Do you need a Helping Hand?

Live-in Care... an alternative to residential care

At Helping Hands we have been providing award winning quality home care since 1989. Still family run, we apply our local knowledge and 25 years of home care experience to offer one to one care that enables you or your loved one to remain at home with compassion and dignity.

Our locally based Carers are able to balance independent living with bespoke care needs by assisting with housekeeping, companionship, providing a break for an existing care giver, personal care, support with continence and hospital discharge.

So if you are looking for an alternative to residential care or extra support for those everyday tasks that are becoming a little more difficult, then we’re here to help - 24 hours per day, 7 days per week.

To find out how we can help you, call:
01772 508 089
or visit: www.helpinghands.co.uk

“We are incredibly fortunate to have such dedicated people, like the staff at Helping Hands, caring for the vulnerable and the elderly members of the communities.”

Lisa Carr, Director of The Great British Care Awards
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### Essential checklists

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All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and Care Choices Ltd cannot be held liable for any errors or omissions.

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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Welcome to the first edition of the independent Lancashire Care Services Directory, which contains information for adults looking for care or support within the county, whether you are paying for it yourself or receiving support from the council.

Staying as independent as possible is important to everybody. This Directory contains information about the care and support services available to enable you to do this when remaining at home, moving into a housing scheme with care when you need to, or within a care home or care home with nursing environment.

Your first step to accessing services is to arrange an assessment with the Adult Social Care department of Lancashire County Council to establish your specific needs. This is free, irrespective of your income, available to all and discussed on page 8. It will lead to determining if you are eligible for some financial support via a Personal Budget, which allows you to buy in your own support and take control of your situation. Often called ‘personalisation’, this model of social care puts you at the centre of the process and is discussed on page 7.

Alternatively, your circumstances may mean you are classed as a ‘self-funder’, with the means to pay for your care. This is discussed on page 28 for those paying for care at home and 50 for those paying for residential care. You will find information on any benefits still available to you explained on page 28.

Support or care to remain living in your own home may be the option that suits your circumstances best. What you can do to make life easier at home, what is available and how you can access it are explained on pages 10 and 14. A list of local home care providers who can help begins on page 30.

Useful checklists featuring questions to ask providers are included in this edition. The home care checklist is on page 27, another addressing care homes is on page 47 while one covering residential dementia care is on page 49.

Comprehensive lists of care homes and care homes with nursing in Lancashire, Blackburn with Darwen and Blackpool start on page 57.

Important information about care decisions, including finding care in another county, making a comment or complaint about a service and how solicitors can help you starts on page 52.

**Council contacts**

**Lancashire County Council**
Adult Social Care, PO Box 100, County Hall, Preston PR1 0LD
Tel: 0300 123 6720
Email: enquiries@lancashire.gov.uk


**Blackburn with Darwen Borough Council**
Adult Social Care, King William Street, Blackburn BB1 7DY
Customer Liaison Team
Tel: 01254 587547
8.45am to 5.00pm, Monday to Friday
Web: [www.yoursupportyourchoice.org.uk](http://www.yoursupportyourchoice.org.uk)

**Blackpool Council**
Adult Social Care, Municipal Buildings, Corporation Street, Blackpool FY1 1NF
Tel: 01253 477592
Monday to Thursday 9.00am to 5.00pm
Friday 9.00am to 4.30pm
Email: adult.socialcare@blackpool.gov.uk
Web: [www.blackpool4me.com](http://www.blackpool4me.com)

**For ease of use, throughout this Directory, services are described as coming from ‘Adult Social Care’.**
You may have heard about the new Care Act which will come into effect in April 2015. It’s a piece of legislation aimed at making positive changes to the way care and support is provided for adults and carers and creates a single law for adult care and support. It introduces duties and responsibilities on councils to ensure that wellbeing, dignity and choice are at the heart of health and social care and represents the biggest change to adult social care in over 60 years.

For the first time, carers will be recognised in law in the same way as those they care for, and more carers will be able to have an assessment of their support needs. People paying for their own care will have the right to an assessment as well. Anyone at risk of abuse will be even better protected as the Act puts Adult Safeguarding Boards on a statutory footing.

The Act will mean that a wider range of good quality services give you more control and help you to make more personalised choices over your care, resulting in even better care that works for you. It is designed to ensure that people receive services that prevent their care needs from becoming more serious, or delay the impact of their needs; can get the information and advice they need to make good decisions about care and support and have a range of high-quality care providers to choose from.

The Act also introduces a number of significant changes to how care is charged for, who has to contribute, and a cap on how much people will have to pay towards their care however these don’t come into effect until April 2016.

The website www.gov.uk has useful factsheets explaining the changes, type in ‘Care Act’ for further information.
Lancashire Care Association: Providers Care – Care for Providers

Lancashire Care Association (LCA) represents adults and older people’s providers in and across Lancashire and Blackpool areas with members in adjoining areas. LCA, established in 1992, has been a not-for-profit company since 2001. The Board has both a representative and a leadership function. LCA co-chairs the Social Care Partnership, the forum for strategic dialogue with Lancashire County Council (LCC) and with Lancashire Clinical Commissioning Groups, regarding all providers commissioning with LCC (this is with association colleagues from domiciliary care and learning disability services). We are supported by Logicareplus who help with website management and supplier deals to offer members tangible membership benefits to accompany the support we get for our negotiating role, sector standing and voice.

A big part of our work has been contributing to the Safeguarding partnership through the Lancashire Safeguarding Adults Board and the area leadership groups and task groups. We run seminars and conferences and have been facilitating a Registered Care Managers Network in Lancashire as our innovation in 2014, recognising the increasing important and pressured role Registered Managers (RMs) have. We are also supporting the local provider forums and linking that process to the Social Care Partnership Steering Group. We have expert advice and support for members from David Collins Solicitors and are working with other partners – e.g. Cowgill Holloway accountants – on business and financial solutions for the SME sector.

LCA stands for quality providers who contribute to a positive narrative about care and it campaigns for commissioning, monitoring and safeguarding to be subject to the full and proper scrutiny care delivery receives. It is a whole system which delivers care and all elements in the system should be resourced adequately and be monitored rigorously and fairly. Drivers in the system should be the ethical and vocational basis of care and also evidence-based practice and commissioning.

LCA is a membership body for quality providers. Each member signs up to a Code of Conduct we expect them to follow. We work closely with commissioners who monitor care quality and safeguarding to address care. The RM’s support network has a leadership role as RMs are crucial to setting the culture of care their staff work within. The Board includes award-winning care providers who also represent leaders within the sector who are driven by customer care and a customer focus.

You are judged by the company you keep and LCA is the network to belong to, in and across Lancashire and neighbouring areas. Increasingly our website has been visited by people looking for care for their loved ones as a source of information and a signpost towards quality care. Visit us at www.lancashirecare.org.uk

Paul Simic, CEO,
Lancashire Care Association
Centurion House, Centurion Way, Leyland, Lancashire PR25 3GR
Tel: 01772 455574
Email: info@lancashirecare.org.uk

This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
The Lancashire Learning Disability Consortium (LLDC) welcomes and supports the publication of the inaugural Lancashire Care Services Directory which aims to publish a free directory of information to the citizens of Lancashire.

Formed in April 2001, the LLDC exists to bring together provider organisations and citizens with an interest in services for people with a learning disability in Lancashire. There are presently 16 full member organisations and two affiliated member organisations. Among its primary aim is to develop a collective, informed and knowledgeable voice. We share experience and information for members’ mutual benefit. We act as a focal point for representation and consultation to commissioners regarding member issues.

Across the years the LLDC has actively participated in, and been represented on, Partnership Boards, The Learning Disability County Quality Group, Co-Production Boards and The Social Care Partnership. It has produced a recruitment DVD and publicity materials explaining the legal aspects of assessment and review processes and held annual conferences for all members. Last year it funded the publication of an easy-read version of a factsheet explaining access to services for people experiencing a learning disability. For more information on membership class and our purpose, please contact us.

David Naden
Chair
Lancashire Learning Disability Consortium
Conway House, Ackhurst Business Park, Foxhole Road, Chorley PR7 1NY
Email: admin@lldc.org

The way councils provide services to eligible adults and their carers is called ‘personalisation’. This term is used to describe a number of ways in which eligible adults can receive a mixture of local authority and government money in order to pay for the care services they need without direct council involvement.

People receive an assessment of their needs and finances by social workers who will also involve and consider the needs of carers. If eligible for support from the council you can be allocated a Personal Budget.

The term ‘Personal Budget’ describes the amount of money that will fund a person’s care and support costs. It is calculated by assessing a person’s needs. It is spent in line with a support plan that has been agreed by both the person and their council. It can be either a full or a partial contribution to such costs. The person may also choose to pay for additional support on top of the budget. Any eventual contractual agreement for services is between the individual and their care provider, not the council.

A Personal Budget may be taken by an eligible person:

- in the form of a direct (cash) payment, held directly by the person or where they lack capacity, by a ‘suitable person’;
- by way of an ‘account’ held and managed by the council in line with the person’s wishes, for example to pay for community care services which are commissioned by the council, or as an account placed with a third party (provider) and accessed by the user in direct negotiation with the provider; or
- as a mixture of the above.

Personal Budgets cannot currently be used for paying for residential care.

The key to accessing all this begins with an assessment of your care needs and your financial circumstances by the council.
Your assessment

You have a legal right to an assessment of your care needs and finances. Councils are statutorily obliged to provide this to you regardless of whether you access their services. The assessment (which is free) will consider your personal circumstances such as:

- how you can best be supported to live as independently as possible;
- your home and how you are coping in it;
- your emotional well-being;
- your diet;
- any health and medical treatments you need; and
- your financial status and any benefits you may be claiming.

You will need to contact Adult Social Care, who are responsible for this process on 0300 123 6720.

Once Adult Social Care has an understanding of your care and financial needs, the next stage is to determine what services you may be eligible for and who will pay for them.

Information on paying for care can be found on page 28 for those receiving home care and 50 for those moving into a care home.

If you have been admitted to hospital and either you, your family, your carers or the ward staff think you need care on discharge they may refer you to the discharge team for an assessment. The team is multi-professional, made up of social workers, carers’ officers, mental health workers and housing officers.

Assessments from hospital

Your assessment will take place on the ward and a plan of care will be developed with you and your family or carer to facilitate your discharge. Whatever services you need on discharge Adult Social Care will work with you, your family and carers to either restart services already in place prior to admission or provide the appropriate service for discharge.

Sometimes interim care packages are set up to facilitate your discharge home and will be reassessed by a community social worker within four to six weeks. The professionals will determine your needs and the support you need to be discharged safely. This could be at home or in residential care however, moving straight from hospital into residential care needs to be a considered option and arrangements must be planned so this may not be the first option for you. If it is decided that you need a care home, Adult Social Care will ask its brokerage team to identify appropriate homes for you and your family to view. If your home of choice has no vacancies then sometimes an interim placement may be appropriate until you can move to your permanent home.

Coming out of hospital

Adult Social Care may offer up to six weeks free support to enable you to gain or regain skills to help you stay independent. This can either be in your own home or in a care setting.

You will need to have an assessment. If you are in hospital, and know you are due for discharging, ask the ward staff about having a social care assessment.

If you are eligible for Adult Social Care’s support they will assess your progress and hopefully you will be able to return to the life you had before.

If you still need help, Adult Social Care will tell you what support is available. This may be information and advice about a little bit of help in your home, getting ongoing Adult Social Care support or support you to arrange your own care.

You can also find out about getting a little bit of help, or arrange your own care if you so wish without coming to Adult Social Care.

The British Red Cross helps thousands of people following a short stay in hospital and prevents unnecessary hospital admissions by providing extra support and care at home.

Royal Voluntary Service provide a service to people in hospital, can help in the home and run community events like lunch and social clubs.
Intermediate care

This aims to give recovery and rehabilitation support to help older people regain their independence when they come out of hospital or, just as importantly, prevent them going unnecessarily into hospital. Reducing the strain on hospitals and their therapy resources, intermediate care means older people will not have to move into residential care permanently (at least in the short-term) or stay longer than desirable in hospital.

Intermediate care can be provided in your own home or in a care home depending on the local authority and health service’s policy and your specific needs. It can be provided by care staff, occupational therapy and physiotherapy, with additional support provided by your local GP surgery, social workers and community nurses. This combined resource helps older people to regain their independence and feel confident in their ability to manage for themselves with any necessary additional support.

Intermediate care, including any care home fees where relevant, is provided by the NHS and is free. It is usually limited to a maximum of six weeks.

NHS Continuing Healthcare

NHS Continuing Healthcare is care provided over an extended period of time, to a person aged 18 or over, to meet physical or mental health needs that have arisen as a result of disability, accident or illness. A person who needs continuing care may receive services from the local authority or from the NHS.

NHS Continuing Healthcare is a package of continuing care that is arranged and funded solely by the NHS. This is free of charge, wherever it is delivered. NHS Continuing Healthcare support may be provided in a nursing or residential care home or in a person’s own home.

People eligible for NHS Continuing Healthcare funding will have been assessed by health and social care assessors to have a ‘primary health need’ and are likely to have complex medical needs and substantial or intense on-going care needs.

National guidance says that the assessment for NHS Continuing Healthcare should be ‘person-centred’. This means that the person being assessed should be fully involved in the assessment process. They should be kept informed, and have their views about their own needs and support taken into account. As a carer, you should also be consulted where appropriate. It’s a good idea to make it clear that you would like to participate fully in the assessment process.

A decision about eligibility should usually be made within 28 days of a referral for assessment being made to the NHS Clinical Commissioning Group.

Personal health budgets

A personal health budget is an amount of money to support a person’s identified health and wellbeing needs, planned and agreed between the person and their local NHS team. The aim is to enable people with long-term conditions and disabilities to have greater choice, flexibility and control over the health care and support they receive. The budgets are already available for people who are eligible for NHS Continuing Healthcare. Patients have had the ‘right to have’ a personal health budget since October 2014.
Services developed in partnership with the voluntary sector

Adult Social Care works with and funds voluntary and community organisations to supply preventative care services. These are a vital form of support for many thousands of vulnerable people across the county and help to maintain independence, social inclusion, and delay or avoid the need for more statutory interventions.

Examples include:
- day services, lunch clubs and social groups;
- befriending, visiting and telephone contact services;
- support schemes to help people being discharged from hospital;
- support for carers;
- respite care;
- advocacy, information and advice; and
- handy person schemes.

Lancashire Help Direct

Help Direct is a support and information service for all adults aged 18 and over across Lancashire. The service is designed to help people get the right practical support, information and advice that they need before a small problem becomes a crisis.

Help Direct can be accessed by phone, email or face-to-face at all of its drop-in centres. People can also find advisers at some local GP surgeries, libraries, community centres and many more.

Help Direct is run by four organisations across the county; Lancaster, Chorley and West Lancashire are run by Age UK Lancashire; Preston and South Ribble by Age Concern Central Lancs; Fylde and Wyre by nCompass; and Burnley, Hyndburn, Ribble Valley, Rossendale and Pendle by Calico Enterprise Ltd.

The County Council’s investment in Help Direct is to help build and link community-based preventative and wellbeing services. Help Direct can help you get the most out of life in any of the following areas:
- Health and fitness;
- Home and garden;
- Feeling safe in your home and community;
- Learning and leisure;
- Managing finance;
- Mobility and transport;
- Community groups and involvement;
- Getting the right help and support;
- Relationships and families; and
- Employment, volunteering and training.

Help Direct also helps to run a number of other projects. Its wellbeing directory is a directory of services for across Lancashire, to help you improve your quality of life and help you get through the day-to-day challenges you may face. The services listed on the directory are provided by a range of organisations, including voluntary organisations, private companies and local councils.

Help Direct also provides a Safe Trader Scheme in partnership with Lancashire County Council Trading Standards. The aim of the Scheme is to help the people of Lancashire to find reliable, local traders and support local businesses.

Tel: 0303 333 1111
Email: enquiries@helpdirect.org.uk
Web: www.helpdirect.org.uk

Blackburn with Darwen

Your Support, Your Choice (Yoyo) is an online portal answering many questions you may have relating to care and support needs, services and available options if you live in the area.
The site is divided into General information, Choices for me and Choices for someone else. It has a wealth of information about staying independent, living at home, getting out and about, housing and care home choices, being a carer, keeping safe, legal and financial information plus details of services. Yoyo can even find information according to your specific needs – from mobility to medical issues.

Tel: 01254 292620
Web: www.yoursupportyourchoice.org.uk

**Blackpool**

Blackpool Directory has information about free and low cost services available across Blackpool with details of provision from Blackpool Council Social Services. The site offers information on how to find care providers, services, things to do, safe and secure traders, health and wellbeing, safeguarding adults and more.

Tel: 01253 477592
Web: www.blackpool4me.com

**Day care centres**

Many older people can feel lonely or isolated without an opportunity to fill their days with meaningful activities. Research has shown that one way to alleviate loneliness and promote wellbeing and independence is to provide regular social contact and a focus for activities.

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

If you are eligible, you may be able to have a Personal Budget (discussed on page 7) to arrange your own services.

Many services are free, provided by volunteers, often working for charities. Others are offered by individuals and small businesses, finding imaginative ways to deliver new services to older people, and in some cases, to replace services that used to be provided by local authorities.

To find your local day care facilities contact:

**Lancashire Help Direct**  
Tel: 0303 333 1111  
Email: enquiries@helpdirect.org.uk  
Web: www.helpdirect.org.uk

**Blackburn with Darwen**  
Your Support, Your Choice  
Tel: 01254 292620  
Web: www.yoursupportyourchoice.org.uk

**Blackpool Directory**  
Tel: 01253 477592  
Web: www.blackpool4me.com

**Meals on Wheels**

Delivery of ready meals to your home may be available. There are services that provide delivery of frozen meals, or delivery of freshly cooked hot meals. Frozen meals can be delivered in bulk and kept in your freezer until required, though the delivery of hot meals is for immediate consumption. Councils can arrange meals delivered to your door, or meals on wheels, though you would have to meet their eligibility criteria for older people and it wouldn’t necessarily be free.

National and local commercial organisations can also provide meals delivered to your door at a charge. To find out about meals on wheels in your area, speak to one of the following contacts.
Adapting your home

To enable you to remain in your own home for as long as you would like ensuring that your home is safe, secure and warm is the starting point. Some forward planning to ensure that the garden doesn’t become a burden is sensible. If you are not planning to move, think about adaptations that would make life easier now and later on.

Of course, these things can be daunting, especially if it’s a case of having to bring in someone to do jobs you used to happily take on yourself. There are reliable tradespeople to be found – ask around. There are also non-profit organisations known as Home Improvement Agencies that work specifically for older people and can tackle, or help you tackle, most kinds of home maintenance, repairs and adaptations.

Home Improvement Agencies (HIAs)

HIAs are local not-for-profit organisations funded and supported by local and central government. They pride themselves in working professionally and sensitively with older and disabled homeowners, providing advice, support and assistance to help them repair, improve, maintain or adapt their home to meet their changing needs.

Most HIAs provide three main services:

- Information and advice on repairs or adaptations you may be considering. This usually entails a visit to your home, and is often free.
- A ‘handyperson service’ for small jobs and repairs. Typically the HIA will employ its own handypersons, and charge you an hourly rate for their services.
- A ‘home adaptations service’ for more major works. The HIA will work with you to specify the adaptations needed, and they will normally offer to get estimates from one or more of their regular contractors. Subject to your acceptance, the HIA will then offer to manage the works contract for you for an agreed fee.

HIAs may also be helpful if you are not sure you can afford the home repairs or adaptations you need. They can advise on your eligibility for any grants and, if necessary, put you in touch with an Independent Financial Adviser.

Disabled Facilities Grants

You may be able to get a grant from your local council if you’re disabled and need to make changes to your home such as: widening doors and installing ramps; improving access to rooms and facilities - stairlifts or a downstairs bathroom; providing a heating system suitable for your needs, and adapting heating or lighting controls to make them easier to use.
Useful contacts

**Blackpool Care and Repair Team**
Coastal House,
17-19 Abingdon Street,
Blackpool FY1 1DG
Tel: 01253 476659
Email: careandrepair@bch.co.uk
Web: www.blackpool.gov.uk

**Blackburn with Darwen**
Aids and Adaptations Team
Tel: 01254 587547

**Burnley Borough, Chorley Borough and City of Preston**
Preston Care and Repair,
The Annexe,
Preston City Council Engineering Works,
St Paul’s Road,
Preston PR1 1PX
Tel: 01772 204096 or 01282 705607 (Burnley)
Email: agency@prestoncareandrepair.fednet.org.uk
Web: www.prestoncareandrepair.co.uk

**Fylde Borough and Wyre Borough**
Care and Repair Wyre and Fylde,
Civic Centre,
Breck Road,
Poulton-le-Fylde FY6 7PU
Tel: 01253 887569
Email: careandrepair@wyre.gov.uk
Web: www.wyre.gov.uk/careandrepair

**Hyndburn Borough**
Hyndburn Homewise Society Ltd,
2/4 Whalley Road,
Accrington, Lancashire BB5 1AA
Tel: 01254 232249
Email: info@homewiseonline.co.uk
Web: www.homewiseonline.co.uk

**City of Lancaster**
Lancaster Home Improvement Agency,
Lancaster City Council,
Health and Housing Services,
Town Hall, Morecambe LA4 5AF
Tel: 01524 582257
Email: hiaenquires@lancaster.gov.uk
Web: www.lancaster.gov.uk

**Pendle Borough, Ribble Valley Borough and Rossendale Borough**
St Vincent’s Homecare and Repair,
41 Bury Road,
Haslingdon BB4 5PG
Tel: 0845 050 0570 or 01706 221849
Email: homecare@svha.co.uk
Web: www.svha.co.uk

**South Ribble Borough Council and West Lancashire Borough Council**
Do not have a Home Improvement Agency at present.
Please contact South Ribble Borough Council on 01772 421491 or Lancashire Help Direct on 0303 333 1111.

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

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

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

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

### In the living room

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

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

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

- **Grab rail**
- **Tap turners**
- **Long-handed sponges**
- **Shower board**
- **Raised toilet seat**
- **Toilet seat and support frame**

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

[Contact Adult Social Care – see page 4](#)
Special equipment

There is a range of equipment available to make life easier and to improve safety and independence in the home, such as stair rails, raised toilet seats, shower stools etc. These simple items are often referred to as ‘Simple Aids for Daily Living’. If you would like more information please contact your relevant Adult Social Care department or one of the useful contacts listed below.

Useful contacts

**Blackpool Centre for Independent Living**
Gives anyone living in Blackpool a single point of contact for any issues related to their disability and how they want to live their lives.
259 Whitegate Drive Blackpool FY3 9JL
Tel: 01253 476880
Email: bcil@blackpool.gov.uk

**Disabled Living Foundation (DLF)**
A national charity providing impartial advice, information and training on independent living.
Helpline: 0300 999 0004
Email: helpline@dlf.org.uk
Web: www.dlf.org.uk

**Telecare**

Telecare is equipment that can detect falls, inactivity, smoke, flooding, gas or extreme temperatures in the home. Sensors, which are placed in the home, are triggered and an alert is received either by trained operators at a 24-hour call centre, or directly by a relative or carer. Telecare can allow users to remain independent and relatives and carers are reassured, safe in the knowledge that should an incident occur, they will know about it. Some devices can also help monitor particular health conditions and reduce the need for hospital admission.

Telecare can help restore confidence for people who feel vulnerable in their own homes for a variety of reasons – that could be because of living alone, frailty or the need to summon help in an emergency. It could also be as a short-term measure during a period of convalescence.

Telecare can seldom replace care and assistance from people – it usually enables existing care and support to respond more effectively and can sustain carers in their role.
Telecare can only be used where there are sufficient carers or care support available to respond quickly when an alarm is raised.

**Blackburn with Darwen**
The Adult Social Care team can help you set up a community alarm. Community alarms are also available direct from Age UK and Twin Valley Homes.

