterborough PE1 4BD
Tel: 01733 562328
# Contents

<table>
<thead>
<tr>
<th>Areas covered by this Directory</th>
<th>4 Paying for care services</th>
<th>19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome from Peterborough City Council</td>
<td>4 Keeping people safe</td>
<td>21</td>
</tr>
<tr>
<td>Where do I start?</td>
<td>5 Essential information</td>
<td>22</td>
</tr>
<tr>
<td>What support is available?</td>
<td>6 Care and support providers</td>
<td>33</td>
</tr>
<tr>
<td>Local health services</td>
<td>14 Care homes</td>
<td>35</td>
</tr>
<tr>
<td>Do you look after someone?</td>
<td>16 Care homes with nursing</td>
<td>37</td>
</tr>
<tr>
<td>Housing options and care homes</td>
<td>17 Index</td>
<td>38</td>
</tr>
</tbody>
</table>

Peterborough City Council’s distribution of this publication does not constitute their support or recommendation of any of the products or services advertised or listed within. All the listings in this publication are supplied by the Care Quality Commission (CQC) and neither Peterborough City Council nor Care Choices can be held responsible for any errors or omissions.

To obtain extra copies of this Directory, free of charge, call Customer Services on 01733 747474.

Alternative formats
- This Directory is available electronically at www.carechoices.co.uk.
- For those requiring the information in spoken word, there is also a Browsealoud option.

Visit www.carechoices.co.uk for further assistance with your search for care.
Welcome from Peterborough City Council

Welcome to Peterborough City Council’s new Care and Support Services Directory. We hope you find it a useful document that tells you about the support choices in Peterborough for yourself, your family or a friend.

We know that making decisions about help, support and care can be daunting, particularly if you have had no involvement with social care before. This Care and Support Services Directory, along with the web-based Peterborough Care Directory (www.peterboroughcaredirectory.org.uk) provides you with information and support to enable you to remain independent and enjoy the best quality of life, by guiding you through the care and support options available.

We understand how important it is for many people to stay at home for as long as possible and we can advise you on a range of services that enable you to live safely and independently. You may feel you need some help with personal care like bathing and dressing, or you may need equipment to help your mobility or other aids to support you in daily living. This Directory explains all of these care options, along with listings of care home agencies and residential and nursing care providers.

The first step to accessing support is to arrange an assessment by Adult Social Care to establish your specific needs. This is free, irrespective of your income and available to all. It will lead to determining whether you are eligible for a Personal Budget, which allows you to buy in your own support and take control. This is explained further on page 6.

Alternatively, your circumstances may mean you are classed as a ‘self-funder’ with the means to pay for your care. This is discussed on page 19 where you will also find details of any benefits available to you.

For more information about the range of services delivered by Adult Social Care, you can visit our website at www.peterborough.gov.uk or you can telephone Peterborough City Council's Customer Services Team called Peterborough Direct, on 01733 747474.

We hope that you will find this Directory a useful source of information in helping you, your family and carers to make informed decisions on the choices available to you in Peterborough.
Comments, compliments and complaints

If you have a comment, compliment or complaint about Adult Social Care you can provide feedback by:

- telling any member of staff you feel comfortable with;
- calling Peterborough Direct on 01733 747474;
- calling the Complaints Manager on 01733 296331;
- writing to us at: The Central Complaints Office, Customer Services Centre, Bayard Place, Broadway, Peterborough PE1 1FZ; or
- emailing us on ASCcomplaints@peterborough.gov.uk

You can also contact the Care Quality Commission. You can find its details on page 23 in ‘Essential information’.

Where do I start?

Information and advice

You can find information about social care on Peterborough City Council’s website: www.peterborough.gov.uk and on the online Peterborough Care Directory: www.peterboroughcaredirectory.org.uk. This Care and Support Services Directory is also available online at: www.carechoices.co.uk.

Information on over 500 voluntary and community groups, registered charities and non-profit making organisations is available through the PCVS Directory, this is available online at www.pcvs.co.uk/directory.

Making contact

If you are unable to find what you are looking for you can contact the Council’s Customer Services Team (called Peterborough Direct). The trained staff know about the services available and can offer advice on who else may be able to help. Call: 01733 747474.

If you think you need help with mental health issues you should contact your GP in the first instance. They may refer you to the Cambridgeshire and Peterborough NHS Foundation Trust (CPFT). See page 15 for more information about mental health services and contact details.

What happens next?

When you contact Peterborough Direct you will be asked for some basic details, including financial information. The aim is to maximise your independence and ensure you receive the support you need. This could include information and advice, short-term support to remain independent, or a social care assessment.

Staying independent

There is short-term support available designed to support people to live as independent a life as possible. It is tailored to individual needs to help you learn (or re-learn) the important tasks you need for everyday life, and gives you the best opportunity to regain skills and confidence so you don’t need to rely on longer-term support.

Social care assessments

If, following discussion with staff, it is felt that you need a social care assessment, this will be arranged. See page 6 for information on eligibility for support.

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

A social care worker will contact you to arrange a time to meet you to talk about your circumstances, identify your social care needs and discuss if you are eligible to receive support.

In Peterborough, we currently meet needs assessed as ‘substantial’ or ‘critical’. If your social care worker identifies you as having ‘substantial’ or ‘critical’ needs, requiring ongoing care and support, this will be provided through ‘Self-Directed Support’, which is explained below.

Self-Directed Support is the term used to describe the approach taken towards social care assessment, care planning and service delivery for people needing care, and for their carers. The process of Self-Directed Support uses a model of ‘personalisation’ - the principle of tailoring services to suit your needs and agreed outcomes with a strong emphasis on choice, control, prevention and early intervention.

Self-Directed Support centres on the use of a Personal Budget - an upfront allocation of funding designed to help you take control over your life, identify your needs and the important things you want to do and, if you wish, to manage your own support. This will follow a social care assessment of your needs and financial situation by us to determine if you are eligible for help (explained on page 5).

Your Personal Budget can be paid either directly to you or managed by us on your behalf to purchase the services and support you choose, and should meet your support needs and help to achieve your agreed outcomes.

Direct Payments

A Direct Payment is an amount of money paid to you to arrange and purchase your care and support yourself. Direct Payments are available if you meet our eligibility criteria and must be used to achieve the outcomes recorded in your care and support plan.

Peterborough Council for Voluntary Service (PCVS) can provide support and advice free of charge to people who want to receive a Direct Payment, including help with recruitment, payroll services, financial returns and making arrangements to cover any emergencies. They can be contacted on 01733 342683 or by email: direct.payments@pcvs.co.uk.

What support is available?

Adaptations

Adaptations to your home or pieces of equipment may support you to be more independent. If you require major adaptations this will involve the advice of Occupational Therapists (OT) and referral for a means-tested ‘Disabled Facilities Grant’ to help with some or all of the costs.

If you are on a low income, you may qualify for a grant.

If it is agreed that you need adaptations to your home a referral will be made to your local Home Improvement Agency (HIA).

Please contact the Care and Repair Home Improvement Agency (part of Housing Services) for further details. Tel: 01733 863895.

Care and Support Services Directories also available:

- Cambridgeshire
- Lincolnshire
- Northamptonshire.

For free copies, call 01223 206953.

www.carechoices.co.uk
### Making life easier in the home

#### In the living room

<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>
| Get in and out of chairs            | • Standing up from sitting is difficult                                                  | • Block of foam in chair base  
• Buy a new chair – get professional help to make sure the height is right  
• Regular gentle exercise  
• Get up regularly, to keep mobile | • Ready made chair raisers if your chair is low                                           | • Buy electric riser chair                                                              |
| Open and close windows              | • Can’t reach windows  
• Not secure to leave windows open                                                      | • Move furniture out of the way  
• Gadget to open/close window                                                        | • Remove window opener  
• Install extractor fan  
• Install new windows                                                               | • Environmental controls                                                              |
| Control heating                      | • Can’t reach controls for fire or heating                                               | • Change switches  
• Fit timer switch                                                                       | • Move heating controls                                                                  | • Install new or additional heating system                                            |
| Switch lights on and off            | • Can’t reach switch  
• Switch is difficult to use                                                             | • Light switch toggle  
• Socket extension  
• Handi-plugs                                                                         | • Move light switches  
• Replace light switches                                                               | • Environmental controls                                                              |
| Keep warm                           | • Affording the fuel  
• Carrying the fuel  
• Control heating                                                                     | • Insulate your home  
• Ask for a winter fuel payment  
• Use a trolley – if you can safely lift the fuel into the trolley                      | • Replace the fire                                                                      | • Get a grant  
• Change to a cheaper heating system                                                   |
| Watch TV                            | • Hear the sound of the TV                                                               | • Use subtitles                                                                       | • See GP                                                                                 | • Get a room loop  
• Request an assessment for a hearing aid                                                |
### In the bedroom

<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>
| 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 (see key below) for further information                              |                                                                                     |                                                                                  |
| Getting dressed            | • Difficult to reach all of your body                                                    | • Contact (see key below) for further information                              | • 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’                                                        |                                                                                  |

- Peterborough City Council’s Customer Services Team call: 01733 747474
### 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 | • Change washing machine or iron |

---

Peterborough City Council’s Customer Services Team call: 01733 747474

Visit www.carechoices.co.uk for further assistance with your search for care
### In the bathroom

<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>
| 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 | |
Living at home - reablement

Reablement is what we call short-term support which is designed to help you increase your independence at home. For example, you may need help at the moment with your personal care or to prepare meals. The aim of the reablement service is for you to manage these tasks on your own whenever possible, rather than other people doing them for you. The reablement therapist will visit you soon after reablement starts and discuss how we can best support your independence.

