

Peterborough

Care and Support Services Directory 2015/16



**The comprehensive guide
to choosing and paying for care**



Broadleigh Care Home

213 Broadway,
Peterborough PE1 4DS
Tel: 01733 562328
www.peterboroughcare.com
email: info@peterboroughcare.com

Lavender House Care Home

205 Broadway,
Peterborough PE1 4DS
Tel: 01733 562328
www.peterboroughcare.com
email: info@peterboroughcare.com

Park Vista Care Home

15 Park Crescent,
Peterborough PE1 4DX
Tel: 01733 562328
www.peterboroughcare.com
email: info@peterboroughcare.com

The Maltings Care Home

Aldermans Drive,
Peterborough PE3 6AR
Tel: 01733 562328
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

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



The Maltings Care Home

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





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To obtain extra copies of this Directory, free of charge, call **Customer Services** at Peterborough City Council 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.



Areas covered by this Directory



St John's



Town Hall

LINCOLNSHIRE

NORTHAMPTONSHIRE

PETERBOROUGH

CAMBRIDGESHIRE



The Guildhall

Welcome from Peterborough City Council

Welcome to the second edition of Peterborough City Council's Care and Support Services Directory. This 2015/16 edition will provide you with information on health and social care and support across the city.

This year has seen the biggest reform to social care in over 60 years, with the introduction of the Care Act from April 2015. It modernises the law, recognising the right of people to make their own decisions about their care and support. There are new rights for carers and, from April 2016, the introduction of a cap on the amount that people spend on their social care costs will mean that care and support, and the way people pay for it, will be clearer and more consistent.

We are already offering many of the services required by the Care Act 2014, including promoting people's wellbeing, focusing on services that prevent their care needs from becoming more serious, and improving access to information and advice.

For more information about the Care Act, visit www.gov.uk and search 'Care Act'.

We want people in Peterborough to maintain their independence for as long as possible and enjoy the best

possible quality of life. Fundamental to enabling you to make the right decisions about care and support will be high-quality information and advice. This Directory is one way of providing information. You can also look at the new Peterborough City Council website on www.peterborough.gov.uk on our web-based Care Directory at www.peterboroughcaredirectory.org.uk or you can telephone our dedicated Customer Services Team. They can be contacted on **01733 747474** in working hours and out of hours you can contact the Emergency Duty Team on **01733 234724**.

We are working closely with our health colleagues and neighbouring councils to join up health and social care services to give the best community-based care when it is needed.

We know that making decisions about social care can be daunting, particularly if you have had no involvement with social care before. This Directory provides clear, easy to understand guidance so that you can be confident you are making the right decisions.



Comments, compliments and complaints

If you have a comment, compliment or complaint about care and support services, you can provide feedback by:

- telling any member of staff you feel comfortable with;
- calling the Customer Services Team 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 at **ASCcomplaints@peterborough.gov.uk**

If you are not satisfied with the final reply from Peterborough City Council you can contact the Local Government Ombudsman.

The Local Government Ombudsman

PO Box 4771, Coventry CV4 0EH

Telephone: **0300 061 0614** or **0845 602 1983**.

Complaints about care that you pay for yourself

You can ask the Local Government Ombudsman to take up your case if you are not happy about how a care home or service dealt with your complaint about care that you pay for yourself.

You can also contact the Care Quality Commission. You can find the contact details on page 28 in Essential Information.

Where do I start?

Information and advice

Information on over 500 voluntary and community groups, registered charities and non-profit-making organisations is available through the Peterborough Council for Voluntary Services (PCVS) Directory. This is available online at

www.pcvs.co.uk

You can find social care information on Peterborough City Council's website at **www.peterborough.gov.uk** and on the online Peterborough Care Directory at

www.peterboroughcaredirectory.org.uk.

This Care and Support Directory is also available online at

www.carechoices.co.uk



Making contact

If you are unable to find what you are looking for online, you can contact the Customer Services Team. The trained staff know about the services available and can offer advice on who else may be able to help. You can contact them on **01733 747474**.

If you think you need help with mental health conditions you should contact your GP in the first instance. They may refer you to the Cambridgeshire and Peterborough NHS Foundation Trust (CPFT). See page 24 for more information

about mental health services and contact details.

What happens next?

When you contact the Customer Services Team you will be asked for some basic details. You could be offered information and advice, short-term support to remain independent, or a social care assessment. The aim is to maximise your independence and ensure you receive the support you need.

Staying independent

There is short-term support available designed to support you 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 and not need to rely on longer term support. See reablement on page 12.

Assessment and support

Social care assessments

If, following discussion with staff, it is felt that you need a social care assessment, this will be arranged.

Eligibility for support

The Care Act 2014 introduced a new national eligibility threshold, which is the same across England. The national eligibility consists of three criteria, all of which must be met for a person's needs to be eligible. The eligibility threshold is based on finding out:

- whether your needs are due to a physical or mental impairment or illness;
- to what extent your needs affect your ability to achieve two or more outcomes, such as being able to wash, dress yourself, or make use of your home safely; and
- whether, and to what extent, this impacts on your wellbeing.

As part of the assessment, we will talk with you about what is important to you, and if your wellbeing is affected.

After the assessment, we will make a decision about whether you are eligible for care and support and will explain any decision to you.

If you are eligible for support

If you are eligible for social care support, we will complete

a financial assessment to understand whether you will need to pay some, or all of the cost of the support. This will depend on your income and any savings you may have.

If you are not eligible

If you are not eligible for support from us, we will offer free advice and information and put you in touch with other organisations and services in your community that may be able to help you. This may include some of our in-house services, such as reablement or occupational therapy. Many people find that seeking advice from us is helpful in finding their own solutions because it provides an opportunity to discuss their situation with a social care professional.

If your needs change

If your needs change, then you can always ask us for a reassessment. Simply call the Customer Services Team on **01733 747474** or email

adultsocialcare@peterborough.gcsx.gov.uk

Carers' eligibility

Following the implementation of the Care Act, carers now have the same rights to an assessment as the person they care for. The aim is to find out what impact caring responsibilities have on your wellbeing and identify ways in which you can be supported to provide, and continue to provide, care.

If you are a carer you may have eligible needs if you meet the following criteria:

- your needs arise as consequence of providing necessary care for an adult.

And, as a result:

- your health is, or is at risk of, deteriorating;

- you are unable to achieve specified outcomes; or
- there is or is likely to be a significant impact on your wellbeing.

If you are eligible for services, a social care professional will contact you to discuss the impact of your caring role on your wellbeing and help you to develop a support plan to meet your needs and identified outcomes.

For more detailed information visit the Department of Health's guidance – go to **www.gov.uk** and search 'Care Act factsheets'.

For more information on support for carers go to page 26.

Advocacy

Under the Care Act 2014, as part of the assessment process, the council may have a duty to offer you support from an independent advocate. This person cannot be

involved in your care and support in a paid capacity and must be appropriately trained and supported to fulfil this role.

Advocacy services help you to say what you want and to get the services you need. They will work to empower you to have a voice and to make choices by providing support, information and representation as required.

Advocacy support can be provided by a wide range of people including friends, family or someone working for a charity or community group. Sometimes people prefer to have someone they know to support them, sometimes people choose to receive support from a professional, independent advocate.

Five voluntary sector agencies have been commissioned to provide advocacy to adults with social care needs living in Peterborough. They can provide flexible advocacy support including assisting you to be involved with adult social care processes.

The agencies are:

Age UK

Advocacy support for people over 65.

Phone: **01733 564185**

Email: **reception@ageukpeterborough.org.uk**

Website: **www.ageukpeterborough.org.uk**

Disability Peterborough (DIAL)

Advocacy support for people with a physical disability.

Phone: **01733 265551**

Email: **dialpeterborough@btconnect.com**

Website: **www.dialpeterborough.co.uk**

PCVS

Advocacy support for people with a learning disability.

Phone: **01733 342683** or **01733 311016**

Email: **pcvs@pcvs.co.uk**

Website: **www.pcvs.co.uk/advocacy**

Peterborough and Fenland Mind

Advocacy for people with a mental health issue or illness.

Phone: **01733 530650**

Email: **wellbeing@pfmind.org.uk**

Website: **www.pfmind.org.uk**

Carers Trust

Advocacy for carers.

Phone: **01733 645234**

Email: **carers@carerstrustpeterborough.org**

Website: **www.carerstrustcambridgeshire.org**

What support is available?

Assistive Technology and adaptations

There are many 'Assistive Technology' products that can support you within your own home, enabling you to carry out day-to-day tasks and also preventing your needs from increasing. Assistive Technology is described as 'any device or system that allows an individual to perform a task that they would otherwise be unable to do, or increases the ease and safety with which the task can be performed' (Royal Commission on Long Term Care, 1999).

This includes equipment and devices to help people who have problems with:

- speaking;
- hearing;
- eyesight;
- moving around;
- getting out and about;
- memory;
- cognition (thought processes and understanding);
- daily living activities, such as dressing and preparing

- meals; and
- socialising.

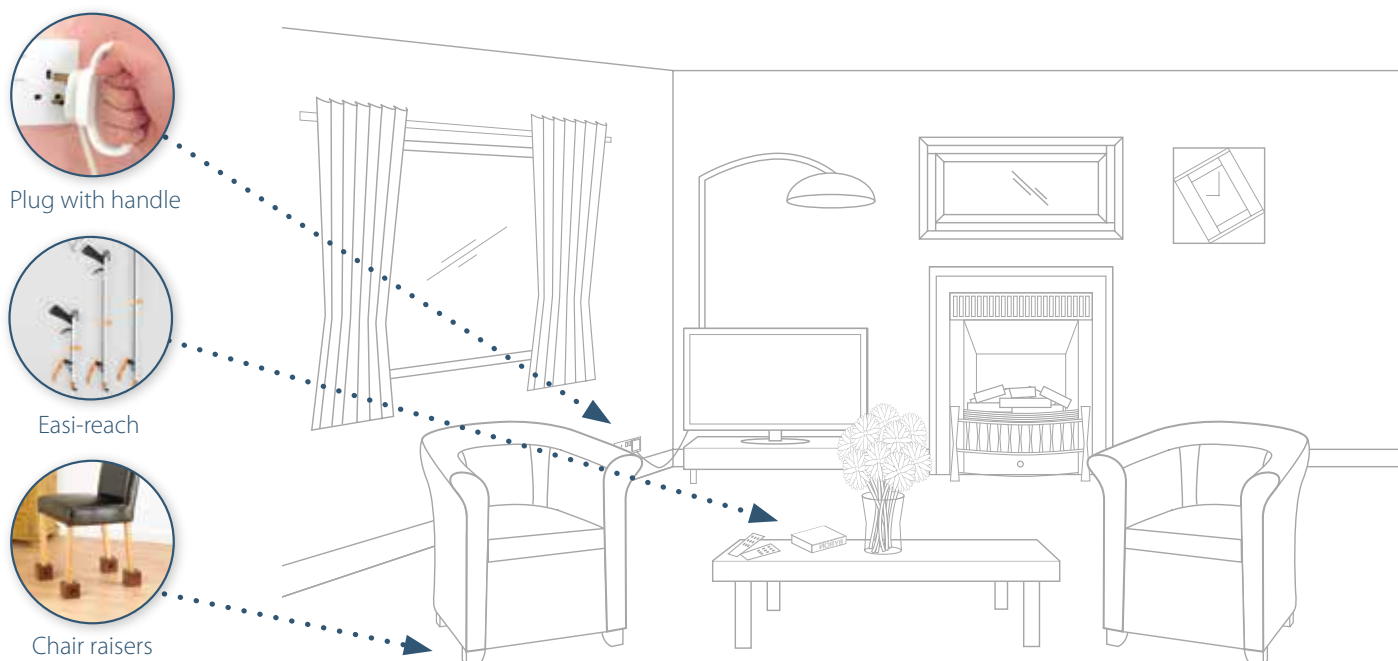
Assistive Technology ranges from very simple tools, such as calendar clocks and touch lamps, to high-tech solutions such as satellite navigation systems to help find someone who has gone missing. More information on Assistive Technology can be found on the Peterborough City Council website at **www.peterborough.gov.uk**

If you require major adaptations to your home this will involve the advice of occupational therapists and a 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. Please contact the Care and Repair Home Improvement Agency (part of Housing Services) for further details on **01733 863895**.