**Adult Social Care**
Tel: 01254 587547

**Age UK Blackburn with Darwen**
4 King Street, Blackburn
Tel: 01254 266620
Email: enquiries@ageukbwd.org.uk
Or contact Age UK personal alarms direct:
Tel: 0800 011 3846

**Twin Valley Homes**
Tel: 0300 555 5560
Email: info@twinvalleyhomes.com

**Blackpool**
Vitaline offers a range of services designed to keep you safe in your own home and able to live an independent lifestyle.
Vitaline, PO Box 4,
Town Hall, Blackpool FY1 1NA
Tel: 01253 477678
Email: info@vitaline.org.uk

**East Lancashire (Ribble Valley, Pendle, Burnley, Hyndburn and Rossendale)**
Housing Pendle,
Town Hall Buildings,
Albert Road,
Colne,
Lancashire BB8 OAQ
Tel: 01282 873767
Email: telecare@togetherhousing.co.uk

**Lancaster District (Lancaster, Morecambe, Heysham and surrounding area)**
Lancaster City Council,
Housing Services,
38 Cable Street,
Lancaster LA1 1HH
Tel: 01524 586883
Email: telecare@lancaster.gov.uk

**West Lancashire (Ormskirk, Skelmersdale and surrounding district)**
West Lancashire Borough Council,
Tel: 0800 566 666 or 01695 585224
Email: hcloperators@westlancsdc.gov.uk

**Wyre, Fylde, Preston, South Ribble and Chorley**
New Progress Housing Association,
Summer House, 21 King Street,
Leyland PR25 2LW
Tel: 01772 624182 or 01772 436756
Email: telecare@progressgroup.org.uk
**Who is a carer?**

You are a carer if you regularly look after, help or support someone who wouldn’t be able to manage everyday life without your help. You don’t have to be living with the person, and the help you give doesn’t have to be physical. You may be caring for a partner, another relative, a friend or a neighbour. For example, it may be someone who:

- is an older person (over 60);
- is living with dementia;
- has a physical disability, learning disability, or a mental health condition;
- has sight, hearing or communication difficulties;
- has a long-term health condition; or
- has a drug or alcohol problem.

You may be helping them with:

- personal care, such as washing and dressing;
- going to the toilet, or dealing with incontinence;
- eating or feeding, and taking medicines;
- getting about at home or outside;
- practical help at home, keeping them company; or
- emotional support or communicating.

**Having a carer’s assessment**

If you provide, or intend to provide, regular unpaid support to someone who could not manage without your support, the law says you have a right to have your own needs assessed, even if the person you care for has refused support services or an assessment of their own needs.

This assessment, called a ‘carer’s assessment’, gives you the chance to tell us what you need as a carer, and to find out what support might be available to help you. The carer’s assessment is an essential first step in getting the support you may need. It looks at:

- the care you provide and how your caring responsibilities affect your life;
- any support you are getting now and what else you think would help you; and
- what you would like your support to achieve.

The assessment can also give you lots of information about other services that might help you, and other ideas for supporting you in your caring role. Your carer’s assessment will show if you qualify for support services from Adult Social Care.

**Carers’ Personal Budgets**

A carer’s Personal Budget is a single payment that you can use towards the cost of something specific that will support you in your caring role. For example, you could use it for leisure activities, education or training, improving your own health or wellbeing, or just to take a short break from caring.

When Adult Social Care consider a carer’s Personal Budget, they give priority to situations where there is a significant risk of the carer not being able to continue providing care if they do not get some support. The amount you could get will depend on your needs identified by your carer’s assessment. You will not pay tax on the money and it will not affect any benefits you get.

You cannot use the payment to buy personal care for the person you care for, such as help to wash, dress or use the toilet. You cannot use it to pay for goods or services you have already bought, or for everyday living costs such as food, heating, lighting, council tax, rent or mortgage payments.

**Respite at home**

The home-based respite service gives carers a break from their caring responsibilities.

A care worker would come in to look after the person you care for, so you can have some time to yourself. The breaks could be regular or just when you need them.

Respite at home is considered to be a service for the person you care for. So if they have
a Personal Budget for their own needs (see
page 7) they could use that money to pay for
it. A financial assessment of the person being
cared for will confirm whether they need to pay
towards the cost of this service.

When Adult Social Care talk to you about your
needs (at the carer’s assessment), they will look
at whether they can offer this service.

**Benefits you may be entitled to**

If you care for someone for at least 35 hours a
week (and you are over 16) you may be entitled
to Carer’s Allowance. This can be payable if
the person you care for is receiving Attendance
Allowance, Disability Living Allowance care
component (at the highest or middle rate) or
Constant Attendance Allowance (paid with
Industrial Injuries Disablement Benefit or a War
Pension), or if they are aged between 16 and 64,
and receiving the new Personal Independence
Payment (PIP). The Carer’s Allowance rate is
£61.35 a week. This figure may change over the
life of this Directory.

However, you cannot claim it if you are in full-
time education or employment, and it can affect
other benefits or pension you receive.

If you are over 65 you may qualify for Carer’s
Premium. This can entitle you to an increased
amount of income-related benefits (such as
Pension Credit, Council Tax Benefit and Housing
Benefit).

Carer’s Credit is a National Insurance credit
which will let carers build up qualifying years
for the basic State Pension and additional State
Pension. This means that there will be no gaps
in your National Insurance record if you have to
take on caring responsibilities.

You may be able to get Carer’s Credit if:
• you provide care for one or more disabled
  person(s) for a total of 20 hours or more each
  week; and
• you are not already getting Carer’s Allowance.

There are a number of local voluntary
organisations providing information, advice and
support to carers, and a selection is listed here.
Useful contacts

Blackburn with Darwen Carers’ Service
Bringing carers and the carers’ service together as expert partners to ensure carers’ needs, wishes and feelings are understood.
Greenhurst Place, Blackburn, Lancashire BB2 1NA
Tel: 01254 688440
Email: office@bwdcarers.org.uk
Web: www.bwdcarers.org.uk

Blackpool Carers’ Centre
Provides courses, groups and clubs, counselling, general information and support, as well as a young carers’ service.
Norman House, Robson Way, Blackpool FY3 7PP
Tel: 01253 393748
Email: admin@blackpoolcarers.org
Web: www.blackpoolcarers.org

Carers Central
Putting carers first.
Tel: 0345 688 7113
Web: www.carerscentral.org.uk

Carers Lancashire
No matter where you live in Lancashire, you can access support through a number of affiliated organisations.
Tel: 0345 688 7113

Carers Link – Hyndburn and Ribble Valley
Provides a wide range of support including information, training, a listening ear and the opportunity to ensure that carers’ voices and views are heard.
Ground Floor Office, Melbourne House, Eastgate, Accrington BB5 6PU
Tel: 01254 387444
Email: info@carerslink.net
Web: www.carerslink.net/carers_forums.html

Crossroads Care East Lancashire
Independent charity providing support to carers and the people they care for, often through the provision of flexible breaks. Covers Burnley, Pendle, Rossendale and Blackburn with Darwen, Lancashire.
Burnley Business Centre, Liverpool Road, Burnley BB12 6HH
Tel: 01254 832548
Email: lancashire.east@crossroads.org.uk
Web: www.crossroads.org.uk/eastlancashire

N-Compass
Operates across Lancashire to make a positive difference and enhance life opportunities for adults and young people disadvantaged by disability, physical/mental illness, age or social exclusion. It offers carers’ services.
3 Errigal House, Avroe Crescent, Blackpool Business Park, Blackpool FY4 2DP
Tel: 01253 362140
Email: admin@ncompassnorthwest.co.uk
Web: http://ncompassnorthwest.co.uk

Central and West Lancashire Carers Centre
Information about health issues, entitlements, mobility, grants for holidays, equipment and support.
10/12 Westgate, Skelmersdale, Lancashire WN8 8AZ
Tel: 01695 711243 (West Lancs) 01772 200173 (Preston)
Email: info@cwlcarers.org.uk
Web: www.cwlcarers.org.uk

Young carers
Burnley, Pendle and Rossendale Council for Voluntary Service provides a wide range of support to young carers of someone with a mental health condition and/or a substance misuse problem in Burnley, Pendle and Rossendale. Represents the interests of the voluntary, community and faith sector on numerous local, regional and national bodies.
Young Carers Team, ELVSRC, Shuttleworth Building, 62-64 Yorkshire Street, Burnley, Lancashire BB11 3BT
Tel: 01254 433740
Web: www.bprcvs.co.uk
Care in your own home

For many people it is important to stay in their own, familiar surroundings near to friends and family. At the same time, retaining your independence may also be very important to you but that can also mean you need a little extra help. Some carefully chosen home care (sometimes known as ‘domiciliary care’) can often be the perfect solution to getting a little help whilst retaining a good level of personal freedom.

Why choose home care?

Reasons for choosing home care can vary. Sometimes after a stay in hospital, someone might find they need some help whilst they recuperate. Others can find that a long-term condition or disability means they can no longer cope and they need a little bit of help.

How you access that home care can also vary. After a stay in hospital someone may carry out an assessment of your situation to see if homecare will benefit you. You and your family will be fully involved in looking at what will suit you best.

Alternatively, you or those close to you might notice changes in your ability to manage the day to day things you normally cope with easily, like preparing meals or looking after yourself. If this happens, Adult Social Care is a good first step towards finding help.

Councils have a duty to carry out a community care assessment for anyone who might need help, which is very useful for all your subsequent decision-making. It will equip you with information that will be invaluable in finding the right help.

How home care can help you

The level of home care provided can be tailored to meet your needs – from a visit once a day to a much greater amount of help. Home care agencies can help with personal care such as washing and dressing.

You might be surprised to learn that even those with quite significant and debilitating medical conditions can get a level of skilled personal care that can enable them to stay in their own home. Some agencies will provide ‘live-in’ care, where a care worker will stay with you at home to support you throughout the day and night.

Finding the right support

As Publisher of this Directory, Care Choices’ website: www.carechoices.co.uk allows you to search by postcode or region for home care, care homes and care homes with nursing providers that meet your requirements across the country. Your search can then be saved and emailed to others.

Alternatively, this Directory’s free helpline provides an independent information and help service encompassing care services and accommodation. A personalised report can be generated for callers providing details of all providers that meet their 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 Care Quality Commission (www.cqc.org.uk) is responsible for checking that any care provided meets essential standards of quality and safety. Further information is on page 54.
There is a professional body, the United Kingdom Homecare Association (UKHCA), which requires its members to comply with a code of practice. This code includes a commitment to treat customers with dignity and respect and operate at a level above the legal minimum required in legislation.

Social care regulations do not apply to cleaners, handymen or gardeners. However, some home care agencies are increasingly providing staff who can help meet these needs too.

You might decide that you want to employ a personal assistant to provide your care privately or have a member of your family who can provide the level of care you need.

However, the benefits of using a regulated agency include:
- assessing your care needs and tailoring a plan to meet those needs;
- advertising, interviewing and screening suitability of workers;
- arranging necessary insurance cover;
- providing training and development for care workers;
- managing workers’ pay, including compliance with the National Minimum Wage;
- managing employment relationships, including sickness, absence and disciplinary matters; and
- managing health and safety issues.

Carefully chosen home care, with a good quality provider, is an excellent way to retain your freedom and independence, whilst getting the help you need to stay happy and safe. It can offer the opportunity to stay at home, in your own familiar surroundings, and to retain a quality of life you might have feared lost.

Comprehensive lists of home care agencies operating within the county start on page 30.

For further help and information, call this Directory’s independent helpline: 0800 389 2077.

Living with dementia at home

Usually the initial point of contact to access care services for those with dementia is either their GP (for healthcare solutions) or Adult Social Care (for most other services).

If you are concerned about your persistent forgetfulness – or the memory difficulties of a friend or family member, it is important to consult a GP. He or she can undertake an initial examination and can then refer you to a memory clinic for further investigation.

The various types of support available to you and your carer are likely to involve both NHS services, Adult Social Care and voluntary agencies. Some examples of services and support to help people live as independently as possible with dementia include:
- specialist day centres;
- respite care or short breaks;
- assistive technology and community alarms;
- home care;
- meals at home;
- community equipment;
- extra care sheltered housing; and
- carers’ support groups.

There are some simple practical steps to help with memory problems:
- use a diary and make lists to help you remember appointments;
- keep your mind active by reading or doing crossword puzzles, Sudoku and other mind exercises;
- get regular physical exercise; and
- eat a healthy diet.
**Family support**

If you know someone who is worried about their memory, encourage them to visit their GP.

The more support you can give someone, the better life with dementia can be, especially in the early years.

Too often people fear dementia and this causes them to avoid people with the condition, making them feel isolated and stigmatised. With the right support, people can live well with the condition and continue to do the things they enjoy for a number of years following diagnosis. Focus on the person’s abilities not their disabilities. Encourage them to continue with hobbies or interests whenever possible, a good understanding of dementia will enable you to communicate and support the person better.

When someone has dementia, they need:
- reassurance that they are still valued, and that their feelings matter;
- freedom from as much external stress as possible; and
- appropriate activities and stimulation to help them to remain alert and motivated for as long as possible.

A person with dementia is not being deliberately difficult: often their behaviour is an attempt to communicate. If you can establish what this is, you can resolve their concerns more quickly. Try to put yourself in their place and understand what they are trying to express and how they might be feeling.

**Dementia Friends**

People with dementia sometimes need a helping hand to go about their daily lives and feel included in their community. Dementia Friends is giving people an understanding of dementia and the small things they can do that can make a difference to people living with dementia – from helping someone find the right bus to spreading the word about dementia.


**Respite care**

Spouses, partners and relatives who care for a person with dementia are entitled to an assessment and may require a break from their caring responsibilities. This is known as ‘respite care’ and may be a regular break of a few hours a week or a period of a few weeks. It may be planned or be required in an emergency.

Regular respite care might involve the person with dementia attending a day centre or a care worker visiting the person’s home to enable the carer to have a break. If the relative caring for a person wishes to go on holiday or is unable to care because of illness or an emergency, a period of respite care may be provided in a care home or a care worker may provide care in the person’s own home.

For more information on respite care, please see page 20.

**Care at home**

People with dementia often have problems in new environments and may function better and be more contented in the familiar surroundings of their own home.

Care and support needs are assessed as explained on page 8 and a care plan is drawn up. The person with dementia participates in setting up this plan. If the person is unable to participate, family members can assist in planning care.

The person with dementia will respond best to stable care staff who know them well. Continuity of care can be provided by either care agencies or carers employed directly by the person or his or her family. Staff can be employed if the person pays privately or receives a direct payment from Adult Social Care to pay for care (discussed on page 28).

For more information on care at home, please see page 23.
Specialist dementia day centres

In the earlier stages of dementia, day care support can offer vital help. A good day care service will be able to offer a range of activities and support that will enable the person with dementia to retain skills and remain part of their local community.

Specialist day centres for people with dementia should be organised and run with the needs of people with dementia in mind, aiming to build on their strengths and abilities. Activities will vary but may include outings, entertainment, personal care, meals, hairdressing and support for carers.

Attendance at day centres can be offered from just a few hours a week to a number of days. Contact Adult Social Care on 0300 123 6720 or your local Alzheimer’s Society office listed below.

Alzheimer’s Society

This leading charity works to improve the quality of life of people living with dementia.

If you have concerns about Alzheimer’s disease or about any other form of dementia, Alzheimer’s Society National Dementia Helpline on 0300 222 1122 can provide information, support, guidance and signposting to other appropriate organisations.

The Helpline is open from 9am to 5pm Monday to Friday and 10am to 4pm Saturday and Sunday.

Regional offices

Blackpool, Fylde and Wyre Office
The Rowan Suite, Blackpool Centre for Independent Living, 259 Whitegate Drive, Blackpool FY3 9JL
Tel: 01253 696854
Email: blackpool@alzheimers.org.uk

Central Lancashire Office
1st Floor West Wing, Derby House, Lytham Road, Fulwood, Preston PR2 8JE
Tel: 01772 788700
Email: centrallancashire@alzheimers.org.uk

East Lancashire Office
LH - Suite C12, Lodge House, Cow Lane, Burnley BB11 1NN
Tel: 01282 421233
Email: eastlancashire@alzheimers.org.uk

Lancaster and Morecambe Office
The Rowan Suite, Blackpool Centre for Independent Living, 259 Whitegate Drive, Blackpool FY3 9JL
Tel: 01253 695851
Email: lancaster@alzheimers.org.uk

North West Area Office
Tannery Court, Tanners Lane, Warrington WA2 7NA
Tel: 01925 572239
Email: nnw@alzheimers.org.uk

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

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

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

For care packages which have been arranged by Adult Social Care, contracts and care plans will have been completed by your care manager and the agencies used will have been accredited to work for Adult Social Care.

People arranging and funding their own care either privately or through a direct payment or a Personal Budget are able to choose their own worker or care agency.

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

1
2
3

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

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

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 could help with this.

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.

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.

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

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

Comments, compliments and complaints
If you would like to make a comment about the service you receive or are unhappy about any aspect of it, you can speak to your home care provider, the local authority, the Care Quality Commission or the Local Government Ombudsman. For more information, please see pages 53 and 54.
Paying for care in your own home

Councils provide upfront information on how much people can expect to pay and how charges are worked out. This information must be made available when a needs assessment is carried out and written confirmation of how the charge has been calculated must be provided after a financial assessment.

People with more than £23,250 in savings or capital have to pay the full cost. The value of the home is not counted when working out charges for non-residential care. If you have more than £23,250 you should tell Adult Social Care if your savings are likely to fall below this amount.

Councils calculate charges in accordance with their Fair Access to Care Services policy. This ensures people are only required to pay what they can afford, taking into account capital, income and expenditure and based on their eligible needs.

The financial assessment looks at how much money you have coming in. If eligible, it gives an allowance (set by the Government) for everyday living expenses and makes allowance for disability-related expenditure. Disability-related expenditure is the extra amount you spend as a result of your disability or illness. Adult Social Care can help you to identify these costs. They will also carry out a full benefit check and, if you want them to, assist you with claiming anything you may be entitled to. Most people on a very low income are not required to pay.

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

Non-means tested care and support

Care provided by the NHS is free; for example services provided by a community or district nurse. Intermediate care, sometimes known as ‘reablement’, is also free. This type of care is often provided to avoid hospital admission or given as support following hospital discharge. If eligible, reablement can be provided free for up to six weeks. If ongoing care needs are identified at any time during this period however, the ongoing service is no longer classed as reablement and becomes chargeable.

Some people do not have to pay towards care services. For example, aftercare services provided under section 117 of the Mental Health Act are free of charge.

If you are in need of care or support you may be eligible to claim Attendance Allowance (AA) or Personal Independence Payments (PIP). AA and PIP are non-means tested benefits. This means that when you apply for this type of benefit your financial circumstances are not taken into account. Provided you have the need for care and support you can receive AA or PIP regardless of how much income or capital you have. AA is payable to people over the age of 65 and PIP for those aged 16 to 64. There are different rates that can be awarded, dependent on the level and type of help you need.
Benefit update

Since April 2013, Disability Living Allowance for disabled people aged 16 to 64 was replaced by a new Personal Independence Payment (PIP). How much you’ll get depends on how your health condition or disability affects you. For further information, visit www.gov.uk/pip

Other ways to fund your care and support

If you do not qualify for financial assistance from Adult Social Care there are various ways in which you could consider paying for care and support. It is important that you seek independent financial advice when considering other funding options. There are independent financial advisers that focus specifically on care funding advice, often referred to as specialist care fees advisers. They are regulated by the Financial Conduct Authority (FCA) and must stick to a code of conduct and ethics and take shared responsibility for the suitability of any product they recommend.

The Society of Later Life Advisers (SOLLA) aims to assist consumers and their families in finding trusted accredited financial advisers who understand financial needs in later life. To find a SOLLA fully accredited independent financial adviser a search is available on their website: http://societyoflaterlifeadvisers.co.uk/find-an-adviser For more information on SOLLA, see page 51.

Further information on paying for care can be found beginning on page 50.

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

CALL CARE SELECT FOR MORE INFORMATION:  
0800 389 2077
**Home care providers**

**Blackburn with Darwen home care providers**

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<tbody>
<tr>
<td>OP</td>
<td>Older people (65+)</td>
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<td>D</td>
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<td></td>
<td>People who misuse alcohol or drugs</td>
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ALLCARE NURSES AGENCY LIMITED  
Blackburn Tel: 01254 682200  
**OP D PD LDA MH SI YA**

BLACKBURN SERVICE  
Blackburn Tel: 01254 583754  
**LDA**

BLACKBURN WITH DARWEN BOROUGH COUNCIL  
DOMICILIARY CARE  
Blackburn Tel: 01254 585932  
**OP D PD LDA MH SI AD**

BLUE TIN ROOF  
Blackburn Tel: 01254 278378  
**PD LDA MH SI**

CHOICE CARE  
Blackburn Tel: 01254 504905  
**OP D PD LDA MH SI AD**

DOMICILIARY SUPPORT SERVICES FOR CHILDREN AND YOUNG PEOPLE  
Blackburn Tel: 01254 666760  
**PD LDA SI**

EAST LANCASHIRE DEAF SOCIETY  
Blackburn Tel: 01254 844550  
**OP PD LDA SI YA**

FREEDOM SUPPORTED LIVING REGISTERED OFFICE  
Darwen Tel: 01254 760121  
**OP PD LDA MH SI YA**

GRANTHAM STREET  
Blackburn Tel: 01254 668834  
**PD LDA**

HOME INSTEAD EAST LANCASHIRE LIMITED  
Blackburn Tel: 01254 471992  
**OP D PD LDA MH SI YA**

HOMECARE (MELLOR) LIMITED  
Blackburn Tel: 01254 689981  
**OP D PD LDA MH SI YA AD**

HOMECARE FOR YOU LIMITED  
Blackburn Tel: 01254 663414  
**OP D PD LDA MH SI YA AD**

HOUSING & CARE 21 - KINGSWAY  
Blackburn Tel: 0345 606 6363  
**OP D PD LDA MH SI**

I CARE GB LIMITED  
Blackburn Tel: 01254 583624  
**OP D PD LDA MH SI**

KINGSWAY  
Blackburn Tel: 01254 776699  
**OP D PD MH SI**

LARMENIER VILLAGE  
Blackburn Tel: 01254 661903  
**OP YA**

MS NOOR CARES LTD  
Blackburn Tel: 01254 692794  
**OP D PD LDA MH SI YA AD**

NINGTINGALES HOME CARE  
Darwen Tel: 01254 771574  
**OP PD LDA MH**

OLIVE TREE DOMICILIARY SERVICES LTD  
Blackburn Tel: 01254 674295  
**OP LDA**

PEMBROKE COURT  
Darwen Tel: 01254 776699  
**OP D PD LDA MH SI**

PRESTIGE NURSING - EAST LANC  
Blackburn Tel: 01254 841763  
**OP D PD LDA MH SI YA AD**

REAL CARE RIBBLE VALLEY LIMITED  
Blackburn Tel: 07970 917750  
**OP D PD LDA**

RIBBLE HOMECARE  
Darwen Tel: 01254 402070  
**OP D PD YA**

RNID ACTION ON HEARING LOSS APOLLO HOUSE  
Blackburn Tel: 01254 503710  
**OP PD LDA MH SI YA**

SELECT SUPPORT PARTNERSHIPS LTD - BLACKBURN  
Blackburn Tel: 01254 676565  
**OP PD LDA MH YA AD**

SUPPORTED HOMES LIMITED - 1 EMERALD CLOSE  
Blackburn Tel: 01254 582611  
**OP MH YA AD**

This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
# Blackpool Home Care Providers