Regaining skills is always something we will look at before recommending long-term care. There is no cost to you for reablement.

Independent home care providers

In order to enable people to live in their own home for as long as possible, a range of home care services are available. A range of help is on offer from day-to-day tasks such as cleaning, shopping and food preparation/cooking through to personal care that helps with tasks like dressing, bathing, toileting and prompting the taking of medication. Care workers need to be properly trained particularly in moving and handling and the use of hoists for some tasks.

**Daily care support**
Care workers can call in on a daily basis to assist with any of the tasks described above. Depending on the level of help required their visits can be just half an hour or up to several hours. Generally, visits are available from 7.00am until 10.00pm. Some people will need multiple visits per day. Night services can also be provided. The hourly rate for these types of services depends on the services required, the time of day and the location. Rural areas may present particular difficulties and a travel charge will probably be made in addition to the normal hourly rate.

**Live-in care**
24 hour live-in care can accommodate people with a very high dependency on a permanent basis. It can also provide respite breaks for regular carers and short-term support following hospital discharge.

In some cases it’s preferable and more economical to have a live-in carer actually living in the home. This can be for a short period for example a week, or on an on-going basis. Typical charges for this service depend on the amount of care and the particular skills required. Live-in care is also available to people with permanent physical or learning disabilities who require long-term on-going care.

All home care providers are regulated and inspected by the Care Quality Commission which publishes inspection reports on its website [www.cqc.org.uk](http://www.cqc.org.uk). When considering a service it’s always a good idea to check the report. See page 23 for contact details.

Before you make any decisions regarding the provision of care, be sure to contact several providers and ask for a ‘Service User’s Guide’ and their charges and if you are self-funding, a draft contract between you and the care provider.

For more information call Peterborough Direct on 01733 747474.

For more information please contact: The Shared Lives Scheme Peterborough City Council 5 Royce Road, Peterborough PE1 5YB Email: sharedlivesscheme@peterborough.gov.uk

Shared Lives

The Shared Lives Scheme offers family homes for short breaks, long-term care and day care in the community to people with a learning or physical disability and older people. Shared Lives aims to meet people’s individual needs by matching them with a family who can give the care and support they require.
Dementia

If you or someone you are close to have been feeling confused, agitated or forgetful, it may be a good idea to visit your GP. If you are concerned about someone else, you might want to suggest that you accompany them to the appointment.

Each person will experience dementia in his or her own individual way, but there will usually be a decline in memory, reasoning and communication skills, confusion and a gradual loss of the skills needed to carry out daily activities.

Peterborough Dementia Action Alliance is a partnership of organisations, individuals, businesses and community groups working together with the shared aim of transforming the quality of life for people with dementia and helping Peterborough to become a dementia-friendly city.

In August 2014, Peterborough’s Dementia Resource Centre opens its doors. The Centre offers residents a one-stop shop for dementia care and support. It is delivered by Alzheimer’s Society on behalf of Peterborough City Council and also includes the NHS Memory Clinic where people are referred to test whether they have dementia. This clinic is run by Cambridgeshire and Peterborough NHS Foundation Trust.

The Centre can be found at:
5 York Road, Millfield, Peterborough PE1 3BP

Residents can access the service without an appointment to learn more about memory problems and dementia. The centre will be open six days a week including some evenings. The team based there will be able to offer advice, information and support in the lead up to being assessed by the Memory Clinic. They will also provide ongoing support to the person with dementia and their carers/loved ones after diagnosis.

The centre will provide a range of support groups and activities for both people with dementia and their carers and loved ones including walking groups, gardening clubs and arts and crafts groups. There will also be groups specifically for black and minority ethnic communities and people with dementia who are under 65 (young onset dementia).

The Dementia Resource Centre will have strong links with Adult Social Care teams and the Community Mental Health team so when someone has high or complex support needs they can quickly be referred for additional support. The Resource Centre will also have a council-run Dementia Day Service for people with dementia who meet the eligibility criteria.

For more information about the centre or to speak to a member of staff about your memory or someone else’s please contact the Alzheimer’s Society on 01733 893853.

Supported employment

Peterborough City Council Employment Development and Supported Employment teams provide flexible programmes to support people who want to work but are facing barriers to employment due to a disability. They work closely with employers in a broad range of vocations to secure jobs, work experience and voluntary placements in local businesses. These include retail, production, office work, cleaning services and catering.

There are also work opportunities in our mini-enterprises providing services to businesses in catering, ground maintenance and car washing.
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. 

### 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. 

### Paying

If your care needs do not meet our eligibility criteria and have been arranged privately you should check carefully the fee rates charged and exactly what the payment you make covers.

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. 

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 (DBS) and have a criminal records disclosure – make sure this is the case.

1. 
2. 
3. 

Visit www.carechoices.co.uk for further assistance with your search for care
What is clinical commissioning?
Clinical commissioning is the planning, buying and monitoring of health care. It is all about making sure that health care services meet the needs of local populations, safely and effectively, within the resources available. Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) is led by local doctors and other local health professionals. This means that decisions about local health services are made by local doctors and health professionals who best understand the needs of their patients.

The CCG took over responsibility for commissioning health services across the whole of Cambridgeshire and Peterborough, and parts of Hertfordshire and Northamptonshire from 1 April 2013.

The CCG is responsible for buying a range of high quality NHS health care services, including: hospital care, health services in the community, older people’s health care services, health care services for people with long term illnesses, some health services for children, mental health services, sexual health services, district nursing services, ambulance services and many others.

What is Peterborough Local Commissioning Group (LCG)?
Every GP practice across Cambridgeshire and Peterborough (plus two practices in Northamptonshire and three practices in Hertfordshire), is now a member of one of eight Local Commissioning Groups (LCGs), which in turn are all part of the wider Cambridgeshire and Peterborough CCG. The LCGs ensure that decisions about health services are made even closer to patients, enabling local change to happen quickly.

Peterborough LCG serves a population of 135,800 divided over 21 GP practices within Peterborough.

Other Local Commissioning Groups:
- Borderline;
- Cam Health;
- Cambridge Association to Commission Health (CATCH);
- Hunts Health;
- Hunts Care Partners;
- Isle of Ely;
- Peterborough; and
- Wisbech.

How can I get involved?
Most GP surgeries across Peterborough now have a Patient Participation Group (PPG). A PPG is a group of patients from the GP practice, interested in health and health care issues who want to get involved with and support the running of their local GP practice.

Most PPGs meet at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the practice to its patients. Some practices have PPGs which physically meet while others may have virtual groups which communicate by email.

To find out if your GP practice has a PPG and to find out how to become involved, talk to your local GP surgery or contact the CCG’s engagement team by emailing: engagement@cambridgeshireandpeterboroughccg.nhs.uk.

NHS main contacts:

Cambridgeshire and Peterborough Clinical Commissioning Group
Peterborough Office
Zone B, City Care Centre, Thorpe Road,
Peterborough PE3 6DB
Tel: 01733 776184
Web: www.cambridgeshireandpeterboroughccg.nhs.uk

Cambridgeshire and Peterborough NHS Foundation Trust
Elizabeth House, Fulbourn Hospital, Fulbourn,
Cambridge CB21 5EF
Main headquarters switchboard: 01223 726789
Web: www.cpft.nhs.uk

Peterborough and Stamford Hospitals NHS Foundation Trust
Peterborough City Hospital, Edith Cavell Campus,
Bretton Gate, Peterborough PE3 9GZ
Tel: 01733 678000
Web: www.peterboroughandstamford.nhs.uk

Minor Illness and Injury Unit (MIIU)
This new unit can help with cuts, scalds, burns, strains, suspected fractures, ear and throat infections, stomach upsets and flu-like symptoms. No appointment is necessary, just walk in. Open 8.00am to 8.00pm, every day...
of the year.

Peterborough Minor Illness and Injury Unit (the old walk-in centre), City Care Centre, Thorpe Road, Peterborough PE3 6DB Tel: 01733 293800

**NHS 111**

NHS 111 is a service introduced to make it easier for you to access local NHS healthcare services in England. You can call 111 when you need medical help fast but it’s not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time, and is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

**NHS Choices**

Web: [www.nhs.uk](http://www.nhs.uk)

**Mental health**

Your GP should be your first point of contact if you have mental health issues. He or she will consider whether they can provide the help and treatment you need from staff who work in the primary care setting, or whether you should be referred to the secondary mental health services.