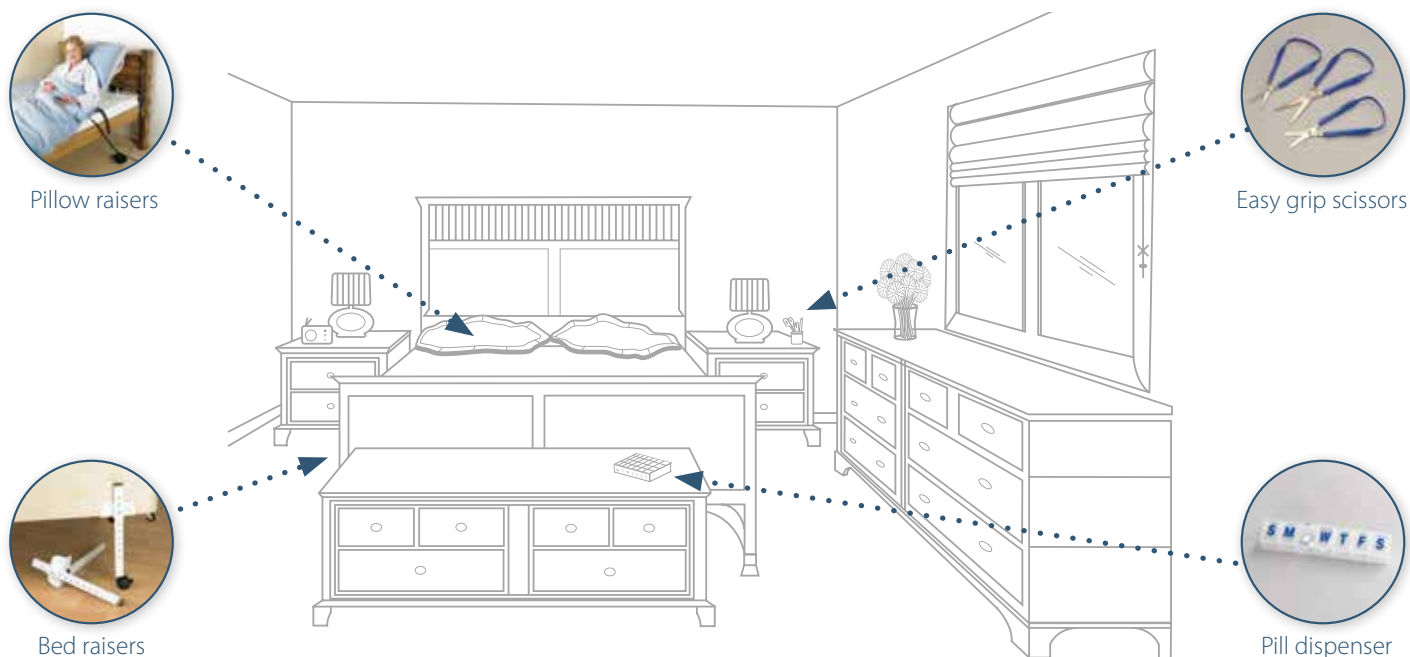
Making life easier in your home

In the living room



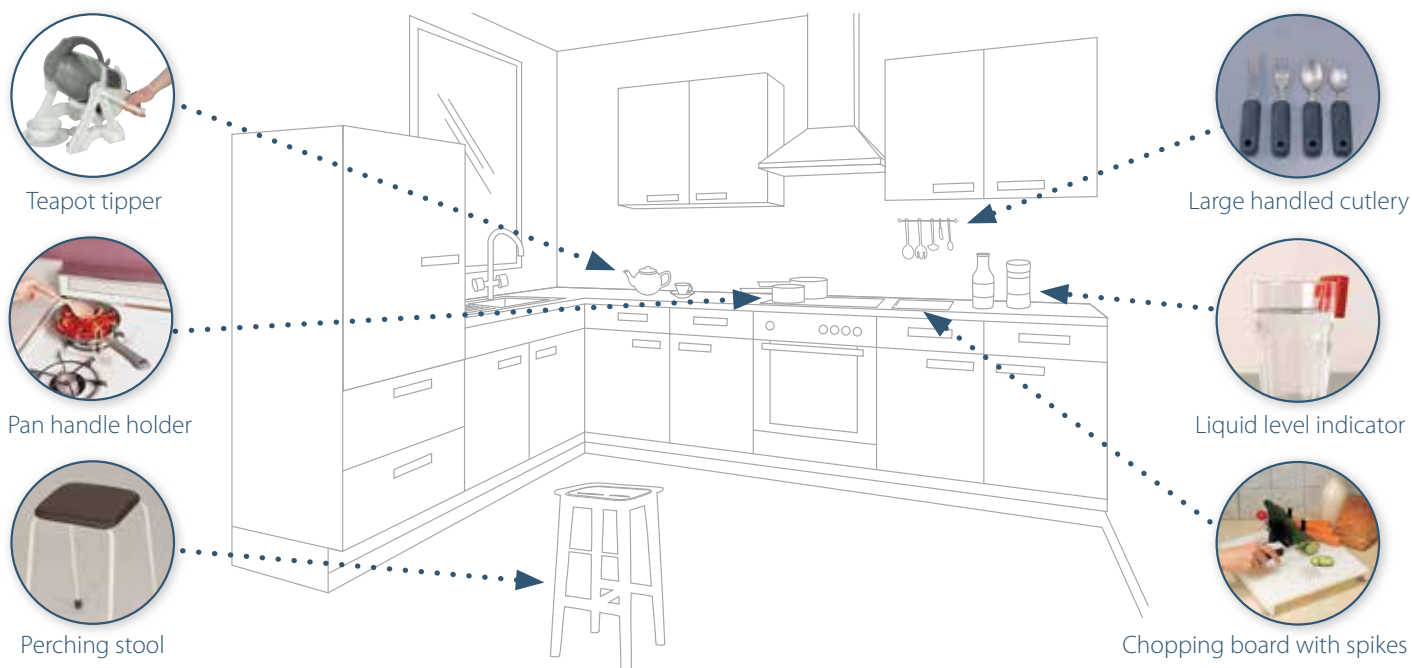
WHAT IS DIFFICULT FOR YOU?	SIMPLE SOLUTIONS	COMPLEX SOLUTIONS
GETTING IN AND OUT OF CHAIRS Standing up from sitting is difficult	<ul style="list-style-type: none"> • Block of foam in chair base • Buy ready-made chair raisers if your chair is too low • Buy a new chair – get professional help to make sure the height is right • Take regular, gentle exercise 	<ul style="list-style-type: none"> • Buy an electric riser chair
OPENING AND CLOSING WINDOWS Can't reach the windows Not secure to leave windows open	<ul style="list-style-type: none"> • Move any furniture out of the way • Install/purchase a fan • Purchase a gadget to open/close window 	<ul style="list-style-type: none"> • Remove the window opener • Install environmental controls or air-conditioning • Install new windows
CONTROLLING THE HEATING Can't reach the controls for the fire or heating	<ul style="list-style-type: none"> • Change the switches • Fit a timer switch • Purchase a standalone heater 	<ul style="list-style-type: none"> • Move the heating controls • Install new or additional heating system
SWITCHING LIGHTS ON AND OFF Can't reach the switch The switch is difficult to use	<ul style="list-style-type: none"> • Install a light switch toggle • Purchase a socket extension • Purchase handi-plugs 	<ul style="list-style-type: none"> • Move the light switches • Replace the light switches • Install environmental controls
KEEPING WARM Insulating your home Affording the fuel Carrying the fuel	<ul style="list-style-type: none"> • Replace the fire with a heater • Apply for the winter fuel payment • Use a trolley to safely transport the fuel 	<ul style="list-style-type: none"> • Get a grant to insulate your house • Change to a cheaper heating system • Change to an easier-to-use heating system
WATCHING TV Hearing the sound of the TV	<ul style="list-style-type: none"> • Use subtitles • Purchase wireless headphones 	<ul style="list-style-type: none"> • Request an assessment for a hearing aid • Install a room loop

In the bedroom



WHAT IS DIFFICULT FOR YOU?	SIMPLE SOLUTIONS	COMPLEX SOLUTIONS
GETTING IN AND OUT OF BED Standing up from sitting on the bed	<ul style="list-style-type: none"> • Learn new techniques for moving safely • Purchase a leg lifter • Raise the bed • Fit grab rails 	<ul style="list-style-type: none"> • Use a transfer board • Install a hospital bed • Buy an electric adjustable bed • Use a mobile hoist or a ceiling track hoist
SITTING UP IN BED, TURNING OR ROLLING OVER Bed is too soft Bedding is too heavy Nothing to lean on	<ul style="list-style-type: none"> • Change bedding • Learn new techniques for moving safely • Purchase a pillow raiser • Change the mattress 	<ul style="list-style-type: none"> • Buy a bed cradle/bed ladder • Use a bed lever • Buy a specialised mattress • Install a drop-down rail • Install an over-bed pole
KEEPING WARM IN BED Checking the safety of your electric blanket	<ul style="list-style-type: none"> • Buy a heavier duvet • Buy thermal clothing • Contact an electrician about any electrical blanket safety concerns 	
GETTING DRESSED Difficult to reach all of your body	<ul style="list-style-type: none"> • Learn new techniques for dressing • Buy simple gadgets: long-handled shoe horn; elastic shoe laces; dressing stick; button hook; stocking aids • Contact ■ (see key below) regarding an assessment of needs 	<ul style="list-style-type: none"> • Consider home support
CUTTING YOUR NAILS Can't reach your feet Hard to hold scissors	<ul style="list-style-type: none"> • Buy easy grip scissors 	<ul style="list-style-type: none"> • See a podiatrist
TAKING YOUR TABLETS Opening bottles Remembering to take tablets	<ul style="list-style-type: none"> • Ask your pharmacist for an easy to open bottle • Keep a note when you have taken a tablet 	<ul style="list-style-type: none"> • Get a pill dispenser with days and times on • Get an automatic pill dispenser • Ask someone to prompt you
READING THE TIME Seeing the clock to tell the time	<ul style="list-style-type: none"> • Buy a clock with larger numbers 	<ul style="list-style-type: none"> • Buy a clock that 'speaks'