## Blackpool Home Care Providers

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</tbody>
</table>

### BAXTER LIFE CARE LIMITED
Blackpool Tel: 01253 486686  **OP D PD LDA MH SI AD**

### BLACKPOOL NORTH – CLEVELEYS AND FLEETWOOD HOME INSTEAD
Blackpool Tel: 01253 200770  **OP D PD LDA SI**

### BLUEBELL COURT
Blackpool Tel: 01253 691343  **MH**

### BOND HOTEL, THE
Blackpool Tel: 01253 341218  **OP D PD LDA SI**

### CHERISH UK LTD
Blackpool Tel: 01253 766888  **OP D PD MH SI**

### CREATIVE SUPPORT BLACKPOOL SERVICE (LEARNING DISABILITIES)
Blackpool Tel: 01253 751478  **LDA MH**

### GUARDIAN HOMECARE (BLACKPOOL)
Blackpool Tel: 01253 400636  **OP D PD LDA MH SI YA AD**

### HOME INSTEAD SENIOR CARE
Blackpool Tel: 01253 738355  **OP D**

### I CARE (GB) LIMITED
Blackpool Tel: 01253 508277  **OP D PD MH**

### NAPIER HOMECARE SERVICES LIMITED
Blackpool Tel: 01253 403047  **OP D PD LDA MH SI YA**

### NEW VICTORIA NURSING HOME
Blackpool Tel: 01253 621043  **OP D PD MH YA**

### NIGHTINGALES COMMUNITY CARE
Thornton Cleveleys Tel: 01253 358461  **OP D PD LDA MH**

### NIGHTINGALES DOMICILIARY CARE
Thornton Cleveleys Tel: 01253 822558  **OP D PD LDA MH SI YA**

### PREFERRED CARE
Blackpool Tel: 01253 357727  **OP D PD SI YA**

### PRESTIGE NURSING BLACKPOOL
Blackpool Tel: 01253 297834  **OP D PD LDA MH SI YA AD**

### ROUTES HEALTHCARE DCA
Blackpool Tel: 01253 922128  **OP**

### SAFEHANDS CARE LIMITED BLACKPOOL
Blackpool Tel: 01253 407903  **OP D PD LDA MH SI YA**

### SEVACARE - BLACKPOOL
Blackpool Tel: 01253 752880  **OP D PD LDA MH SI YA**

### SPECTRUM HEALTHCARE & SUPPORT LIMITED
Blackpool Tel: 01253 346525  **LDA MH**

### ST ANNE’S DCA
Blackpool Tel: 01253 340569  **LDA MH**

## Lancashire Home Care Providers

### 1ST CLASS NURSING AGENCY
Ormskirk Tel: 01695 577663  **OP D PD MH SI YA**

### 1ST FOR CARE (GB) LTD
Lancaster Tel: 01524 380294  **OP D PD YA**

### A FAMILY’S BEST FRIEND
Lancaster Tel: 07950 870131  **PD LDA YA**

### ABACUS CARE (PRESTON)
Ormskirk Tel: 01695 571030  **OP D PD LDA MH SI YA**

### ABACUS CARE (PRESTON)
Preston Tel: 01772 842145  **OP PD LDA MH SI AD**

### ABACUS CARE HOMECARE AND NURSING SERVICES (ORMSKIRK) LIMITED
Ormskirk Tel: 01695 585400  **OP D PD LDA MH SI YA AD**

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

<table>
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<tr>
<th>Ability 2 Achieve Limited</th>
<th>Preston Tel: 01772 310153</th>
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<td>Adore Home Care Limited</td>
<td>Accrington Tel: 07720 980352</td>
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<td>Affinity Supporting People Limited</td>
<td>Accrington Tel: 01254 304500</td>
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<tr>
<td>Airedale Homecare</td>
<td>Morecambe Tel: 01524 412259</td>
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<tr>
<td>All About You Care Services Limited</td>
<td>Poulton Le Fylde Tel: 01253 899982</td>
<td>OP D PD LDA MH SI YA</td>
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<tr>
<td>All Aspects Health and Social Care</td>
<td>Preston Tel: 07885 756252</td>
<td>OP D PD LDA MH SI YA AD</td>
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<tr>
<td>Allied Healthcare - Blackburn</td>
<td>Burnley Tel: 01282 427438</td>
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<tr>
<td>Allied Healthcare - Burnley</td>
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<td>Lancaster Tel: 01524 541717</td>
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<td>Allied Healthcare - Ormskirk</td>
<td>Ormskirk Tel: 01695 571991</td>
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<td>Alston Lodge Community Care Limited</td>
<td>Preston Tel: 01772 783290</td>
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<td>Angels Community Support Services</td>
<td>Preston Tel: 01772 586480</td>
<td>OP D PD YA</td>
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<td>Angels Domiciliary Care Services</td>
<td>Chorley Tel: 07447 225406</td>
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<td>Arc Community Care</td>
<td>Lytham St. Annes Tel: 01253 783100</td>
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<td>Arrowsmith Lodge Rest Home and Home Care Agency</td>
<td>Hoghton Tel: 01254 854311</td>
<td>OP D PD MH</td>
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<td>Ashcroft Homecare Limited</td>
<td>Clitheroe Tel: 01200 422675</td>
<td>OP D PD SI YA</td>
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<td>Astra Care Services Limited</td>
<td>Nelson Tel: 01282 697045</td>
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<td>Attentive Homecare Limited</td>
<td>Preston Tel: 01772 713531</td>
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<td>Autism Care (North West) Limited</td>
<td>Skelmersdale Tel: 01695 711966</td>
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<td>Bare Hall Quality Carers Limited</td>
<td>Morecambe Tel: 01524 832744</td>
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<td>Bay Homecare</td>
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<td>Briars Homecare Services Limited</td>
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<td>Brief Therapy Support Service</td>
<td>Preston Tel: 07971 569042</td>
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<td>Broadfield Care Services Limited</td>
<td>Accrington Tel: 01254 879784</td>
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<td>BRS-Care</td>
<td>Preston Tel: 01772 698669</td>
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<td>Burnley Branch Office</td>
<td>Burnley Tel: 01282 410200</td>
<td>OP LDA MH YA</td>
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<td>Burnley Pendle and Rossendale Domiciliary Services</td>
<td>Burnley Tel: 01282 835723</td>
<td>OP LDA YA</td>
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<td>Burrowbeck Community Care</td>
<td>Lancaster Tel: 01524 846308</td>
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<td>Calver House</td>
<td>Leyland Tel: 01772 459978</td>
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<td>Carepath Recruitment Ltd</td>
<td>Preston Tel: 01772 562546</td>
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<td>Carestaff Northwest</td>
<td>Preston Tel: 01772 752100</td>
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<td>User Bands</td>
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</table>
Lancashire home care providers continued

CAREWATCH (BLACKPOOL FYLDE AND WYRE)
Blackpool Tel: 01253 344368  OP D PD LDA MH SI YA

CAREWATCH (FOUR SEASONS)
Colne Tel: 01282 861640  OP D PD LDA MH SI YA AD

CAREWATCH (LANCASHIRE WEST & CENTRAL)
Preston Tel: 01772 766540  OP D PD LDA MH SI YA AD

CAREWATCH (NORTH LANCASHIRE)
Morecambe
Tel: 01524 402340  OP D PD LDA MH SI YA AD

CARING HANDS 2 YOU HOME CARE LIMITED - HO
Burnley Tel: 01282 834510  OP D PD LDA MH SI YA AD

CARING HANDS HOMECARE LIMITED
Preston Tel: 01253 733749  OP D PD SI

CARITAS CARE LIMITED - 218 TULKETH ROAD
Preston Tel: 01772 732313  PD LDA SI YA

CASTLE SUPPORTED LIVING LIMITED
Clitheroe Tel: 01200 429990  PD LDA

CENTRAL LANCASHIRE AGE CONCERN - NAIL CUTTING SERVICE
Preston Tel: 01772 552850  OP

CHOICES NURSING AND CARE LANCASTER LIMITED
Lancaster Tel: 01524 66289  OP D PD LDA MH SI YA AD

CHORCARE LTD
Chorley Tel: 01257 369745  OP D MH YA

CHORLEY AND PRESTON DOMICILIARY CARE SERVICE
Preston Tel: 01925 581798  MH YA

CHORLEY AND SOUTH RIBBLE CROSROADS CARE
Chorley Tel: 01257 230698  OP D PD LDA MH SI YA AD

CHORLEY DCA
Chorley Tel: 07989 479268  PD LDA MH

CHORLEY DOMICILIARY SERVICE
Chorley Tel: 01772 314855  LDA

CLARRIOTS CARE (LANCASHIRE SOUTH)
Preston Tel: 01772 627049  OP D PD LDA

CLEAR CARE LIMITED
Ormskirk Tel: 01704 823462  OP D PD LDA MH SI YA

CLIFTON HOMECARE
Lytham St Annes Tel: 01253 722945

COASTAL CARE AGENCY
Carnforth Tel: 01524 730637  OP

COMMUNITY CARE TEAM LIMITED
Preston Tel: 01772 433423  OP D PD MH SI YA

COMMUNITY LIFE CHOICES
Preston Tel: 0845 689 0008  OP D PD LDA MH SI YA AD

COMPLETE CARE SERVICES (PRESTON)
Preston Tel: 01772 726082  OP D PD LDA MH SI YA AD

COMPLETE CARE SERVICES NELSON
Nelson Tel: 01282 447710  OP D PD LDA MH SI YA AD

COMPLETE CARE SERVICES ROSSENDALE
Rossendale Tel: 01706 830411

CRAVEN HOMECARE
Earby Tel: 07776 379579  OP D PD LDA SI YA

CREATIVE SUPPORT - AINSCOUGH BROOK
Preston Tel: 01772 798785  OP PD

CREATIVE SUPPORT - CHORLEY SERVICE
Chorley Tel: 01257 272210  LDA MH

CREATIVE SUPPORT - MORECAMBE SERVICE (LEARNING DISABILITY)
Morecambe Tel: 01524 409905  LDA MH

CREATIVE SUPPORT EAST LANCASHIRE PERSONALISED SERVICES
Accrington Tel: 01254 872856  OP D PD LDA MH SI YA

CROSSROADS CARE HYNDBURN
Chorley Tel: 01254 391985  OP D PD LDA MH SI YA AD

CROSSROADS CARE RIBBLE VALLEY
Clitheroe Tel: 01200 422104  OP D PD LDA MH SI YA AD

CROSSROADS IN EAST LANCASHIRE
Burnley Tel: 01282 832548  OP D PD LDA MH SI YA

CURZON CARE LIMITED
Morecambe Tel: 01524 850652  LDA

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

Visit www.carechoices.co.uk for further assistance with your search for care
DALESVIEW PARTNERSHIP DOMICILIARY CARE  
Chorley Tel: 01772 337701

DCS FYLDE LIMITED  
Lytham St Annes Tel: 01253 732303

DELIGHT SUPPORTED LIVING  
Morecambe Tel: 01524 413308

DERBY HOUSE  
Preston Tel: 01772 722985

DIRECT HEALTH (PRESTON)  
Preston Tel: 01772 883822

DOMICILIARY CARE SERVICES LIMITED  
Clitheroe Tel: 01200 422997

DRAYCOMBE HOUSE  
Morecambe Tel: 01524 858316

ELDERCARE  
Rossendale Tel: 01282 868028

ELITE CARE PROVIDERS  
Preston Tel: 01772 735222

ELMWOOD HOME CARE LIMITED  
Accrington Tel: 01254 871052

FARRELL HEALTHCARE HEAD OFFICE  
Lytham St Annes Tel: 01253 279620

FLEETWOOD  
Fleetwood Tel: 0333 999 7625

FREEDOM CARE AND SUPPORT LIMITED  
Euxton Tel: 01257 246031

FUTURE SUCCESS ADULT SUPPORTED LIVING LTD  
Colne Tel: 01282 865108

FYLDE COMMUNITY CARE LIMITED  
Lytham St Annes Tel: 01253 738911

FYLDE COMMUNITY LINK SUPPORTED LIVING AND DOMICILIARY SUPPORT  
Advert adjacent

FYLDE COMMUNITY CARE LIMITED  
Lytham St Annes Tel: 01253 795648

GENTLE TOUCH CARE SERVICES LIMITED - 67 TURPIN GREEN LANE  
Leyland Tel: 01772 462675

GINGER HOMECARE LIMITED  
Leyland Tel: 01772 463097

GLENCAIRN OUTREACH SERVICES  
Burnley Tel: 01282 426520

GS SOCIAL CARE SOLUTIONS  
Blackburn Tel: 01254 877755

HATTERSLEY HOUSE SUITE 8  
Ormskirk Tel: 01695 666400

HAVEN GROUP OFFICES  
Morecambe Tel: 01524 418309

HAZELWOOD HOME CARE LIMITED  
Rossendale Tel: 01706 836423

HEALTH CARE RECRUITERS LIMITED  
Preston Tel: 01772 515056

HEDGES HOUSE RESIDENTIAL CARE HOME  
Lytham St Annes  
Tel: 01253 739930

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Quality support services for adults with learning disabilities around the Fylde

Fylde Community Link

We are a local charity and provide trained, experienced and capable staff to help you with

- Individual budgets and finance
- Staying safe and having a fulfilling life
- Personal care tasks
- Finding a job or a worthwhile activity
- Housing options

‘FCL are complete magic to me and have supported me since my mum died. Living at (this project) is the best thing about FCL for me.’  
A supported person 2014

‘The genuine care of all of the staff is second to none and the fact that (my sister) calls it home speaks volumes.’ A relative 2014

Please phone us on 01253 795648 or email info@fyldecommunitylink.co.uk

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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

Advertisers are highlighted

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This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
### Lancashire home care providers continued

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<td>MAJESTIC CARE NORTH WEST LIMITED</td>
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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
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**MAKING SPACE (RIBBLE VALLEY & HYNDBURN)**
DOMICILIARY CARE SERVICE
Clitheroe Tel: 01200 429432

**MANSARD HOUSE**
Preston Tel: 01772 774219

**MARSDEN HEIGHTS CARE HOME**
Nelson Tel: 01282 697144

**MASTERSTAFF HEALTHCARE (PRESTON)**
Preston Tel: 01772 720040

**MEARS CARE - ROSSENDALE**
Rossendale Tel: 0800 032 3882

**MERLEWOOD HOUSE**
Great Harwood Tel: 01254 885355

**MILLGATE HOUSE**
Rochdale Tel: 01706 515800

**MOSS COMMUNITY CARE LIMITED**
Preston Tel: 01772 325350

**MRS LAVINIA DAWN BELLIS & MR ANDREW WILLIAM BELLIS - 1 ARKWRIGHT SUITE**
Chorley Tel: 01257 795778

**NAS COMMUNITY SERVICES (LANCASHER)**
Whalley Tel: 01254 823668

**NATIONAL AUTISTIC SOCIETY - PROSPECT HOUSE**
Accrington Tel: 01254 384117

**NELSON**
Nelson Tel: 01282 447900

**NEW CARE SERVICES & CORNERSTONE**
Prenton Tel: 01772 559933

**NEXT STAGE – A WAY FORWARD – WEST LANCASHIRE AREA OFFICE**
Ormskirk Tel: 01695 581738

**NORTH WEST COMMUNITY SERVICES (LANCS) LIMITED**
Prenton Tel: 01772 791843

**NORTHWEST DOMICILIARY AGENCY**
Ormskirk Tel: 01695 573059

**NYS NURSING AGENCY LTD**
Prenton Tel: 01772 717070

**ORIGIN RECRUITMENT LIMITED**
Lancaster Tel: 01524 34100

**ORMEROD HOME TRUST LIMITED THE - 2 HEADROOMGATE ROAD**
Lytham St Annes Tel: 01253 723513

**PARAGON (UK) LIMITED**
Chorley Tel: 01257 246400

**PARAMOUNT CARE & SAFETY LTD**
Prenton Tel: 01772 696220

**PARKHOUSE INDEPENDENT LIVING SERVICES**
Burnley Tel: 01282 416592

---

**Award winning social care**

**Providing support to individuals with:**
- Learning Disabilities
- Mental Health
- Dementia
- Autism

**We have 4 award winning social enterprise projects**

**Telephone:** 01772 333800
**e-mail:** enquiries@integratepreston.org.uk
**www.integratepreston.org.uk**

**Company number 2029641. Charity Number 1002141.**

**Linkability**

**www.linkability.org.uk**

**Providing personal care and support in the Lancashire and Rochdale communities**

**Email us at:** office@linkability.org.uk
**01257 241899**

**Linkability, Conway House, Ackhurst Business Park, Foxhole Road, Chorley PR7 1NY**
**Charity Number: 701132**

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**This Directory’s helpline 0800 389 2077 – information on choosing and paying for care**
PCS (PERSONAL CARE SERVICES) LTD
Skelmersdale Tel: 01695 553930 OP D PD LDA MH SI YA AD

PENDLE SUPPORT AND CARE SERVICES
Nelson Tel: 01282 606886 OP D YA

PENDLE VIEW
Nelson Tel: 01282 690703 MH

PENDLEVIEW CARE SERVICES LTD
Colne Tel: 01282 789646 OP D PD LDA MH SI YA AD

PLATINUM CARE AND SUPPORT NORTH WEST
Morecambe Tel: 01524 411716 OP D PD LDA MH SI YA AD

PRESTON AND SOUTH RIBBLE DOMICILIARY SERVICE
Leyland Tel: 01772 423611 OP D PD SI YA

PRIDE COMMUNITY CARE
Burnley Tel: 01282 448181 OP LDA MH YA AD

PRIORY HOMECARE LIMITED
Preston Tel: 01995 679662 OP D PD LDA MH SI YA AD

PURE CARE & SUPPORT LIMITED
Preston Tel: 01771 321480 OP D PD LDA MH SI YA AD

QUALITY CARE (NORTH WEST) LIMITED
Nelson Tel: 01282 696300 OP D PD SI

RIGHT AT HOME Advert outside back cover
Preston Tel: 01772 615227 OP D PD SI YA

RIGHT AT HOME (CHORLEY & WEST LANCASHIRE)
Chorley Tel: 01257 367404 Advert outside back cover OP

RIGHT AT HOME (EAST LANCASHIRE & RIBBLE VALLEY)
Blackburn Tel: 01254 658899 Advert outside back cover OP PD LDA SI YA

RIGHT CARE (LANCASHIRE) LIMITED
Burnley Tel: 01282 424240 OP D PD LDA MH SI YA AD

RNID ACTION ON HEARING LOSS - THORNTON GATE
Cleveleys Tel: 01253 869292 LDA MH SI YA

ROSSENDALE ROAD
Burnley Tel: 01282 425668 PD LDA MH SI YA

RYAN MEDICAL CENTRE, THE
Preston Tel: 01772 335136 OP PD

SCENARIO MANAGEMENT - RIVERSMERE
Thornton Cleveleys Tel: 01253 869317 Advert page 38 LDA YA

SEVACARE - BURNLEY
Burnley Tel: 01282 433135 OP D PD LDA MH SI YA

SHARED APPROACH LIMITED
Garstang Tel: 01995 601701 D PD LDA MH

SOUTH LANCASHIRE ASSESSMENT & REABLEMENT HOMECARE SERVICE
Leyland Tel: 01772 431071 OP D PD LDA MH SI YA AD

SPECIALISED OUTREACH SERVICE
Nelson Tel: 07793 725087 OP D PD LDA MH SI YA

SPECIALIST CARE TEAM DOMICILIARY OFFICE
Morecambe Tel: 01524 401200 PD LDA MH SI YA

SPIRE (PRESTON) LIMITED Advert page 38
Preston Tel: 01772 524567 LDA

SPOTLIGHT CHILDRENS SERVICES LTD
Chorley Tel: 01254 830804 PD LDA SI

SPRING COTTAGES HOME CARE LIMITED
Padiham Tel: 01282 774522 OP D PD

ST ANNES CARE SERVICES
Lytham St Annes Tel: 01253 727207 OP PD SI

ST GREGORY’S HOMECARE LTD
Carnforth Tel: 01524 720189 OP D PD LDA MH SI AD

STANLEY GRANGE AND CHOICE NORTH WEST (SUPPORTED LIVING)
Preston Tel: 01254 852878 OP LDA YA

STOCKS HOME CARE SERVICES
Skelmersdale Tel: 01695 722211 OP D PD SI

SUITE 5 LANCASHIRE DIGITAL TECHNOLOGY CENTRE
Burnley Tel: 01282 872320 OP D PD LDA MH SI YA AD

SUNNYFIELD SUPPORT SERVICES
Morecambe Tel: 01524 599316 LDA

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

Service
Older people (65+)
Dementia
Physical disability
Learning disability, autism
Mental health
Sensory impairment
Younger adults
People who misuse alcohol or drugs

Advertisers are highlighted
This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
Sheltered housing

Sheltered (or retirement) housing is provided by local authority housing departments and housing associations for older people who would like to remain independent but prefer the added security and reassurance of a scheme manager and an alarm call service.

A scheme manager is either based at the site or visits regularly. Many sheltered housing schemes also have communal lounges, laundry facilities, lifts, door entry systems and specially adapted facilities.

Contact your local council for further advice on local schemes, council contact details start on page 4.

Extra Care housing

Extra Care housing is a form of housing, similar to sheltered schemes, with self-contained accommodation together with some communal facilities. In an Extra Care scheme, instead of low level support traditionally provided by wardens in sheltered schemes, higher levels of care and support are provided on site by a designated team of care workers, who can be available 24 hours a day.

Extra Care allows you to retain your own tenancy and have care services delivered, ensuring that you are able to remain safely in your own self-contained accommodation.

For information on extra care housing in your region, contact your local Adult Social Care department. Details are on page 4.
If you are over 18 and have:
- a learning disability;
- a physical disability and/or visual or hearing loss (or both);
- a long-term condition such as motor-neurone disease; or
- an acquired brain injury following a stroke or accident,

Contact Adult Social Care to see if you are eligible to receive their support. If so, there are a variety of choices available. As with all support from Adult Social Care, your needs must firstly be assessed (see page 8) to determine the best ways to support you; your carer can also have an assessment. You may wish to discuss your needs with your family doctor in the first instance.

**Learning disability**

If you have a learning disability, the Government has indicated that services for people with disabilities should promote the following key principles:
- Respect people’s rights.
- Actively promote people’s independence.
- Ensure that people have and are able to make choices in all areas of their lives.
- Create opportunities for people to be included rather than separated from society.

If you are assessed by your local authority’s Adult Social Care department as needing support, the local authority should help you access community support services. These can include help in the home, housing with support, adaptations and equipment and day activities.

For people looking to move out of their family home, there are a number of options that could be explored. Some people may like to have their own home with support coming into their home, this can be rented privately or part of supported living, where someone can live on their own or share a property with one or more other people with support provided for all. These can give great independence and choice. Supported living is explained adjacent.

If assessed as requiring residential care, a good quality care home can help to promote independence and can be a step towards more independent living for some people who may initially require more support. For more information on residential care, see page 46. Listings of care homes in the region start on page 57.

There are other housing alternatives too, such as Adult Placement or Shared Lives schemes that could be considered and these can be set up through the local authority. For more information on Shared Lives, see page 42.

Contact your local authority for further advice about your housing options, to arrange an assessment or to find out what services are available in your area. Contact details are on page 4.

**Residential care**

If residential care is deemed to be the best option for your care and support needs, check:
- How does the home meet national essential standards of quality and safety, laid down by the Care Quality Commission (explained on page 54)?
- Does the home have close links with Adult Social Care?
- Does the home offer personalised care and support to enable you to become as independent as possible?
- Do you have choice and control over your care and support?

For more information on choosing a care home, please see the care homes checklist on page 47.

**Supported Living**

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

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

Supported Living refers to the way in which accommodation and support are organised, rather than the amount of support. This will be tailored to individual need and can include access to support 24 hours a day if assessed as necessary, although many people do not require this – particularly with the use of assistive technology such as telecare equipment (discussed further on page 18) that ensures an emergency response and helps keep people safe.

For further information speak to your Adult Social Care department. Contact details are on page 4.

**Mental health**

Your GP should be your first point of contact if you need help with a mental health condition or you are concerned about your mental health. They may refer you to your local Community (or Locality) Mental Health Team (CMHT). The Community Mental Health Teams (CMHT) are community-based assessment and treatment services for people with mental health conditions aged between 18 and 65. They can help you to access any services you may need. Mental health services are usually delivered in partnership by the NHS, social care and the voluntary sector.

There is increased demand for home care for people with mental health issues arising from greater use of Supported Living instead of care home placements. Like other specialist care services, this can be paid for (if you have been assessed as eligible) with a Personal Budget, discussed on page 7.

The Lancashire Care Mental Health Helpline service is available within Lancashire and can be accessed by calling: **0300 222 5931**. Open Monday to Friday 7.00pm to 11.00pm, Saturday and Sunday 12.00pm to 12.00am. It also has an online service search which can be conducted on a postcode search to find services nearby. For more information visit [www.lancs-mentalhealthhelpline.nhs.uk](http://www.lancs-mentalhealthhelpline.nhs.uk)

The Community Rehabilitation Team in East Lancashire supports individuals with complex mental health needs. The service is available to people who are resident in the East Lancashire locality, excluding Blackburn with Darwen.

**Top Floor,**
**Balladen House,**
**Rawtenstall,**
**Lancashire BB4 6NE**
**Tel:** **01282 657816**
**Email:** **crt.referrals@lancashirecare.nhs.uk**

The Blackburn with Darwen and Central Lancashire Community Rehabilitation and Rapid Assessment Teams work within the community to support patients that have identified deterioration in their ability to manage at home as a result of a change in their health.