The local NHS mental health service provider is the Cambridgeshire and Peterborough NHS Foundation Trust. They provide an integrated health and social care service. Your needs will be assessed under the Care Programme Approach and a support plan will be devised to meet your needs. This will include the support you need to live your life in the community, such as personal care and one-to-one support, access to work and community services.

For further information about the Cambridgeshire and Peterborough NHS Foundation Trust visit: [www.cpft.nhs.uk](http://www.cpft.nhs.uk) or call: 01223 726789.

**Making a comment, compliment or complaint**

If you have a comment, compliment or complaint about local health services you can contact the Patient Experience Team at the Clinical Commissioning Group.

**Patient Experience Team**

Lockton House, Clarendon Road, Cambridge CB2 8FH
Freephone: 0800 279 2535 Tel: 01223 725588
Email: capccg.pet@nhs.net

If your comment, compliment or complaint relates to Peterborough and Stamford Hospitals NHS Trust you can contact the Patient Advice and Liaison Service:

PALS helpline: 01733 673405. Lines are open Monday to Friday at 8:30am to 4:30pm (messages can be left out of hours).

In person, the PALS team are happy to arrange an appointment.

In writing:

**PALS**
Peterborough City Hospital, Department 003, Edith Cavell Campus, Bretton Gate, Peterborough PE3 9GZ
Email: pals@pbh-tr.nhs.uk

If you need help in making a complaint about NHS services, you can contact POHWER who are an independent complaints advocacy service:

Tel: 0300 456 2370 (charged at local rate)
Email: pohwer@pohwer.net
Post: PO Box 14043, Birmingham B6 9BL
Do you look after someone?

Support for carers

Many people do not recognise themselves as carers. A carer is anyone who provides practical or emotional support to a relative, friend or neighbour who is ill, frail or has a disability. The help they provide is unpaid.

Carers who provide care on a regular basis can ask for an assessment. No two caring situations are the same, a carer’s assessment is an opportunity to reflect upon your needs as a carer, access information and advice and identify support. The carer’s assessment can be carried out by the carer. If preferred it may be carried out with support from a worker from the Carers Trust Peterborough, Adult Social Care or the Council’s Carers Team.

The Emergency Support for Carers service
This service is available to help carers of adults should an emergency arise. The service can help in circumstances such as a carer being admitted to hospital or when there is a family emergency. You can contact Peterborough Direct on 01733 747474 to register with the Emergency Support for Carers Service or by contacting the Carers Team by emailing: carersteam@peterborough.gov.uk.

Carers’ information packs
All new carers can ask for the new carers’ information pack which contains information and advice for carers. Carers who ask for a carer’s assessment are automatically sent the pack. If you would like a carers’ information pack please contact: 01733 747474 or email: carersteam@peterborough.gov.uk.

Dementia Resource Centre
The Dementia Resource Centre offers support to carers of people with dementia, this includes information, advice and direct support services.

For more information contact the Alzheimer’s Society on 01733 893853 and see page 22.

Carers Direct
A one-stop information and advice service for carers who look after ill, frail or disabled friends and relatives.

Carers Direct includes:
• details of assessments, benefits, Direct Payments, Personal Budgets and time off;
• help to maintain, leave or return to employment;
• help in education or training;
• advice on how carers can maintain or improve their social and emotional well-being and their physical and mental health; and
• how to access information about, and support from, health and social care services for the person being cared for.

For further information, visit: www.nhs.uk/carer direct or call the helpline on Freephone: 0808 802 0202 which is available seven days a week.

Family Prescription Service
The Family Carers Prescription Service which is delivered by the Carers Trust Cambridgeshire, is a service where GPs can refer carers for information and short breaks.

Respite Care
Carers can sometimes need a break. This could be for a few hours a week or for a longer period. The needs and preferences of both the carer and the person requiring care will be taken into consideration and options could include support in the home to allow the carer to take a break, or short stays in a residential care home.

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.
Housing options and care homes

Housing Needs Service

Peterborough City Council delivers a range of services to assist people in need of alternative accommodation, threatened with homelessness, or advice on their current accommodation.

The Housing Needs Service delivers a range of advice and assistance to those with accommodation needs and tenancy relations issues. Whether you’re a Housing Association tenant, rent privately, own a property or have no fixed address, the service offers free and confidential advice on all housing related matters. You can access the services quickly and promptly by calling 01733 864064.

In addition, the Housing Needs Service maintains the Peterborough housing register and administers the choice based lettings scheme for the Peterborough Homes partnership.

The Housing Needs Service is based in Bayard Place and has officers available on the ground floor of the customer service centre. You can contact the service on 01733 864064 and if necessary you will be made an appointment to see a Housing Needs Officer. If you do not have access to a telephone you can visit the customer service centre where telephones are available for public use.

Extra Care housing

Extra Care housing is specially designed accommodation for older people who are becoming frail and are less able to do things themselves. It offers individual flats with your own front door with care and support available in the building.

If you are over 55 and need some care or support to live independently, Extra Care housing could be for you.

Current Extra Care schemes in Peterborough are:

- Friary Court Extra Care Scheme, Friary Court, Burton Street, Peterborough PE1 5AE Tel: 01733 894684
- The Pavilions, 50 Alma Road, Peterborough PE1 3FG Tel: 01733 562164
- Bishopstfield, Mountsteven Avenue, Walton, Peterborough PE4 6WD Tel: 0370 192 4000 (Head office)
- Kingfisher Court, Thistle Drive, Stanground, Peterborough PE2 8NZ Tel: 01733 396499
- St Edmunds Court, St Edmunds Walk, Hampton Centre, Peterborough PE7 8NA Tel: 0370 192 4000 (Head office)
- The Spinney, 1 Neath Court, Eye, Peterborough PE6 7UB Tel: 01733 223950
- Friary Court Extra Care Scheme, Friary Court, Burton Street, Peterborough PE1 5AE Tel: 01733 894684
- The Pavilions, 50 Alma Road, Peterborough PE1 3FG Tel: 01733 562164
- Bishopstfield, Mountsteven Avenue, Walton, Peterborough PE4 6WD Tel: 0370 192 4000 (Head office)
- Kingfisher Court, Thistle Drive, Stanground, Peterborough PE2 8NZ Tel: 01733 396499
- St Edmunds Court, St Edmunds Walk, Hampton Centre, Peterborough PE7 8NA Tel: 0370 192 4000 (Head office)
- The Spinney, 1 Neath Court, Eye, Peterborough PE6 7UB Tel: 01733 223950

Care homes

Residential care

All care providers in the country must be registered with the Care Quality Commission (CQC). All services are inspected by the CQC, which reports on its findings. These inspection reports are available at the service or from the CQC (www.cqc.org.uk).

There are two types of residential 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 but it must be paid for if your capital/savings exceed £23,250. See page 19 for more information on paying for your care.

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, your 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. See page 20 for more information about the NHS Nursing Care Contribution.

Comprehensive lists of care homes and care homes with nursing in Peterborough and borderline areas start on page 35. These include providers up to the postcode PE10, which encompasses parts of Northamptonshire, Lincolnshire and Cambridgeshire. Care Choices also publishes Care and Support Services Directories for these counties: Freephone 0800 389 2077 for copies.

Figures mentioned here may change over the lifetime of this Directory.

Visit www.carechoices.co.uk for further assistance with your search for care
## Care homes checklist

**Home 1**

<table>
<thead>
<tr>
<th>First impressions</th>
<th>£............../w</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Were you met when you first arrived?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Do staff seem warm, friendly and polite?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Do the residents seem happy, active and sociable?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Does the home feel comfortable and welcoming?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Is the home fresh, clean and well-furnished?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>Fees</td>
<td>£............../w</td>
</tr>
<tr>
<td>• How much are the fees?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Do the fees cover all the services available?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Under what circumstances will the fees alter – e.g. annually or according to increasing needs?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Is the notice to terminate reasonable?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>Transport</td>
<td>£............../w</td>
</tr>
<tr>
<td>• Is the home easy to get to for relatives and friends?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Does the home provide its own transport?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>Accommodation</td>
<td>£............../w</td>
</tr>
<tr>
<td>• Are bedrooms single or shared? Is there a choice?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Can you decorate and re-arrange your room to suit yourself?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Can you bring your own furniture and TV?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Is there a call system for emergencies?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Are there enough sockets in your room?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Can you control the heating in your room?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Can you lock your room and is there a secure place for valuables?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Is there a separate dining room?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Are there toilet facilities within easy reach of the communal facilities?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Are there both showers and baths?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Are bathrooms adapted to help people in and out of the bath?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>Accessibility</td>
<td>£............../w</td>
</tr>
<tr>
<td>• Does the home have the right adaptations and equipment to meet your needs?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Are all areas accessible for wheelchair users?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Does the home have extra wheelchairs and walking aids?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Is there adequate provision for people with sight or hearing difficulties?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>Life within the home</td>
<td>£............../w</td>
</tr>
<tr>
<td>• Are there any rules and restrictions (e.g. going out, time of return etc)?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Can you choose when to get up and retire every day?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• How are residents involved in decisions about life in the home?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Is there a telephone where you can make and take calls in private and comfort?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Is alcohol served or permitted?</td>
<td>1 2 3</td>
</tr>
</tbody>
</table>