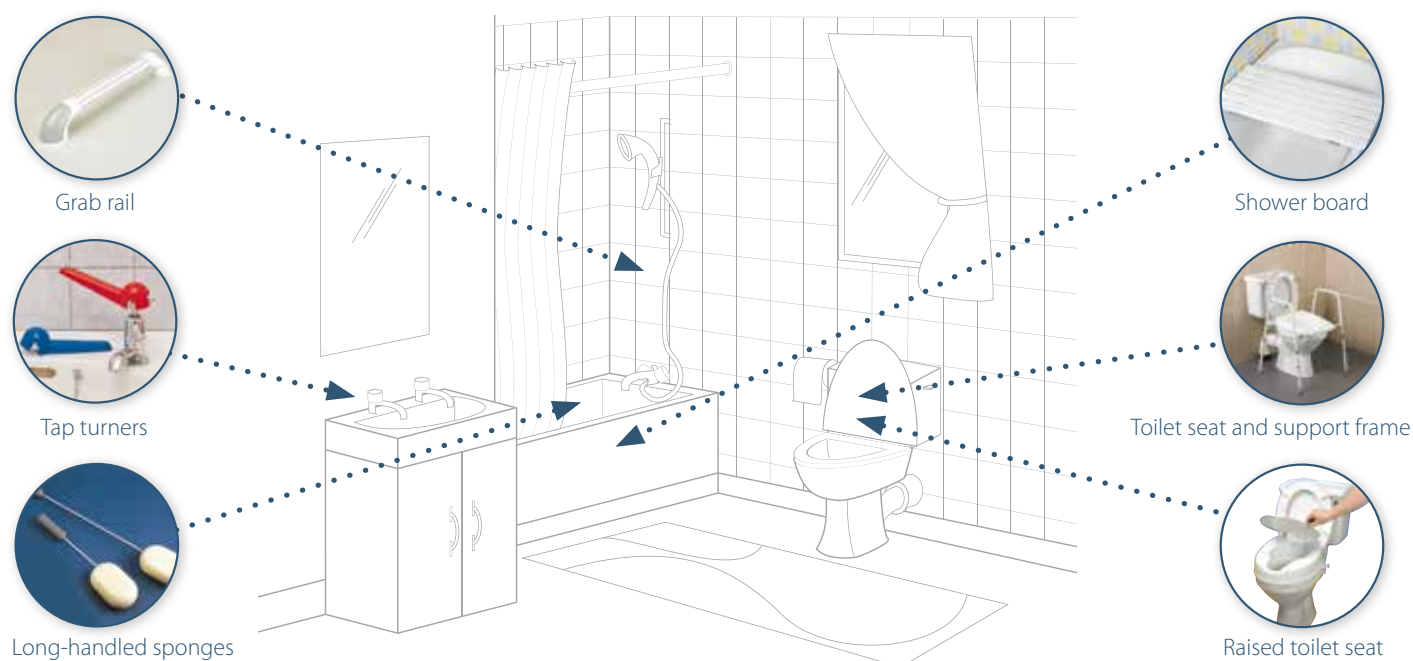
■ Call the Customer Services Team on 01733 747474.



WHAT IS DIFFICULT FOR YOU?	SIMPLE SOLUTIONS	COMPLEX SOLUTIONS
REACHING CUPBOARDS Cupboards are too high or low Cupboards are too deep Cupboard doors are too heavy	<ul style="list-style-type: none"> • Re-arrange things in cupboards/on surfaces • Buy an Easi-Reacher or Handi-Reacher 	<ul style="list-style-type: none"> • Alter the spring in the door closers • Lower or raise the cupboards
USING TAPS AND SWITCHES Taps or switches are too awkward Can't reach taps or switches	<ul style="list-style-type: none"> • Fit tap turners • Purchase Handi-Plugs 	<ul style="list-style-type: none"> • Change switches • Raise or reposition taps • Fit lever taps or new taps • Alter the kitchen
CUTTING, CHOPPING, PREPARING AND COOKING FOOD Work surface too high or low Hard to grip packets or jars Hard to grip a knife Pans or kettles are too heavy to lift	<ul style="list-style-type: none"> • Sit at a table • Consider kitchen gadgets including: knife with a thick handle; chopping board with spikes; pan handle holder; teapot tipper; lid gripper 	<ul style="list-style-type: none"> • Use a food processor • Purchase a perching/high stool • Buy a trolley • Change the height of the work surface • Make space under the work surface for your knees when sitting
MOVING AROUND THE KITCHEN Not enough space	<ul style="list-style-type: none"> • Re-organise the furniture 	<ul style="list-style-type: none"> • Review mobility equipment used • Adapt the kitchen • Consider the suitability of the kitchen
EATING AND DRINKING Cutlery is hard to grip Food/plate keeps slipping Can't carry food to table Can't lift cup	<ul style="list-style-type: none"> • Use large handled cutlery • Use a non-slip mat • Use a lightweight insulated cup • Use a cup with two handles • Contact ■ (see key below) regarding an assessment of needs 	<ul style="list-style-type: none"> • Buy a trolley • Consider home support for meal times
LAUNDRY AND IRONING Washing machine is too high or too low Putting up ironing board	<ul style="list-style-type: none"> • Install a wall-fixed ironing board 	<ul style="list-style-type: none"> • Raise/lower the washing machine • Change the washing machine or iron

■ Call the Customer Services Team on 01733 747474.

In the bathroom



WHAT IS DIFFICULT FOR YOU?	SIMPLE SOLUTIONS	COMPLEX SOLUTIONS
WASHING 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	<ul style="list-style-type: none"> • Install tap turners • Purchase a long-handled sponge • Purchase a flannel strap • Contact ■ (see key below) regarding an assessment of needs 	<ul style="list-style-type: none"> • Install lever taps or new taps • Purchase a stool • Raise or lower basin • Consider home support
HAVING A BATH Turning the taps Stepping into the bath Risk of slipping in the bath Getting up out of the bath Washing your back	<ul style="list-style-type: none"> • Have a strip wash • Purchase a non-slip mat for the bath • Install tap turners • Buy a long-handled sponge • Use a half-step • Install grab rails • Use a bath board or bath seat 	<ul style="list-style-type: none"> • Install lever taps or new taps • Install a bath lift • Use a mobile hoist • Use a ceiling track hoist • Replace the bath with a shower • Convert the bathroom to a wet room • Consider home support
DRYING YOURSELF Floor is slippery Room is too cold Difficulty in drying your body	<ul style="list-style-type: none"> • Heat the bathroom safely • Use a non-slip mat • Purchase a towelling gown 	<ul style="list-style-type: none"> • Change the floor covering • Purchase a hot air body dryer
USING THE TOILET Toilet is too high or too low Difficult to clean yourself Flush lever is awkward Toilet is hard to get to	<ul style="list-style-type: none"> • Install a raised toilet seat • Use a combined toilet seat and support frame • Install a flush lever extension • Contact ■ (see key below) for a needs assessment 	<ul style="list-style-type: none"> • Review mobility equipment used • Adaptation to bathroom • Consider home support
CLEANING TEETH Gripping the toothbrush Standing at the basin	<ul style="list-style-type: none"> • Purchase a toothbrush gripper • Purchase an electric toothbrush • Use a stool 	
HAVING A SHOWER Difficult to stand for long shower Shower too high Shower controls are awkward Shower is slippery	<ul style="list-style-type: none"> • Have a strip wash • Use non-slip mats • Purchase a half-step • Contact ■ (see key below) for a needs assessment 	<ul style="list-style-type: none"> • Use a shower board • Use a shower chair or stool • Replace shower controls • Consider home support

■ Call the Customer Services Team on 01733 747474.

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 they 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 you to live in your own home for as long as possible, a range of home care services is available. These cover day-to-day tasks such as cleaning, shopping and food preparation/cooking, through to personal care that helps with dressing, bathing, toileting and prompting the taking of medication. Carers need to be properly trained, particularly in moving and handling and the use of hoists for some tasks.

Daily care support

Carers can call in on a daily basis to assist with any of the tasks described above. Depending on the level of help you require, their visits can be just half an hour or up to several hours. Generally, visits are available from 7am until 10pm. 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 you require, 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 you if you have 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 care worker actually living in your home. This can be for a short period, for example a week, or on an ongoing 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 disabilities or mental health conditions who require long-term ongoing 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 and awards quality ratings. See page 21 for more details about the Care Quality Commission.

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. If you are self-funding, you should also request a draft contract between you and the care provider. For more information call the Customer Services Team on **01733 747474**.



The Publisher of this Directory, Care Choices, also produces Care and Support Services Directories for Cambridgeshire, Lincolnshire and Northamptonshire.

For free copies, call

Cambridgeshire – Customer Services on **0345 045 5202**

Lincolnshire – Customer Service Helpline on **01522 782155**

Northamptonshire – Customer Service Centre on **0300 126 1000**

www.carechoices.co.uk

These questions may be useful when considering using the services of a home care (domiciliary) provider to help you build up a picture of how your care needs will be met in your own home.

Agency 1 £p/h

Agency 2 £p/h

Agency 3 £p/h

Agencies

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

1
2
3

How long has the agency been operating?

1
2
3

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

1
2
3

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

1
2
3

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

1
2
3

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

1
2
3

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

1
2
3

Carers

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

1
2
3

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

1
2
3

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

1
2
3

Carers must be checked with the Disclosure and Barring Service (DBS) and have a criminal records disclosure – make sure this is the case.

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

Shared Lives

The Shared Lives Scheme offers family homes for short breaks, long-term care and day care to people with a learning disability, physical disability and older people. Shared Lives aims to meet your individual needs by matching you with a family who can give the care and support you require.

For more information please contact:

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

Dementia

If someone you know has been feeling confused, agitated or forgetful, it may be a good idea for them to visit their GP. You might want to consider accompanying them to the appointment.

Each person will experience dementia in their 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 of people with dementia and helping Peterborough to become a dementia-friendly city.

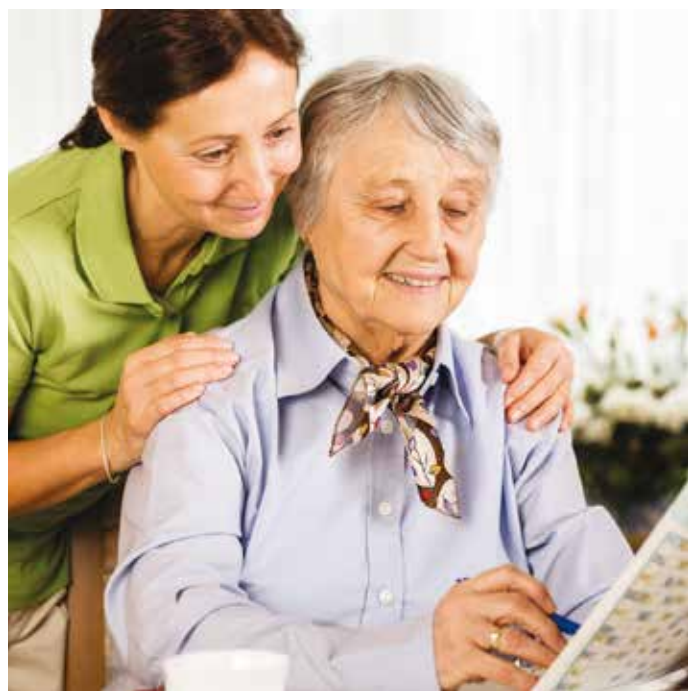
Peterborough's Dementia Resource Centre offers residents a one-stop shop for dementia care and support. It is delivered by the Alzheimer's Society on behalf of Peterborough City Council and also includes the NHS Memory Clinic, which is where people are tested for dementia. This Clinic is run by Cambridgeshire and Peterborough NHS Foundation Trust.