**Blackburn with Darwen Rehabilitation Services,**
**Room 117-19,**
**Innovation Centre,**
**Evolution Park,**
**Haslingden Road,**
**Blackburn BB1 2FD**
**Tel:** **01254 584535 or 01254 584539**
**Email:** **communityrehabilitationserviceteam@nhs.net**
Central Lancashire
Community Equipment and Resource Service,
Unit 5,
Centurion Court,
Leyland PR25 3UQ
Tel: 01772 644535
Email: lcn-tr.centrallancashirerehabservices@nhs.net

Lancashire MIND
A charity which provides advice and support to empower anyone experiencing a mental health condition. Also campaigns to improve services, raise awareness and promote understanding.
Tel: 01257 231660
Email: admin@lancashiremind.org.uk
Web: http://lancashiremind.org.uk

Making Space Carer Support service
Offers carers of people with mental health conditions emotional support and a range of practical advice, information and signposting.
CCTT, East Barn,
Pathfinders, Ashton Road,
Lancaster LA1 4JJ
Tel: 01524 550133 or 07843 268143
Email: tom.meaney@makingspace.co.uk
Web: www.makingspace.co.uk

Mental Health Helpline
SANE runs a national, out-of-hours mental health helpline offering specialist emotional support and information to anyone affected by mental health issues.
Tel: 0845 767 8000
Web: www.sane.org.uk

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

If eligible, support from Adult Social Care includes: allocation of a Personal Budget (see page 7); occupational therapists; help with equipment and adaptations your home; activities within the community; help at home, and with leaving hospital; short breaks; help if required to move into residential or nursing home care; and help for carers.

Shared Lives is a care service for adults with learning or physical disabilities and for older people. It is family-based care provided by individuals and families. Shared Lives carers are local people recruited and trained to make sure they have the right qualities to provide care and support.

The Shared Lives Service
Peter House,
Peter Street,
Chorley PR7 2RP
Tel: 01257 516036
Email: sharedlives@lancashire.gov.uk

Blackburn with Darwen Shared Lives Scheme
Adult Social Care Customer Liaison Team,
P.O. Box 478,
Blackburn BB2 9BR
Tel: 01254 587547
Email: clo@blackburn.gov.uk

Blackpool Shared Lives Scheme
Progress House,
Clifton Road, Blackpool FY4 4US
Tel: 01253 477817
Email: sharedlives@blackpool.gov.uk

Municipal Buildings
Corporation Street,
Blackpool FY1 1NF
Tel: 01253 477477
Email: customer.first@blackpool.gov.uk

Bury Shared Lives Scheme
c/o Grundy Day Centre,
Wellington Road, Bury BL9 9AH
Tel: 0161 253 7211
Email: r.a.shaw@bury.gov.uk

If Adult Social Care assesses you as requiring a care home placement and arranges this for you, you should check a number of points. What
choice of home do you have and is this restricted by the amount of care you need? Is the provision in accordance with Care Quality Commission’s standards (see page 54)? Does the staff team in the home have good links with the local Adult Social Care Management Team?

**Sensory services**

The rehabilitation service may provide specialist assessment, training, information and advice to people with visual impairments (and their carers). The service aims to provide training and advice about visual impairment so social workers must also be involved to assess other social care related needs.

Information can be given about mobility, communication, independent living skills, assessment and specialist environmental aids.

Please contact your Adult Social Care department, see page 4 for details. They will be able to advise you on any sensory services in your area.

**Useful contacts**

Other local sensory services include:

**Blind Society (Accrington and District)**

Runs a resource room, information centre and social club.

30-32 Bank Street, Accrington BB5 1HP
Tel: 01254 233332

**Blind Society (Blackburn and District)**

Provides advice and information to people with a visual impairment and their carers.

Independent Living Service, Mill Hill Street, Blackburn BB2 2RB
Tel: 01254 269225
Email: b dbs.vi.support@btconnect.com

**Bury Society for Blind and Partially Sighted People**

Provides a variety of services aimed at enhancing the quality of life for all visually impaired people within the Metropolitan Borough of Bury.

Wolstenholme House, 4 Tenterden Street, Bury BL9 0EG
Tel: 0161 763 7014
Email: enquiries@buryblindsociety.org
Web: www.buryblindsociety.org/home

**East Lancashire Deaf Society**

Aims to empower deaf people to enable equal access to services.

Lancashire Deaf Service headquarters, 6-8 Heaton Street, Blackburn, Lancashire BB2 2EF
Tel: 01254 844550
Minicom: 01254 668426
Email: info@elds.org.uk
Web: www.elds.org.uk

**Galloway’s Society for the Blind**

This charity runs four Sight Advice Centres with support groups throughout various towns and villages. For details visit www.galloways.org.uk

Visit www.carechoices.co.uk for further assistance with your search for care
**East Lancashire Deaf Blind Club**
Supporting people throughout East Lancashire who suffer from a dual sensory loss.
119-121 Glenfield Park, Blackburn, Lancashire BB1 5PF
Tel: 01254 688313
Email: info@eastlancs-deafblind.org.uk

**N-Vision**
Local independent charity providing services and support to anyone with reduced vision living in the area regardless of age or means.
Princess Alexandra Home, Bosworth Place, Squires Gate, Blackpool FY4 1SH
Tel: 01253 362692
Email: info@nvision-nw.co.uk
Web: www.nvision-nw.co.uk

**RNIB**
Helps blind and partially-sighted people to face the future with confidence.
Parkside House, Elton Street East, Wallsend NE28 8QU
Tel: 0191 262 0869
Email: wallsend@actionforblindpeople.org.uk
Web: www.actionforblindpeople.org.uk/resources/local-action-teams/wallsend

**Talking books service**
Managed by local libraries – see page 86 for contact details.

**Advocates can help**
Advocates can give advice, support and information to people of any age, helping them to voice their concerns and guiding them through difficult or challenging times. Consider using the services of an advocate if you feel unsure or concerned when you are faced with making an important decision about your care choices. They can be especially useful if you have a disability and you need to make your voice heard.

Advocates are not there to tell you what to do or to make decisions for you, but to help you express your views and make your own decisions.

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**Useful contacts**

**Advocacy Access**
Directs referrals and enquiries to the correct service for independent, confidential and free advocacy support within the Lancashire and Blackburn with Darwen council areas.
Tel: 0345 456 3210
Textphone: 07886 744 634
Email: contact@advocacyaccess.org.uk

**Advocacy Focus**
Advocacy on your side, helping you to be heard.
54 Blackburn Road, Accrington, Lancashire BB5 1LE
Tel: 0300 323 0965
Email: admin@advocacyfocus.org.uk

**Empowerment**
Supporting people to put across their points of view.
333 Bispham Road, Blackpool FY2 0HH
Tel: 0300 323 2100
Email: admin@empowermentcharity.org.uk

**N-Compass North West Limited**
Offers a comprehensive advocacy service to support adults within social care and health systems and processes and help all patients (including children) complain about NHS-funded treatment within the Lancashire County Council area, linking in with Healthwatch Lancashire (see page 85).
3 Errigal House, Avroe Crescent, Blackpool Business Park, Blackpool, Lancashire FY4 2DP
Tel: 01253 362140
Email: admin@ncompassnorthwest.co.uk
The End of Life Care Strategy

‘How we care for the dying is an indicator of how we care for all sick and vulnerable people. It is a measure of society as a whole and it is a litmus test for health and social care services.’1

Although the subject of dying is often painful to contemplate and as a society we do not discuss death and dying openly, the way care professionals approach the process is incredibly important for the client, their family and carers. The Department of Health has published a Strategy for every organisation involved in providing end of life care. Each will be expected to adopt an overall coordination process, such as the Gold Standards Framework, whilst developing the best possible outcome for clients.

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

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

Programmes available include:

The Gold Standards Framework (GSF)
This can be used in various settings, for example, hospitals, primary care and care homes, to improve the coordination and communication between different organisations involved in providing care for someone near the end of their life.

‘Preferred Priorities for Care’ (PPC)
This document is an example of an Advance Statement and is designed to help people prepare for the future and gives them an opportunity to think about, talk about and write down their preferences and priorities for care at the end of life.

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


Useful websites

Dying Matters
Set up by the National Council for Palliative Care (NCPC), the coalition aims to promote awareness of dying, death and bereavement. Website has a comprehensive support section.

www.dyingmatters.org

Locally Healthy
Locally Healthy has a section on end of life, including contact details for helpful organisations, suggestions of issues you may need to think about at end of life and videos people have sent in listing five things they want to do before they die.

Web: www.locallyhealthy.co.uk/page/end-life

Compassionate Communities
Aims to:
• help people develop the skills to address issues raised by end of life and other losses; and
• be a helpful, empathetic ear.

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

There are two types of residential home:

**Care homes (personal care only)**
If you are reasonably active, but would like greater security and care, subject to a needs assessment, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving, but it must be paid for if your capital including savings exceed £23,250. This figure may change after April 2015, check with your local Adult Social Care department after this date. See page 50 for more information on paying for your care in a care home.

**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: the current amount is £110.89 per week for the lower rate and £152.61 per week for the higher rate. These figures may change after April 2015, check with your local Adult Social Care department after this date.

For further information on care homes and care homes with nursing, and how to find one to meet your needs, call this Directory’s independent helpline: 0800 389 2077. Listings of care homes and care homes with nursing in your region start on page 57.

**Activities in care homes**

The word ‘activity’ can imply many different things but in the context of a care home it should mean everything a resident does from when they open their eyes in the morning until they go to sleep at night. Choosing what colour cardigan to wear can be an enjoyable activity to start the day. Watching your favourite TV programmes or listening to the birds sing might bring a smile. Attending an exercise class might make you feel better. All of these can be defined as ‘activities’. Above all they can provide a point of interest, fun and challenge to each day.

Lots of care homes now employ a dedicated Activity Coordinator. What they do and how varies from one home to another. In the best homes Activity Coordinators are fully integrated into the staff team, play a key part in developing care plans and ensure that all staff appreciate the part they play in delivering high quality activity provision.

Review the ‘Activities’ section of the care homes checklist on page 47 for questions to consider asking potential providers.
### Care homes checklist

**First impressions**

- Were you met by someone when you first arrived at the care home? **1 2 3**
- Do staff seem warm, friendly and polite? **0 0 0**
- Do the residents seem happy, active and sociable? **0 0 0**
- Does the home feel homely and welcoming? **0 0 0**
- Is the home fresh, clean and comfortably furnished? **0 0 0**

**Fees**

- How much are the fees? (Insert fees above right.) **0 0 0**
- Do the fees cover all the services available? **0 0 0**
- Under what circumstances will the fees alter – e.g. annually or according to increasing needs? **0 0 0**
- Is the notice to terminate the contract reasonable? **0 0 0**
- Can you see a table of the fees charged? **0 0 0**

**Transport**

- Is the home easy to get to for relatives and friends? **0 0 0**
- Does the home provide its own transport? Can you see what sort? **0 0 0**

**Accommodation**

- Are bedrooms single or shared? Is there a choice? **0 0 0**
- Can you decorate and re-arrange your room to suit yourself? **0 0 0**
- Can you bring your own furniture and TV? **0 0 0**
- Is there a call system for emergencies? **0 0 0**
- Are there enough electric sockets in your room? **0 0 0**
- Can you control the heating in your room? **0 0 0**
- Can you lock your room and is there a secure place for valuables? **0 0 0**
- Is there a separate dining room? Bar? **0 0 0**
- Are there toilet facilities within easy reach of the communal facilities? **0 0 0**
- Are there both showers and baths? **0 0 0**
- Are bathrooms adapted to help people in and out of the bath? **0 0 0**

**Accessibility**

- Does the home have the right adaptations and equipment to meet your needs? **0 0 0**
- Are all areas accessible for wheelchair users? **0 0 0**
- Does the home have extra wheelchairs and walking aids? **0 0 0**
- Is there adequate provision for people with sight or hearing difficulties? What evidence is available that shows this? **0 0 0**

**Life within the home**

- Are there any rules and restrictions (e.g. going out, time of return etc.)? Can you see a copy of any literature pointing these out? **0 0 0**
- Can you choose when to get up and retire every day? **0 0 0**
- How are residents involved in decisions about life in the home? **0 0 0**
- Is there a telephone where you can make and take calls in private and comfort? **0 0 0**
- Will someone post a letter for you? **0 0 0**

**Or is there a post box nearby?**

- Is there enough privacy given to residents? **0 0 0**
- Is alcohol served or permitted? **0 0 0**
- Are there smoking and non-smoking areas? **0 0 0**
- What arrangements are there for religious observance? **0 0 0**
- Can you handle your own money? If not, what arrangements are in place? **0 0 0**
- Does a hairdresser/chiroprodist visit? **0 0 0**
- Are residents accompanied on visits to the GP or hospital? **0 0 0**

**Staff**

- Do the staff appear clean, cheerful and respectful? **0 0 0**
- Observe how the staff talk to residents. Are people treated with dignity as well as being treated in a friendly manner? **0 0 0**
- Are the staff formally trained? **0 0 0**
- Is there an adequate number of staff on duty day and night? What evidence is available to back this up? **0 0 0**

**Visitors**

- Are visitors welcome at all times? **0 0 0**
- Is there somewhere to see them in private? **0 0 0**
- May your visitors join you at meals? **0 0 0**
- Can your visitors stay overnight? **0 0 0**

**Catering**

- How much choice do you get about meals? **0 0 0**
- Is the food varied and interesting? **0 0 0**
- Can the home cater for your dietary needs? **0 0 0**
- Ask to see a current menu to answer these questions. **0 0 0**
- Can you have snacks or drinks any time of the day or night? **0 0 0**
- Can you eat in your room? **0 0 0**

**Activities**

- Can you continue to pursue your hobbies and interests? **0 0 0**
- What sorts of activities and entertainment are organised? **0 0 0**
- Can you see a copy of the home’s current activities diary? **0 0 0**
- Are outings and holidays arranged? How much do they cost? £______ £______ £______ **0 0 0**
- Are escorts available if necessary? **0 0 0**
- Is a library service available? **0 0 0**
- Can you have your own flower bed or help in the garden? **0 0 0**
- Can you stay in your own room if you want to? **0 0 0**

**Gardens**

- Are the grounds and gardens attractive? **0 0 0**
- Are all areas safe and accessible? **0 0 0**
- Is there somewhere to sit? **0 0 0**
- Are they quiet? **0 0 0**

**Contract terms**

- Can you retain your own room if away? **0 0 0**
- Can you have a short-stay or trial period? **0 0 0**
- Ask to be given a statement of terms and conditions used by the home. **0 0 0**
- Are all procedures, such as complaints, clearly spelt-out? Where? Ask to see a copy. **0 0 0**

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

Care homes and dementia

According to the Alzheimer’s Society, one third of people with dementia live in a care home and at least two thirds of care home residents in the UK have dementia.

Each person with dementia is a unique human being with individual emotional, physical and social needs and a set of hopes, aspirations and values. Meeting these needs with an individually tailored programme enables the person to experience the best possible quality of life. Subsequently, a good care home will follow the concept of a person-centred approach to care for people with dementia. This means that the unique qualities and interests of each individual will be identified, understood and accounted for in any care planning.

The person with dementia will have an assessment and an ongoing personalised care plan, agreed across health and social care that identifies a named care coordinator and addresses their individual needs.

They must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Power of Attorney and Preferred Priorities of Care. For more information on these see page 52.

It is important that care and support options are tailored to the needs of the individual. One size does not fit all. Some options can work well for one individual but prove to be stressful and unsuitable for another person. Make sure staff know the person you care for by providing life story books, telling staff about their likes and dislikes and providing belongings that bring comfort and have meaning for the person you care for.

Within the home, much is down to the attitude and skills of the manager and the staff. Do they provide an environment that enables a person with dementia to exercise choice and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home? Further questions to consider are included in the residential dementia care checklist adjacent.

Design and technology

The design of a care home specialising in dementia needs to be based on small group living, preferably with accommodation on one level and with opportunities to go in and out of the building within a safe environment.

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

Staff training

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

Alzheimer’s Society regional offices are listed on page 26.
Residential dementia care checklist

Things to look for in care homes specialising in dementia. Please use in conjunction with the care homes checklist on page 47.

When you visit, spend some time looking around, talking to the manager, staff and residents. Look at several care homes and visit at different times, for example at the weekend and in the week. If possible go with the person you care for. First impressions count. Think about how you are greeted and the way staff relate to people with dementia.

Most importantly, do not be afraid to ask questions. This is always the best way to get information.

Home 1
Home 2
Home 3

Residents
The best indication of a good home is that the residents appear happy and responsive.
Are there rummage boxes around the home to stimulate residents?
1
2
3

Access
If the person with dementia needs or is likely to need equipment or adaptations you may want to check:
There is adequate signage and cues for different parts of the home such as dining room and bathroom.
1
2
3

The home’s policy about locking external doors.
1
2
3

Bedrooms
You may want to find out whether the person with dementia can have a single room and whether:
Residents are encouraged to bring in some of their own furniture and possessions to increase familiarity.
1
2
3

Activities
Residents should be stimulated without feeling stressed.
Are reminiscence activities available?
1
2
3

Are residents able to compile memory boxes?
1
2
3

Do staff compile life story books including photographs and mementoes?
1
2
3

Staff
It is important to note whether staff seem friendly and caring towards residents and whether they treat residents with respect.
What training and experience in dementia care do they have?
1
2
3

Will the person with dementia have a member of staff particularly responsible for their care?
1
2
3

Is there a member of staff you can talk to about your own worries about the person with dementia?
1
2
3

Manager/head of home
A manager who is caring as well as efficient can make all the difference to a home.
Does the manager have a knowledge of dementia and can they deal with difficulties that may arise in an understanding way?
1
2
3

Is there a full assessment at home before a resident is admitted?
1
2
3

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

Care funded by the council

Do I qualify for local authority financial assistance?
If you have been assessed by the local authority as needing a care home place and your capital including your savings is below £23,250 you may be entitled to financial support from your local authority. To find out more, contact your local Adult Social Care department, see page 4 for details.

If assessed as eligible and you have capital below £14,250 you will be entitled to maximum support contributing your income less £23.50 per week retained for personal expenses. If you have capital between £14,250 and £23,250 you must pay a capital tariff of £1 per week for each £250 between these two figures. Capital includes the value of your former home unless it’s occupied by your partner, or a relative who is aged over 60 years or incapacitated, or a child under 16 years who you maintain or a separated partner who is a lone parent.

My partner needs care, how does this financially affect me?
The local authority will take into account 50% of any joint savings therefore, to accelerate financial help, it is better to have separate single accounts meeting care costs paid from the account of the person in the care home.

Paying for your own residential care

Will the local authority pay my fees whilst I am selling my former home?
If, apart from your property, your other capital is below £23,250, the local authority may help with the costs during the first twelve weeks of permanent care. Beyond that period any financial help will be charged against the value of your former home and recovered from the eventual sale proceeds.

Do I have to sell my property?
No, the local authority may lend you the money to pay for your care charged against your property value. However, they could limit how much they will pay and it could adversely affect your welfare benefit entitlements. It is advisable to speak with your local authority to discuss this.

Do I have to pay Council Tax on an empty property?
If you move into a care home and your property is left empty then you should receive full exemption from Council Tax until it’s sold.

Is there any financial help that is not means tested?
Attendance Allowance is a non-means tested, non-taxable allowance paid at the lower rate of £54.45 for those needing care by day or night and, at a higher rate of £81.30 for those needing care by day and night.

Whether your stay is temporary or permanent, if you receive nursing care in a care home you may be entitled to an NHS Registered Nursing Care Contribution (RNCC), sometimes called Funded Nursing Care (FNC), towards the cost of your nursing care. It is paid directly to the home at £110.89 per week for the lower rate. If your needs are primarily health care related, you
may be entitled to full funding from your local Care Commissioning Group (CCG) following an assessment under their continuing care eligibility criteria. Speak with your local authority about maintaining care eligibility.

What happens if I move into a care home independently and run out of money?

If you think your capital is likely to reduce to £23,250 you should seek local authority assistance as soon as possible. However, if the home costs more than the local authority usually pays and won’t reduce its fees, you could be in the difficult situation of either finding a source of top-up or seeking less expensive accommodation. For more information on third party payments (top-ups) see adjacent.

If there is a likelihood of running out of money it’s important that you arrange an assessment of your care needs with Adult Social Care to ensure they are aware of your care needs and financial situation. Also check if the care home owner can continue to accommodate you at the local authority’s funding rates, or if they will require a third party top-up.

The important thing is not to try doing it alone, always seek professional advice.

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

The Society of Later Life Advisers

The Society of Later Life Advisers (SOLLA) was founded as a not-for-profit organisation, to meet the need of consumers, advisers and those who provide financial products and services to the later life market. SOLLA’s aim is to ensure that consumers are better informed about the financial issues involved in later life and can find a fully accredited adviser quickly and easily.

For more information and to find a local adviser, visit: www.societyoflaterlifeadvisers.co.uk

SOLLA makes sure that all the advisers included on the site have fully satisfied all criteria to become an accredited adviser. This means peace of mind and assurance that the advice you are given is from financial advisers who have proved they have specialist knowledge of the sector.

Contracts

Before you sign any contract prior to moving into a care home, the home should give you written details of all the charges it intends to make in its Statement of Purpose document. If there is anything that is not clear or which you do not understand, you should seek professional advice.

Third party payments

If you are eligible for local authority support and the home you choose costs more than the rate the local authority usually pays for someone with your needs, you will have the choice to ask someone else to make an additional payment.

If there is no-one available to supply the extra payment, you can ask the local authority to find you another placement at the rate they would normally expect to pay. If, however, you do decide to live in the more expensive home and you have someone who is able to make an additional payment for you, they will have to pay the difference between your local authority rate and the amount the home charges. This additional payment is often referred to as a ‘top-up’ or ‘third party contribution’.

The law says that you are not allowed to make this additional payment yourself, except in limited circumstances. Therefore, the additional payment has to be made by someone else, for example, a family member or charity.

Before anyone agrees to make additional payments on your behalf they should be aware that the amount could increase annually and they need to be confident that they can sustain the payments for as long as they are required. If the additional payments stop being paid for any reason, then you contact Adult Social Care to make them aware of the situation.

Once it has been established that someone is willing and able to make these payments, they will be asked to sign an agreement to formalise
the arrangement. Because the financing of care is a complex area it is advisable to contact the social worker who is arranging your placement with you or Adult Social Care directly to ask for advice and individual guidance.

If you move to a care home where a third party payment is required, the person who will make the payment on your behalf must sign a contract with the council, before the contract with the home is signed. In doing so they must confirm that they have the financial means to make the third party payments (including any future increases) for the whole time you will live at the care home. If they are unable to maintain the payments and there is nobody else able to meet this cost, you may have to move to a cheaper home within the local authority’s funding levels.

If you are already a resident in a care home, and no third party agreement was required at the time you became a resident, the home may seek to introduce a third party payment at a later date. Also, if a change to your arrangements is made at your request or with your agreement, for example you move to a superior room, then an additional third party payment can become due.

Important information

This Directory’s helpline

This Directory’s free helpline provides an independent information and help service encompassing care services and accommodation. A personalised report can be generated for callers providing details of all home care, care homes or care homes with nursing that meet their 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.

Care Choices’ 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. Further help and information from this Directory’s free helpline can be accessed by calling 0800 389 2077.

How solicitors can help

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

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

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

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

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

If you don’t have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms will make home visits if necessary and will adapt their communications to meet your needs. It’s important to find a solicitor who specialises in this area of the law. The Citizen’s Advice Bureau offer an advice service and will be able to recommend solicitors in your area.

Charitable support

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

Occupational benevolent funds

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

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

- Association of Charitable Organisations (ACO) is the national UK umbrella body for trusts and foundations that give grants and welfare support to individuals in need.
  Head office: 0207 255 4480
  Email: info@aco.uk.net
  Web: www.aco.uk.net

Comments, compliments and complaints

If you use a home care agency or move into a care home you should feel able to complain about any aspect of your life which affects your happiness or comfort. This might be anything from the way you are treated by staff to the quality of the food you are served. You should also feel free to make comments and suggestions about possible improvements to your surroundings and the services provided.

Making a complaint should not be made difficult for you and should not affect the standard of care that you receive, whether in your own home, a care home or care home with nursing. Care services are required under national essential standards of quality and safety to have a simple and easy to use complaints procedure.

If you are concerned about the care that you, a friend or a relative are receiving, it makes sense
to speak to the manager of the service about your concerns before you take any further action. The problem may be resolved quite easily once they are made aware of it. However, if you need to make a formal complaint, you should initially contact the registered owners of the service. They have a duty to respond to any complaints made.

If your complaint is about a breach of regulations, contact your local office of the Care Quality Commission (see adjacent for more information about the CQC).

If your council has arranged and funded a place for you in a care home or has contributed to a home care service, another option is to complain to your social worker/care manager or the department’s designated complaints manager.