**Home 2**

<table>
<thead>
<tr>
<th>First impressions</th>
<th>£............../w</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Were you met when you first arrived?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Do staff seem warm, friendly and polite?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Do the residents seem happy, active and sociable?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Does the home feel comfortable and welcoming?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Is the home fresh, clean and well-furnished?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>Fees</td>
<td>£............../w</td>
</tr>
<tr>
<td>• How much are the fees?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Do the fees cover all the services available?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Under what circumstances will the fees alter – e.g. annually or according to increasing needs?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Is the notice to terminate reasonable?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>Transport</td>
<td>£............../w</td>
</tr>
<tr>
<td>• Is the home easy to get to for relatives and friends?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Does the home provide its own transport?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>Accommodation</td>
<td>£............../w</td>
</tr>
<tr>
<td>• Are bedrooms single or shared? Is there a choice?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Can you decorate and re-arrange your room to suit yourself?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Can you bring your own furniture and TV?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Is there a call system for emergencies?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Are there enough sockets in your room?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Can you control the heating in your room?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Can you lock your room and is there a secure place for valuables?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Is there a separate dining room?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Are there toilet facilities within easy reach of the communal facilities?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Are there both showers and baths?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Are bathrooms adapted to help people in and out of the bath?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>Accessibility</td>
<td>£............../w</td>
</tr>
<tr>
<td>• Does the home have the right adaptations and equipment to meet your needs?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Are all areas accessible for wheelchair users?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Does the home have extra wheelchairs and walking aids?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Is there adequate provision for people with sight or hearing difficulties?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>Life within the home</td>
<td>£............../w</td>
</tr>
<tr>
<td>• Are there any rules and restrictions (e.g. going out, time of return etc)?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Can you choose when to get up and retire every day?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• How are residents involved in decisions about life in the home?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Is there a telephone where you can make and take calls in private and comfort?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Is alcohol served or permitted?</td>
<td>1 2 3</td>
</tr>
</tbody>
</table>

**Home 3**

<table>
<thead>
<tr>
<th>First impressions</th>
<th>£............../w</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Were you met when you first arrived?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Do staff seem warm, friendly and polite?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Do the residents seem happy, active and sociable?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Does the home feel comfortable and welcoming?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Is the home fresh, clean and well-furnished?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>Fees</td>
<td>£............../w</td>
</tr>
<tr>
<td>• How much are the fees?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Do the fees cover all the services available?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Under what circumstances will the fees alter – e.g. annually or according to increasing needs?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Is the notice to terminate reasonable?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>Transport</td>
<td>£............../w</td>
</tr>
<tr>
<td>• Is the home easy to get to for relatives and friends?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Does the home provide its own transport?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>Accommodation</td>
<td>£............../w</td>
</tr>
<tr>
<td>• Are bedrooms single or shared? Is there a choice?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Can you decorate and re-arrange your room to suit yourself?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Can you bring your own furniture and TV?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Is there a call system for emergencies?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Are there enough sockets in your room?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Can you control the heating in your room?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Can you lock your room and is there a secure place for valuables?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Is there a separate dining room?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Are there toilet facilities within easy reach of the communal facilities?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Are there both showers and baths?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Are bathrooms adapted to help people in and out of the bath?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>Accessibility</td>
<td>£............../w</td>
</tr>
<tr>
<td>• Does the home have the right adaptations and equipment to meet your needs?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Are all areas accessible for wheelchair users?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Does the home have extra wheelchairs and walking aids?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Is there adequate provision for people with sight or hearing difficulties?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>Life within the home</td>
<td>£............../w</td>
</tr>
<tr>
<td>• Are there any rules and restrictions (e.g. going out, time of return etc)?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Can you choose when to get up and retire every day?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• How are residents involved in decisions about life in the home?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Is there a telephone where you can make and take calls in private and comfort?</td>
<td>1 2 3</td>
</tr>
<tr>
<td>• Is alcohol served or permitted?</td>
<td>1 2 3</td>
</tr>
</tbody>
</table>
Paying for care services

Whilst we do not charge for equipment provided by our Occupational Therapy and Community Physiotherapy teams, a charge can be made for most Adult Social Care services.

To determine how much you would pay, a financial assessment will be arranged by us which will confirm the amount of income, capital and savings you have. If you have a partner living at home, their finances will not be included in your assessment.

If you have capital or savings of more than £23,250 you will have to pay the full cost of any care services you receive. You would not qualify for a Direct Payment or Personal Budget - but you are still entitled to a social care assessment of your needs by us.

Care services in the community

Charges may apply for home care, day services and day activities, community meals and community and pendant alarms.

Charges depend on your personal circumstances, such as the welfare benefits and other income that you get and how much capital or savings you have.

Charges for non-residential services are means-tested to ensure that no-one is asked to pay more than they can afford.

The Government has stated that if you pay care charges, your income should not fall below protected weekly income levels which are set according to age and individual circumstances. The main protected income levels are:

- Pension Credit qualifying age and over - single person: £185.44; couple: £283.13.
- Aged 25 up to Pension Credit qualifying age - single person: £130.31; couple: £198.88.
- Single person aged 18-24: £111.50.

The average cost of home care commissioned by us is currently £13.20 per hour (per carer per session). This is the figure we use in the calculation of a service user’s charge if they have home care. Privately commissioned home care may cost more.

For day care services in council-run day care centres the full cost is currently £36.00 per day. If you use transport to a day care service that is provided by us, you will have to pay £1.80 per return journey. These charges apply if you are assessed as needing to pay the full cost of your care. If you are entitled to council funding assistance, then the charges will be lower and will be based on what you can afford to pay.

Meals provided at day care centres cost £2.90, and hot meals delivered to you at home cost £5.20 each, while frozen meals delivered to your home cost £2.60. These charges apply to all people who choose to have meals arranged for them by the Council.

Advisers from Peterborough Direct will be able to answer any queries you may have about paying for services, call: 01733 747474.

Residential care

If you are considering moving into permanent residential care, you may be entitled to the following financial assistance and support, subject to an assessment of your needs and your finances.

Twelve-week property disregard

If you have moved into a care home permanently and you own your former home, its value will be included as capital in your financial assessment. If any other capital you have is less than £23,250, and your income is not enough to meet your care home fees, we can still help with the cost of your care during the first twelve weeks of your stay, provided we agree that care is needed.

The value of your home is included in the assessment of your capital unless 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.

Deferred Payment Scheme

After the twelve-week property disregard period, you will normally need to fund the cost of your care yourself. However, if you don’t want to sell your former home, you can get financial help from us with your ongoing care fees – and this will be charged against the value of your home and recovered once your house has been sold. However,
we may limit how much we will pay and 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 of Work and Pensions (DWP).

**Attendance Allowance**
This is a non-means tested, non-taxable benefit from the DWP paid at the lower rate of £54.45 per week for those needing care by day or night, and at the higher rate of £81.30 per week for those needing care both during the day and night.

**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 a non-means-tested NHS Nursing Care Contribution (£110.89 per week for the standard rate at the time of publication) towards the cost of your nursing care. This is paid directly to the home.

**NHS Continuing Healthcare Funding**
If you have primary health needs and are entitled to NHS Continuing Healthcare funding, the NHS will pay for the full cost of your care in any setting, including your own home or in a care home. More information can be found on the website:
www.nhs.uk/chq/Pages/2392.aspx?CategoryID=68

**Running out of money**
If your capital is likely to reduce to £23,250, you must let us know well in advance so that we can identify the point at which you may be entitled to help with paying your care home fees. We will carry out an assessment of your care needs, and an assessment of your finances. Most people need to make a contribution towards the cost of their care home fees, even if the council decides that they are eligible for help.

**Top-ups**
If you are eligible for council support and if the home you have chosen charges more than the council would usually pay for a care home in its area, you must find someone to help pay the difference – a ‘top-up’ payment. Whoever does this, whether family, friend or a charity, should realise that they may have to pay this for some time. Alternatively, you may have to find a cheaper home.

**Your rights**
Understanding your rights before moving into a care home permanently is essential, and it is important that you obtain independent financial advice before committing yourself.

**Whatever your circumstances...**
Remember:
- Your assessment will be made up of two elements, a care part and a financial one.
- A nursing home will generally be more expensive than a residential home offering personal care only.
- If your partner remains at home, their finances will not be included in the financial assessment to work out how much you have to contribute towards the care home costs.

Some of the figures mentioned here may change during the lifetime of this Directory.
Keeping people safe

‘Safeguarding Adults’ is the term used to describe how agencies (such as Peterborough City Council, Health Services and the Police) work together to keep adults safe from neglect or abuse.

We are dedicated to ensuring that the safeguarding of adults at risk is a key priority when we are providing services to the public.

