

Cambridgeshire

Adult Care and Support Services Guide 2016



**Where to go for information about care
and support for adults in Cambridgeshire**

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



www.carechoices.co.uk

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SCIMITAR: SYNONYMOUS WITH QUALITY –
QUALITY OF CARE, QUALITY OF SERVICE, QUALITY OF LIFE

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For extra copies of this Guide, please email the **Family Information Service** at carechoices@cambridgeshire.gov.uk or call **Customer Services** on **0345 045 5202**.

Alternative formats

This Guide is available electronically at www.carechoices.co.uk. There is also a Browsealoud option for those requiring the information in the spoken word.

get **textHELP**
Browsealoud

Welcome

Welcome to the 2016 edition of the Cambridgeshire Adult Care and Support Services Guide, produced annually in association with the publisher, Care Choices.

We know that making decisions about help, care and support for yourself or someone you care for can be daunting, particularly if it's new to you.

This Guide offers an introduction to how you can get the information, care and support you need to enjoy the best quality of life for as long as possible, by taking you through the options available. It includes useful checklists and information about:

- living independently and safely at home;
- equipment to help make life easier;
- leaving hospital;
- making use of local services;
- care at home, and residential care;
- paying for care;
- support for carers; and
- what to do if you are worried about someone's safety.

As well as helping you navigate your way around, advice about where to go to talk to someone about your options and how to get in contact with our adult social care teams is also included.

In April 2015, the introduction of the Care Act made positive changes to care and support for adults and carers.

These include: improving how we safeguard people; how we support carers; how we help people plan more easily for their future; and having the information and advice they need to make decisions about care and support.

In Cambridgeshire, the Council and its partners in health, (including GPs, hospitals, Clinical Commissioning Groups, UnitingCare, Cambridgeshire and Peterborough NHS Foundation Trust, Cambridgeshire Community Services, etc), city and district councils and the voluntary and community sector are working together to achieve this. Multi-disciplinary teams of health and social care staff are being developed to provide better linked care and support. This includes working together to share information and improve services.

The Guide can be viewed electronically and with Browsealoud compatible software by going to www.carechoices.co.uk



Ely Cathedral

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Helping you navigate the information, systems, support and services available

Where to start

This Guide is a good starting point to help you think about care and support options and will provide you with information on where to go next, what you can do yourself and who to contact.

Services, funding and contact details in this Guide may change. If you can go online you will be able to find the most up-to-date information about care and support in Cambridgeshire at

www.cambridgeshire.gov.uk/careandsupport

If you can't easily access the internet, ask at your local library. Staff there can help you to either find the information you need online or help you get started with the internet.

If you prefer to talk to someone you can:

- call Customer Services on **0345 045 5202** to discuss your options; or
- call one of the specialist telephone lines in this Guide.

If you are worried about someone and concerned that they are, or may be, being abused, call Customer Services on **0345 045 5202**. See page 47 for more information on safeguarding.

If you have, or are worried about, a mental health issue you should contact your GP in the first instance (see page 19 for more information about mental health and dementia).

What happens if you contact the Council to find out about care and support or are referred by your GP?

Customer Services will act as the first point of contact for all care and support enquiries, call **0345 045 5202**. The trained staff know about the services available and can offer advice on who else may be able to help and what to do next.

Contacting Customer Services

When you contact Customer Services on **0345 045 5202**, staff will have a conversation with you to find out more about your circumstances. The aim is to provide you with the right information and ensure you receive the support you need. This could include helping you to get information and advice, short-term support to remain independent, or a referral for a social care assessment.

Information and advice

There is information available to help you plan for the



future, stay healthy and retain or regain your independence, and, if care becomes a necessity, to inform you about your choices. We can also tell you about voluntary services and things to do in your area.

For more information visit our website

www.cambridgeshire.gov.uk/careandsupport or call Customer Services on **0345 045 5202**, or visit your local library.

Short-term support – staying independent

There is short-term support available designed to help people become as independent as possible following an illness or operation. It is tailored to individual needs to help you learn (or re-learn) important skills you need for everyday life, giving you the best opportunity to regain confidence, rather than relying on longer-term support. It may include:

- a programme of re-ablement to help you (re-)learn how to do things for yourself (see page 16);
- loan of community equipment to help make everyday tasks easier; or
- assistive technology to help you maintain your independence (see page 12).