**Blackburn with Darwen Borough Council**
Customer Care Manager,
Adult Social Care,
PO Box 478,
Blackburn BB2 9BR
Tel: 01254 585755
Email: customercare@blackburn.gov.uk

**Blackpool Council Customer Relations Team**
Adult and Children’s Services,
Municipal Buildings,
Corporation Street,
Blackpool FY1 1NF
Tel: 01253 477477
Email: customer.first@blackpool.gov.uk

**Social Care Customer Feedback**
Lancashire County Council,
FREEPOST RTJY-HACZ-LGLS,
PO Box 1349,
County Hall,
Preston PR2 0TX
Tel: 0300 123 6720
Email: ascscustomer.services@lancashire.gov.uk

If you have been unable to resolve your complaint you can contact the Local Government Ombudsman on 0300 061 0614 and ask them to assist you. The Local Government Ombudsman looks at complaints about councils and some other authorities and organisations, including adult social care providers (such as care homes and home care providers). It is a free service. Its job is to investigate complaints in a fair and independent way.

### Inspection and registration of care services

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.

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

CQC holds and publishes up-to-date information about the compliance of adult social care providers with essential standards of safety and quality.

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

The focus of an inspection is on the standards of care that people who use the service receive and whether they are happy with their care. Virtually all inspections are unannounced.

For care homes and care homes with nursing, the inspectors look at outcomes which place an emphasis on what people who use services should experience.

For any enquiries contact CQC by telephone: 03000 616161 or by email: enquiries@cqc.org.uk

**The Care Quality Commission**
Citygate,
Gallowgate,
Newcastle upon Tyne NE1 4PA
When considering care services, it’s always a good idea to check a service’s inspection report on the Care Quality Commission’s comprehensive website: [www.cqc.org.uk](http://www.cqc.org.uk)

**Out-of-county care**

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

If your care home place is state-funded, your home county local authority is still responsible for your care fees, even if you choose a care home in another region. The home you choose must be suitable for your assessed needs and comply with the terms and conditions set by the authority. The fees that your local authority will pay may vary. They may offer you the fees you would receive if you remained within the county, or they may offer you the fees that the local authority would pay in your chosen region.

You must seek further advice before making your decision. If you’re self-funded, you just need to ensure the home can meet your needs.

For information on care provision in Lancashire and other regions, contact this Directory’s helpline on freephone 0800 389 2077 with details of your requirements or visit the website [www.carechoices.co.uk](http://www.carechoices.co.uk)

**Protecting vulnerable adults**

Vulnerable adults may experience abuse, neglect or worse. A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves, or protect themselves from harm or from being exploited.

**What is adult abuse?**

Abuse is mistreatment by a person or persons that violates another person’s human and civil rights. The abuse can vary from treating someone with disrespect in a way which significantly affects the person’s quality of life, to causing actual physical suffering.

It can happen anywhere - at home, in a care home or a care home with nursing, a hospital, in the workplace, at a day centre or educational establishment, in supported housing or in the street.

Forms of abuse could be physical, sexual, psychological, emotional or financial. It could also cover the issues of neglect and institutional abuse - where the abuse affects more than one person within an organisation and is not addressed by the service’s management.

**Who might be causing the abuse?**

The person who is responsible for the abuse may be known to the person abused and could be:

- a paid carer or volunteer;
- a health worker, social care or other worker;
- a relative, friend or neighbour;
- another resident or service user;
- an occasional visitor or someone who is providing a service; or
- someone who deliberately exploits vulnerable people.

If you think someone is being abuse you can contact Adult Social Care in Lancashire on 0300 123 6721. In Blackburn with Darwen please contact the Safeguarding Adults Team on 01254 585949. In an emergency out of normal office hours contact the Emergency duty team on 01254 587547. In Blackpool, contact the Adult Social Care team on 01253 477592.

If you believe someone is in immediate harm, contact the Police.

You can also:

- Contact the Care Quality Commission (CQC) on 03000 616161 if the vulnerable adult is living in a registered care home, care home with nursing or receiving home care services.
- Let a public service professional, such as a social worker, community nurse, GP, probation officer or district nurse know your concerns. They have responsibilities under the county’s adult protection procedure and can advise you about what to do next.

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
The Disclosure and Barring Service
There is a barring system for all those intending to work, or working with children and vulnerable adults.

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

CRB checks are now called DBS checks.

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

Residential care in Lancashire
(including Blackburn with Darwen and Blackpool)

This Directory is divided into the geographical areas listed on this map.

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

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

ACORN HOUSE CARE CENTRE
Whalley New Road, Blackburn, Lancashire BB1 9SP
Tel: 01254 679395

ALMOND VILLAS
3 Dukes Brow, Blackburn, Lancashire BB2 6EX
Tel: 01254 681243

ANDREWS COURT CARE HOME
Livesey Branch Road, Blackburn, Lancashire BB2 4QR
Tel: 01254 679525

BIRCHFIELD RESIDENTIAL CARE HOME
9a-11 Gorse Road, Blackburn, Lancashire BB2 6LY
Tel: 01254 266020

BLAKEWATER LODGE
Swallow Drive, Blackburn, Lancashire BB1 6LE
Tel: 01254 665531

BRANCH COURT CARE HOME
Livesey Branch Road, Blackburn, Lancashire BB2 4QR
Tel: 01254 682003

DIXON HOUSE
17a Gorse Road, Blackburn, Lancashire BB2 6LY
Tel: 01254 665522

FENISCLIFFE BANK HOME FOR OLDER PEOPLE
Hill Crest Road, Blackburn, Lancashire BB2 5LF
Tel: 01254 201676

FRANCISCAN CONVENT BLACKBURN
26 East Park Road, Blackburn, Lancashire BB1 8BB
Tel: 01254 53962

HAWKHURST
18 Shear Bank Road, Blackburn, Lancashire BB1 8AZ
Tel: 01254 698338

HEATHCOTES (BLACKBURN)
Florence House, Florence Street, Blackburn, Lancashire BB1 5JP
Tel: 01254 59969

HIGHER BANK
Off Adelaide Terrace, Blackburn, Lancashire BB2 6EU
Tel: 01254 582554

HIGHER RAVENSWING HOME FOR THE ELDERLY
251 Revidge Road, Blackburn, Lancashire BB2 6DT
Tel: 01254 670115

LANCASTER HOUSE
3-5 Lancaster Place, Blackburn, Lancashire BB2 6JT
Tel: 01254 678698

LINDEN HOUSE CARE HOME
Linden House, Delph Lane, Shadsworth Road, Blackburn, Lancashire BB1 2BE
Tel: 01254 690669

LONGFIELD RESIDENTIAL HOME - MD
Longfield, Preston New Road, Blackburn, Lancashire BB2 6PS
Tel: 01254 675532

LONGSHAW HOME FOR OLDER PEOPLE
Crosby Road, Blackburn, Lancashire BB2 3NF
Tel: 01254 260627

MOORLAND VIEW CARE HOME
Moorland View, Exchange Street, Darwen, Lancashire BB3 0DX
Tel: 01254 704611

OLDFIELD HOUSE
14 Hawkshaw Avenue, Darwen, Lancashire BB3 1QZ
Tel: 01254 702920

OLDFIELD MANOR
14 Hawkshaw Avenue, Darwen, Lancashire BB3 1QZ
Tel: 01254 705650

PRITCHARD STREET
19 Pritchard Street, Blackburn, Lancashire BB2 3PF
Tel: 01254 580907

RAVENSWING MANOR RESIDENTIAL CARE HOME
3 St Francis Road, Blackburn, Lancashire BB2 2TZ
Tel: 01254 207088 Advert page 59

RNID ACTION ON HEARING LOSS -
FOSSE BANK HOUSE
1-6 Fosse Bank Court, Fosse Close, Blackburn, Lancashire BB2 3UB
Tel: 01254 265057

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

Advertisers are highlighted

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

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Blackburn with Darwen care homes continued

SANDYBROOK
Sandy Lane, Lower Darwen, Blackburn, Lancashire BB3 0PU
Tel: 01254 660050  OP D

SPRINGFIELD CARE HOME
Preston New Road, Blackburn, Lancashire BB2 6PS
Tel: 01254 263668  OP D

SPRINGFIELD COTTAGE RESIDENTIAL HOME
Preston New Road, Blackburn, Lancashire BB2 6PS
Tel: 01254 264704  OP

ST AIDAN’S
124 St Aiden’s Avenue, Mill Hill, Blackburn, Lancashire BB2 4EY
Tel: 01254 589856  LDA

ST JAMES’ HOUSE
St James’ Crescent, Darwen, Lancashire BB3 0EY
Tel: 01254 873623  OP D PD SI

THOMAS DRUG & ALCOHOL REHABILITATION UNIT
Witton Bank, Spring Lane, Blackburn, Lancashire BB2 2PW
Tel: 01254 59240  AD

THORNCLIFFE
Thorncliffe, Astley Bank, Darwen, Lancashire BB3 2QB
Tel: 01254 703122  OP PD

Blackburn with Darwen care homes with nursing

BIRCH HALL CARE CENTRE
Birch Hall Avenue, Darwen, Lancashire BB3 0JB
Tel: 01254 762323  OP D PD

CLIFTON LAWNS
227 Blackburn Road, Darwen, Lancashire BB3 1HL
Tel: 01254 703220  MH YA

HAYDOCK NURSING AND RESIDENTIAL CARE HOME
Pleckgate Road, Ramsgreave, Blackburn, Lancashire BB1 8QW
Tel: 01254 245115  OP D

HOLLYMOUNT NURSING & RESIDENTIAL HOME
Hollymount, 3 West Park Road, Blackburn,
Lancashire BB2 6DE
Tel: 01254 266453  OP D PD

MAGDALENE HOUSE
10-14 Shear Bank Road, Blackburn, Lancashire BB1 8AP
Tel: 01254 268880  OP PD

NORTHWOOD NURSING & RESIDENTIAL CARE
206 Preston New Road, Blackburn, Lancashire BB2 6PN
Tel: 01254 57208  OP

OLD GATES RESIDENTIAL AND NURSING HOME
Livesey Branch Road, Feniscowles, Blackburn,
Lancashire BB2 5BU
Tel: 01254 367968 Advert page 68  OP D PD

QUEENS LODGE NURSING HOME
Haslingden Road, Blackburn, Lancashire BB2 3HQ
Tel: 01254 681805  OP PD

SPRINGFIELD CARE HOME
Preston New Road, Blackburn, Lancashire BB2 6PS
Tel: 01254 263668  OP D

WHITECLIFFE NURSING HOME
14 East Park Road, Blackburn, Lancashire BB1 8AT
Tel: 01254 664907  OP D MH

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<th>Service</th>
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<th>D Dementia</th>
<th>PD Physical disability</th>
<th>LDA Learning disability, autism</th>
<th>YA Younger adults</th>
<th>AD People who misuse alcohol or drugs</th>
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<td>User Bands</td>
<td>MH Mental health</td>
<td>SI Sensory impairment</td>
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Advertisers are highlighted
Ravenswing Manor
Care Home

Let us look after you with comfort and dignity, ensuring your privacy and independence.

A traditional residential care home, offering warmth and comfort in a homely atmosphere with experienced, caring and friendly staff.

Permanent, Respite & Day Care Services available.

- High quality professional care
- Personalised care plans
- Balanced and nutritious meals
- A secure and homely atmosphere
- Excursions and activities

Ravenswing Manor Care Home is a recognised Quality Assured Care Home under the Blackburn with Darwen Quality Assurance Scheme.

Please drop in anytime where there will always be a warm welcome.

“...we recognise it is your home, ...not ours”.

Tel: Blackburn 01254 207088

3 St Francis Road, Blackburn, Lancashire BB2 2TZ
Email: care@ravenswinghomes.com
Web: www.ravenswinghomes.com
### Blackpool care homes

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<td>OP PD</td>
<td>YD Physical disability</td>
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<td>YD People who misuse alcohol or drugs</td>
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#### ACORN LODGE RESIDENTIAL CARE HOME
183 Reads Avenue, Blackpool, Lancashire FY1 4HZ
Tel: 01253 300036

#### ADELENA HOUSE
186 Reads Avenue, Blackpool, Lancashire FY1 4JD
Tel: 01253 391655

#### ALL HALLOWS
90 All Halloys, Bispham, Blackpool, Lancashire FY2 0AY
Tel: 01253 592284

#### AMBASSADOR CARE HOME
670-672 Lytham Road, Blackpool, Lancashire FY4 1RG
Tel: 01253 406371

#### AMBER BANKS CARE HOME
53-55 Clifton Drive, Blackpool, Lancashire FY4 1NT
Tel: 01253 341450

#### ANNAACLIFFE RESIDENTIAL HOME
Annacliffe Limited, 129-131 Newton Drive, Blackpool, Lancashire FY3 8LZ
Tel: 01253 301955

#### ARC, THE
Clifton Avenue, Blackpool, Lancashire FY4 4RF
Tel: 01253 477855

#### ASHBORNE LODGE REST HOME
8 Seventh Avenue, Blackpool, Lancashire FY4 2ED
Tel: 01253 341450

#### AUTUMN LEAVES UK LIMITED
502 Devonshire Road, Bispham, Blackpool, Lancashire FY2 0JL
Tel: 01253 354595

#### AVONBLOOM RETIREMENT HOME
351 Squires Gate Lane, Blackpool, Lancashire FY4 3RG
Tel: 01253 401455

#### BARMORAL REST HOME
2 Conway Avenue, Thornton Cleveleys, Lancashire FY5 3JH
Tel: 01253 852319

#### BELGRAVIA CARE
Belgravia Court, 406 North Promenade, Blackpool, Lancashire FY1 2LB
Tel: 01253 595567

#### BERWICK HOUSE REST HOME
1 Berwick Road, Blackpool, Lancashire FY4 2PT
Tel: 01253 342181

#### BRONSWICK HOUSE
16-20 Chesterfield Road, Blackpool, Lancashire FY1 2PP
Tel: 01253 295669

#### CAXTON LODGE
25 Caxton Avenue, Bispham, Blackpool, Lancashire FY2 9AP
Tel: 01253 356100

#### CHASELEY CARE HOME
404 Promenade, Blackpool, Lancashire FY1 2LB
Tel: 01253 352622

#### COLUMN CARE (NORTH WEST) LIMITED
40 Carlin Gate, Bispham, Blackpool, Lancashire FY2 9QT
Tel: 01253 393531

#### COOPERS WAY RESPISTE SERVICE
Coopers Way, 1A Coopers Way, Blackpool, Lancashire FY1 3RJ
Tel: 01253 393531

#### DUNBLANE HOUSE
73 Bloomfield Road, Blackpool, Lancashire FY1 6JN
Tel: 01253 316125

#### DUXBURY HOUSE RESIDENTIAL CARE HOME
Duxbury House, 38 Sherbourne Road, Blackpool, Lancashire FY1 2PW
Tel: 01253 440242

#### ELMSDENE CARE HOME
37-41 Dean Street, Blackpool, Lancashire FY4 1BP
Tel: 01253 349617

#### FENG SHUI HOUSE CARE HOME
661 New South Promenade, Blackpool, Lancashire FY4 1RN
Tel: 01253 342266

#### GLEN TANAR REST HOME
65 Cavendish Road, Bispham, Blackpool, Lancashire FY2 9NJ
Tel: 01253 352726

#### GOLDEN YEARS CARE HOME
47-49 Shaftesbury Avenue, Blackpool, Lancashire FY2 9TW
Tel: 01253 594183

#### GWENLYN HOUSE
17 Chesterfield Road, North Shore, Blackpool, Lancashire FY1 2PP
Tel: 01253 626342

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

<table>
<thead>
<tr>
<th>Address</th>
<th>Contact Details</th>
<th>Service</th>
<th>User Bands</th>
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<tr>
<td>HADDON COURT LIMITED</td>
<td>8-14 Haddon Road, Blackpool, Lancashire FY2 9AH Tel: 01253 353359</td>
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<tr>
<td>Highbury House Care Home</td>
<td>580-582 Lytham Road, Blackpool, Lancashire FY4 1RB Tel: 01253 344401</td>
<td>OP D PD MH SI AD</td>
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<td>Highcroft Care Home, The</td>
<td>599 Lytham Road, South Shore, Blackpool, Lancashire FY4 1RG Tel: 01253 402066</td>
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<td>Highgrove, The</td>
<td>88-90 St Anne’s Road, Blackpool, Lancashire FY4 2AT Tel: 01253 344555</td>
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<td>HONEYSUCKLE HOUSE</td>
<td>10-12 Greystoke Place, Blackpool, Lancashire FY4 1NR Tel: 01253 341325</td>
<td>OP D</td>
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<tr>
<td>Hope Residential Care</td>
<td>156 Waterloo Road, Blackpool, Lancashire FY4 2AF Tel: 01253 401853</td>
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<tr>
<td>Horncliffe House</td>
<td>35 Horncliffe Road, Blackpool, Lancashire FY4 1LJ Tel: 01253 341576</td>
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<td>JAH-JIREH CHARITY HOMES BLACKPOOL</td>
<td>127-131 Reads Avenue, Blackpool, Lancashire FY1 4JH Tel: 01253 622134</td>
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<tr>
<td>King Edward Care Home</td>
<td>7-9 Warbreck Drive, Blackpool, Lancashire FY2 9SX Tel: 01253 354785</td>
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<tr>
<td>LANGDALES</td>
<td>117-119 Hornby Road, Blackpool, Lancashire FY4 4QP Tel: 01253 464233 Advert page 80</td>
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<td>Layton Lodge Residential Care Home for the Elderly</td>
<td>1 Bispham Road, Layton, Blackpool, Lancashire FY3 7HQ Tel: 01253 393821</td>
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<td>Links Lodge</td>
<td>16 Links Road, Blackpool, Lancashire FY1 2RU Tel: 01253 354744</td>
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<td>Margaret Riley House</td>
<td>4 Rosebery Avenue, Blackpool, Lancashire FY4 1LB Tel: 01253 346814</td>
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<td>Merwood Rest Home</td>
<td>310 Queens Promenade, Blackpool, Lancashire FY2 9AD Tel: 01253 352221</td>
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<tr>
<td>Mrs Marilyn Christine Wilson - 20 Burlington Road</td>
<td>45 Watson Road, Blackpool, Lancashire FY4 2DB Tel: 01253 341436</td>
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<tr>
<td>Mrs Mary Catherine Webster - 448 Lytham Road</td>
<td>448 Lytham Road, Blackpool, Lancashire FY4 1JQ Tel: 01253 421366</td>
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<td>NAPIER LODGE LIMITED</td>
<td>45-47 Napier Avenue, Blackpool, Lancashire FY4 1PA Tel: 01253 403465</td>
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<tr>
<td>New Mayfair Hotel, The</td>
<td>673-677 New South Promenade, Blackpool, Lancashire FY4 1RN Tel: 01253 347543</td>
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<tr>
<td>Owls Care Home, The</td>
<td>168 St Annes Road, Blackpool, Lancashire FY4 2BL Tel: 01253 402366</td>
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<tr>
<td>Parade Rest Home</td>
<td>31 Raikes Parade, Blackpool, Lancashire FY1 4EY Tel: 01253 293172</td>
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<tr>
<td>Parkhaven</td>
<td>53 Gorse Road, Blackpool, Lancashire FY3 9ED Tel: 01253 304495</td>
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<td>Pennystone Court</td>
<td>Handsworth Road, Blackpool, Lancashire FY1 2RQ Tel: 01253 752307</td>
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<tr>
<td>Phoenix Centre, The</td>
<td>Stratford Place, Ferguson Road, Blackpool, Lancashire FY1 6RN Tel: 01253 477841</td>
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<tr>
<td>Princess Alexandra Home for the Blind</td>
<td>Bosworth Place, Squires Gate, Blackpool, Lancashire FY4 1SH Tel: 01253 403091</td>
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</table>

Visit www.carechoices.co.uk for further assistance with your search for care
This Directory’s helpline 0800 389 2077 – information on choosing and paying for care

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</table>

**PRO-CARE DISPERSED HOUSING LTD**
**AVONDALE LODGE**
419 Central Drive, Blackpool, Lancashire FY1 6LE
Tel: 01253 341118

**PRO-CARE DISPERSED HOUSING LTD - CHESTERFIELD LODGE**
15 Chesterfield Road, Blackpool, Lancashire FY1 2PP
Tel: 01253 621179

**PRO-CARE DISPERSED HOUSING LTD - CLEVEDON LODGE**
23 Clevedon Road, Blackpool, Lancashire FY1 2NX
Tel: 01253 621040

**PRO-CARE DISPERSED HOUSING LTD - SHERBOURNE LODGE**
3 Sherbourne Road, Blackpool, Lancashire FY1 2PW
Tel: 01253 294819

**PRO-CARE DISPERSED HOUSING LTD - CLIFFORD LODGE**
12 Clifford Road, Blackpool, Lancashire FY1 2PU
Tel: 01253 628793

**RED OAK CARE HOME**
196 St Annes Road, Blackpool, Lancashire FY4 2EF
Tel: 01253 349702

**REDBRICKS CARE HOME**
512 Queens Promenade, Little Bispham, Thornton Cleveleys, Lancashire FY5 1PQ
Tel: 01253 854008

**RIVACRE REST HOME**
Rivacre Care Home, 3-5 Grasmere Road, Blackpool, Lancashire FY1 5HS
Tel: 01253 621103

**ROSEHAVEN RESIDENTIAL CARE HOME**
200/202 Whitegate Drive, Blackpool, Lancashire FY3 9HJ
Tel: 01253 764394

**SYLVESTER CARE CENTRE, THE**
77-79 Reads Avenue, Blackpool, Lancashire FY1 4DG
Tel: 01253 625777

**THORNLEA REST HOME**
308 St Annes Road, South Shore, Blackpool, Lancashire FY4 2QP
Tel: 01253 345574

**UBU - 403 BLACKPOOL OLD ROAD**
403 Blackpool Old Road, High Furlong, Blackpool, Lancashire FY3 7LT
Tel: 01253 395065

**WATERSIDE CARE HOME**
192 Queens Promenade, Bispham, Blackpool, Lancashire FY2 9JS
Tel: 01253 351612

**WATSON HOUSE REST HOME**
50 Station Road, Blackpool, Lancashire FY4 1EU
Tel: 01253 341550

**WESTFIELD REST HOME**
2 Westfield Road, Blackpool, Lancashire FY1 6NY
Tel: 01253 344899

**WILLOWS CARE HOME, THE**
397 Midgeland Road, Marton Moss, Blackpool, Lancashire FY4 5ED
Tel: 01253 762554

**WYNFIELD HOUSE HOME FOR THE DEAF**
115 Newton Drive, Blackpool, Lancashire FY3 8LZ
Tel: 01253 392183

**ACORN NURSING HOME**
125 Newton Drive, Blackpool, Lancashire FY3 8LZ
Tel: 01253 392440

**BELSFIELD HOUSE**
4 Carlin Gate, Blackpool, Lancashire FY2 9QX
Tel: 01253 592605

**AMBER COURT**
Kipling Hall Drive, Blackpool, Lancashire FY3 9UX
Tel: 01253 762076

**BROADWAY CARE HOME**
26 Broadway, Blackpool, Lancashire FY4 2HE
Tel: 01253 401809

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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 |

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62
BROOKLANDS NURSING AND CARE HOME
Rounday, Blackpool, Lancashire FY4 4LY
Tel: 01253 763518  OP PD SI YA

ELIZABETH FRANKLAND MOORE BLESMA HOME
BLACKPOOL, THE
539 Lytham Road, Lytham Road, Blackpool,
Lancashire FY4 1RA
Tel: 01253 343313  PD

FARTHINGS NURSING HOME
Wilson Square, Little Bispham, Thornton Cleveleys,
Lancashire FY5 1RF
Tel: 01253 864309  OP SI

GLENROYD
1 Glenroyd Close, Whitegate Drive, Blackpool,
Lancashire FY3 9HF
Tel: 01253 464232 Advert page 80  OP D PD YA

NEW VICTORIA NURSING HOME
137-139 Hornby Road, Blackpool, Lancashire FY1 4JG
Tel: 01253 621043  OP D PD MH YA

NIGHTINGALES NURSING HOME
355a Norbreck Road, Thornton Cleveleys,
Lancashire FY5 1PB
Tel: 01253 822558  OP D

NORTH SHORE NURSING HOME
3 St Stephens Avenue, North Shore, Blackpool,
Lancashire FY2 9RG
Tel: 01253 351824  OP D PD YA

ORCHARD LODGE CARE HOME WITH NURSING
601-603 Lytham Road, Blackpool, Lancashire FY4 1RG
Tel: 01253 404565  OP PD SI

RYECOURT NURSING HOME
264-266 Queens Promenade, Bispham, Blackpool,
Lancashire FY2 9HD
Tel: 01253 592905  OP D PD YA

SANDYCROFT NURSING HOME
366-368 Lytham Road, Blackpool,
Lancashire FY4 1DW
Tel: 01253 349400  OP

ST STEPHEN’S NURSING HOME
4 St Stephen’s Avenue, Blackpool,
Lancashire FY2 9RG
Tel: 01253 352625  OP D PD YA

TUDOR MANOR
Clifton Drive, South Shore, Blackpool,
Lancashire FY4 1NP
Tel: 01253 408771  OP PD

Lancashire care homes

3 ROYLEN AVE
Carleton, Poulton Le Fylde, Lancashire FY6 7PH
Tel: 01253 424555  LDA

AADAMS RESIDENTIAL CARE HOME LIMITED
Peel Hall Street, Deepdale, Preston, Lancashire PR1 6QQ
Tel: 01772 258977  OP PD

AARONDALE CARE HOME
Sunny Brow, Off Chapel Lane Coppull, Chorley,
Lancashire PR7 4PF
Tel: 01257 471571  OP D PD MH YA

ABBACARE HOME
Wesley Old Hall, Old Clough, Bacup, Lancashire OL13 8RA
Tel: 01706 879042  OP MH YA

ABBAYFIELD CARE HOME CLITHEROE
Abbeyfield House, Union Street, Low Moor, Clitheroe,
Lancashire BB7 2NH
Tel: 01200 442550  OP D PD

ABBAYFIELD SILVERDALE & DISTRICT
SOCIETY LIMITED
Cove House, Cove Road, Silverdale, Carnforth,
Lancashire LA5 0SG
Tel: 01524 701219 Advert page 66  OP

ABBAYGRANGE REST HOME
18 Glen View Road, Burnley,
Lancashire BB11 2QN
Tel: 01282 453158  OP

ABIDEN REST HOME
22-24 Rosehill Road, Burnley,
Lancashire BB11 2JT
Tel: 01282 428603  OP

ABREHAM HOUSE
515 Blackpool Road, Ashton-on-Ribble, Preston,
Lancashire PR2 1EQ
Tel: 01772 721102  OP D

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

Visit www.carechoices.co.uk for further assistance with your search for care
Abbeycroft was established over 25 years ago and has been under Regency Healthcare’s management since 2004 and is registered to accept 33 Service Users for both Nursing and Personal/Residential Care.