Who is an adult at risk?
An adult at risk is someone aged 18 or over who may be unable to take care of themselves. They may be unable to protect themselves from harm or from being exploited by others. An adult at risk may, therefore, be a person who:
• is elderly and frail due to physical disability or cognitive impairment;
• has a learning disability;
• has a physical disability and/or sensory impairment;
• has mental health needs including dementia or a personality disorder;
• has a long term illness/condition;
• misuses substances and alcohol;
• is a carer such as a family member/friend who provides personal assistance and care to adults and is subject to abuse; or
• is unable to demonstrate the capacity to make a decision and is in need of care and support.

Adults at risk are more likely to experience abuse than the rest of the population. They’re also less likely to be able to take steps to keep themselves safe or use services that will help them to stay safe.

What is abuse?
Abuse is mistreatment by any other person that violates someone’s human and civil rights. For example, abuse can vary from treating someone with disrespect in a way that significantly affects their quality of life, to causing actual physical suffering.

Abuse can happen anywhere – in a residential or nursing home, in a hospital, in the workplace, at a day centre or educational establishment, in supported housing or in the street.

Forms of abuse include:
• physical abuse such as hitting, pushing, pinching, shaking, misusing medication, scalding, restraining, hair-pulling;
• sexual abuse such as rape, sexual assault or sexual acts to which a vulnerable adult did not consent, could not have consented, or where they were pressurised into consenting;
• psychological or emotional abuse such as threats of harm or abandonment, being deprived of social contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, or being prevented from receiving services or support;
• financial or material abuse such as theft, fraud or exploitation, pressure in connection with wills, property, or inheritance, misuse of property, possessions or benefits;
• neglect such as ignoring medical or physical care needs, preventing access to services or withholding food, drink or heating;
• discriminatory abuse – harassment or slurs based on a person’s race, sexuality or disability; and
• institutional abuse – abuse in residential homes, nursing homes or hospitals when people are mistreated because of poor or inadequate care, neglect or poor working practices.

Any of these forms of abuse can be deliberate or the result of ignorance. Often, if a person is being abused in one way, they are also being abused in other ways.

Who might be causing the abuse?
The person (or people) responsible for the abuse are often very well-known to the person who is being abused. They could be:
• a relative, friend or neighbour;
• a health worker, social worker or other worker;
• another resident or service user;
• an occasional visitor or someone who is providing a service; or
• someone who deliberately exploits vulnerable people.

It is not always clear whether another person is causing abuse or not. Sometimes a person may self-neglect or is no longer able to care for themselves fully.

What should you do if you think someone is vulnerable or they seem unable to care for themselves?
If someone is unable to look after themselves or they are choosing to live a lifestyle that you think is causing...
Keeping people safe continued

If you think someone is being abused, you can call 01733 747474 and explain your concern, if you think this will help the person. This does not necessarily mean that a full investigation will occur under Safeguarding Adult Procedures, but social workers will look into the situation and establish if the person is safe and if that person wants or needs any assistance.

What should you do if you think someone is being abused?
Anyone who is concerned that an adult is being subjected to harm, abuse or neglect should contact us:

- in non-urgent situations it is important that the information is reported to Adult Social Care so that a care worker can play a part in planning how to respond to any specific case. This is the same as for child abuse;
- referrals may be made during working hours through the Peterborough Direct telephone number: 01733 747474. In emergencies, outside office hours, contact the Emergency Duty Team Social Worker on 01733 234724 or the Police on 101. If you consider someone is in immediate danger, call 999.

What will happen if you report suspected abuse?
If you report abuse to us, we will talk to you about it as soon as possible. If there is immediate danger, we will aim to visit you, or the person you are concerned about, straight away.

If there is a significant risk of harm, we will aim to visit within 24 hours. For other reports of abuse, we will normally visit within five working days.

We will work with the person who is being abused to help them make any decisions. We will provide help and support, and take action to try to end the abuse and ensure it doesn’t happen again.

We will not normally share information with other people without getting the permission of the person who is being abused. The only exceptions to this are in situations where others may be at risk of abuse, or where the person is not able to make decisions for themselves because of mental disability.

Essential information

Age UK

Age UK provides a range of services, some free and some where there is a charge. These include: home support; gardening; home checks; information and advice including welfare benefits support and befriending.

Age UK also supports a range of lunch clubs operating across Peterborough. Access is available to anyone, some services are charged for.

Tel: 01733 564185
Email: reception@ageukpeterborough.org.uk
Web: www.ageukpeterborough.org.uk

Alzheimer’s Society

Alzheimer’s Society provides information and support for people with all forms of dementia and those who care for them. It runs quality care services, funds research, advises professionals and campaigns for improved health and social care and greater public understanding and awareness of dementia.

Its Dementia Information Point is held at Centre 68, behind Westgate Church Hall, Westgate, every fortnight on a Thursday from 1.45pm to 3.30pm and is an opportunity to call in for information and/or support.

It also runs many more services. For full details of all services please contact the local office on 01733 893853.

Email: peterborough@alzheimers.org.uk
Web: www.alzheimers.org.uk

Care Quality Commission (CQC)

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.

The Care Quality Commission (CQC) is the independent...

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 telephone: 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.

Healthwatch Peterborough

Healthwatch Peterborough is the consumer voice for local people. It is an independent, local organisation helping to shape and improve local health and social care services. Healthwatch’s job is to make sure the voices of the people of Peterborough are heard in making important decisions about local NHS, social care and public health services.

Healthwatch Peterborough
16-17 St Mark’s Street, Peterborough PE1 2TU
Tel: 0845 120 2064
Email: info@healthwatchpeterborough.co.uk

Information and advice

You can find a wealth of information about social care on Peterborough City Council’s website www.peterborough.gov.uk and on the online Peterborough Care Directory at www.peterboroughcaredirectory.org.uk.

This Directory’s free helpline

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.

Trading Standards

Everyone needs to find a decent trader from time to time and, if you can’t find one by recommendation, it can be difficult knowing who you can trust to do a good job. The Trading Standards Approved Trader Scheme, ‘Buy with Confidence’, can help. All members on the scheme have been checked thoroughly by Trading Standards and have demonstrated a commitment to high quality service.

You can find members of the scheme by:
• calling the Citizens Advice Consumer Helpline on 0845 404 0506 to be given the three nearest members that best meet your needs;

You can find members of the scheme by:
• looking up members on the scheme’s website: www.buywithconfidence.gov.uk or www.safelocaltrades.com; or
• visiting your local library if you don’t have access to a computer at home or ask the library staff to look up members for you.

Although Trading Standards check each trader thoroughly before approving them on to ‘Buy with Confidence’, this does not give a price guarantee, so you should still get three quotes to ensure you are being charged a reasonable price.
The Maples
A New Concept in Retirement Living

Helping people stay independent for longer

In later life, you may find managing the family home has become a burden, and health issues are making everyday tasks more difficult.

If so, The Maples, MHA’s new assisted living scheme in Peterborough, could be just the answer.

Life at The Maples could make things easier all round by freeing you from many of the hassles of daily living in later life.

As one of the UK’s leading charitable providers of accommodation, care and support for older people, MHA can help you stay independent in your own superb home with all the support and care you need, now or at any time in the future.

You’ll have a choice of spacious 1 or 2 bedroom apartments and studios for rent. All incorporate features and modern safety facilities designed to make life easier for people with mobility issues.

Included in your plan will be:

• Three meals each day
• Utility bills and Council Tax
• External property repairs
• Building insurance
• Weekly domestic support
• 24 hour emergency support
• Social and leisure activities
• Chaplaincy support

If you’d like to book an appointment to visit, call 01733 828915 or visit www.mha.org.uk

HEAD OFFICE Epworth House, Stuart Street, Derby, DE1 2EQ
Registered as a charity - No. 1083995 Company Limited by Guarantee - No. 4043124
Care and support in your own home

Such a professional organisation. Excellent and so reassuring for us (as family members) to know that we could totally rely and trust that the help and care was of such a high standard. We would not hesitate to recommend Home Instead. - Mr C, Eye

We know from experience what a tough decision it can be choosing which care provider to trust with looking after ageing loved ones.

To arrange an assessment or if you just need some friendly advice, please get in touch.

Tel: 01733 333342
www.homeinstead.co.uk/peterborough
We understand how confusing and emotionally taxing arranging care services for a loved one can be. A Care Directory can only take you so far on this journey so we have published a further information guide, Care Select.

Care Select has been written for the relatives of someone needing care. It provides additional guidance to the Directory and will delve into the practical and emotional issues facing families and carers when the time comes to find care.

As a reader of this Care Choices Directory you can claim your Free Copy of Care Select (usually £9.95), just call our helpline on 0800 389 2077*
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 Cambridgeshire and beyond.

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 Cambridgeshire and beyond.

If you would like to take a look around any of our care homes – or just need a bit of friendly advice – pop in or give us a call, your local Barchester care home will be happy to help.

Opening Autumn 2014!
Braeburn Lodge
Deeping St James,
Peterborough, PE6 8GP
01778 752 504

Longueville Court
The Village Green,
Orton Longueville,
Peterborough, PE2 7DN
01733 822 245

Werrington Lodge
Baron Court,
Werrington Meadows,
Peterborough, PE4 7ZF
01733 822 246

Our mission is to provide services to enable your independence, promote your preferred lifestyle and allow you to live in your home for as long as you wish to do so, or following an accident or surgery to provide re-enabling care to get you back on your feet as quickly as possible.