Social care assessments

A social care assessment looks in detail at your situation and the things that are important to you, so that together we can see if you are eligible for support from us and make a care and support plan for you. You can have someone you know with you at your assessment. During the assessment, we will explain how we decide who is eligible for support, and any costs and charges that may apply.

Everyone is entitled to an assessment of their needs if they ask for one. This means you can ask for an assessment

even if you are paying for the full cost of your care and support yourself.

We are also able to offer support and advice prior to a formal assessment to explore what support is available and help to explain how the system works.

Planning your support

Your care and support plan is all about you – your strengths and abilities; your care needs; what you want to achieve; and the support you need to live as independently as possible.

We will work out the cost of your care and support and let you know whether we can contribute any money towards this. See page 44 for more information on paying for care.

Once your support is in place we will contact you to

check how you are doing and whether you need any additional support. We will make sure you have someone to contact in case you have any questions or need any help.

Advocacy services

Advocacy can be especially useful if you have a disability and you need to make your voice heard. 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 and support. You can also have an advocate present for your assessment if you wish.

For information on advocacy in Cambridgeshire, go to www.cambridgeshire.gov.uk/advocacy

Staying independent

There is a wide range of services, support and equipment all aimed at helping people to live independently and make the most of their lives. These range from practical support to help manage everyday living, to ideas about activities and groups to encourage people to be involved in their community.

The next pages provide information on some of the

support and services available to help you start thinking about options. More details are available at

www.cambridgeshire.gov.uk/careandsupport

Alternatively, you can telephone Customer Services on **0345 045 5202** or call in to your local library where someone can help you access the information online.

Living at home

Daily living and equipment – making life easier at home

Pages 7-10 show some useful ideas, hints and tips about things that you can do and equipment that might help you in your home.

Safe and Well Cambridgeshire, run by NRS Healthcare and supported by the Council, provides a range of equipment that you can purchase to help with everyday tasks.

Tel: **01480 415719**

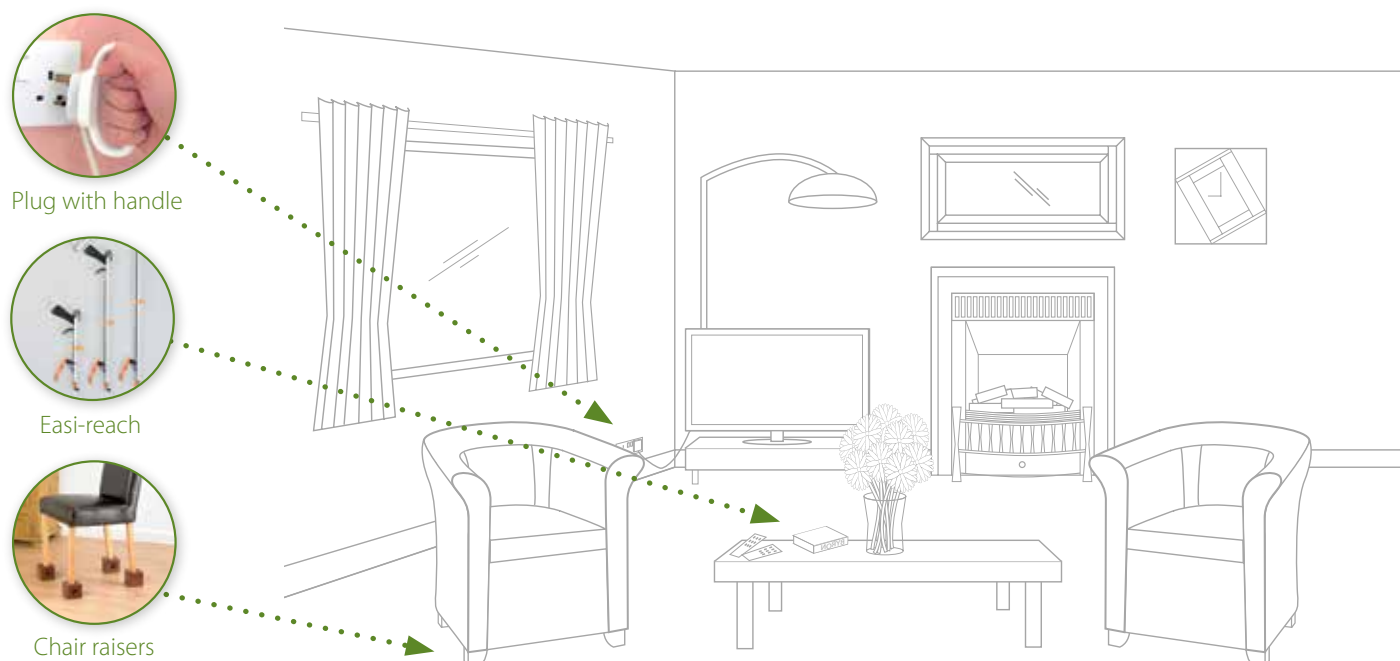
Web: www.safeandwell.co.uk/cambridgeshire

There is also a wide range of gadgets available to purchase from the high street or through homeware catalogues and online retailers.