We provide support and care of a high standard for older people who have dementia (including challenging behaviour), need palliative care, have physical and learning disabilities and increasing mental frailty.

Our dedicated care team, fully DBS checked, is headed by an experienced registered manager.

We have dedicated staff who are responsible for organising the daily activities, tailored to the needs and abilities of our residents. Our trained chefs prepare a wide range of home cooked food using fresh local produce. The choice is based on traditional recipes and daily alternatives are provided at every meal time. Special diets are also catered for.

Support & Facilities:
- Personal Healthcare
- Activities
- Dining and Accommodation
- Laundry Service
- Disabled / Wheel chair access
- Lifts to all floors
- Specialised equipment available or assisted bathing etc.
- Car Park

Health and Personal Care
- GP service available on request
- Chiropody visits on a regular basis
- Hairdresser visits regularly
- Opticians, Dentists visit by arrangement
- 24 Hour Qualified Nurse on duty

Leisure Activities
- Newspapers and Music
- Pop Quiz
- Shopping trips and Hairdressing
- Karaoke
- Bingo & Skittles
- Cheese & Wine tasting
- Dominoes

Accommodation:
- Rooms decorated to a high standard
- Can bring your own items to personalise
- Nurse call in every room

The Laurels was established over 30 years ago and has been under Regency Healthcare’s management since 2004 and is registered to accept 27 Service Users for both Nursing and Personal/Residential Care.

We provide support and care of a high standard for older people who have dementia (including challenging behaviour), need palliative care, have physical and learning disabilities and increasing mental frailty.

Our dedicated care team, fully DBS checked, is headed by an experienced registered manager.

We have dedicated staff who are responsible for organising the daily activities, tailored to the needs and abilities of our residents. Our trained chefs prepare a wide range of home cooked food using fresh local produce. The choice is based on traditional recipes and daily alternatives are provided at every meal time. Special diets are also catered for.

Support & Facilities:
- Personal Healthcare
- Activities
- Dining and Accommodation
- Laundry Service
- Disabled / Wheel chair access
- Lifts to all floors
- Specialised equipment available or assisted bathing etc.
- Car Park

Health and Personal Care
- GP service available on request
- Chiropody visits on a regular basis
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- 24 Hour Qualified Nurse on duty

Leisure Activities
- Newspapers and Music
- Pop Quiz
- Shopping trips and Hairdressing
- Karaoke
- Bingo & Skittles
- Cheese & Wine tasting
- Dominoes

Accommodation:
- Rooms decorated to a high standard
- Can bring your own items to personalise
- Nurse call in every room

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

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>Location</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACROSS THE BAY</td>
<td></td>
<td>479 Marine Road East, Morecambe, Lancashire LA4 6AF</td>
<td>Tel: 01524 410625</td>
</tr>
<tr>
<td>ADAM HOUSE</td>
<td></td>
<td>21 Ormerod Rd, Burnley, Lancashire BB11 2RU</td>
<td>Tel: 01282 835923</td>
</tr>
<tr>
<td>ADELPHI RESIDENTIAL CARE HOME</td>
<td></td>
<td>35 Queens Road, Chorley, Lancashire PR7 1LA</td>
<td>Tel: 01257 271361</td>
</tr>
<tr>
<td>ALBERT HOUSE RESIDENTIAL HOME</td>
<td></td>
<td>22 Albert Road, Colne, Lancashire BB8 0AA</td>
<td>Tel: 01282 862053</td>
</tr>
<tr>
<td>ALDERS RESIDENTIAL HOME</td>
<td></td>
<td>1 Arnside Crescent, Morecambe, Lancashire LA4 5PP</td>
<td>Tel: 01524 832198</td>
</tr>
<tr>
<td>ALEXANDRA COURT - CLEVELEYS</td>
<td></td>
<td>110 Victoria Road East, Thornton, Cleveleys, Lancashire FY5 3SZ</td>
<td>Tel: 01253 853645</td>
</tr>
<tr>
<td>ALMA GREEN RESIDENTIAL CARE HOME</td>
<td></td>
<td>Alma Hill Hall Green, Up Holland, Skelmersdale, Lancashire WN8 0PA</td>
<td>Tel: 01695 622504</td>
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<tr>
<td>ALSLEY LODGE</td>
<td></td>
<td>Station Road, Rufford, Ormskirk, Lancashire L40 1TB</td>
<td>Tel: 01704 821713</td>
</tr>
<tr>
<td>ALSTON LODGE RESIDENTIAL HOME LIMITED</td>
<td></td>
<td>Lower Longridge, Preston, Lancashire PR3 2YH</td>
<td>Tel: 01772 783248</td>
</tr>
<tr>
<td>ALTHAM CARE HOME</td>
<td></td>
<td>Burnley Road, Clayton-le-Moors, Accrington, Lancashire BB5 5TW</td>
<td>Tel: 01254 396015</td>
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<tr>
<td>ARRANMORE PARK REST HOME</td>
<td></td>
<td>100 Square Lane, Burscough, Ormskirk, Lancashire L40 7RQ</td>
<td>Tel: 01704 895887</td>
</tr>
<tr>
<td>ARROWSMITH LODGE REST HOME AND HOME CARE AGENCY</td>
<td></td>
<td>Bournes Row, Hoghton, Lancashire PR5 0DR</td>
<td>Tel: 01254 854311</td>
</tr>
</tbody>
</table>

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

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
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<td>Mental health</td>
<td>Lancashire care homes continued</td>
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**Visit** [www.carechoices.co.uk](http://www.carechoices.co.uk) **for further assistance with your search for care**

**Lancashire care homes continued**

**BRAESIDE HOME FOR THE ELDERLY LTD**
Stanhill Lane, Oswaldtwistle, Accrington, Lancashire BB5 4QF
Tel: 01254 398099

**BREAMBLES REST HOME, THE**
Park Avenue, New Longton, Preston, Lancashire PR4 4AY
Tel: 01772 614533

** BRECK LODGE CARE HOME**
78-80 Breck Road, Poulton-le-Fylde, Lancashire FY6 7HT
Tel: 01253 894567

**BRIARS REST HOME**
4 Station Road, Thornton Cleveleys, Lancashire FY5 5HY
Tel: 01253 854722

**BRIARWOOD REST HOME LIMITED**
1-3 Todd Lane South, Lostock Hall, Preston, Lancashire PR5 5XD
Tel: 01772 626177

**BRIDGE HOUSE**
1 St Luke’s Place, Preston, Lancashire PR1 5DE
Tel: 01772 797654

**BRIERCLIFFE LODGE**
Rainhall Crescent, Barnoldswick, Lancashire BB18 6BS
Tel: 01282 816638

**BRIERFIELD HOUSE**
Hardy Avenue, Brierfield, Nelson, Lancashire BB9 5RN
Tel: 01282 619313

**BROCKHOLES BROW - PRESTON**
Deafway, Brockholes Brow, Preston, Lancashire PR2 5AL
Tel: 01772 796461

**BROMELIA HOUSE**
25 Cottam Avenue, Ingol, Preston, Lancashire PR2 3XE
Tel: 07890 027020

**BROOK HOUSE RESIDENTIAL HOME**
391 Padiham Road, Burnley, Lancashire BB12 6SZ
Tel: 01282 413107

**BROOKDELL HOUSE**
Foreside, Barrowford, Nelson, Lancashire BB9 6AB
Tel: 01282 603224

**BROOKLANDS HOUSE REST HOME**
3 Woodville Terrace, Lytham St Annes, Lancashire FY8 5QB
Tel: 01253 736393

**BROOKLANDS RESIDENTIAL HOME, THE**
6 Blackbull Lane, Fulwood, Preston, Lancashire PR2 3PU
Tel: 01772 719078

**BROOKSIDE RESIDENTIAL CARE HOME**
722 Preston Road, Bamber Bridge, Preston, Lancashire PR5 8JP
Tel: 01772 330794

**BUNGALOW, THE**
47 Todd Lane North, Lostock Hall, Preston, Lancashire PR5 5SUR
Tel: 01772 696961

**BURWOOD HOUSE**
2-8 Todmorden Road, Bacup, Lancashire OL13 9BA
Tel: 01706 874304

**BUSHELL HOUSE**
Mill Lane, Goosnargh, Preston, Lancashire PR3 2BJ
Tel: 01772 865225

**CALDER VIEW**
6 Keighley Road, Colne, Lancashire BB8 0JL
Tel: 01282 868077

**CALVERT HOUSE**
Mill Lane, Leyland, Lancashire PR25 1HY
Tel: 01772 459978

**CAMPBELL HOUSE**
166 Heysam Road, Heysam, Morecambe, Lancashire LA3 1DJ
Tel: 01524 807888

**CARDINAL HEENAN HOUSE**
Don Orione Centre, School Lane, Roby Mill, Lancashire WN8 0QR
Tel: 01695 622885

**CARLETON HOUSE**
29-31 Carleton Street, Morecambe, Lancashire LA4 4NX
Tel: 01524 831496

**CARLETON HOUSE**
31 Lower Bank Lane, Fulwood, Lancashire PR2 8NS
Tel: 01772 469111

**CARR HALL CARE HOME**
5a Carr Hall Road, Barrowford, Nelson, Lancashire BB9 6PY
Tel: 01282 602362

**CASTLEFORD HOME FOR OLDER PEOPLE**
Queens Road, Clitheroe, Lancashire BB7 1AR
Tel: 01200 426355
Catterall By-Pass Road, Catterall, Preston, Lancashire PR3 0QA
Tel: 01995 602220

Chapel Street, Worsthorne, Burnley, Lancashire BB10 3NR
Tel: 01282 413901

1a St Georges Square, Lytham St Annes, Lancashire FY8 2NY
Tel: 01253 724784

226-228 Bury Road, Rawtenstall, Rossendale, Lancashire BB4 6DJ
Tel: 01706 221698

St Catherines Way, Todd Lane South, Lostock Hall, Preston, Lancashire PR5 5XE
Tel: 01772 337061

83 Park Road, Lytham St Annes, Lancashire FY8 1PW
Tel: 01253 725146

Abbeyfield Close, Lancaster, Lancashire LA1 4NL
Tel: 01524 541720

Botony Brow, Chorley, Lancashire PR6 0JW
Tel: 01257 268139

Church Street, Oswaldtwistle, Lancashire BB5 3QA
Tel: 01254 381652

90 Atlas Street, Clayton-le-Moors, Accrington, Lancashire BB5 5LT
Tel: 01254 875340

St Catherines Way, Clitheroe, Lancashire BB7 1BQ
Tel: 01200 428891

7 Worden Lane, Preston, Lancashire PR25 5LT
Tel: 01772 436890

40 St Johns Road, Heysham, Morecambe, Lancashire LA3 1EX
Tel: 01524 426444

A choice of elderly care options, here for you in Lancashire

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

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

To discuss your elderly care options at your nearest Bupa care home, talk to us today
Call 0333 220 4756

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

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<th>Service</th>
<th>OP Older people (65+)</th>
<th>D Dementia</th>
<th>PD Physical disability</th>
<th>LDA Learning disability, autism</th>
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Visit www.carechoices.co.uk for further assistance with your search for care
### Lancashire care homes continued

**EUXTON PARK CARE HOME**  
Wigan Road, Euxton, Chorley,  
Lancashire PR7 6DY  
Tel: 01257 230022

**EVAGLADES**  
394 Marine Road East, Morecambe,  
Lancashire LA4 5AN  
Tel: 01524 419684

**FAIRHAVEN CARE HOME**  
43-44 Laidleys Walk, Fleetwood, Lancashire FY7 7JL  
Tel: 01253 772341

**FAIRHAVEN LODGE**  
7-9 Fairhaven Road, Fairhaven, St Annes,  
Lancashire FY8 1NN  
Tel: 01253 720375

**FAIRMONT RESIDENTIAL HOME**  
30 Watling Street Road, Fulwood, Preston,  
Lancashire PR2 3FX  
Tel: 01772 717228

**FAIRWAYS**  
20 Westmoor Grove, Heysham, Morecambe,  
Lancashire LA3 2TA  
Tel: 01524 855222

**FAVORDALE HOME FOR OLDER PEOPLE**  
Byron Road, Colne, Lancashire BB8 0BH  
Tel: 01282 860449

**FERN HOUSE**  
28 Accrington Road, Burnley, Lancashire BB11 4AW  
Tel: 01282 451950

**FERNBANK LODGE**  
346 Heysham Road, Heysham, Morecambe,  
Lancashire LA3 2BW  
Tel: 01524 854936

**FERNCROSS RETIREMENT HOME**  
4 Crossdale Avenue, Heysham, Lancashire LA3 1PE  
Tel: 01524 850008

**FERNHAVEN**  
5 Derbe Road, Lytham St Annes, Lancashire FY8 1NJ  
Tel: 01253 781199

**FERNLEIGH HOUSE**  
1 Fernleigh, Leyland, Lancashire PR26 7AW  
Tel: 01772 451099

**FLEETWOOD HALL**  
Chatsworth Avenue, Fleetwood, Lancashire FY7 8RW  
Tel: 01253 777065

**FRANCISCAN CONVENT BURNLEY**  
63 Yorkshire Street, Burnley, Lancashire BB11 3BS  
Tel: 01282 459090

**FREEHOLD COTTAGE RESIDENTIAL HOME**  
452 Market Street, Shawforth, Rochdale,  
Lancashire OL12 8BJ  
Tel: 01706 853384

**FYLDE AND WYRE SHORT BREAK SERVICES**  
Larkholme Lane, Fleetwood, Lancashire FY7 7PN  
Tel: 01253 879484

**GABLE, THE**  
75 Albion Street, Burnley, Lancashire BB11 4LY  
Tel: 01282 454577

**GABLES CARE HOME, THE**  
25 Southport Road, Chorley, Lancashire PR7 1LF  
Tel: 01257 271299

**GLENGARRY COURT CARE HOME**  
16 Victoria Road, Poulton-le-Fylde, Lancashire FY6 7JA  
Tel: 01253 883387

**GLENTHORNE CARE HOME LTD**  
126-128 Reads Avenue, Blackpool, Lancashire FY7 8NP  
Tel: 01253 626722

**GORSE HILL**  
2 Stephenson Drive, Burnley, Lancashire BB12 8AJ  
Tel: 01282 438916

**GRANGE, THE**  
72 Stump Lane, Chorley, Lancashire PR6 0AL  
Tel: 01257 241133

**GREENROYD RESIDENTIAL HOME**  
27 Hest Bank Lane, Hest Bank, Lancaster, Lancashire LA2 6DG  
Tel: 01524 824050

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### Craigneil Residential Home

With panoramic views of Morecambe Bay, Craigneil has an excellent reputation for their friendly atmosphere and high standard of personal care.

**Catering for people suffering from:**  
- Dementia  
- Old Age  
- Epilepsy  
- Stroke  
- Hearing Impairment & Deafness  
- Parkinson’s Disease  
- Visual Impairment

2 Seaborn Road, Bare, Morecambe,  
Lancashire, LA4 6BB  
Tel: 01524 831011

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

**User Bands**  
- MH Mental health  
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This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
Lancashire care homes continued

GREENWAYS REST HOME  
720 Preston Road, Bamber Bridge, Preston, Lancashire PR5 8JP  
Tel: 01772 339083

GREY GABLES RESIDENTIAL HOME  
Grey Gables, 1 Lodges Grove Bare, Morecambe, Lancashire LA4 6HE  
Tel: 01524 425376

GREY CROFT RESIDENTIAL HOME  
15 Queen’s Road, Accrington, Lancashire BB5 6AR  
Tel: 01254 234766

GRIMSARGH HOUSE  
Stanner House Preston Road, Grimsargh, Preston, Lancashire PR2 5JE  
Tel: 01772 651031

GRIMSARGH HOUSE CARE HOME  
Preston Road, Grimsargh, Preston, Lancashire PR2 5JE  
Tel: 01772 651031

GROVE HOUSE HOME FOR OLDER PEOPLE  
Highfield Road, Adlington, Chorley, Lancashire PR6 9RH  
Tel: 01257 481442

HASLINGDEN HALL AND LODGE  
Lancaster Avenue, Haslingden, Lancashire BB4 4HP  
Tel: 01706 214403

HEALEY HOUSE  
1 Oakenshaw Avenue, Whitworth, Rochdale, Lancashire OL12 8ST  
Tel: 01706 759692

HEALY HOUSE  
11 Omerod Road, Burnley, Lancashire BB11 2RU  
Tel: 01282 835923

HEDGES HOUSE RESIDENTIAL CARE HOME  
37-39 Church Road, Lytham, Lytham St Annes, Lancashire FY8 5LL  
Tel: 01253 739930 Advert inside back cover

HENLEY HOUSE  
225 Whalley Road, Accrington, Lancashire BB5 5AD  
Tel: 01254 232763

HENNEL LANE AND SCOPE INCLUSION SOUTH LANCASHIRE  
99 Hennel Lane, Lostock Hall, Preston, Lancashire PR5 5UL  
Tel: 01772 620587

HEYHEAD HOUSE  
1 Trinity Close, Brierfield, Nelson, Lancashire BB9 5ED  
Tel: 01282 617902

HIGH BRAKE HOUSE  
129 Chatburn Road, Clitheroe, Lancashire BB7 2BD  
Tel: 01200 423286

HIGHER MORRIS FARM  
595 Preston Road, Preston, Lancashire PR6 7EB  
Tel: 01772 324515

HIGHGROVE HOUSE  
Highfield Road North, Chorley, Lancashire PR7 1PH  
Tel: 01257 270643

HILLCROFT RESIDENTIAL CARE HOME  
16-18 Long Lane, Aughton, Ormskirk, Lancashire L39 5AT  
Tel: 01695 422407

HILTON RESIDENTIAL HOME  
Quarry Street, Padiham, Burnley, Lancashire BB12 8PH  
Tel: 01282 775016

HOLGATE HOUSE LIMITED  
Mill Bridge, Mill Lane, Gisburn, Lancashire BB7 4LP  
Tel: 01200 445200

HOLLIN BANK HOUSE HOME FOR THE ELDERLY  
Blackburn Road, Oswaldtwistle, Accrington, Lancashire BB5 4PE  
Tel: 01254 236841

HOLLYBANK HOUSE  
Hollybank House, Church Street, Stacksteads, Lancashire OL13 0RW  
Tel: 01706 877659

HOLLYDALE  
Back Lane, Clayton-le-Woods, Chorley, Lancashire PR6 7EU  
Tel: 01772 337701

HOLME MANOR CARE HOME  
Holme Lane, Townsend Fold, Rossendale, Lancashire BB4 6JB  
Tel: 01706 218953

HOLT MILL HOUSE  
Lloyd Street, Whitworth, Rochdale, Lancashire OL12 8AA  
Tel: 01706 854040

HOLYWELL HOME  
17 West End Road, Morecambe, Lancashire LA4 4DJ  
Tel: 01524 418420

HULTON CARE NURSING HOME (NELSON)  
Halifax Road, Nelson, Lancashire BB9 OEL  
Tel: 01282 617773

Visit www.carechoices.co.uk for further assistance with your search for care
HUNTERS OAK BARN
Ightenhill Park Lane, Burnley, Lancashire BB12 0RW
Tel: 07519 864866

HYNDBURN SHORT BREAK SERVICE
98/100 Gloucester Avenue, Accrington, Lancashire BB5 4BG
Tel: 01254 395060

I CARE REST HOME
14-18 Beach Road, Thornton Cleveleys, Lancashire FY5 1EQ
Tel: 01253 508277

JAH-JIREH CHARITY HOMES LEYLAND
7 Beechfield Court, Leyland, Lancashire PR25 3SA
Tel: 01772 633380

JALNA RESIDENTIAL CARE HOME
285b Manchester Road, Burnley, Lancashire BB11 4HL
Tel: 01282 431182

KEER SANDS RESIDENTIAL HOME
Crag Bank Road, Carnforth, Lancashire LA5 9JA
Tel: 01524 732060

KEPPLEGATE HOUSE
Sandy Lane, Pneusall, Poulton-le-Fylde, Lancashire FY6 OEJ
Tel: 01253 811957

KINGFISHER CARE HOME, THE
8-10 Crossway, Thornton Cleveleys, Lancashire FY5 1LA
Tel: 01253 853136

KNIGHTS CARE HOME, THE
365-367 Clifton Drive North, St Anne’s-on-Sea,
Lancashire FY8 2PA
Tel: 01253 720421

KNOWLE CARE HOME, THE
5-7 Egerton Road, Ashton-on-Ribble, Preston,
Lancashire PR2 1AJ
Tel: 01772 727485

L’ARCHE PRESTON MOOR FOLD
L’Arche Community Preston, 3 Moor Park Avenue,
Preston, Lancashire PR1 6AS
Tel: 01772 251113

LADY ELSIE FINNEY HOUSE HOME FOR OLDER PEOPLE
Cottam Ave, Cottam, Preston, Lancashire PR2 3XH
Tel: 01772 721072

LAKEVIEW REST HOMES
10-12 Lake Road, Lytham St Annes, Lancashire FY8 1BE
Tel: 01253 735915

LANCASTER AND MORECAMBE SHORT BREAKS SERVICE
Thorpe Avenue, Torrisholme, Morecambe, Lancashire LA4 6NG
Tel: 01772 534355

LAUREL VILLAS LIMITED
170-172 Tulketh Road, Ashton-on-Ribble, Preston,
Lancashire PR2 1ER
Tel: 01772 720609

LAVENDER HILLS CARE HOME
Stubbins Vale Road, Stubbins Vale, Ramsbottom, Bury,
Greater Manchester BL0 ONP
Tel: 01706 828412

LAWWOOD
87 Todmorden Road, Burnley, Lancashire BB11 3ES
Tel: 01282 435832

LE MOORS
285-289 Whalley Road, Clayton-le-Moors,
Lancashire BB5 5QO
Tel: 01254 871442

LIMES 2, THE
17 Walverden Road, Brierfield, Nr Burnley,
Lancashire BB9 0PJ
Tel: 01925 571680

LINDENS, THE
Deardengate, Haslingden, Rossendale, Lancashire BB4 5PU
Tel: 01706 210093

LINDsay HOUSE
Parbold Hill, Parbold, Wigan, Lancashire WN8 7TG
Tel: 01257 464177

LITTLEDALE HALL THERAPEUTIC COMMUNITY
Littledale Hall, Lancaster, Lancashire LA2 9EY
Tel: 01524 771400

LONG LANE FARM
Kellet Lane, Bamber Bridge, Preston, Lancashire PR5 6AN
Tel: 01772 335372