Our caregivers provide assistance with a wide range of home care services, including:

- Home care help
- Bathing, grooming & dressing
- Medication assistance
- Personal care
- Transportation/errands
- Light housework & laundry
- Meal preparation
- Safe mobilisation
- Companionship
- Family respite

We offer services 24 hours a day, seven days a week, including holidays. We can provide same-day service and offer transition-of-care service packages that can include transportation home after discharge from a hospital stay or outpatient procedure.

T: 01733 264113
E: info@ComForcare.co.uk
ComForcare Senior Services, 36 Thorpe Wood, Thorpe Wood Business Park, Peterborough PE3 6SR

Visit www.carechoices.co.uk for further assistance with your search for care
A choice of aged care options, here for you in Peterborough

We know that personalised care in a warm and welcoming care home, that’s close to your family and friends is really important.

That’s why we offer long and short stay aged care options in Peterborough, Whittlesey and Eastrea. What’s more, you don’t need our health insurance to stay with us.

To discuss your aged care options at your nearest Bupa care home, talk to us today:

Call 0333 220 4756

*Calls from any line to 03 numbers are charged at no more than UK national rates and count towards any inclusive minutes from mobiles. Calls may be monitored and may be recorded for training purposes.

Avery House.

Located on the outskirts of Peterborough, with wonderful views of the surrounding countryside, Avery House can offer friendly and award-winning care and support in a homely, family-focused environment. Providing the best in residential and respite care, our team are experienced in supporting elderly people to the very highest standards offering a safe, comfortable yet stimulating atmosphere.

To find out more about our person centred care, please contact us on…

01733 246840
averyhouse@averycarehomes.co.uk
Avery House Care Home, 2 Chaffinch Lane, Hampton Vale, Peterborough, Cambridgeshire PE7 8NF
“Cross Keys Care have helped me keep my independence, my friends and my home.”

A care service that’s as unique as you are.

From a discreet personal alarm to a full home care service, let us take care of things.

Call today to find out more on 01733 396484
or email val.stokes@crosskeyshomes.co.uk
or visit www.crosskeyscare.co.uk
Cozycare is a local family company based in Orton Southgate, Peterborough. The Directors of the company have over 47 years experience owning and managing care services for people with a wide range of support needs who wish to remain living in the comfort of their own home and being active in their local community.

People may be referred to us through their GP, the hospital, family or friends and we support people gently in the background to enable normal life to continue despite needing support to do some things.

Support ranges from half an hour to full 24 hour care per day, provided every day, once or twice a week or just when you need it...we offer total flexibility and more importantly peace of mind.

Services are completely tailored to each individuals needs and is not restricted to the list below. We are here to enable you to continue life as normally as possible, by gently providing support in the background. Your independence, dignity, privacy and respect are hugely important to us.

WE PRIMARILY SPECIALISE IN:

- Domiciliary Homecare
- Respite Care within the home environment
- Dementia Care
- Companionship
- Live-in Care
- Parkinsons Care
- Palliative Care
- End of Life Care

Tel: 01733 570100
Email: admin@cozycare.co.uk

Unit 4 Culley Court, Orton Southgate, Peterborough PE2 6WA
“Eagle Wood Neurological Care Centre exemplifies quality in the care sector.”

Sir Tony Robinson

Eagle Wood is an award winning, purpose built residential care centre in Peterborough. It has five neurological care units.

Each unit provides a distinct care model catering for different aspects of neurological nursing needs; including long term neurological conditions, neuro-rehabilitation for people with acquired brain injuries (including strokes), frontal temporal dementias, learning disabilities and complex care.

Its exceptional and well thought out facilities include large ensuite bedrooms, a hydrotherapy pool, a skills kitchen, therapy room, gym and a complimentary coffee bar for residents and their families.

Please contact us on: 0330 20 20 305
or email: enquiries@pjcare.co.uk
The herocare service where peace of mind comes as standard.

WE OFFER:
- Personal Care
- Companionship
- Specialist Care
- Nursing Care
- Home from Hospital
- Support with Daily Living

For more information please contact:
01733 555 511
peterborough@prestige-nursing.co.uk
Or visit www.prestige-nursing.co.uk

Abbeygate Rest Home

Abbeygate Rest Home is situated within the historic centre of the town of Crowland between Peterborough and Spalding.

Your care, Your home, Your choice.

For further information contact
Abbeygate Rest Home, Crowland PE6 OEG Tel: 01733 211429
Email: abbeygate.crowland@btconnect.com Web: www.abbeygateresthomes.co.uk

We can help you live independently within your own home.

Whether you need help with getting dressed, preparing a meal, washing, taking medication, shopping or something else our friendly and experienced staff team can help.

We are registered with the Care Quality Commission and all staff are fully trained.

Atlas Care Services

All Enquiries:
Tel: 08448 842369
Email: referrals@atlasticare.co.uk
www.atlasticare.co.uk

Haddon House

Brickburn Close
Hampton Centre
Peterborough
PE7 8NZ
Tel: 01733 315 793

Maxey House, in Peterborough, takes pride in its contribution to the lives of older and vulnerable adults and their families, striving to deliver a friendly service that adults can respect for its professionalism and flexibility.

A team of well-trained carers are experienced in many complications and Maxey House is particularly suited to the challenges of dementia care.
For Peterborough and bordering areas, these include providers up to the postcode PE10, which encompasses parts of Northamptonshire, Lincolnshire and Cambridgeshire.

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Location</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ABBEGATE COMMUNITY CARE</strong></td>
<td>Crowland</td>
<td>OP</td>
</tr>
<tr>
<td><strong>ABOUT ME CARE AND SUPPORT</strong></td>
<td>Hampton</td>
<td>OP SI YA</td>
</tr>
<tr>
<td><strong>AJM CONSTANT CARE</strong></td>
<td>Peterborough</td>
<td>OP D PD LDA SI YA</td>
</tr>
<tr>
<td><strong>ALLIED HEALTHCARE PETERBOROUGH</strong></td>
<td>Peterborough</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td><strong>ATLAS CARE SERVICES PETERBOROUGH</strong></td>
<td>Peterborough</td>
<td>Advert page 32 OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td><strong>AUGUSTA CARE LIMITED</strong></td>
<td>Woodston</td>
<td>OP PD LDA YA</td>
</tr>
<tr>
<td><strong>AXIOM CROSSROADS CARE</strong></td>
<td>Peterborough</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td><strong>AYYADA CARE</strong></td>
<td>Peterborough</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td><strong>BETTER HEALTHCARE SERVICES</strong></td>
<td>Peterborough</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td><strong>BLUEBIRD CARE (PETERBOROUGH &amp; RUTLAND)</strong></td>
<td>Stamford</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td><strong>BOURNE (MENCAP HOUSING AND SUPPORT)</strong></td>
<td>Bourne</td>
<td>LDA</td>
</tr>
<tr>
<td><strong>CAMBRIDGESHIRE CARE AGENCY LIMITED</strong></td>
<td>Peterborough</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td><strong>CARE UK COMMUNITY CARE SERVICES FRIARY COURT EXTRA CARE SCHEME</strong></td>
<td>Peterborough</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td><strong>CHOICES CARE</strong></td>
<td>Walton</td>
<td>OP D PD LDA MH YA</td>
</tr>
<tr>
<td><strong>COMFORCARE SENIOR SERVICES</strong></td>
<td>Peterborough</td>
<td>Advert page 27 OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td><strong>CORE ASSETS CHILDREN’S SERVICES – DISABILITY - EASTERN</strong></td>
<td>Hampton</td>
<td>PD LDA SI YA</td>
</tr>
<tr>
<td><strong>COZYCARE LIMITED</strong></td>
<td>Orton Southgate</td>
<td>Advert page 30 OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td><strong>CROSS KEYS HOMES</strong></td>
<td>Woodston</td>
<td>Advert page 29 OP D PD SI YA</td>
</tr>
</tbody>
</table>

**changing the lives of adults with learning disabilities forever.**

Providing the very best care on an individual basis

Our highly qualified staff are on hand 24 hours a day providing care in your own home. Built on the back of over 25 years experience, The Helping Hands Group now offer one of the most sought after Day Service Opportunities in the county and through this we have successfully extended our reach into Supported Living.

Regulated by the CQC, the care we provide is of the highest standard working towards just one goal, independence.