The **Dementia Resource 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 issues and dementia. The Centre is open six days a week including some evenings. The team based there offers advice, information and support in the lead up to being assessed by the Memory Clinic. The team also provides ongoing support to the person with dementia and their carers/loved ones after diagnosis.

The Centre provides a range of support groups and activities for people with dementia and their carers and loved ones, including walking groups, gardening clubs, and arts and crafts groups. Additionally, there are groups specifically for black and minority ethnic communities and people with dementia who are under 65.

For more information about the Centre, or to speak to someone about dementia, 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.

For further information call **01733 747474**.

Young people and transition to adulthood

When a young person with disabilities or a young carer approaches their 18th birthday, they may ask for an assessment. A parent or carer may also ask for an assessment as the child they are caring for approaches 18.

The assessment will be undertaken by the 0 to 25 Disability Service if the young person has a learning, sensory impairment and/or a physical disability. The

0 to 25 Disability Service works in partnership with a range of local services to provide information, advice and support to help disabled young people develop a transitions pathway and prepare for life as they become an adult. More information can be found on the Local Offer at www.peterborough.gov.uk/residents/special-educational-needs/local-offer

The voluntary and community sector in Peterborough and volunteering

If you think about everything you need to live an active and independent life, whether this is education, social welfare and care, health, environment, policing, local sports clubs, transport, housing, retail, advice work, employment, faith, arts, playgroups, law and advocacy, social and interest activities to name but a few, you will find a Peterborough not-for-profit organisation that provides work in this area.

Peterborough has a strong, thriving voluntary and community sector. Groups range in size from very small, just three or four people supporting each other, through to large national charities having a base in the city. The diversity of the sector enables us to support thousands of people with their everyday lives.

Supporting this vast network of groups and organisations are paid staff and an army of volunteers. At the heart of the Peterborough Voluntary and Community

Sector are volunteers. There are lots of reasons why people choose to volunteer, including:

- to meet people;
- to give something back;
- to learn new skills or keep existing skills going;
- to build confidence; and
- to help with the search for employment, which is one of the biggest areas of volunteering today.

If you are interested in receiving support or advice on volunteering or setting up a support group, please contact PCVS on **01733 311016** or, alternatively, email pcvs@pcvs.co.uk

PCVS can also provide information and advice on the wide range of voluntary support organisations and networks that operate across the city.

WHAT ARE THE CARE OPTIONS?
HOW WILL I KNOW WHICH TO CHOOSE?
WHAT IF MUM DOESN'T AGREE?

VISIT THE NEW CARE SELECT WEBSITE WWW.CARESELECT.CO.UK

CARE *select*

CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077

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 seeking advice on their current accommodation.

The Housing Needs Service delivers a range of advice and assistance to those with accommodation needs. 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 various housing-related subjects. You can access the services quickly 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 Services Centre. You can contact the service on **01733 864064** and, if necessary, you will be given 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**

Bishopsfield, Mountsteven Avenue, Walton, Peterborough PE4 6WD

Tel: **0370 192 4000** (Head office)

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**

Kingfisher Court, Thistle Drive, Stanground, Peterborough PE1 8NZ

Tel: **01733 385141**

The Maples, Goldhay Way, Orton Goldhay, Peterborough PE2 5JH

Tel: **01332 296200**

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, along with quality ratings, are available from the service or from the CQC website at www.cqc.org.uk

There are two types of residential home:

Care homes (personal care only)

If you need someone to look after you 24 hours a day, but don't need nursing care, 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 care 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 42. These include providers up to the postcode PE10, which includes parts of Northamptonshire, Lincolnshire and Cambridgeshire. Care Choices also publishes Care and Support Services Directories for these counties.

For free copies call:

Cambridgeshire Customer Services on **0345 045 5202**.

Lincolnshire Customer Service Helpline on **01522 782155**.

Northamptonshire Customer Service Centre on **0300 126 1000**.

The figures mentioned here may change in April 2016. Please contact Peterborough City Council on **01733 747474** nearer the time for more information.

Protection for those who lack capacity

Going into a care home is a big step for anyone, and sometimes people do not have the capacity to decide for themselves that this is in their best interest. The Mental Capacity Act introduced Deprivation of Liberty Safeguards, which offer protection to people entering care homes without capacity, and for those living in care homes who lose mental capacity. If someone is identified by a home as lacking the mental capacity to agree to their stay, the home must apply to Peterborough City Council for a Deprivation of Liberty Safeguard.

When an application is received we will arrange for a Best Interest Assessor to visit the person, the home and family and friends to determine that living in the care home is in their best interests. This will then be reviewed every year to ensure the person continues to receive the most appropriate care in the right setting.

Deprivation of Liberty Safeguards can also be applied in other settings, such as hospitals and supported living.



Moving from one area of the country to another

Sometimes people choose to live in another area of the country as they want to be closer to friends or family. Peterborough City Council will work together with the new local authority to ensure that your care continues.

Listings of registered care providers in Peterborough City and the surrounding areas start on page 40. This

Directory's helpline **0800 389 2077** and website www.carechoices.co.uk can also help, with details of all registered care providers in England. Alternatively, the Care Quality Commission's website www.cqc.org.uk has details of all registered care providers in England.

Home 1 £ p/w

Home 2 £ p/w

Home 3 £ p/w

First impressions

- | | 1 | 2 | 3 |
|---|-----------------------|-----------------------|-----------------------|
| • Were you met when you first arrived? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Do staff seem warm, friendly and polite? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Do the residents seem happy, active and sociable? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Does the home feel comfortable and welcoming? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Is the home fresh, clean and well-furnished? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Fees

- | | 1 | 2 | 3 |
|--|-----------------------|-----------------------|-----------------------|
| • How much are the fees? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Do the fees cover all the services available? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Under what circumstances will the fees alter – e.g. annually or according to increasing needs? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Is the notice to terminate reasonable? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Transport

- | | 1 | 2 | 3 |
|---|-----------------------|-----------------------|-----------------------|
| • Is the home easy to get to for relatives and friends? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Does the home provide its own transport? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Accommodation

- | | 1 | 2 | 3 |
|---|-----------------------|-----------------------|-----------------------|
| • Are bedrooms single or shared? Is there a choice? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Can you decorate and re-arrange your room to suit yourself? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Can you bring your own furniture and TV? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Is there a call system for emergencies? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Are there enough sockets in your room? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Can you control the heating in your room? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Can you lock your room and is there a secure place for valuables? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Is there a separate dining room? Bar? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Are there toilet facilities within easy reach of the communal facilities? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Are there both showers and baths? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Are bathrooms adapted to help people in and out of the bath? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Accessibility

- | | 1 | 2 | 3 |
|--|-----------------------|-----------------------|-----------------------|
| • Does the home have the right adaptations and equipment to meet your needs? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Are all areas accessible for wheelchair users? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Does the home have extra wheelchairs and walking aids? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Is there adequate provision for people with sight or hearing difficulties? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Life within the home

- | | 1 | 2 | 3 |
|--|-----------------------|-----------------------|-----------------------|
| • Are there any rules and restrictions (e.g. going out, time of return etc)? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Can you choose when to get up and retire every day? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • How are residents involved in decisions about life in the home? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Is there a telephone where you can make and take calls in private and comfort? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Is alcohol served or permitted? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

- | | | | |
|---|-----------------------|-----------------------|-----------------------|
| • Are there smoking and non-smoking areas? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Are there arrangements for religious observance? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Can you handle your own money?
If not, what arrangements are in place? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Does a hairdresser/chiroprapist visit? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Are residents accompanied on visits to the GP or hospital? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Staff

- | | 1 | 2 | 3 |
|--|-----------------------|-----------------------|-----------------------|
| • Do the staff appear clean, cheerful and respectful? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Do the staff talk to residents and how do they talk to them? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Are the staff formally trained? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Is there an adequate number of staff on day and night? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Visitors

- | | 1 | 2 | 3 |
|--|-----------------------|-----------------------|-----------------------|
| • Are visitors welcome at all times? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Is there somewhere to see them in private? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • May your visitors join you at meals? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Can your visitors stay overnight? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Food

- | | 1 | 2 | 3 |
|---|-----------------------|-----------------------|-----------------------|
| • Do you have a choice about meals? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Is the food varied and interesting? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Can the home cater for your dietary needs? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Can you have snacks or drinks any time of the day or night? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Can you eat in your room? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Activities

- | | 1 | 2 | 3 |
|---|-----------------------|-----------------------|-----------------------|
| • Can you continue to pursue your hobbies and interests? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Are there organised activities and entertainment? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Are outings and holidays arranged?
How much do they cost? £..... £..... £..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Are escorts available if necessary? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Is a library service available? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Can you have your own flower bed or help in the garden? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Can you stay in your own room if you want to? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Gardens

- | | 1 | 2 | 3 |
|---------------------------------------|-----------------------|-----------------------|-----------------------|
| • Are the grounds/gardens attractive? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Are all areas safe and accessible? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Is there somewhere to sit? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Are they quiet? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Contract terms

- | | 1 | 2 | 3 |
|--|-----------------------|-----------------------|-----------------------|
| • Can you retain your own room if away? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Can you have a short-stay or trial period? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Will you be given a statement of terms on admission? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| • Are all procedures, such as complaints, clearly spelt out? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Paying for your care

If your needs cannot be met through information and advice or free services, such as equipment or a short period of reablement, it might be necessary for us to undertake an assessment to look at your care needs and how much you may have to pay. The financial assessment

will look at what assets you have, for example savings and property. If you have over a certain amount, currently £23,250, you will be responsible for paying for your care yourself. The value of your home is not included if you are to receive home care.

Your support plan and personal budget

If you have eligible needs, we will contact you to discuss what help might be available and work with you to put together a care and support plan, tailored to your needs.

Your plan will work out how you can do the things that are important to you and your family, with the right level of care and support. You will also know how much it will cost to meet your needs and how much the council will contribute towards the cost. This is your personal budget.

There is no obligation for you to manage your personal budget yourself, and there is choice about how care and support is arranged. In some cases you may ask the

council to arrange services on your behalf, or you could request a direct payment.

Using your personal budget

You may choose how to spend your personal budget, providing that it meets your eligible social care needs based on the outcomes agreed and outlined in your care and support plan.

Some examples of how a personal budget can be used include:

- arranging a care agency to provide you with care and support at home with things like getting dressed, preparing a meal, washing and toileting;
- arranging day care activities with a care provider;
- arranging and paying for respite care – to give you and your carers a short break; and
- paying for any support you may need when your carer takes a break.



Direct payments

A direct payment is a personal budget taken as a cash payment made directly to you. It can also be paid directly to an authorised person or organisation acting on your behalf.

Direct payments can be used to buy your own care and support, and can give you a greater ability to choose and control your own care services and help you to achieve better outcomes.

Using your direct payment

You can use a direct payment to employ your own personal assistant to help and support you, and pay them a wage from your direct payment. If you employ someone directly

as a personal assistant, expert help and advice is available on how to calculate and pay your employee's wages, and how to undertake your responsibilities as an employer.