LONGCROFT
58 Westbourne Road, Lancaster,
Lancashire LA1 5EF
Tel: 01524 64950

LONGRIDGE HALL AND LODGE
4 Barnacre Road, Longridge, Preston, Lancashire PR3 2PD
Tel: 01772 786106

<table>
<thead>
<tr>
<th>Service</th>
<th>OP Older people (65+)</th>
<th>D Dementia</th>
<th>PD Physical disability</th>
<th>LDA Learning disability, autism</th>
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<tr>
<td>User Bands</td>
<td>MH Mental health</td>
<td>SI Sensory impairment</td>
<td>YA Younger adults</td>
<td>AD People who misuse alcohol or drugs</td>
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</tbody>
</table>
### Lancashire care homes continued

**LONGWORTH HOUSE**  
Higher Ramsgreave, Blackburn, Lancashire BB1 9DJ  
Tel: 01254 812283  
User Bands: [OP] Older people (65+)  
[PD] Physical disability  
**MARSDEN HEIG...**  
316 Kings Causeway, Brierfield, Nelson, Lancashire BB9 0EY  
Tel: 01282 697144  
[OP] Older people (65+)  
[PD] Physical disability  
[SD] Learning disability, autism

**LOSTOCK GROVE REST HOME**  
Slater Lane, Leyland, Lancashire PR25 1TN  
Tel: 01772 454714  
User Bands: [OP] Older people (65+)  
**MARSH HOUSE**  
Ulmes Walton Lane, Leyland, Lancashire PR26 8LT  
Tel: 01772 600991  
User Bands: [OP] Older people (65+)

**LOSTOCK LODGE**  
34 Wateringpool Lane, Lostock Hall, Preston, Lancashire PR5 5AP  
Tel: 01772 626141  
User Bands: [OP] Older people (65+)  
**MAYFAIR RESIDENTIAL HOME LIMITED**  
Marine Road East, Morecambe, Lancashire LA4 5AR  
Tel: 01524 411836  
User Bands: [OP] Older people (65+)

**LOWDON HOUSE**  
12 Bairstow Street, Preston, Lancashire PR1 3TN  
Tel: 01772 258313  
User Bands: [OP] Older people (65+)  
**MEADOWFIELD HOUSE HOME FOR OLDER PEOPLE**  
Meadowfield, Fulwood, Preston, Lancashire PR2 9NX  
Tel: 01772 864881  
User Bands: [OP] Older people (65+)

**LOWER RIDGE HOME FOR OLDER PEOPLE**  
Belvedere Road, Burnley, Lancashire BB10 4BQ  
Tel: 01282 429020  
User Bands: [OP] Older people (65+)  
**MEADOWLodge RESIDENTIAL CARE HOME**  
Whalley Road, Padiham, Burnley, Lancashire BB12 8JX  
Tel: 01282 772596  
User Bands: [OP] Older people (65+)

**LOWFIELD HOUSE LIMITED**  
Railway View Avenue, Clitheroe, Lancashire BB7 2HA  
Tel: 01200 428514  
User Bands: [OP] Older people (65+)  
**MEADOWS, THE**  
Mill Lane, Leyland, Lancashire PR25 1HY  
Tel: 01772 432080  
User Bands: [LDA] Learning disability, autism

**LUMB VALLEY CARE HOME**  
Burnley Road East, Lumb, Rossendale, Lancashire BB4 9PQ  
Tel: 01706 225027  
User Bands: [OP] Older people (65+)  
**MELROSE RESIDENTIAL HOME**  
50 Moss Lane, Leyland, Preston, Lancashire PR25 4SH  
Tel: 01772 434638  
User Bands: [OP] Older people (65+)

**LYNBROOK**  
106 Todd Lane North, Lostock Hall, Preston, Lancashire PR5 5UQ  
Tel: 01772 323695  
User Bands: [LDA] Learning disability, autism  
**MERESBECK**  
125 North Road, Carnforth, Lancashire LA5 9LU  
Tel: 01524 734176  
User Bands: [OP] Older people (65+)

**MARSDEN HOUSE**  
139 Heysham Road, Heysham, Morecambe, Lancashire LA3 1DE  
Tel: 01524 414016  
User Bands: [LDA] Learning disability, autism  
**MERLEWOOD HOUSE**  
52 Park Lane, Great Harwood, Lancashire BB6 7RF  
Tel: 01254 885355  
User Bands: [LDA] Learning disability, autism

**MALVERN HOUSE**  
28 Watling Street Road, Fulwood, Preston, Lancashire PR2 8DY  
Tel: 01772 774219  
User Bands: [LDA] Learning disability, autism  
**MILBANKE HOME FOR OLDER PEOPLE**  
52 Station Road, Kirkham, Preston, Lancashire PR4 2HA  
Tel: 01772 683246  
User Bands: [OP] Older people (65+)

**MARSDEN GRANGE**  
239 Barkerhouse Road, Nelson, Lancashire BB9 9NL  
Tel: 01282 618226  
User Bands: [OP] Older people (65+)  
**MILL LODGE RESIDENTIAL CARE HOME**  
Belmont Road, Great Harwood, Blackburn, Lancashire BB6 7HL  
Tel: 01254 883216  
User Bands: [OP] Older people (65+)

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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
This Directory’s helpline 0800 389 2077 – information on choosing and paying for care

Lancashire care homes continued

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Notes</th>
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<tr>
<td>MILLERHOUSE RESIDENTIAL CARE HOME</td>
<td>MH</td>
<td>MILLERHOUSE RESIDENTIAL CARE HOME</td>
<td>615 Burnley Road, Crawshawbooth, Rossendale, Lancashire BB4 8AN</td>
<td>01706 220988</td>
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<tr>
<td>MILLGATE HOUSE</td>
<td>OP PD LDA YA</td>
<td>MILLGATE HOUSE</td>
<td>10 Oak Street, Whitworth, Rochdale, Lancashire OL12 8NU</td>
<td>01706 515800</td>
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<tr>
<td>MILTON LODGE REST HOME</td>
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<td>MILTON LODGE REST HOME</td>
<td>35 Mount Road, Fleetwood, Lancashire FY7 6EX</td>
<td>01253 776011</td>
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<td>MOOR VILLA</td>
<td>OP D PD MH</td>
<td>MOOR VILLA</td>
<td>53 Moor Street, Kirkham, Preston, Lancashire PR4 2AU</td>
<td>01772 682884</td>
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<td>MOORHEAD REST HOME</td>
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<td>309-315 Whalley Road, Accrington, Lancashire BB5 5DF</td>
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<td>60 North Promenade, Lytham St Annes, Lancashire FY8 2NH</td>
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<td>MORECAMBE BAY CARE HOME</td>
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<td>MORECAMBE BAY CARE HOME</td>
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<td>01524 400255</td>
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<td>MORVERN CARE CENTRE</td>
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<td>MORVERN CARE CENTRE</td>
<td>11-13 South Promenade, Thornton Cleveleys, Lancashire FY5 1BZ</td>
<td>01253 853220</td>
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<tr>
<td>MR DAVID CALWELL - 6 LORD STREET</td>
<td>OP LDA YA</td>
<td>MR DAVID CALWELL - 6 LORD STREET</td>
<td>6 Lord Street, Lytham St Annes, Lancashire FY8 2DF</td>
<td>01253 722800</td>
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<tr>
<td>MR DAVID CALWELL - 13 DURHAM AVENUE</td>
<td>OP LDA YA</td>
<td>MR DAVID CALWELL - 13 DURHAM AVENUE</td>
<td>13 Durham Avenue, Lytham St Annes, Lancashire FY8 2BD</td>
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<td>MRS MOLLIE GREEN - 23 PARLIAMENT STREET</td>
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<td>MRS MOLLIE GREEN - 23 PARLIAMENT STREET</td>
<td>23 Parliament Street, Morecambe, Lancashire BB5 5EF</td>
<td>01524 414353</td>
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<tr>
<td>NATIONAL AUTISTIC SOCIETY - PROSPECT HOUSE</td>
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<td>NATIONAL AUTISTIC SOCIETY - PROSPECT HOUSE</td>
<td>Whalley Road, Altham, Accrington, Lancashire BB5 SEF</td>
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<td>NEWFIELD LODGE REST HOME</td>
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<td>NEWFIELD LODGE REST HOME</td>
<td>93-99 St Andrews Road South, Lytham St Annes, Lancashire FY8 1PU</td>
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<tr>
<td>NORTHLANDS VILLAGE REST HOME</td>
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<td>NORTHLANDS VILLAGE REST HOME</td>
<td>40 Raikes Road, Great Eccleston, Preston, Lancashire PR3 0ZA</td>
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<td>OAKENDALE RESIDENTIAL CARE HOME</td>
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<td>OAKENDALE RESIDENTIAL CARE HOME</td>
<td>17 Rose Terrace, Ashton-on-Ribble, Preston, Lancashire PR2 1EB</td>
<td>01772 720937</td>
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<td>OAKLEY CARE HOME</td>
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<td>OAKLEY CARE HOME</td>
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<td>OAKMOUNT HOUSE</td>
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<td>68 Westgate, Burnley, Lancashire BB11 1RY</td>
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<td>OAKS, THE</td>
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<td>OAKS, THE</td>
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<td>OLD VICARAGE, THE</td>
<td>56 Main Street, Hornby, Lancaster, Lancashire LA2 8JT</td>
<td>01524 221284</td>
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<td>OLD VICARAGE CARE HOME, THE</td>
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<td>OLD VICARAGE CARE HOME, THE</td>
<td>15 Naze Lane, Freckleton, Lancashire PR4 1RH</td>
<td>01772 635779</td>
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<td>OLIVE HOUSE HOME FOR OLDER PEOPLE</td>
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<td>OLIVE HOUSE HOME FOR OLDER PEOPLE</td>
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<td>01706 874048</td>
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<td>ORCHARDS, THE</td>
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<td>ORCHARDS, THE</td>
<td>140-142 Birkrig, Skelmersdale, Lancashire WN8 9HY</td>
<td>01695 726118</td>
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<tr>
<td>OXEN BARN</td>
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<td>OXEN BARN</td>
<td>204 Longmeanygate, Midge Hall, Leyland, Lancashire PR26 7TB</td>
<td>01772 458990</td>
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</table>

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
**Lancashire care homes continued**

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<td>OP Old people (65+)</td>
<td>AD People who misuse alcohol or drugs</td>
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</table>

**OXFORD HOUSE RESIDENTIAL HOME**
258 Garstang Road, Fulwood, Preston, Lancashire PR2 9Q8
Tel: 01772 713503

**PADDOCK LODGE RESIDENTIAL CARE HOME**
1 The Paddock, Highfield Avenue, Burnley, Lancashire BB10 2PS
Tel: 01282 420501

**PARK GROVE**
2-4 Liverpool Road North, Burscough, Ormskirk, Lancashire L40 5TP
Tel: 01704 893750

**PARK VIEW RESIDENTIAL HOME**
95 Regent Road, Morecambe, Lancashire LA3 1AF
Tel: 01524 415893

**OXFORD HOUSE RESIDENTIAL HOME**
258 Garstang Road, Fulwood, Preston, Lancashire PR2 9Q8
Tel: 01772 713503

**PADDock LODGE RESIDENTIAL CARE HOME**
1 The Paddock, Highfield Avenue, Burnley, Lancashire BB10 2PS
Tel: 01282 420501

**PARK GROVE**
2-4 Liverpool Road North, Burscough, Ormskirk, Lancashire L40 5TP
Tel: 01704 893750

**PARK VIEW RESIDENTIAL HOME**
95 Regent Road, Morecambe, Lancashire LA3 1AF
Tel: 01524 415893

**PRESTON GLADES CARE HOME**
196 Miller Road, Ribbleton, Preston, Lancashire PR2 6NH
Tel: 01772 651484

**PRIMROSE BANK REST HOME**
153 Breck Road, Poulton-le-Fylde, Lancashire FY6 7HJ
Tel: 01253 884488

**PRIMROSE HOUSE**
Middleton Road, Middleton, Morecambe, Lancashire LA3 3J
Tel: 01524 853385

**PROSPECTS SUPPORTED LIVING LIMITED**
2 Wessex Close, Accrington, Lancashire BB5 6UA
Tel: 07526 311190

**RATHMORE CARE HOME**
3 St Anne’s Road East, Lytham St Annes, Lancashire FY8 1TA
Tel: 01253 729410

**RAVENSCROFT REST HOME LIMITED**
Liverpool Road, Longton, Preston, Lancashire PR4 5HA
Tel: 01772 614516

**RAVENSWOOD**
Market Street, Whitworth, Rochdale OL12 8SJ
Tel: 07720 717402

**RAYCROFT UNIT**
29 Morecambe Road, Morecambe, Lancashire LA3 3AA
Tel: 01524 420303

**REDLANDS CARE HOME**
44-46 Park Road, Lytham St Annes, Lancashire FY8 1PN
Tel: 07989 589173

**REIVER HOUSE**
303 Leyland Lane, Leyland, Lancashire PR25 1HY
Tel: 01772 432080

**RIBBLE VALLEY SHORT BREAK SERVICE**
12 Croasdale Drive, Clitheroe, Lancashire BB7 1LQ
Tel: 01200 424394

**RICHARD PECK HOUSE**
1 St Thomas Road, Lytham St Annes, Lancashire FY8 1JL
Tel: 01253 725519

**RIVERSIDE CARE CENTRE**
Sawley, Clitheroe, Lancashire BB7 4LF
Tel: 01200 441205

Visit www.carechoices.co.uk for further assistance with your search for care
RIVERSIDE REST HOME
17 West Beach, Lytham St Annes, Lancashire FY8 5QH
Tel: 01253 737317
Service: OP D LDA

ROCKMOUNT NORTHWEST
1 Blackburn Road, Rishton, Blackburn, Lancashire BB1 4HD
Tel: 01254 876362
Service: PD LDA MH SI AD

ROSEWOOD LODGE REST HOME
491 Clifton Drive North, Lytham St Annes, Lancashire FY8 2QX
Tel: 01253 721601
Service: OP

ROSENDALE ROAD
198 Rossendale Road, Burnley, Lancashire BB11 5DE
Tel: 01282 425668
Service: PD LDA MH SI YA

ROUGH LEE HOME
Rough Lee Road, Accrington, Lancashire BB5 2LN
Tel: 01254 393152
Service: PD

ROWANDALE
Back Lane, Clayton Le Woods, Chorley, Lancashire PR6 7EU
Tel: 01772 620739
Service: D PD LDA SI

ROWEDAST DEVELOPMENTS LIMITED T/A KENMURE LODGE RESIDENTIAL HOME
Kenmure Lodge Residential Home, Kenmure Place (Off Garstang Road), Preston, Lancashire PR1 6DD
Tel: 01772 250513
Service: OP

ROYAL CARE HOME
16-18 York Road, St Annes-on-Sea, Lancashire FY8 1HP
Tel: 01253 726196
Service: OP

RUSHLEY HOUSE RETIREMENT HOME
327 Lancaster Road, Morecambe, Lancashire LA4 6RH
Tel: 01524 417405
Service: OP

SCALEFORD CARE HOME
Lune Road, Lancaster, Lancashire LA1 5QT
Tel: 01524 841232
Service: OP D

SEA BANK HOUSE
27-31 The Esplanade, Knott End-on-Sea, Poulton-le-Flyde, Lancashire FY6 0AD
Tel: 01253 810888
Service: OP D

SENSE - 85 PARK ROAD
85 Park Road, Accrington, Lancashire BB5 1ST
Tel: 01254 397274
Service: LDA SI

SHAWCARE@HIGHRAY
15 Fornby Lane, Aughton, Ormskirk, Lancashire L39 7HG
Tel: 01695 421420
Service: OP PD

SHERWOOD
Clifton Street, Rishton, Blackburn, Lancashire BB1 4DW
Tel: 01254 829816
Service: OP

SHERWOOD LODGE
Sherwood Way, Fulwood, Preston, Lancashire PR2 9GA
Tel: 01772 394122 Advert page 80
Service: OP

SHOWLEY BROOK RESIDENTIAL HOME FOR THE ELDERLY
10 Knowsley Road, Wilpshire, Blackburn, Lancashire BB1 9PX
Tel: 01254 248188
Service: OP

SONACARE
2 Stockdove Way, Thornton Cleveleys, Lancashire FY5 2AP
Tel: 01253 821324
Service: OP PD

SOUTHVIEW LODGE RESIDENTIAL CARE HOME
92 Station Road, Hesketh Bank, Preston, Lancashire PR4 6SQ
Tel: 01772 812566
Service: OP

SPINDRIFT CARE HOME LIMITED
36-39 Cleveland Road, Lytham St Annes, Lancashire FY8 5JH
Tel: 01253 737014
Service: OP D PD LDA

SPINNEY, THE
The Spinney, Gough Lane, Bamber Bridge, Preston, Lancashire PR5 6AQ
Tel: 01772 323695
Service: LDA YA

SPOUT HOUSE SUPPORT SERVICES LIMITED
Bay Horse, Lancaster, Lancashire LA2 9DE
Tel: 01524 792261
Service: LDA MH YA

SPRING COTTAGE
Stone Moor Bottom, St John’s Road, Padiham, Lancashire BB12 7BS
Tel: 01282 771601
Service: OP

SPRINGFIELD RETIREMENT HOME LIMITED
14 Elms Road, Bare, Morecambe, Lancashire LA4 6AP
Tel: 01524 426032
Service: OP

ST HUBERT’S LODGE
St Hubert’s Road, Great Harwood, Blackburn, Lancashire BB6 7AR
Tel: 01254 888581
Service: OP

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
Advertisers are highlighted
Lancashire care homes continued

STAFFORD HOUSE RESIDENTIAL CARE HOME
7 North Promenade, Thornton Cleveleys, Lancashire FY5 1DB
Tel: 01253 853073

STANLEY GRANGE AND CHOICE NORTH WEST (SUPPORTED LIVING)
Roach Road, Samlesbury, Preston, Lancashire PR5 0RB
Tel: 01254 852878

STANLEY LODGE RESIDENTIAL HOME
School Lane, Off Cockerham Road, Forton, Lancashire LA2 0HE
Tel: 07802 413999

STARR HILLS
Ansdell Road South, Ansdell, Lytham St Annes, Lancashire FY8 5PQ
Tel: 01253 735037

STELLA MATUTINA CARE HOME
16 Clifton Drive, Ansdell, Lytham St Annes, Lancashire FY8 5RQ
Tel: 01253 734834

STOCKDOVE HOUSE
12 Stockdove Way, Thornton Cleveleys, Lancashire FY5 2AP
Tel: 01253 855967

STOCKS HALL RESIDENTIAL HOME - ORMSKIRK
76a Nursery Avenue, Ormskirk, Lancashire L39 2DZ
Tel: 01695 579842

STONEHAVEN
Church Street, Crawshawbooth, Rossendale, Lancashire BB4 8BU
Tel: 07519 864866

SUMMERFIELDS CARE HOME
Summerfields House, White Lund Road, Morecambe, Lancashire LA3 3NL
Tel: 01524 425184

SUN HILL PRIVATE RESIDENTIAL CARE HOME
147 Manchester Road, Burnley, Lancashire BB11 4HT
Tel: 01258 422500

SUNNYSIDE REST HOME
Coupland Close, Whitworth, Rochdale, Lancashire OL12 8QE
Tel: 01706 659917

SWILLBROOK HOUSE RESIDENTIAL HOME
Swillbrook House, Rosemary Lane, Preston, Lancashire PR4 0HB
Tel: 01772 690317

SYCAMORE RISE RESIDENTIAL CARE HOME
3 Hill Lane, Colne, Lancashire BB8 7EF
Tel: 01282 864209

TEAMCARE LIMITED T/A HIGHCLIFFE RESIDENTIAL HOME
226 Preston Road, Whittle-le-Woods, Chorley, Lancashire PR6 7HW
Tel: 01257 265198

THISTLE MANOR
Edisford Road, Clitheroe, Lancashire BB7 3LA
Tel: 01200 422681

THISTLETON LODGE
Fleetwood Road, Thistleton Kirkham, Preston, Lancashire PR4 3YA
Tel: 01995 671088

THORNS RETIREMENT HOME, THE
1 Coastal Road, Hestbank, Lancaster, Lancashire LA2 6DW
Tel: 01524 822558

THORNTON LODGE CARE HOME
23 Trunnah Road, Thornton Cleveleys, Lancashire FY5 4HF
Tel: 01253 856001

THORNTON LODGE RESIDENTIAL CARE HOME
43-47 Thornton Road, Morecambe, Lancashire LA4 5PD
Tel: 01524 410430

TOWNELEY HOUSE
143-145 Todmorden Road, Burnley, Lancashire BB11 3HA
Tel: 01282 424739

TOWNFIELD AND COACH HOUSE
99-103 Church Street, Great Harwood, Blackburn, Lancashire BB6 7QB
Tel: 01254 884058

TREGOTHNAN CARE HOME
112 Balmoral Road, Morecambe, Lancashire LA3 1ST
Tel: 01524 412259

TUDOR CARE HOME
62 Orchard Road, Lytham St Annes, Lancashire FY8 1PJ
Tel: 01253 723236

Visit www.carechoices.co.uk for further assistance with your search for care
TYLECOTE
10 Furness Road, Heysham, Morecambe, Lancashire LA3 1EZ
Tel: 01524 414834

UNITED RESPONSE - 9 BEVERLEY ROAD NORTH
9 Beverley Road North, Lytham St Annes, Lancashire FY8 3EU
Tel: 01253 723910

UNITED RESPONSE - 15 OSBORNE ROAD
15 Osborne Road, Lytham St Annes, Lancashire FY8 1HS
Tel: 01253 711955

UNITED RESPONSE - 73 ELMERS GREEN
73 Elmers Green, Skelmersdale, Lancashire WN8 6SG
Tel: 01695 732615

UNITED RESPONSE - 85 ST ANNE’S ROAD EAST
85 St Anne’s Road East, St Anne’s-on-Sea, Lancashire FY8 3NF
Tel: 01253 789074

VEEDEALE
Back Lane, Clayton Le Woods, Chorley, Lancashire PR6 7EU
Tel: 01772 334182

VICTORIA HOUSE
2 Victoria House, Poulton-le-Fylde, Lancashire FY6 7JA
Tel: 01253 892400

VICTORIA HOUSE
25 Victoria Avenue, Brierfield, Nelson, Lancashire BB9 5RH
Tel: 01282 697535

VICTORIA RESIDENTIAL HOME, THE
Thursby Road, Burnley, Lancashire BB10 3AU
Tel: 01282 416475

VILLAROSE REST HOME
256 Clifton Drive South, Lytham St Annes, Lancashire FY8 1NE
Tel: 01253 711860

VINE HOUSE REST HOME
375 Union Road, Oswaldtwistle, Accrington, Lancashire BB5 3NS
Tel: 01254 391820

WELLFIELD
200 Whalley Road, Accrington, Lancashire BB5 5AA
Tel: 01254 235386

WENTWORTH HOUSE
283 Clifton Drive South, Lytham St Annes, Lancashire FY8 1HN
Tel: 01253 724367

WESTHOLME
24-28 Victoria Road, Lytham St Annes, Lancashire FY8 1LE
Tel: 01253 727114

WESTPORT HOUSE CARE HOME
320 Fleetwood Road North, Thornton Cleveleys, Lancashire FY5 4LD
Tel: 01253 864016

WESTWARDS HOUSE RESIDENTIAL CARE HOME
BLHC Westwards House Limited, 18 Croston Road, Garstang, Lancashire PR3 1EN
Tel: 01995 602055

WESTWOOD RESIDENTIAL CARE HOME
29-31 Southport Road, Chorley, Lancashire PR7 1LF
Tel: 01257 264626

WILLOWBANK REST HOME
42 Lancaster Lane, Clayton-le-Woods, Leyland, Lancashire PR25 5SP
Tel: 01772 435429

WILLOWS RESIDENTIAL CARE HOME, THE
30 Slinger Road, Thornton Cleveleys, Lancashire FY5 1BN
Tel: 01253 863059

WOODLANDS
Gough Lane, Bamber Bridge, Preston, Lancashire PR5 6AQ
Tel: 01772 334832

WOODLANDS HOME FOR OLDER PEOPLE
Warwick Avenue, Clayton-le-Moors, Accrington, Lancashire BB5 5RW
Tel: 01254 394732

WOODLEIGH HOUSE
Woodlea Road, Waterfoot, Rossendale, Lancashire BB4 7BD
Tel: 01706 227418

WOODSIDE HOME FOR OLDER PEOPLE
Burnley Road, Padiham, Burnley, Lancashire BB12 8SD
Tel: 01282 774457