To find out more on how we can assist you please contact us

Email: info@thehelpinghandsgroup.org.uk    Tel: 01733 561000 / 0800 085 0865
www.thehelpinghandsgroup.org.uk

Advertisers are highlighted

Visit www.carechoices.co.uk for further assistance with your search for care
Helping hands group, the
Peterborough
Tel: 01733 561000

Advert page 33
LDA YA

Housing 21 - Bishopfield
Walton
Tel: 0370 192 4093

Housing 21 - Peterborough
Peterborough
Tel: 0370 192 4545

Housing 21 - The Pavilions
Millfield
Tel: 0370 192 4274

Independent Healthcare Services
Werrington
Tel: 01733 709418

Jark Healthcare - Peterborough
Peterborough
Tel: 01733 316850

K2 Care Limited
Peterborough
Tel: 01733 555261

Lincoln's Care Ltd
Peterborough
Tel: 01733 701276

Lincolnshire Domiciliary Care Branch
Bourne
Tel: 01778 424241

Lincolnshire Services, The
Peterborough
Tel: 0845 127 0080

Mears Care - Peterborough (Orton)
Orton Southgate
Tel: 01733 231232

Mears Care - The Spinney
Eye
Tel: 01737 221083

Midco Care Limited
Peterborough
Tel: 01733 530580

Midsouth Care Services
Bretton
Tel: 01733 263679

Ness M Care Services
Peterborough
Tel: 01733 321367

Next Steps Community Care Limited
Orton Southgate
Tel: 01733 367226

Option One Care Limited
Peterborough
Tel: 01733 344448

Peterborough Community Care Services DCA
Peterborough
Tel: 01733 344116

Peterborough Supported Living Services
Peterborough
Tel: 01733 367206

Positive Steps (Care Service Limited)
Peterborough
Tel: 01733 339035

Advertisers are highlighted

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

This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
For Peterborough and bordering areas, these include providers up to the postcode PE10, which encompasses parts of Northamptonshire, Lincolnshire and Cambridgeshire.

**ABBEGATE REST HOME**  
North Street, Crowland, Lincolnshire PE6 0EG  
Tel: 01733 211429  
**OP**

**ACACIA HOUSE - PETERBOROUGH**  
37A School Road, Newborough, Peterborough, Cambridgeshire PE6 7RG  
Tel: 01733 810000  
**LDA MH**

**ALAN ATCHISON - 2 DAVID’S CLOSE**  
2 David's Close, Werrington, Peterborough, Cambridgeshire PE4 5AN  
Tel: 01733 707774  
**LDA**

**ALAN ATCHISON - 5 AND 6 AUGUSTA CLOSE**  
5-6 Augusta Close, Parnwell, Peterborough, Cambridgeshire PE1 5NJ  
Tel: 01733 890889  
**LDA**

**ALIWAL MANOR CARE CENTRE**  
Turners Lane, Whittlesey, Cambridgeshire PE7 1EH  
Tel: 01733 203347  
**OP**

**avery HOUSE**  
Chaffinch Lane, Hampton Vale, Peterborough, Cambridgeshire PE7 8NF  
Tel: 01733 246840  
**OP D PD**

**BRACEBOROUGH HALL RETIREMENT HOME**  
Church Lane, Braceborough, Stamford, Lincolnshire PE9 4NT  
Tel: 01778 560649  
**OP D PD LDA MH SI YA AD**

**CARDINALS GATE**  
55 Cardinals Gate, Werrington, Peterborough, Cambridgeshire PE4 5AT  
Tel: 01733 576660  
**LDA MH**

**CHEVINGTON HOUSE**  
36 North Road, Bourne, Lincolnshire PE10 9AS  
Tel: 01778 421821  
**OP**

**CLAIR FRANCIS RETIREMENT HOME**  
237-239 Park Road, Peterborough, Cambridgeshire PE1 2UT  
Tel: 01733 312670  
**OP D**

**ELLIOIT AVENUE**  
1 Elliot Avenue, South Bretton, Peterborough, Cambridgeshire PE3 9TG  
Tel: 01733 331731  
**LDA MH**

**FIELD HOUSE**  
Eyebury Road, Eye, Peterborough, Cambridgeshire PE6 7TD  
Tel: 01733 222417  
**OP D PD SI**

**SENSE THE HAMPTON CENTRE**  
Hampton  
Tel: 0300 330 9270  
**OP PD LDA SI YA**

**SOCIAL CARE SOLUTIONS LTD (PETERBOROUGH OFFICE)**  
Glinton  
Tel: 01733 254800  
**OP PD LDA MH SI YA**

**TLCARE UK**  
Peterborough  
Tel: 01733 897331  
**OP LDA**

**TOTAL HOME CARE SOLUTIONS PETERBOROUGH**  
Glinton  
Tel: 01733 254848  
**OP D PD MH SI YA**

**VOYAGE (DCA) (EAST)**  
Peterborough  
Tel: 01543 484500  
**OP D PD LDA MH SI YA**

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
FLETTON AVENUE
35 Fletton Avenue, Peterborough, Cambridgeshire PE2 8AX
Tel: 01733 315090

FLORENCE HOUSE - PETERBOROUGH
220 Park Road, Peterborough, Cambridgeshire PE1 2UJ
Tel: 01733 315900

GARDEN LODGE
37A Lincoln Road, Glenington, Peterborough, Cambridgeshire PE6 7JS
Tel: 01733 252980

HADDON HOUSE
Brickburn Close, Hampton Centre, Peterborough, Cambridgeshire PE7 8NZ
Tel: 01733 315793

HERMITAGE, THE
6-12 St Marys Street, Whittlesey, Cambridgeshire PE7 1BG
Tel: 01733 204922

KENEDYON HOUSE
2 Delph Street, Whittlesey, Cambridgeshire PE7 1QQ
Tel: 01733 203444

LAVENDER HOUSE CARE HOME
205 Broadway, Peterborough, Cambridgeshire PE1 4DS
Tel: 01733 564979

LYONS GARDENS
36 Lincoln Road, Glenington, Peterborough, Cambridgeshire PE6 7JS
Tel: 01733 254261

MAXEY HOUSE RESIDENTIAL HOME
88 Lincoln Road, Deeping Gate, Peterborough, Cambridgeshire PE6 9BA
Tel: 01778 342244

OLIVEMEDE
Hawthorne Road, Yaxley, Peterborough, Cambridgeshire PE7 3JP
Tel: 01733 240972

OSJCT DIGBY COURT
Christopher’s Lane, Bourne, Lincolnshire PE10 9AZ
Tel: 01778 422035

OSJCT WHITEFRIARS
St Georges Avenue, Stamford, Lincolnshire PE9 1UF
Tel: 01780 765434

PHILIA LODGE REST HOME
Philia Lodge, 113-115 Eastfield Road, Peterborough, Cambridgeshire PE1 4AU
Tel: 01733 567758

QU’APPELLE CARE HOME
Harrington Street, Bourne, Lincolnshire PE10 9HA
Tel: 01778 422932

RIVIEREVIEW HOUSE
70 North Street, Stanground, Peterborough, Cambridgeshire PE2 8HS
Tel: 01733 349299

ROYAL MENCAP SOCIETY - 55-56 BENYON GROVE
Herlington, Peterborough, Cambridgeshire PE2 5GH
Tel: 01733 361313

SENSE - 1-2 NEWTON COURT
1-2 Newton Court, Stowehill Road, Peterborough, Cambridgeshire PE4 7PY
Tel: 01733 325713

SENSE - 3-4 NEWTON COURT
3-4 Newton Court, Stowehill Road, Peterborough, Cambridgeshire PE4 7PY
Tel: 01733 314559

SENSE - 37 REDGATE COURT
Saltersgate, Parnwell, Peterborough, Cambridgeshire PE1 4XZ
Tel: 01778 313501

SENSE - THE MANOR HOUSE
72 Church Street, Market Deeping, Lincolnshire PE6 8AL
Tel: 01778 343768

SENSE THE MANOR HOUSE
72 Church Street, Market Deeping, Lincolnshire PE6 8AL
Tel: 01778 343617

ST MARGARET’S HOUSE
187 London Road, London Road, Peterborough, Cambridgeshire PE2 9DS
Tel: 01733 555008

ST MARGARETS REST HOME
22 Aldermans Drive, Peterborough, PE3 6AR
Tel: 01733 567961

Adverters are highlighted

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 or drugs

User Bands
LDA Learning disability, autism
MH Mental health
SI Sensory impairment
YA Younger adults
AD People who misuse alcohol or drugs

36 This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
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 or drugs

Care homes continued

STAR RESIDENTIAL HOME
56-64 Star Road, Peterborough, Cambridgeshire PE1 5HT
Tel: 01733 777670

TYNECROFT
156 High Street, Old Fletton, Peterborough, Cambridgeshire PE2 8DP
Tel: 01733 348394

TALLINGTON CARE HOME
Main Road, Tallington, Stamford, Lincolnshire PE9 4RP
Tel: 01780 740314

WILLOWS, THE
74 Station Street, Rippingale, Bourne, Lincolnshire PE10 0SX
Tel: 01778 440773

TUDORS CARE HOME, THE
North Street, Stanground, Peterborough, Cambridgeshire PE2 8HR
Tel: 01733 892844

YEW TREE RESIDENTIAL CARE HOME
60 Main Road, Dowsby, Bourne, Lincolnshire PE10 0TL
Tel: 01778 440247

Care homes with nursing

For Peterborough and bordering areas, these include providers up to the postcode PE10, which encompasses parts of Northamptonshire, Lincolnshire and Cambridgeshire.