You may also use your direct payment to pay for certain types of equipment to help you live independently at home.

If you take your personal budget as a direct payment, you will need to keep a record of how you spend the money and the amounts that you hold in the bank account that you use for your direct payments – but you can get help with this if you need it.

We will need to see your direct payment records, usually every three months.

Paying the full cost of care yourself – being a 'self-funder'

If you know that you will need to pay the full cost of your care, either in your own home or in a care home, and will arrange this yourself, you do not need to be assessed by the council. However, you can still contact Peterborough

City Council at any point for advice and guidance, or to request an assessment of your needs if you would like one. If you are paying for the full cost of your care and have capital over £23,250 then independent financial

advice will help you to maximise your investments to cover care costs for as long as possible.

There are lots of organisations that can give you advice about funding your care and support costs in the future. You may find the following websites useful:

- www.payingforcare.org
- www.moneyadvice.service.org.uk

You can also find a number of organisations which can help you with independent financial advice in the online Peterborough Care Directory at

www.peterboroughcaredirectory.org.uk

If you do speak to an independent financial adviser, you need to be aware there may be a charge for this service.

We would recommend that the financial adviser is accredited by the Financial Conduct Authority (FCA) or is accredited with the Society of Later Life Advisers (SOLLA). Visit www.societyoflaterlifeadvisers.co.uk to find a Society of Later Life adviser.

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

12-week property disregard

Peterborough City Council will help with the cost of your care home during the first 12 weeks of permanent residential care, provided our assessment has shown that this is the kind of care you need. This is called the ‘property disregard’ period.

This applies if:

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

Deferred payment agreements

A deferred payment agreement is an arrangement with Peterborough City Council that enables you to use the value of your home to help pay care home costs. If you are eligible we will make payments to the care home on your behalf as an ongoing loan, using your home as security. You can delay repaying us until you choose to sell your home.

Until your property is sold, you will need to make a part-payment every four weeks towards the cost of your care, based on your weekly income. Once the property is sold a review will take place to determine whether or not it is appropriate for you to make private arrangements to pay the home direct. If this is the case, you will be advised of the date from which you should start to pay the home.

Although you do not need to sell your home during your lifetime, it may affect your entitlement to Pension Credit if your property is not seen to be on the market and becomes treated as capital by the Department for Work and Pensions (DWP).

Third party payments

Some care homes and care homes with nursing charge fees that are higher than the maximum amount Peterborough City Council can contribute. If we are contributing towards your care home fees and you choose to move into a home which charges a higher fee, the difference between the two amounts must be paid for by a third party, usually a relative or a charity. Third party payments are sometimes referred to as ‘top-up’ payments. Please note, this amount will be charged in addition to your assessed contribution.

The general rule is that you cannot use your own money to fund a third party payment. However in certain specific circumstances you may make a third party payment from your own funds. These are:

- when you are eligible for the 12-week property disregard; or
- when you have a deferred payment agreement.

We recommend that you seek independent financial and legal advice if you are considering these options.

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 (£112.00 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 eligible for NHS Continuing Healthcare Funding, the NHS will pay for the full cost of your care in any setting, including your own home or a care home. More information can be found by searching ‘NHS Continuing Healthcare’ on www.nhs.uk

Attendance Allowance

This is a non-means-tested non-taxable benefit from the Department of Work and Pensions paid at the lower rate of £55.10 per week for those needing care by day or night and at the higher rate of £82.30 per week for those needing care both during the day and night.

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; and
- 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 your care costs.

Changes to care funding in April 2016

Under the Care Act 2014, major reforms to the way that social care is funded will be effective from April 2016. These include a 'cap' on the total amount that an individual can spend on care. This figure is £72,000, however it does not include the costs of 'board and lodging' in residential or nursing care, so the actual cap can be considerably higher in these circumstances.

It also includes an increase in the financial thresholds for people eligible for local authority support. The threshold is £27,000 for people who do not own property and £118,000 if your home is included.

Please note, some of the figures mentioned here may change during the lifetime of this Directory.

Monitoring the quality of our services

We want to provide the best quality social care and support services to the people of Peterborough. New regulations for registered residential, nursing and home care services focus on improving outcomes for adults who need support. These changes will underline the importance of people who use care services having a say and being able to make decisions about how to keep

healthy and get the right care and support. We work closely with the Care Quality Commission (CQC) and with care providers to make sure we maintain high-quality standards in the care provided to people in Peterborough. We will also continue to have a strong commitment to safeguarding those adults who may be at risk of experiencing abuse or exploitation.

Inspecting and regulating care services

All care providers must be registered under a system which brings adult social care, independent healthcare and the NHS under a single set of fundamental standards of quality and safety.

The Care Quality Commission (CQC) registers, inspects and reviews all adult social care and healthcare services in England in the public, private and voluntary sectors. This includes care homes, care homes with nursing, home care agencies and NHS services, amongst others.

Inspectors carry out a mixture of announced and unannounced inspections looking at the quality and safety of the care provided. They look at whether the service is: Safe; Effective; Caring; Responsive to people's needs; and Well-led.

Inspection teams are led by an experienced CQC manager and often include experts in their field. The team

may also include professional or clinical staff; Experts by Experience; people who use services and carers.

Following an inspection, each care home and home care agency is given a report of how it rates against national fundamental standards of quality and safety. The CQC has also started rating services as 'Outstanding', 'Good', 'Requires Improvement' and 'Inadequate'. By March 2016, the CQC expects to have rated every adult social care service in England.

When considering care services, it's always a good idea to check a service's inspection report and rating on the Care Quality Commission's comprehensive website www.cqc.org.uk or ask the care provider you are considering for a copy of their latest inspection report.



For any enquiries or to register a concern or a complaint, phone the **CQC** on **03000 616161** or email enquiries@cqc.org.uk

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

Keeping people safe

Everyone has the right to live in safety, free from abuse and neglect. 'Safeguarding Adults' is about organisations working together to prevent abuse or neglect, whilst at the same time making sure that the person is always put first, having regard to their views, wishes, feelings and beliefs in deciding any action.

If you have care and support needs, the Council has an adult safeguarding procedure in place to help protect you from neglect and abuse and to promote your quality of life, wellbeing and safety.

If you are concerned about yourself or someone else being abused, we promise to listen to you, understand your views and wishes, take you seriously, treat you with respect, support you to feel as safe as you want, support you to make your own decisions, to keep you informed and involved and to tell you what will happen next.

Forms of abuse could be: domestic violence, sexual abuse, psychological abuse, financial or material abuse, modern slavery, discriminatory abuse, organisational abuse, neglect and acts of omission, or self-neglect.

If you have a concern, suspicion or allegation that an adult is being subjected to harm, abuse or neglect you should contact the relevant organisation below.

Non-urgent referrals

- call the Customer Services Team on **01733 747474** during normal office hours.

Emergency referrals

- within office hours, please call the Customer Services Team on **01733 747474**; or
- outside office hours, please call the Emergency Duty Team on **01733 234724**.

If you think a crime has taken place, you should call the police on **101** for anything that is not urgent, or **999** in an emergency.

You should always call **999** if you feel that someone is in immediate danger.

What we will do

When any form of abuse is reported to us, we will:

- discuss the concern with you, to determine the severity and what actions we must take;
- visit you, or the person you are concerned about straight away, if there is an immediate danger;
- visit the person you are concerned about within 24 hours, if there is a significant risk of harm;
- work with the person who is being abused, to help them make any decisions;
- provide help and support to the person who is being abused; and
- take action to end the abuse and ensure it does not

happen again.

Information is not usually shared without the permission of the person it concerns. The exceptions to this are:

- situations where others may be at risk of abuse and/or the person is not able to make decisions for themselves because of their mental capacity; and
- where a crime has been committed and information is requested by the police under their powers.

We will always inform you if we have to share information about you without your consent.

Keeping healthy

The Live Healthy Delivery Team at the council delivers a range of programmes and interventions across the city with a focus on promoting and improving health. The services listed below are examples of programmes provided by the

Live Healthy Delivery Team. They are all free at the point of access. All you have to do is call freephone **0800 376 5655** and speak to one of our friendly Live Healthy team members who can book you into a clinic or programme.

Stop Smoking

The Live Healthy Smokefree service is here to help you stop smoking. Stopping smoking is not easy but with our help you can do it.

Advisers are there to help you stop smoking whatever your circumstances. Even if you have tried before and not succeeded, please come to see us again.

Free NHS Health Check programme

The Free NHS Health Check programme is a public health programme in England for eligible people aged 40 to 74.

If you wish to book a health check then please contact your GP practice.

Adult weight management – Let's Get Moving

Let's Get Moving is a free 10 week programme with two physical activity sessions per week. It is open to adults

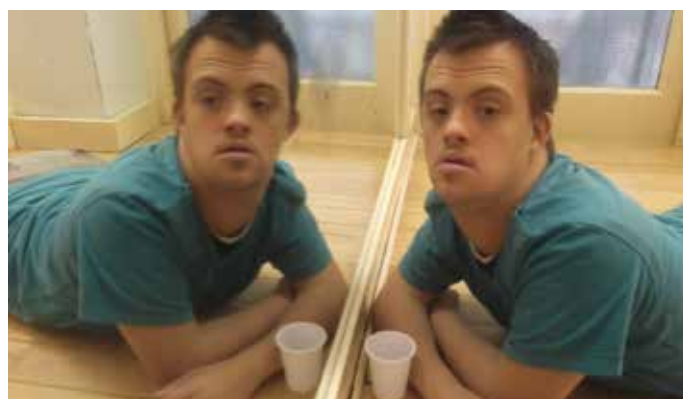
who are physically inactive as well as those living with long-term conditions.

Learning Disability Annual Health Checks

The Annual Health Check scheme is for people aged 14 and over who have been assessed as having a borderline, mild, moderate, severe or profound learning disability who need more health support and who may otherwise have health conditions that go undetected. People with learning disabilities who are known to their local authority social services, and who are registered with a GP who knows their medical history, should be invited by their GP practice to come for a free Annual Health Check.

During the health check, the GP or Practice Nurse will carry out:

- a general physical examination, including checking weight, heart rate, blood pressure and taking blood and urine samples;
- assessing the patient's behaviour, including asking questions about their lifestyle, and mental health;
- a check for epilepsy;
- a check on any prescribed medicines the patient is currently taking;
- a check on whether any chronic illnesses, such as asthma or diabetes, are being well managed; and



- a review on any arrangements with other health professionals, such as physiotherapists or speech therapists.

If the person's learning disability has a specific cause, for example Down's syndrome, the GP or Practice Nurse may do extra tests for particular health risks, e.g. to see whether their thyroid is working properly. They will also provide the patient with any relevant health information, such as advice on healthy eating, exercise, contraception or stop-smoking support.

Local health services

Peterborough Local Commissioning Group

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. 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 Local Commissioning Group (LCG) serves a population of 135,800 divided over 21 GP practices within Peterborough.

>>

>> 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. 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:

Cambridgeshire and Peterborough Clinical Commissioning Group

Peterborough Office, Zone B, City Care Centre, Thorpe Road, Peterborough PE3 6DB Tel: **01733 776184**

Email: capccg.engagement@nhs.net

Web:

www.cambridgeshireandpeterboroughccg.nhs.uk

Other NHS main contacts

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

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

PALS

Peterborough City Hospital, Department 003, Edith Cavell Campus, Bretton Gate, Peterborough PE3 GZ
PALS helpline: **01733 673405**. Monday to Friday, 8:30am to 4:30pm (messages can be left out of hours).