WORDSWORTH HOUSE
Wordsworth Street, Hapton, Burnley Lancashire BB12 7JX
Tel: 01282 778940

YACHTSMAN CARE HOME, THE
41-42 Laidleys Walk, Fleetwood, Lancashire FY7 7JL
Tel: 01253 873472

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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
Lancashire care homes with nursing

- AARON CREST CARE HOME
  Tanhouse Road, Skelmersdale, Lancashire WN8 6AZ
  Tel: 01695 558880
  OP D

- ABBEYCROFT NURSING & RESIDENTIAL CARE HOME
  Burnley Road, Loveclough, Lancashire BB4 8QL
  Tel: 01706 225582 Advert page 64
  OP D PD MH

- ADDISON COURT
  Addison Street, Accrington, Lancashire BB5 6AG
  Tel: 01254 233821
  OP D

- ALEXANDRA NURSING HOME - POULTON-LE-FYLDE
  Moorland Road, Poulton-le-Fylde, Lancashire FY6 7EU
  Tel: 01253 893313
  OP D PD

- ALISTRE LODGE NURSING & CARE HOME
  J Parker (Care) Limited, 67-69 St Annes Road East, Lytham St Annes, Lancashire FY8 1UR
  Tel: 01253 726286
  OP

- ALSTON VIEW NURSING AND RESIDENTIAL HOME
  Fell Brow, Longridge, Preston, Lancashire PR3 3NT
  Tel: 01772 782010
  OP D PD

- ANDREW SMITH HOUSE - NELSON
  Marsden Hall Road North, Nelson, Lancashire BB9 8JN
  Tel: 01282 613586
  OP D PD YA

- ASHLANDS NURSING HOME
  Turnpike, Newchurch, Rossendale, Lancashire BB4 9DU
  Tel: 01706 217979
  OP

- ASMAL HALL CARE HOME
  Aasmall Lane, Scarisbrick, Ormskirk, Lancashire L40 8JL
  Tel: 01695 579548
  OP D PD

- AUGHTON GRANGE CARE HOME
  26 Granville Park, Aughton, Lancashire L39 5DU
  Tel: 01695 423564
  D

- BANKHOUSE NURSING HOME
  Shard Road, Hambleton, Poulton-le-Fylde, Lancashire FY6 9BU
  Tel: 01253 807939 Advert page 68
  OP D

- BANKSFIELD NURSING HOME
  20 Banksfield Avenue, Fulwood, Preston, Lancashire PR2 3RN
  Tel: 01772 733001
  OP D

- BARRISLE CARE HOME
  17 Greenside Gardens, Moss Side Way, Leyland, Lancashire PR26 7SG
  Tel: 01772 494000
  OP D

- BEAUFORT CARE HOME
  High Lane, Burscough, Ormskirk, Lancashire L40 7SN
  Tel: 01704 897766
  OP

- BEECHES CARE HOME
  25 Park Road, Coppull, Chorley, Lancashire PR7 5AH
  Tel: 01257 792687
  OP D

- BELGARTH CARE HOME
  Wheatley Lane Road, Barrowford, Nelson, Lancashire BB9 6QP
  Tel: 01282 699077
  OP D MH

- BELMAR NURSING HOME, THE
  25 Clifton Drive, Lytham St Annes, Lancashire FY8 5QX
  Tel: 01253 739534
  OP D MH YA AD

- BIRCH GREEN CARE HOME
  Ivydale, Birch Green, Skelmersdale, Lancashire WN8 6RS
  Tel: 01695 50916
  OP D PD LDA MH SI YA

- BRANDRETH LODGE CARE HOME LIMITED
  Stoney Lane, Parbold, Wigan, Greater Manchester WN8 7AF
  Tel: 01257 464434
  OP PD

- BRIDGeway CARE HOME
  Gamull Lane, Ribbleton, Preston, Lancashire PR2 6TQ
  Tel: 01772 796048
  OP D PD LDA SI YA

- BROOKHAVEN
  Gough Lane, Bamber Bridge, Preston, Lancashire PR5 6AQ
  Tel: 01772 646650
  MH

- BURROWBeCK Grange NURSING HOME
  Scotforth Road, Lancaster, Lancashire LA1 4XN
  Tel: 01524 841876
  OP D

- CHURCH VIEW (NURSING HOME)
  Princess Street, Accrington, Lancashire BB5 1SP
  Tel: 01254 386658
  OP D

- CLEVELEYS NURSING HOME
  19 Rossall Road, Thornton Cleveleys, Lancashire FY5 1DX
  Tel: 01253 865550
  OP D PD

- CONIFERS NURSING HOME
  The Conifers, Hambleton, Poulton-le-Fylde, Lancashire FY6 9EP
  Tel: 01253 701777
  OP D

- CORNMIll NURSING AND RESIDENTIAL CARE HOME
  Cornmill Nursing Home, Bonds Lane, Garstang, Preston, Lancashire PR3 1RA
  Tel: 01995 606446
  OP PD YA

Service
Older people (65+)
Dementia
Physical disability
Learning disability, autism
Mental health
Sensory impairment
Younger adults
People who misuse alcohol or drugs

Visit www.carechoices.co.uk for further assistance with your search for care
Feel right at home
with Barchester care homes

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

www.barchester.com

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.

We have a range of services to suit all care needs, including:

Nursing care • Residential care • Dementia care • Respite care

Call to book your Respite Break with us now

Dovedale Court
Dovedale Avenue, Ingol, PR2 3WQ
01772 507 106

Glenroyd
1 Glenroyd Close, Blackpool, FY3 9HF
01253 464 232

Langdales
117–119 Hornby Road, Blackpool, FY1 4QP
01253 464 233

Laurel Bank
Westbourne Road, Lancaster, LA1 5EF
01524 487 354

Sherwood Court
Sherwood Way, Fulwood, PR2 9GA
01772 394 121

Sherwood Lodge
Sherwood Way, Fulwood, PR2 9GA
01772 394 122

Sutton Grange
Greaves Hall Avenue, Banks, PR9 8BL
01704 741 198

Glenroyd
1 Glenroyd Close, Blackpool, FY3 9HF
01253 464 232

Langdales
117–119 Hornby Road, Blackpool, FY1 4QP
01253 464 233

Laurel Bank
Westbourne Road, Lancaster, LA1 5EF
01524 487 354

Sherwood Court
Sherwood Way, Fulwood, PR2 9GA
01772 394 121

Sherwood Lodge
Sherwood Way, Fulwood, PR2 9GA
01772 394 122

Sutton Grange
Greaves Hall Avenue, Banks, PR9 8BL
01704 741 198

Dovedale Court
Dovedale Avenue, Ingol, PR2 3WQ
01772 507 106

Glenroyd
1 Glenroyd Close, Blackpool, FY3 9HF
01253 464 232

Langdales
117–119 Hornby Road, Blackpool, FY1 4QP
01253 464 233

Laurel Bank
Westbourne Road, Lancaster, LA1 5EF
01524 487 354

Sherwood Court
Sherwood Way, Fulwood, PR2 9GA
01772 394 121

Sherwood Lodge
Sherwood Way, Fulwood, PR2 9GA
01772 394 122

Sutton Grange
Greaves Hall Avenue, Banks, PR9 8BL
01704 741 198

Barchester
Celebrating life
Lancashire care homes with nursing continued

CRAWSHAW HALL MEDICAL CENTRE AND NURSING HOME
Burnley Road, Crawshawbooth, Rossendale, Lancashire BB4 8LZ
Tel: 01706 228694 OP D PD MH YA

CROSTON PARK NURSING HOME
Town Road, Croston, Leyland, Lancashire PR26 9RA
Tel: 01772 601431 OP D PD MH SI

CRYSTAL HALL
Whittingham, Preston, Lancashire PR3 2JE
Tel: 01772 861034 MH YA

CUERDEN DEVELOPMENTS LIMITED - CUERDEN GRANGE NURSING
Cuerden Grange Nursing Home, 414 Station Road Bamber Bridge, Preston, Lancashire PR5 6JN
Tel: 01772 628700 OP PD MH

DELAHEYS NURSING HOME
215 Clifton Drive South, St Annes, Lytham St Annes, Lancashire FY8 1ES
Tel: 01253 714946 OP

DOUGLAS BANK NURSING HOME
Lees Lane, Appley Bridge, Wigan, Greater Manchester WN8 0SZ
Tel: 01257 255823 OP D PD SI

DOVE COURT RESIDENTIAL AND NURSING HOME
Shuttleworth Street, Burnley, Lancashire BB10 1EN
Tel: 01282 792893 Advert page 68 OP D PD MH

DOVEDALE COURT
Dovedale Avenue, Ingol, Preston, Lancashire PR2 3WQ
Tel: 01772 507106 Advert page 80 OP D

EUXTON PARK CARE HOME
Wigan Road, Euxton, Chorley, Lancashire PR7 6DY
Tel: 01257 230022 OP PD

FLEETWOOD NURSING HOME
Grange Road, Fleetwood, Lancashire FY7 8BH
Tel: 01253 779290 OP MH

GILLIBRAND HALL NURSING CARE HOME
Folly Wood Drive, Chorley, Lancashire PR7 2FW
Tel: 01257 270586 OP D PD

GRANGE CARE HOME, THE
Keighley Road, Colne, Lancashire BB8 0QG
Tel: 01282 866054 OP PD

GREENFIELD RESIDENTIAL AND NURSING HOME
Tag Lane, Ingol, Preston, Lancashire PR2 7AB
Tel: 01772 978622 Advert page 68 OP D PD

GROVE CARE HOME, THE
40 Owen Street, Rosegrove, Burnley, Lancashire BB12 6HW
Tel: 01282 437788 OP YA

GUY’S COURT NURSING HOME
409 Poulton Road, Fleetwood, Lancashire FY7 7JY
Tel: 01253 776073 OP D

HARVEY HOUSE
Ashhton Road, Lancaster, Lancashire LA1 5AZ
Tel: 0845 521 3099 MH YA AD

HAZEL HOUSE CARE HOME
30 Paradise Lane, Moss Side, Leyland, Lancashire PR26 7ST
Tel: 01772 452750 OP PD

HAZELDENE CARE HOME
49 Ribchester Road, Clayton-le-Dale, Blackburn, Lancashire BB1 9HU
Tel: 01254 240360 OP D

HEADROOMGATE NURSING HOME
1 Oxford Road, Lytham St Annes, Lancashire FY8 2EA
Tel: 01253 724326 OP D

HEALEY LODGE NURSING HOME
114 Manchester Road, Burnley, Lancashire BB11 4HS
Tel: 01282 436556 OP LDA YA

HEATHER GRANGE
Queens Road, Burnley, Lancashire BB10 1XX
Tel: 01282 415908 OP D MH

HEIGHTSIDE HOUSE NURSING HOME
Newchurch Road, Rawtenstall, Rossendale, Lancashire BB4 9HG
Tel: 01706 830570 OP MH YA

HIGHER COCKHAM FARM
Roundhill Road, Haslingden, Lancashire BB4 5TU
Tel: 01706 223864 MH

HIGHFIELD HALL
Grane Road, Haslingden, Rossendale, Lancashire BB4 5ES
Tel: 01706 222326 OP D MH YA

HILL VIEW CARE HOME
Hurst Lane (Off Crankshaw Street), Rawtenstall, Rossendale, Lancashire BB4 7RA
Tel: 01706 218484 OP D PD MH YA

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

Advertisers are highlighted

Visit www.carechoices.co.uk for further assistance with your search for care
### Lancaster care homes with nursing continued

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<tr>
<td>MH Mental health</td>
<td>SI Sensory impairment</td>
</tr>
</tbody>
</table>

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**HILLCROFT HOUSE**
Chapel Lane, Galgate, Lancaster, Lancashire LA2 0PR
Tel: 01524 751691

**HILLCROFT NURSING HOMES - CATON GREEN ROAD**
Caton Green Road, Brookhouse, Lancaster, Lancashire LA2 9JH
Tel: 01524 770334

**HILLCROFT NURSING HOMES - NORTH ROAD**
North Road, Carnforth, Lancaster, Lancashire LA5 9LX
Tel: 01524 734433

**HILLCROFT NURSING HOMES - THROSTLE GROVE**
Throstle Grove, Slyne with Hest, Lancaster, Lancashire LA2 6AX
Tel: 01524 825328

**HILLCROFT NURSING HOMES - WESTBOURNE ROAD**
Westbourne Road, Lancaster, Lancashire LA1 5DX
Tel: 01524 63107

**HILLCROFT NURSING HOMES - WOODLANDS DRIVE**
Woodlands Drive, Morecambe, Lancashire LA3 1LZ
Tel: 01524 858599

**HOLLIES NURSING AND RESIDENTIAL HOME LIMITED**
44 Church Street, Clayton-le-Moors, Accrington, Lancashire BB5 5HT
Tel: 01254 319519

**HOPE HOUSE**
Rishton Road, Clayton-le-Moors, Accrington, Lancashire BB5 5PN
Tel: 01254 397220

**JEANNE JUGAN RESIDENCE**
228 Garstang Road, Preston, Lancashire PR2 9RB
Tel: 01772 717454

**LAKE VIEW NURSING HOME**
Chorley Road, Withnell, Chorley, Lancashire PR6 6BG
Tel: 01254 831005

**LAKELAND VIEW CARE CENTRE**
220-224 Heysham Road, Heysham, Morecambe, Lancashire LA3 1NL
Tel: 01524 410917

**LAUREL BANK**
Westbourne Road, Lancaster, Lancashire LA1 5EF
Tel: 01524 487354 Advert page 80

**LAURELS NURSING & RESIDENTIAL CARE HOME, THE**
Bankside Lane, Bacup, Lancashire OL13 8GT
Tel: 01706 878389 Advert page 64

**LE GRAND NURSING HOME**
103 Preston Old Road, Freckleton, Preston, Lancashire PR4 1HD
Tel: 01772 679300

**LISIEUX HALL RESIDENTIAL NURSING HOME**
Dawson Lane, Whittle-le-Woods, Chorley, Lancashire PR6 7DX
Tel: 01257 266311

**LODGE, THE - DEMENTIA CARE WITH NURSING**
Buckshaw Retirement Village, Oakbridge Drive, Buckshaw Village, Chorley, Lancashire PR7 7EP
Tel: 01772 625000

**LONGTON NURSING AND RESIDENTIAL HOME**
11 Marsh Lane, Longton, Preston, Lancashire PR4 5ZJ
Tel: 01772 616144

**LYTHAM COURT NURSING CARE HOME**
2-3 Lowther Terrace, Lytham St Annes, Lancashire FY8 5QG
Tel: 01253 735216

**MANOR HOUSE, THE**
26 Bridge Road, Chatburn, Clitheroe, Lancashire BB7 4AW
Tel: 01200 441394

**MANSE NURSING HOME, THE**
Kirkgate, Kirkham, Preston, Lancashire PR4 2UJ
Tel: 01772 686684

**MAPLEFORD (NURSING HOME) LIMITED**
Bolton Avenue, Huncoat, Accrington, Lancashire BB5 6HN
Tel: 01254 871255

**MARGARET HOUSE**
221 Manchester Road, Burnley, Lancashire BB11 4HN
Tel: 01282 423804

**MARLEY COURT NURSING HOME LIMITED**
Bolton Road, Heath Charnock, Chorley, Lancashire PR7 4AZ
Tel: 01257 226700

**MEADOW BANK NURSING AND RESIDENTIAL HOME**
Meadow Lane, Bamber Bridge, Preston, Lancashire PR5 8LN
Tel: 01772 972625 Advert page 68

**MOOR PARK HOUSE LIMITED**
81-83 Garstang Road, Preston, Lancashire PR1 1LD
Tel: 01772 886785

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This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
Lancashire care homes with nursing continued

SPRINGFIELD COURT NURSING HOME
33 Springfield Road, Aughton, Ormskirk, Lancashire L39 6ST
Tel: 01695 424344

SPRINGFIELD NURSING HOME
191 Spendmore Lane, Coppull, Chorley, Lancashire PR7 5BY
Tel: 01257 470140

SPRINGHILL CARE HOME
Springhill House, Fairfield Street, Accrington, Lancashire BB5 0LD
Tel: 01254 381719

ST ALBAN’S NURSING HOME
Clarence Avenue, Knott End-on-Sea, Poulton-le-Fylde, Lancashire FY6 0AH
Tel: 01253 810292

ST ANDREW’S HOUSE
37 Rainhall Road, Barnoldswick, Lancashire BB18 5DG
Tel: 01282 816701

ST GEORGE’S NURSING CARE HOME
2 Marine Drive, Fairhaven, Lytham St Annes, Lancashire FY8 1AU
Tel: 01253 730502

ST MARY’S GATE EUXTON
25 St Mary’s Gate, Euxton, Chorley, Lancashire PR7 6AH
Tel: 01257 241899

ST WILFRID’S HALL NURSING HOME
Foundry Lane, Halton-on-Lune, Lancaster, Lancashire LA2 6LT
Tel: 01524 811229

STOCKS HALL NURSING HOME - BURSCOUGH
251 Liverpool Road South, Burscough, Lancashire L40 7RE
Tel: 01704 895667

STOCKS HALL NURSING HOME - SKELMERSDALE
50C Whitemoss Road, Skelmersdale, Lancashire WN8 8BL
Tel: 01695 555234

SUE RYDER - CUERDEN HALL
Shady Lane, Bamber Bridge, Preston, Lancashire PR5 6AZ
Tel: 01772 627374

SUTTON GRANGE
Greaves Hall Avenue, Banks, Lancashire PR9 8BL
Tel: 01704 741198 Advert page 80

SWANSEA TERRACE
108-114 Watery Lane, Ashton-on-Ribble, Preston, Lancashire PR2 1AT
Tel: 01772 736689

THISTLE MANOR
Edisford Road, Clitheroe, Lancashire BB7 3LA
Tel: 01200 422681

TURFCOTE CARE HOME WITH NURSING
Helmshore Road, Haslingden, Rossendale, Lancashire BB4 4OP
Tel: 01706 229735

WALTON HOUSE NURSING HOME
188 Chorley Road, Walton-le-Dale, Preston, Lancashire PR5 4PD
Tel: 01772 628514

WHITE ASH BROOK CARE HOME
Thwaites Road, Oswaldtwistle, Accrington, Lancashire BB5 4QR
Tel: 0345 293 7664

WHITELOW HOUSE
NURSING AND RESIDENTIAL HOME
429 Marine Road East, Morecambe, Lancashire LA4 6AA
Tel: 01524 411167

WILLOW LODGE
15-16 Moss View, Ormskirk, Lancashire L39 4QA
Tel: 01695 579319

WILLOWBANK NURSING HOME
Pasturegate, Burnley, Lancashire BB11 4DE
Tel: 01254 423588

WINDSOR ROAD MENTAL NURSING HOME
30 Windsor Road, Ansdell, Lancashire FY8 1AH
Tel: 01254 731424

WITHTY GROVE HOUSE
Poplar Grove, Bamber Bridge, Preston, Lancashire PR5 6RE
Tel: 01772 337105

WOODHILL HOUSE HOME FOR OLDER PEOPLE
60 Woodhill Lane, Morecambe, Lancashire LA4 4NN
Tel: 01524 423588

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

Advertisers are highlighted

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

Age UK
Age UK Lancashire has experienced and trained information and advice officers to cover the districts of Burnley, Pendle, Rossendale, Wyre and Chorley.

Head Office
61-63 St Thomas’s Road, Chorley PR7 1JE
Tel: 01257 233200
Information hotline: 0300 303 1234. Calls are charged at local rate.
Web: www.ageuk.org.uk/lancashire

Carers’ support
Carers Lancashire
Tel: 0345 688 7113

Carers Link
Hyndburn and Ribble Valley, Ground Floor Office, Melbourne House, Eastgate, Accrington BB5 6PU
Tel: 01254 387444
Email: info@carerslink.net

Central and West Lancashire Carers,
10/12 Westgate,
Skelmersdale,
Lancashire WN8 8AZ
Tel: 01695 711243
Email: info@cwlcarers.org.uk
Web: www.cwlcarers.org.uk

Clinical Commissioning Groups (CCGs)
Clinical Commissioning Groups are responsible for commissioning healthcare and wellbeing services for their local population.

NHS East Lancashire CCG
Walshaw House, Regent Street,
Nelson BB9 8AS
Tel: 01282 644700

NHS Lancashire North CCG
Moor Lane Mills, Moor Lane,
Lancaster LA1 1QD
Tel: 01524 519369
Email: info@lancashirenorthccg.nhs.uk

NHS West Lancashire CCG
Hilldale, Wigan Road, Ormskirk L39 2JW
Tel: 01695 588000
Email: info@westlancashireccg.nhs.uk

Customer Care Team (all CCGs)
For comments, compliments, concerns and complaints.
Jubilee House,
Lancashire Business Park,
Centurion Way,
Leyland PR26 6TR
Freephone: 0800 032 2424
Tel: 01772 777952
Textphone: 01772 227005
Email: customer.care@lancashirecsu.nhs.uk

Disability Advice West Lancashire
Specialist information and advice service for disabled people and carers in West Lancashire.
Whelmar House, 2nd Floor, Southway,
Skelmersdale WN8 6NN
Tel: 01695 51819
Freephone: 0800 220676
Minicom: 01695 51512
Helpdesk opening times
Monday, Tuesday, Thursday 10.00am to 4.00pm
Wednesday, Friday 10.00am to 1.00pm
Email: enquiries@wldh.org.uk

Foundations
National body for Home Improvement Agencies and handyperson’s services.
Bleaklow House, Howard Town Mill, Glossop,
Derbyshire SK13 8HT
Tel: 0845 864 5210
Email: info@foundations.uk.com

Headway Preston and Chorley
Provides help and support to people with an acquired brain injury and their families.
Newlands House,
60 Chain House Lane,
Whitestake,
Preston PR4 4LG
Tel: 01772 696646
Email: headwayprestonandchorley@gmail.com
Web: www.headwaypreston.com

Healthwatch Lancashire
Aims to ensure that the views of the public are taken into account when health and social care services are planned for and provided.
Help Direct - The Safe Trader Scheme
The Safe Trader Scheme is run in partnership with Lancashire County Council Trading Standards and aims to help people find traders for property repairs, home improvements and domestic services such as cleaning, laundry and shopping delivery. It also includes details of registered care services in Lancashire.
Trading Standards Service, County Hall, Preston PR1 0LD
Tel: 0303 333 1111
Email: safetrader@lancashire.gov.uk
Web: www.traderregister.org.uk/lancashire

Lancashire Care Association
Represents providers of quality health and social care. See page 6 for further information.
Centurion House, Centurion Way, Leyland PR25 3GR
Tel: 01772 455574

Lancashire Learning Disability Consortium
See page 7 for further information.
Conway House Ackhurst Business Park Foxhole Road Chorley PR7 1NY
Email: admin@lldc.org

Mencap Lancashire
Valuing and supporting people with a learning disability.
Chorley Mencap
New Trees, Stump Lane, Chorley PR6 0AL
Tel: 01257 241120
Morecambe and Lancaster Mencap
Charles Street, Morecambe LA4 5SX
Tel: 01524 844867

Mobile library service
Covering the whole county and fully accessible, mobile libraries carry a selection of books suitable for all ages, including large print, and in some cases talking books as well.

General enquiries
Tel: 0300 123 6703
Email: library@lancashire.gov.uk

Multiple Sclerosis Society Lancashire
Support and advice for those diagnosed with the condition, as well as professionals and carers.
National contact:
Tel: 0808 800 8000
Email: helpline@mssociety.org.uk
Web: www.mssociety.org.uk

National Autistic Society, The
Provides a wide range of quality, personalised support services for people on the autism spectrum and their families and carers in Lancashire.
Margaret House, Queen Street, Great Harwood, Lancashire BB6 7QP
Tel: 01254 888535
Email: north.services@nas.org.uk
Web: www.autism.org.uk/north

One Voice Disability Services
Run by disabled people with personal knowledge and experience of disability issues, this organisation delivers a free and confidential information service - either by telephone referral, email or via a drop-in facility.
Tel: 01524 382764
Web: www.onevoicedisabilityservices.org.uk

Patient Experience Team (Blackpool Teaching Hospitals NHS Foundation Trust)
A one-stop shop offering advice, information, signposting and support in resolving concerns locally by working in partnership with trust staff and other agencies on behalf of patients. Covering Blackpool Teaching Hospitals NHS Foundation Trust and Lancashire Care NHS Trust.
Tel: 01253 655589

The Silver Line
24-hour telephone befriending and advice helpline.
Tel: 0800 470 8090
Web: www.thesilverline.org.uk
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