BROADLEIGH NURSING HOME
213 Broadway, Peterborough, Cambridgeshire PE1 4DS
Tel: 01733 561475 Advert inside front cover

PHILIA LODGE REST HOME
Philia Lodge, 113-115 Eastfield Road, Peterborough, Cambridgeshire PE1 4AU
Tel: 01733 567758

CEDARS, THE
Church Walk, South Street, Bourne, Lincolnshire PE10 9UQ
Tel: 01778 421555

PRIORY COURT NURSING HOME
Priory Road, Stamford, Lincolnshire PE9 2EU
Tel: 01780 766130

EAGLE WOOD NEUROLOGICAL CARE CENTRE
Bretton Way, Peterborough, Cambridgeshire PE3 8DE
Tel: 0330 2020 305 Advert page 31

RED HOUSE, THE
11 Emlyns Street, Stamford, Lincolnshire PE9 1QP
Tel: 01778 380756

ELMS RESIDENTIAL AND NURSING HOME, THE
2 Arnolds Lane, Whittlesey, Peterborough, Cambridgeshire PE1 7QD
Tel: 01733 806513 Advert page 28

STAR RESIDENTIAL HOME
56-64 Star Road, Peterborough, Cambridgeshire PE1 5HT
Tel: 01733 777670

GABLES SPECIALIST NURSING HOME, THE
101 Coates Road, Eastrea, Whittlesey, Peterborough, Cambridgeshire PE7 2BD
Tel: 01733 807576 Advert page 28

WENTWORTH CROFT RESIDENTIAL AND NURSING HOME
Bretton Gate, Peterborough, Cambridgeshire PE3 9UZ
Tel: 01733 807696 Advert page 28

LONGUEVILLE COURT
Village Green, Orton Longueville, Peterborough, Cambridgeshire PE2 7DN
Tel: 01733 822245 Advert page 27

WERRINGTON LODGE
Baron Court, Werrington Meadows, Peterborough, Cambridgeshire PE4 7UZ
Tel: 01733 822246 Advert page 27

PARK HOUSE NURSING HOME
27 Park Crescent, Peterborough, Cambridgeshire PE1 4DX
Tel: 01733 555700 Advert page 27

WOODGRANGE
Westminster Lane, West Road, Bourne, Lincolnshire PE10 9TU
Tel: 01778 424010

PARK VISTA CARE HOME
15 Park Crescent, Peterborough, Cambridgeshire PE1 4DX
Tel: 01733 555110 Advert inside front cover

Werdens are highlighted

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 or drugs

Visit www.carechoices.co.uk for further assistance with your search for care
Abbeygate Community Care 33
Abbeygate Rest Home 35
About Me Care and Support 33
Acacia House - Peterborough 35
AJM Constant Care 35
Alan Atchison - 2 David's Close 35
Alan Atchison - 5 and 6 Augusta Close 35
Alwival Manor Care Centre 35
Allied Healthcare Peterborough 33
Atlas Care Services Peterborough 33
Augusta Care Limited 33
Avery House 35
Axiom Crossroads Care 33
Ayyada Care 33
Better Healthcare Services 33
Bluebird Care (Peterborough & Rutland) 33
Bourne (Mencap Housing and Support) 33
Braceborough Hall Retirement Home 35
Broadlegh Nursing Home 37
Cambridgeshire Care Agency Limited 33
Cardinals Gate 35
Care UK Community Care Services 33
Care Select 26
Care Choices Website 16
Braeburn Lodge 27
Barchester 27
Living with Autism 32
Maples, The 24
Maltings, The 35
Inside front cover & outside back cover 24
MHA
Peterborough Care
Inside front cover & outside back cover 29
PJ Care
Focus Care Agency Limited
FPS (Peterborough) Limited
Gables, The
Haddon House
Hotes Group Limited - Bourne
Hotes Group Limited - Peterborough
Helping Hands Group, The
Hermitage, The
Home Instead Senior Care - Bourne
Home Instead Senior Care - Peterborough,
Oundle & The Deepings
Housing 21 - Bishopfield
Housing 21 - Peterborough
Housing 21 - The Pavilions
Independent Healthcare Services
Jark Healthcare - Peterborough
K2 Care Limited
Keneydon House
Lavender House Care Home
Lincolns Care Ltd
Lincolnshire Domiciliary Care Branch
Lincolnshire Services, The
Longueville Court
Lyons Gardens
Maxey House Residential Home
Mears Care - Peterborough (Orton)
Mears Care - The Spinney
MidCo Care Limited
MidSouth Care Services
Next Steps Community Care Limited
Olivermede
Option One Care Limited
OSJCT Digby Court
OSJCT Whitefriars
Park House Nursing Home
Park Vista Care Home
Peterborough Community Care Services DCA
Peterborough Supported Living Services
Philia Lodge Rest Home
Positive Steps (Care Service Limited)
Prestige Nursing Peterborough
Priory Court Nursing Home
QuAppelle Care Home
Reablement
Red House, The
Riverview House
Royal Mencap Society - 55-56 Benyon Grove
Sagecare Limited
Sahara Community Care Services
Select Care
SENSE - 1-2 Newton Court
SENSE - 3-4 Newton Court
SENSE - 37 Redgate Court
SENSE - 38 Redgate Court
SENSE Manor Court
SENSE The Hampton Centre
SENSE The Manor House
Social Care Solutions Ltd
(Peterborough Office)
St Margaret's House
St Margarets Rest Home
Star Residential Home
Tallington Care Home
TLCare UK
Total Home Care Solutions
Peterborough
Tudors Care Home, The
Tynecroft
Voyage (DCA) (East)
Wentworth Croft
Residential and Nursing Home
Werrington Lodge
Willows, The
Woodgrange
Yew Tree Residential Care Home
Yew Tree Residential Care Home
Peterborough 37

Avery Healthcare 28
Barchester 27
Braeburn Lodge 27
Bupa 28
Care Choices Website 16
Care Select 26
Cedar Falls Care Home Inside back cover 29
Cross Keys Care 29
Hunters Creek Care Home Inside back cover 28

This Directory's helpline 0800 389 2077 – information on choosing and paying for care

Care Choices Limited has taken every care to ensure that the information contained in this Directory is accurate. The company cannot accept responsibility for any errors or omissions or if a home varies from the facilities listed either in an advertisement or the indices. Care Choices Limited does not endorse or support any particular institution included in the Directory. © 2014 Care Choices Limited. Care Choices Limited reserves all rights in the titles Care Choices and HOMES Directories and their design.

Care Choices™ is a trademark of Care Choices Limited.
Ref. No: 4001/PeterboroughCity/1/0714. Reproduction of any part of this publication in any form without the written permission of Care Choices Limited is prohibited. This publication is available free of charge from Peterborough City Council.

Published by: Care Choices Limited, Valley Court, Lower Road, Croydon, CR9 1QX Tel: 01223 207770 www.carechoices.co.uk
Publisher: Robert Chamberlain.
Director of Sales: David Werthmann.
Head of Editorial: Emma Morris. Editor: Alistair Robertson.
Regional Team Manager: Russell Marsh. National Sales Manager: Paul Leahy.
Senior Sales Executives: Debbie Feetham, Elaine Green.
Sales Executives: Rebecca Edmonds, Rachel Joseph, Vanessa Ryder.
Director of Creative Operations: Lisa Werthmann.
Assistant Production Manager: Jamie Harvey.
Designer: Holly Cormell, Creative Artworker: Gemma Cook.
Photograph credits: Peterborough City Council & Adam Miller.
Tanglewood Care Homes is celebrating 20 Caring Years of serving the people of Lincolnshire.

At Tanglewood we work hard to maintain a consistently high level of service to our residents. We pride ourselves on strong values and celebrate the loyalty and dedication of our employees the ‘Tanglewood Team’.

- Nursing Care
- Residential Care
- Dementia Care
- Physical Disability Care
- Single bedrooms
- Suites
- Self contained bungalows for Residential Care & Physical Disability Care (PD)

All of our Care Homes offer:
Choice of menu
Chambermaid service
Activities programme
Respite care available
Self funding & Local Authority funded clients welcome

Photos courtesy of David Simpson: Studioi

Tanglewood Care Homes
Head Office: 2 Endeavour Park, Boston, Lincolnshire, PE21 7TQ
Tel: 01205 358 888 Email: enquiries@tanglewoodcarehomes.co.uk www.tanglewoodcarehomes.co.uk
The Maltings
Care Home
Aldermans Drive,
Peterborough PE3 6AR
Tel: 01733 897733
www.peterboroughcare.com
email: info@peterboroughcare.com

For further information regarding our homes or facilities please contact either home directly or contact us at our New Head Office address:

Peterborough Care,
236 Eastfield Road,
Peterborough PE1 4BD
Tel: 01733 562328

The Maltings
Care Home

- Located in the heart of Peterborough City Centre just off Thorpe Road
- Spacious lounges and dining areas
- Nursing and Residential Care
- Games Room
- En-suite wet rooms
- Cinema Room
- Wi-Fi throughout the premises
- Gymnasium
- Library

Peterborough Care
- A family run company since 1984