Email: pals@pbh-tr.nhs.uk

In person, the PALS Team is happy to arrange an appointment.



Mental health

Your GP should be your first point of contact if you are worried about your mental health. They will consider whether they can provide the help and treatment you need 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. It provides 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 or call **01223 726789**.

Cambridgeshire and Peterborough NHS Foundation Trust

Elizabeth House, Fulbourn Hospital, Fulbourn, Cambridge CB21 5EF

Tel: **01223 726789**

Web: www.cpft.nhs.uk

Cambridgeshire Community Services

Cambridgeshire Community Services offers services to children, young people and families including:

- children's services;
- i-CaSH: Integrated Contraception and Sexual Health Services;
- dental services;
- musculo-skeletal services and uro-gynaecological physiotherapy; and
- GP Out of Hours Service in Peterborough.

Cambridgeshire Community Services

Unit 3, The Meadows, Meadow Lane, St Ives,
Cambridgeshire PE27 4LG Tel: **01480 308222**
Email: **ccscommunications@ccs.nhs.uk**
Web: **www.cambscommunityservices.nhs.uk**

UnitingCare

UnitingCare is an NHS partnership responsible for providing integrated older people's healthcare and adult community services across Cambridgeshire and Peterborough. Services include:

- urgent care for adults aged over 65 including inpatients as well as accident and emergency services;
- mental health services for people aged over 65;
- other health services that support the care of people aged over 65; and
- adult community health services for people over the age of 18 including those with long-term conditions.

Services include district nursing, rehab and therapy after injury or illness.

UnitingCare

Block 2, Ida Darwin Hospital, Fulbourn,
Cambridgeshire CB21 5EE Tel: **01223 884427**
Email: **unitingcare@nhs.net**
Web: **www.unitingcare.co.uk**

Peterborough Minor Illness and Injury Unit

This is located at the City Care Centre on Thorpe Road, Peterborough and 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 8am to 8pm, every day of the year.

Peterborough Minor Illness and Injury Unit

City Care Centre, Thorpe Road, Peterborough PE3 6DB
Tel: **01733 293800**

NHS 111

NHS 111 is a telephone service which makes 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, NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

For general, non-emergency information on health, visit NHS Choices on **www.nhs.uk**

Tel: **111**



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

Tel: **0300 456 2370** (charged at local rate)
Email: **pohwer@pohwer.net**
Write to: PO Box 14043,
Birmingham B6 9BL

Support for carers

A carer is someone who helps another person, usually a relative or friend, in their day-to-day life. This is not the same as someone who provides care professionally, or through a voluntary organisation.

Many people do not recognise themselves as carers. Anyone can become a carer and we recognise that our carers come from all walks of life and are any age. The people they care for may:

- be frail;
- be ill;
- have a physical or learning disability;
- have a mental health condition; or

- have issues with substance misuse.

All carers can ask for an assessment. No two caring situations are the same and 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 themselves or it may be carried out with support from a worker from the Carers Trust (Peterborough), adult social care or the council's Carers Team.

For more information on carers' eligibility for services, see page 6.

The Emergency Support for Carers service

Our Emergency Support for Carers service is in place to help carers of adults if an emergency arises. It can offer peace of mind by providing a service during such unplanned events as:

- a carer being admitted to hospital or having other urgent health needs;
- there being a family emergency (for example, if a close relative is taken ill);
- there being a risk to the carer's employment on a particular occasion; or
- a carer needing to attend the funeral of a close friend or relative.

The purpose of the service is to arrange temporary replacement care for someone who is dependent on a carer for providing necessary care. All carers can apply to register, however, to be deemed as providing necessary care, the tasks performed must be those that the adult could not do themselves without support. If a carer is providing care for an adult who is capable of providing for themselves, then they may not be providing necessary care.

You can contact the Customer Services Team on **01733 747474** to register with the Emergency Support for Carers service.

Carers' information packs

All carers can ask for a copy of the carer's information pack which contains relevant information and advice for carers. Carers who ask for a carer's assessment are also automatically sent the information pack as well as

a registration form for the Emergency Support for Carers service. You can request a carer's information pack by contacting the Customer Services Team on **01733 747474**.

Carers Trust (Peterborough)

Carers Trust (Peterborough) is a local organisation that is commissioned by Peterborough City Council to provide carers' services in Peterborough.

Services are for carers of all ages and include:

- emergency planning;
- carers' assessments;
- award-winning Family Carers Prescription;
- information, support and training for family carers;
- groups and activities for children and young people with

disabilities and their siblings;

- support for young carers and young adult carers;
- flexible breaks for family carers of all ages;
- carer support groups and social events;
- carer awareness training for staff;
- end of life, palliative care and CQC registered care;
- emotional support and understanding; and
- a voice for carers.

Carers Trust (Peterborough) also offers a range of support

Carers Trust (Peterborough) continued

to help 8 to 25 year olds caring for a family member to have a break from their caring role and have fun with other young carers or young adult carers, including:

- regular groups;
- help in school/college/university;
- information, advice and guidance;
- sibling support;
- one-to-one support;
- online peer support;

- life skills; and
- training, education and employment.

Carers Trust (Peterborough)

60 St Mark's Street, Peterborough PE1 2TU

Tel: **01733 645234**

Email: **carers@carerstrustpeterborough.org**

Web: **www.carerstrustpeterborough.org**

Dementia Resource Centre

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

- support;
- one-to-one help for carers;
- activity groups;
- advocacy;

- support groups; and
- NHS Memory Clinic.

Dementia Resource Centre

York Road entrance, 441 Lincoln Road,

Peterborough PE1 2PE Tel: **01733 893853**

Email: **peterborough@alzheimers.org.uk**

Carers UK

Carers UK is a national charity that supports carers by providing:

- an expert telephone advice and support service;
- financial support;
- practical support;
- health advice;
- work and career advice;

- a connecting service so no-one has to care alone; and
- additional resources for carers.

Carers UK

Tel: **0808 808 7777** (Monday to Friday, 10am to 4pm)

Email: **advice@carersuk.org** Web: **www.carersuk.org**

Carers Direct

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

Carers Direct provides information on:

- Carer's Allowance;
- benefits for carers;
- caring for a child with complex needs;
- young carers' rights;
- assessments, benefits, direct payments, personal budgets and time off;
- helping to maintain, leave or return to employment;
- education or training;
- how carers maintain or improve their social and emotional wellbeing and their physical and mental health;
- access to health and social care for the person being cared for; 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/carersdirect** or call the Carers Direct helpline **0300 123 1053**.

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. For full details of all its services please contact the local office.

Tel: **01733 893853**

Email: **peterborough@alzheimers.org.uk**

Web: **www.alzheimers.org.uk**



Care Quality Commission (CQC), The

The Care Quality Commission (CQC) is the independent regulator of health and social care in England.

Following an inspection, each service is given a report of how it rates against national standards of quality and safety.

For any enquiries or to register a concern or a complaint, contact the CQC by calling **03000 616161** or by emailing **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

There is a wealth of social care information 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 care homes with nursing that meet your criteria.

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 and home care providers that meet your requirements across the country. Your search can then be saved and emailed to others. You can also view an electronic version of this Directory on the site and have it read to you by using the 'Browsealoud' function.

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

The Silver Line

The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.



Launched by Dame Esther Rantzen DBE, The Silver Line aims to combat loneliness in the over-65s by providing friendship, information and advice through calls to trained volunteers.

Specially trained helpline staff:

- offer information, friendship and advice;
- link callers to local groups and services;
- offer regular befriending calls; and
- protect and support those who are suffering abuse and neglect.

Tel: **0800 470 8090**

Web: www.thesilverline.org.uk

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;

- 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 checks each trader thoroughly before approving them, this does not give a price guarantee, so you should still get three quotes to ensure you are being charged a reasonable price.

Alysia Caring Luxury Care Homes are proud to present Cherry Blossom Care Home & Day Centre

Our aim is to provide excellent, person-centred and compassionate care to every resident.

▪ 24 Hour Care ▪ Meals ▪ Hotel and Laundry Services ▪ Activities ▪ Papers ▪ Hairdressers ▪ Chiropody

- Ground floor garden terraces
- State-of-the-art nurse call system
- Air conditioning in all main lounges and dining rooms
- Specialist baths & ensuite wet rooms
- Sprinkler system for the latest in fire protection
- Fees are all inclusive - assessment prior to admission
- Wifi throughout the premises
- Library

First Class Residential, Nursing and Dementia Care & Day Centre

Cherry Blossom Care Home provides luxury residential care for individuals or couples, specialist dementia care, and nursing care and Day Centre. It features a level of comfort and care that surpasses expectations for care homes.

We are able to provide respite care and short breaks for those looking for convalescence following hospitalisation or an illness.

Quality of life is paramount. To ensure this, we've brought together an expert team, luxurious facilities and first-class care. All our staff are QCF (NVQ) trained.

Activities, private gardens, events, luxurious rooms, and beautifully appointed interiors bring a touch of luxury.

Life at Cherry Blossom

High-spec features such as an on-site cinema room, bistro, large luxurious rooms, spacious lounges, a beauty salon and a chauffeur-driven limousine make Cherry Blossom a care home unlike any other.

We welcome family and friends to visit and participate in events and get involved in life at Cherry Blossom. Being social is key to achieving our main goal of ensuring residents' wellbeing.

Warwick Road,
Walton,
Peterborough PE4 6DE

tel: **01733 510 141**

email: **sharon@alysiacaring.co.uk**

www.alysiacaring.co.uk



Day Centre

Open Monday - Friday
9.30am - 3.30pm

- ◆ Activities
- ◆ Meals
- ◆ Outings

Showing we care

**NOW
OPEN**
Call to book your Respite or
Convalescence Care with us
• Nursing • Residential Care
• Dementia Care • Day Centre

If you'd
like a look
around or just a
friendly chat please call
the Manager, Sharon.



After Care Packages
available

Please contact the Manager
Sharon Almey for further
details



Our Award Winning Chef
will cater for all dietary
requirements.

Why not have a trial stay
with us as a temporary client
to see if a care home
is the right choice
for you?

Care Visits at Home

A Comprehensive Care At Home Service

Serving customers throughout Peterborough, Oundle, Wansford, Stamford, Rutland & surrounding villages.



Call our professional team on 01733 459907

Our Services:

We offer everything from personal care to shopping, cleaning or social visits, companionship to full live in care. In fact everything you need to stay in the comfort of your own home.

Our Staff:

Our professional staff are caring, fully trained, - trained to give medication and are police checked. Staff are also trained in dementia care.

A True Alternative:

Bluebird Care offers a realistic cost effective alternative to residential care. With familiar friends, relatives and possessions around, Bluebird Care 'just happens'.