If you already have equipment on loan from NRS but no longer require it, please call **0845 121 3456** to arrange for it to be collected.

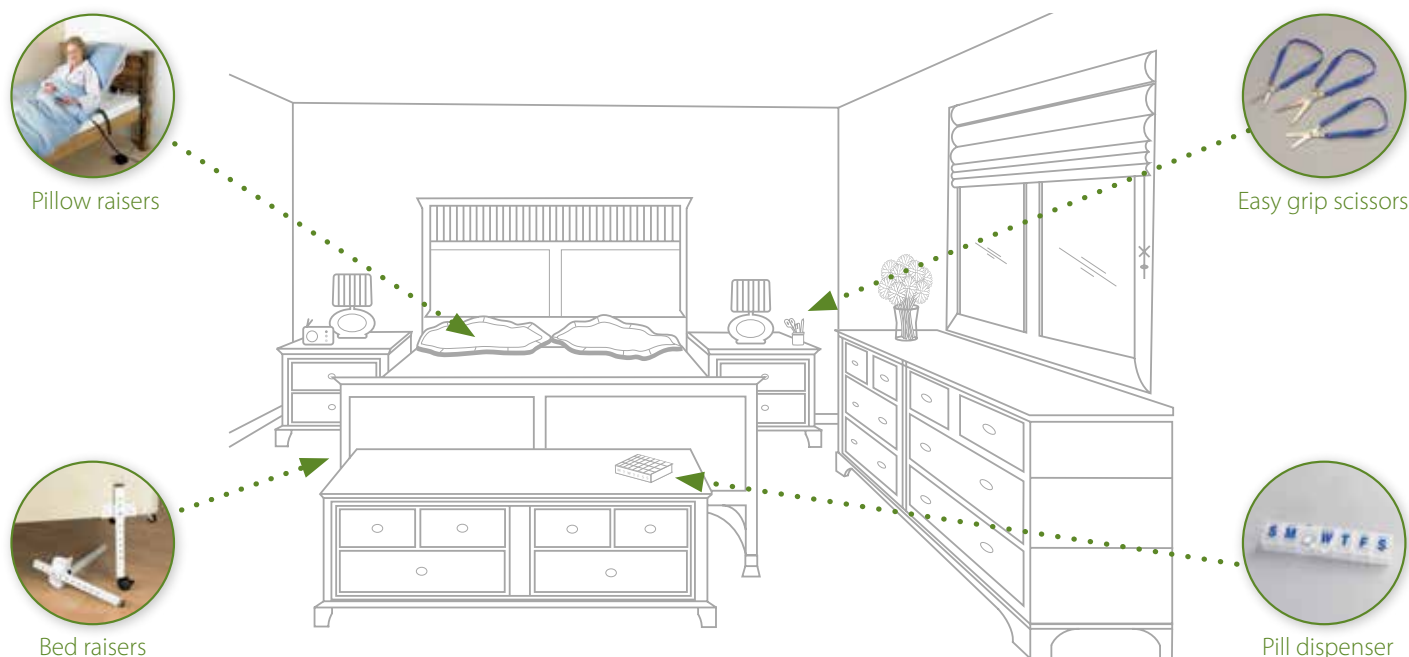


In the living room



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

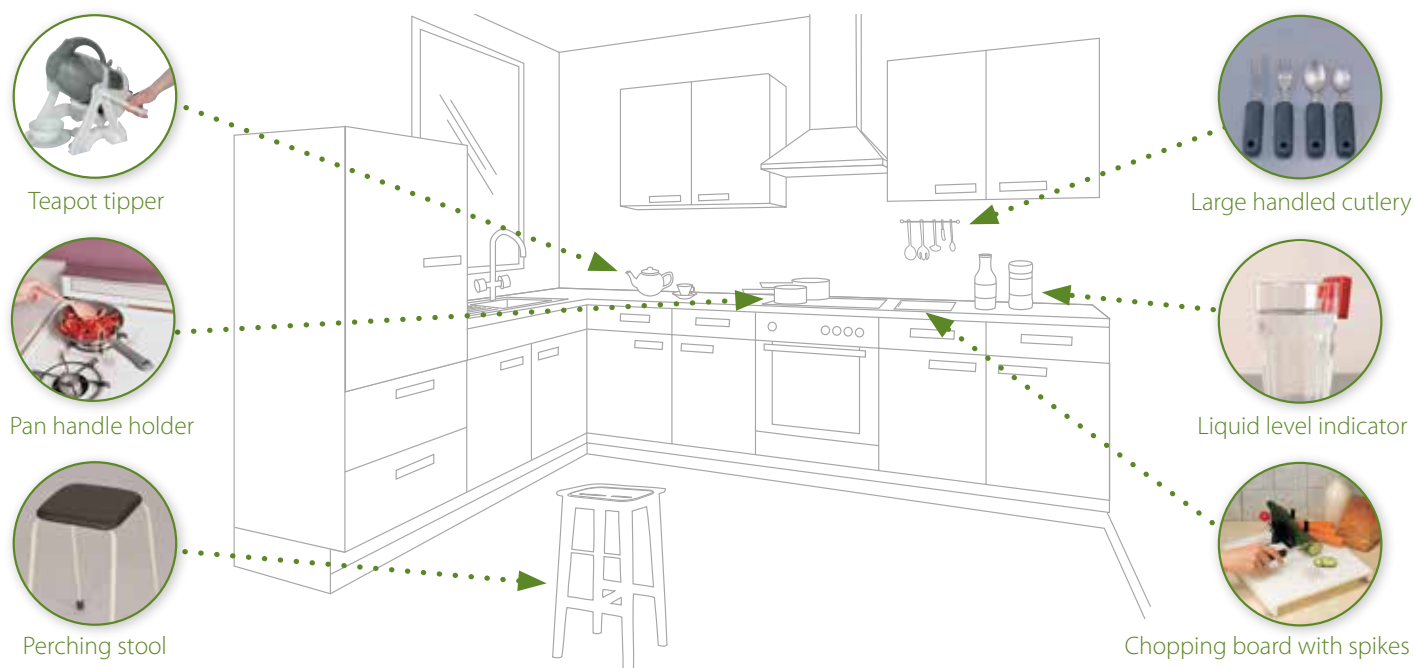
In the bedroom



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

■ Contact Customer Services on 0345 045 5202

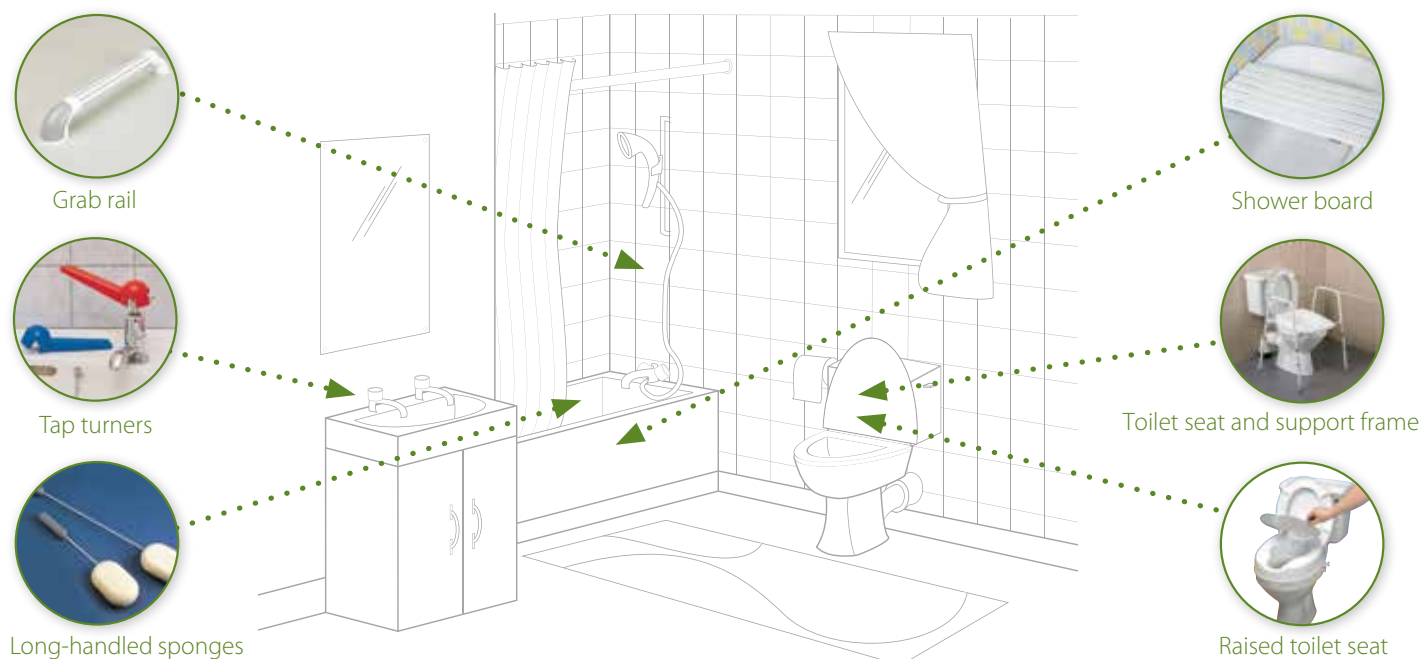
In the kitchen



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

■ Contact Customer Services on 0345 045 5202

In the bathroom



| WHAT IS DIFFICULT FOR YOU? | SIMPLE SOLUTIONS | COMPLEX SOLUTIONS |
|---|---|---|
| WASHING HANDS, FACE AND BODY Turning the taps Standing at the basin Basin is too low or too high Can't reach all parts of the body | <ul style="list-style-type: none"> • Install tap turners • Purchase a long-handled sponge • Purchase a flannel strap • Contact ■ (see key below) regarding an assessment of needs | <ul style="list-style-type: none"> • Install lever taps or new taps • Purchase a stool • Raise or lower basin • Consider home support |