Get in Touch:

To talk about how we can help, simply call to speak to a member of our professional & friendly team.

www.bluebirdcare.co.uk

16 Wharf Road, Stamford, PE9 2EB
peterborough@bluebird.co.uk





Tel: 01733 555700

Park House Nursing Home in Peterborough provides nursing care for elderly ladies and gentlemen with palliative or sub-acute medical needs, or for those with dementia. Park House does more than "tick the boxes"; yes we are/ we offer:

- ✓ National-awards winners
- ✓ All rooms en-suite
- ✓ Idyllic park-side location
- ✓ Cuisine for the discerning
- ✓ Diverse activities and entertainment

More importantly for many, we have, and are very proud of, a long-standing reputation for discreet, supportive and individual, tender loving care and professional nursing, fully respectful of residents' lifestyle choices, all of which our impressive Park House teams maintain.

Brooks

Wealth Management

Financial Planners - Specialising in Planning for the over 50s

- Care plan financing options
- Estate preservation
- Equity Release schemes

- Specialist in-house Solla member
- Home visit options available

www.brookswealth.co.uk



8A Cowgate,
Peterborough
PE1 1NA

Tel: 01733 314553

Brooks Wealth is a trading style of Ampris Limited who are an appointed representative of Intrinsic Mortgage Planning Limited, Registered in England 5372217 and Intrinsic Independent Limited, Registered in England 4500273 (Registered office: Wakefield House, Aspect Park, Pipers Way, Swindon, Wiltshire, SN3 1SA). Intrinsic Financial Services is a holding company, subsidiaries of which are authorised and regulated by the Financial Conduct Authority.

Rose Lodge Care Home, Market Deeping

Luxury care home opening September 2015

- Stone built in conservation area
- 33 luxurious en-suite bedrooms
- Fine dining experience with table service
- Award winning catering
- Orangery overlooking landscaped, enclosed gardens
- Nail bar, hairdressing salon and coffee barista

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COUNTRY COURT CARE
Our family caring for yours

♥ Promoting quality of life with a caring touch ♥

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, 30 St John's Street,
Peterborough PE1 5DD

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.

- Residential Care
- Day Care
- Respite Care
- Refurbished rooms
- Secure gardens
- En-suite wet rooms
- Comfortable
- Peaceful



For further information contact

Abbeygate Rest Home, Crowland PE6 OEG Tel: 01733 211429

Email: abbeygate.crowland@btconnect.com Web: www.abbeygateresthomes.co.uk



A choice of elderly care options in Peterborough



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

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

To find out more about your elderly care options in Peterborough

Call **0333 220 4756**†

Look for The Elms, The Gables and Wentworth Croft in the listings section.

† Calls are charged at no more than local rate and count towards any inclusive minutes from mobiles. Calls may be monitored and may be recorded.

Feel right at home

with Barchester care homes

At Barchester we pride ourselves on independence, dignity and choice for the individuals we support. We look after people with a wide variety of needs. Our compassionate and caring staff make sure that everyone is treated as an individual and they have comfort, security and the best quality of life.

Nursing • Residential • Dementia • Respite



If you would like a tour of our care homes or just need some friendly advice, your local Barchester care home will be happy to help.

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

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


BARCHESTER
Celebrating life
www.barchester.com



Putting people first.

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



The Gold Standard of Care

'individuality, dignity and respect'

Choosing a care home can be a daunting experience.

Visit your nearest **Gold Care Home**, to see and sense for yourself the genuine care, compassion and respect our residents experience.

Find out more by visiting our website

www.goldcarehomes.com or call us on **01895 257 010**



THE TUDORS CARE HOME

North Street, Stanground, Peterborough
Cambridgeshire PE2 8HR

Tel: 01733 892844 • Fax: 01733 554306

Email: thetudors@goldcarehomes.com

Providers of Specialised Home Care Services

We can provide support especially for your needs:

- Meal Preparation • Companionship • Personal Care
- Light Housekeeping • Convalescence Support
- Local Transportation • Respite Support • Shopping

We would be happy to offer you a **FREE No Obligation Consultation**



Call us on **01733 768 327** or **07448 138 923**

The Hermitage

Est. 1982

A family run, privately owned
Residential Care Home for 24 residents.

'A real home from home'

'Still feel part of the local community'

Situated within a one minute walk from Whittlesey town centre.

For a brochure or viewing please call Judy or Gay on **01733 204922**

W: thehermitagewhittlesey.com E: info@thehermitagewhittlesey.com

Registered by the Care Quality Commission



Living
with
Autism

- Long term residential care
- Short to mid term tailored programmes of support
- Life skills, leading to supported living
- Respite care

Recognising strengths and developing independence



Haddon House

Brickburn Close
Hampton Centre
Peterborough
PE7 8NZ

Tel: **01733 315 793**

We offer support based on a person centred plan of care with an emphasis on informed personal choice, developing independence, social and life skills training, within a safe residential care setting, where people can thrive.

www.livingwithautism.co.uk

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



The Helping
Hands Group

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

www.thehelpinghandsgroup.org.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.



All Enquiries:

Tel: **01733 349098**

Email: referrals@atlascare.co.uk

www.atlascare.co.uk

Services Available

- Full range of personal care and support services
- Support with access to the community
- Domestic services, Escorting, Supervision 24/7
- 15 minutes - 24/7 care or support, multiple visits per day/week.
- Support for physical & learning disabilities and Mental Health
- All staff are DBS Checked

“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 personal home alarm
to a full home care service,
let us take care of things.**

Call today to find out more on
01733 396484, email
care@crosskeyshomes.co.uk
or visit
www.crosskeyscare.co.uk

Meadows Homecare Services

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Now covering
Peterborough

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- Personal Care
- Domestic care
- Companionship
- Escorting to appointments/social activities
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- Holiday care
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Email: **hhcare@live.co.uk**



Meadows Homecare Services

Unit 9, Orton Enterprise Centre, Bakewell Road, Orton Southgate, Peterborough PE2 6XU

Helping Hands Homecare Services Unit 8B Bassett Court, Loake Close, Grange Park, Northampton NN4 5EZ

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- Peterborough
- Whittlesey & Ramsey
- Oundle
- The Deepings

Care and support providers

These listings include providers operating in Peterborough up to the postcode PE10, which encompasses parts of Northamptonshire, Lincolnshire and Cambridgeshire.

ABOUT ME CARE AND SUPPORT

Hampton
Tel: 01733 358100

OP SI YA

ALLIED HEALTHCARE PETERBOROUGH

Lynchwood
Tel: 01733 233484

OP D PD LDA MH SI YA AD

ATLAS CARE SERVICES PETERBOROUGH

Peterborough
Tel: 01733 349098

Advert page 36

OP D PD LDA MH SI YA AD

AUGUSTA CARE LIMITED

Woodston
Tel: 01733 233725

OP PD LDA YA

AXIOM HOUSE

Netherton
Tel: 0845 260 1097

OP D MH YA

BETTER HEALTHCARE SERVICES

Peterborough
Tel: 01733 370123

OP D PD LDA MH SI YA AD

BOURNE (MENCAP HOUSING AND SUPPORT)

Bourne
Tel: 01778 423726

LDA

CAMBRIDGESHIRE CARE AGENCY LIMITED

Peterborough
Tel: 01733 319505

OP D PD LDA MH SI YA

CARE UK COMMUNITY CARE SERVICES FRIARY COURT EXTRA CARE SCHEME

Peterborough
Tel: 01733 566013

OP D PD LDA MH SI YA AD

CARE AT YOUR HOME

Market Deeping
Tel: 01778 380654

OP D PD LDA MH SI YA AD

CHOICES CARE

Walton
Tel: 01733 572572

OP D PD LDA MH YA

CLEARWATER CARE GROUP LIMITED

Peterborough
Tel: 01733 897331

LDA YA

COMFORCARE SENIOR SERVICES

Peterborough
Tel: 01733 264113

Advert page 33

OP D PD LDA MH SI YA

COZYCARE LIMITED

Orton Southgate
Tel: 01733 570100

Advert page 35

OP D PD LDA MH SI YA

CROSS KEYS HOMES

Woodston
Tel: 01733 396484

Advert page 37

OP D PD SI YA

ELITE HOMECARE SERVICES

Yaxley
Tel: 01733 704328

OP D PD MH SI

FIELD HOUSE

Eye
Tel: 01733 222417

OP D PD SI

FOCUS CARE AGENCY LIMITED

Thorpe Wood
Tel: 0845 864 8866

OP D PD LDA MH YA

FPS (PETERBOROUGH) LIMITED

Eye
Tel: 01733 223426

OP D PD MH SI YA

HALES GROUP LIMITED – PETERBOROUGH

Peterborough
Tel: 01733 763052

OP D PD LDA MH SI YA

HELPING HANDS GROUP, THE

Peterborough
Tel: 01733 561000

Advert page 36

LDA YA

HOME INSTEAD SENIOR CARE – PETERBOROUGH, OUNDLE & THE DEEPINGS

Hampton
Tel: 01733 333342

Advert page 39

OP D PD LDA MH SI YA

HOUSING & CARE 21 – BISHOPFIELD

Walton
Tel: 0370 192 4093

OP PD SI YA

HOUSING & CARE 21 – ST EDMUNDS

Peterborough
Tel: 0370 192 4545

OP D

HOUSING & CARE 21 – THE PAVILIONS

Millfield
Tel: 0370 192 4274

OP D PD SI YA

INDEPENDENT HEALTHCARE SERVICES

Werrington
Tel: 01733 709418

OP D PD LDA MH SI YA AD

Advertisers are highlighted

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

INTERSERVE HEALTHCARE – PETERBOROUGH

Peterborough

Tel: 01733 233323

OP D PD LDA MH SI YA AD
JARK HEALTHCARE – PETERBOROUGH

Peterborough

Tel: 01733 316850

D PD LDA MH AD
K2 CARE LIMITED

Peterborough

Tel: 01733 555261

OP D PD LDA MH SI YA AD
**LIFEWAYS COMMUNITY CARE LIMITED
(PETERBOROUGH)**

Peterborough

Tel: 01733 475675

OP PD LDA MH SI YA
LINCOLNS CARE LTD

Peterborough

Tel: 01733 701276

OP PD YA
LINCOLNSHIRE DOMICILIARY CARE BRANCH

Bourne

Tel: 01778 424241

OP PD LDA MH SI YA
MEADOWS HOMECARE SERVICES

Orton Southgate

Tel: 01733 889440

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OP D PD MH SI YA
MEARS CARE – PETERBOROUGH (ORTON)

Orton Southgate

Tel: 01733 362920

OP D PD LDA MH SI YA AD
MEARS CARE – THE SPINNEY

Eye

Tel: 01733 221083

OP D YA
MIDCO CARE

Peterborough

Tel: 01733 530580

OP D PD LDA MH SI YA
MIHOMECARE – PETERBOROUGH

Thorpe Wood

Tel: 0333 121 9101

OP D PD LDA MH SI YA AD
NESS M CARE SERVICES

Peterborough

Tel: 01733 321367

OP D PD LDA MH YA
NEXT STEPS COMMUNITY CARE LIMITED

Orton Southgate

Tel: 01733 367226

OP PD LDA MH YA
NEXT STEPS COMMUNITY CARE LTD

Lynch Wood

Tel: 01733 391212

OP PD LDA MH YA
OPTION ONE CARE LIMITED

Peterborough

Tel: 01733 344448

PD LDA MH
PETERBOROUGH COMMUNITY CARE SERVICES DCA

Peterborough

Tel: 01733 344116

OP D PD LDA MH SI YA AD
PETERBOROUGH SUPPORTED LIVING SERVICES

Peterborough

Tel: 01733 367206

PD LDA MH SI
POSITIVE STEPS (CARE SERVICE LIMITED)

Peterborough

Tel: 01733 339035

PD LDA YA
PRESTIGE NURSING PETERBOROUGH

Peterborough

Tel: 01733 555511

OP D PD LDA MH SI YA AD
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Peterborough

Tel: 01733 332416

OP D PD LDA MH SI YA AD
REABLEMENT AND SHARED LIVES

Peterborough

Tel: 01733 207204

OP D PD LDA MH SI YA AD
SAGECARE (PETERBOROUGH)

Peterborough

Tel: 01733 296850

OP D PD MH SI YA
SAHARA COMMUNITY CARE SERVICES

Peterborough

Tel: 01733 314800

OP D PD LDA MH SI YA
SELECT CARE

Stamford

Tel: 01780 444443

OP
SELECT SUPPORT PARTNERSHIPS

Peterborough

Tel: 01733 396160

OP D PD LDA MH SI YA
SENSE – COMMUNITY SERVICES (EAST)

Peterborough

Tel: 0845 127 0080

OP PD LDA SI YA
SENSE – SUPPORTED LIVING SERVICES (EAST)

Peterborough

Tel: 0300 330 9270

OP PD LDA SI YA
SOCIAL CARE SOLUTIONS LTD (PETERBOROUGH OFFICE)

Glington

Tel: 01733 254800

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

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
Care homes

These listings include providers operating in Peterborough up to the postcode PE10, which encompasses parts of Northamptonshire, Lincolnshire and Cambridgeshire.

ABBEYGATE REST HOME

North Street, Crowland, Lincolnshire PE6 0EG

Tel: 01733 211429 **Advert page 34**
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
ALI WAL MANOR CARE CENTRE

Turners Lane, Whittlesey, Cambridgeshire PE7 1EH

Tel: 01733 203347

OP D
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
CARDINALS GATE

55 Cardinals Gate, Werrington, Peterborough, Cambridgeshire PE4 5AT

Tel: 01733 576660

LDA MH
CHATER LODGE

High Street, Ketton, Stamford, Rutland, Lincolnshire PE9 3TJ

Tel: 01780 720376

OP D PD YA
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
ELLIOT 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
FLETTON AVENUE

35 Fletton Avenue, Peterborough, Cambridgeshire PE2 8AX

Tel: 01733 315090

LDA YA
FLORENCE HOUSE

220 Park Road, Peterborough, Cambridgeshire PE1 2UJ

Tel: 0300 303 8445

OP D
GARDEN LODGE

37A Lincoln Road, Glinton, Peterborough, Cambridgeshire PE6 7JS

Tel: 01733 252980

OP D
HADDON HOUSE

Brickburn Close, Hampton Centre, Peterborough, Cambridgeshire PE7 8NZ

Tel: 01733 315793 **Advert page 36**
LDA MH YA
KENEYDON HOUSE

2 Delph Street, Whittlesey, Cambridgeshire PE7 1QQ

Tel: 01733 203444

OP D
LAURELS, THE

45 High Street, Market Deeping, Peterborough, Lincolnshire PE6 8ED

Tel: 01778 344414

OP D PD

Advertisers are highlighted

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

LAVENDER HOUSE CARE HOME

205 Broadway, Peterborough,
Cambridgeshire PE1 4DS

Tel: 01733 562328 **Advert inside front cover**

OP
LYONS GARDENS

36 Lincoln Road, Glinton, Peterborough,
Cambridgeshire PE6 7JS

Tel: 01733 254261

LDA
MAXEY HOUSE RESIDENTIAL HOME

88 Lincoln Road, Deeping Gate, Peterborough,
Cambridgeshire PE6 9BA

Tel: 01778 342244

OP D
OLIVEMEDE

Hawthorne Road, Yaxley, Peterborough,
Cambridgeshire PE7 3JP

Tel: 01733 240972

OP D PD SI
OSJCT DIGBY COURT

Christopher's Lane, Bourne, Lincolnshire PE10 9AZ

Tel: 01778 422035

OP PD
OSJCT WHITEFRIARS

St Georges Avenue, Stamford, Lincolnshire PE9 1UF

Tel: 01780 765434

OP D
PHILIA LODGE REST HOME

Philia Lodge, 113-115 Eastfield Road, Peterborough,
Cambridgeshire PE1 4AU

Tel: 01733 567758

D
RIVERVIEW HOUSE

70 North Street, Stanground, Peterborough,
Cambridgeshire PE2 8HS

Tel: 01733 349299

LDA
ROYAL MENCAP SOCIETY – 55-56 BENYON GROVE

Herlington, Peterborough, Cambridgeshire PE2 5GH

Tel: 01733 361313

LDA
SENSE – 1-4 NEWTON COURT

1-4 Newton Court, Stowehill Road, Peterborough,
Cambridgeshire PE4 7PY

Tel: 01733 325713

LDA SI
SENSE – 25 HORSEGATE

Deeping St James, Peterborough,
Lincolnshire PE6 8EN

Tel: 01778 347037

LDA SI
SENSE – 32A BROADGATE LANE

Deeping St James, Peterborough, Lincolnshire PE6 8NW

Tel: 01778 380522

LDA SI
SENSE – 36 BRAMLEY ROAD

Market Deeping, Peterborough, Cambridgeshire PE6 8JG

Tel: 01778 348125

LDA SI
SENSE – 37 REDGATE COURT

Saltergate, Parnwell, Peterborough,
Cambridgeshire PE1 4XZ

Tel: 01733 314559

LDA SI
SENSE – 38 REDGATE COURT

Saltergate, Parnwell, Peterborough,
Cambridgeshire PE1 4XZ

Tel: 01773 313501

LDA SI
SENSE – 92 BLACK PRINCE AVENUE

Market Deeping, Peterborough, Lincolnshire PE6 8LU

Tel: 01778 344215

LDA SI
SENSE MANOR COURT

72 Church Street, Market Deeping, Lincolnshire PE6 8AL

Tel: 01778 343617

LDA SI
SENSE THE MANOR HOUSE

72 Church Street, Market Deeping, Lincolnshire PE6 8AL

Tel: 01778 343768

LDA SI
ST MARGARETS CARE HOME

22 Aldermand Drive, Peterborough, PE3 6AR

Tel: 01733 567961

OP D
ST MARGARET'S HOUSE

187 London Road, London Road, Peterborough,
Cambridgeshire PE2 9DS

Tel: 01733 555008

LDA MH
STAR RESIDENTIAL HOME

56-64 Star Road, Peterborough, Cambridgeshire PE1 5HT

Tel: 01733 777670

OP D MH
TALLINGTON CARE HOME

Main Road, Tallington, Stamford, Lincolnshire PE9 4RP

Tel: 01780 740314

OP D
TUDORS CARE HOME, THE

North Street, Stanground, Peterborough,
Cambridgeshire PE2 8HR

Tel: 01733 892844 **Advert page 36**

OP D
Advertisers are highlighted

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

TYNECROFT

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

LDA

YEW TREE RESIDENTIAL CARE HOME

60 Main Road, Dowsby, Bourne,
Lincolnshire PE10 0TL
Tel: 01778 440247

OP D

Care homes with nursing

These listings include providers operating in Peterborough up to the postcode PE10, which encompasses parts of Northamptonshire, Lincolnshire and Cambridgeshire.

BROADLEIGH NURSING HOME

213 Broadway, Peterborough, Cambridgeshire PE1 4DS
Tel: 01733 562328 **Advert inside front cover**

OP D

PARK VISTA CARE HOME

15 Park Crescent, Peterborough, Cambridgeshire PE1 4DX
Tel: 01733 562328 **Advert inside front cover**

OP D

CEDAR COURT NURSING HOME

37 New Road, Whittlesey, Peterborough,
Cambridgeshire PE7 1SU
Tel: 01733 350320

OP D

PHILIA LODGE REST HOME

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

D

CHERRY BLOSSOM CARE HOME

Warwick Road, Walton, Peterborough,
Cambridgeshire PE4 6DE
Tel: 01733 510141 **Advert pages 30 & 31**

OP D PD SI YA

RED HOUSE, THE

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

OP D

EAGLE WOOD NEUROLOGICAL CARE CENTRE

Bretton Way, Peterborough, Cambridgeshire PE3 8DE
Tel: 01733 516300

OP D PD MH SI YA

STAR RESIDENTIAL HOME

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

OP D MH

ELMS RESIDENTIAL AND NURSING HOME, THE

2 Arnolds Lane, Whittlesey, Peterborough,
Cambridgeshire PE7 1QD
Tel: 01733 806513 **Advert page 34**

OP D PD

TIXOVER HOUSE

Tixover Grange, Tixover, Stamford, Rutland,
Lincolnshire PE9 3QN
Tel: 01780 444491

OP D PD YA

GABLES SPECIALIST NURSING HOME, THE

101 Coates Road, Eastrea, Whittlesey, Peterborough,
Cambridgeshire PE7 2BD
Tel: 01733 807576 **Advert page 34**

D MH

WENTWORTH CROFT RESIDENTIAL AND NURSING HOME

Bretton Gate, Peterborough, Cambridgeshire PE3 9UZ
Tel: 01733 807696 **Advert page 34**

OP D PD MH

LONGUEVILLE COURT

Village Green, Orton Longueville, Peterborough,
Cambridgeshire PE2 7DN
Tel: 01733 822245 **Advert page 34**

OP D PD YA

WERRINGTON LODGE

Baron Court, Werrington Meadows, Peterborough,
Cambridgeshire PE4 7ZF
Tel: 01733 822246 **Advert page 34**

OP D PD YA

MALTINGS CARE HOME, THE

Aldermans Drive, Peterborough, Cambridgeshire PE3 6AR
Tel: 01733 562328

OP D YA

Advert inside front cover and outside back cover

WOODGRANGE

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

OP D PD MH YA

PARK HOUSE NURSING HOME

27 Park Crescent, Peterborough, Cambridgeshire PE1 4DX
Tel: 01733 555700 **Advert page 33**

OP D PD

Useful questions to ask providers can be found in the care homes checklist on page 18.

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developed by the publisher
of this Directory

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- checklists to take with you when you visit

Alternatively, call our friendly helpline team on **0800 389 2077** to talk to someone directly.

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Our Lincolnshire homes provide

Care and Accommodation Without Compromise



Sandpiper Care Home
Alford, Lincs, LN13 9AQ
Tel: 01507 462112



Hunters Creek Care Home
Boston, Lincs, PE21 7HB
Tel: 01205 358034



Cedar Falls Care Home
Spalding, Lincs, PE11 2UA
Tel: 01775 713233



Toray Pines Care Home
Coningsby, Lincs, LN4 4SJ
Tel: 01526 344361/2



Tanglewood Village at Cedar Falls
Spalding, Lincs, PE11 2UA
Tel: 01775 713233



Tanglewood Care Home
Horncastle, Lincs, LN9 5EN
Tel: 01507 527265

- Nursing Care
- Residential Care
- Dementia Care
- Physical Disability Care

- Self contained bungalows
- Choice of menu
- Chambermaid service
- Activities programme

- Respite care available
- Self funding and Local Authority funded clients welcome

For a brochure or more information contact 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 562328

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

Turn to the
inside front cover
to find out about
our other homes in
Peterborough

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