| HAVING A BATH Turning the taps Stepping into the bath Risk of slipping in the bath Getting up out of the bath Washing your back | <ul style="list-style-type: none"> • Have a strip wash • Purchase a non-slip mat for the bath • Install tap turners • Buy a long-handled sponge • Use a half-step • Install grab rails • Use a bath board or bath seat | <ul style="list-style-type: none"> • Install lever taps or new taps • Install a bath lift • Use a mobile hoist • Use a ceiling track hoist • Replace the bath with a shower • Convert the bathroom to a wet room • Consider home support |
| DRYING YOURSELF Floor is slippery Room is too cold Difficulty in drying your body | <ul style="list-style-type: none"> • Heat the bathroom safely • Use a non-slip mat • Purchase a towelling gown | <ul style="list-style-type: none"> • Change the floor covering • Purchase a hot air body dryer |
| USING THE TOILET Toilet is too high or too low Difficult to clean yourself Flush lever is awkward Toilet is hard to get to | <ul style="list-style-type: none"> • Install a raised toilet seat • Use a combined toilet seat and support frame • Install a flush lever extension • Contact ■ (see key below) regarding an assessment of needs | <ul style="list-style-type: none"> • Review mobility equipment used • Adaptation to bathroom • Consider home support |
| CLEANING TEETH Gripping the toothbrush Standing at the basin | <ul style="list-style-type: none"> • Purchase a toothbrush gripper • Purchase an electric toothbrush • Use a stool | |
| HAVING A SHOWER Difficult to stand for long shower Shower too high Shower controls are awkward Shower is slippery | <ul style="list-style-type: none"> • Have a strip wash • Use non-slip mats • Purchase a half-step • Contact ■ (see key below) regarding an assessment of needs | <ul style="list-style-type: none"> • Use a shower board • Use a shower chair or stool • Replace shower controls • Consider home support |

■ Contact Customer Services on 0345 045 5202

Worried about trips and falls?

Improving safety in the home can help to prevent older people from having falls and injuring themselves, whilst allowing them to continue to live independently.

Falls, slips and trips can lead to broken hips or wrists and other injuries, and are a leading cause of disability among the older population.

Falls in the home can result in ill health, lengthy hospital stays, residential care or loss of independence, and can greatly affect quality of life. It is important for you to consider what you can do to help make your home and environment safe. Clearing away clutter, ensuring floors and carpets are safe, making sure your home is well lit and installing handrails, where necessary, are all useful suggestions for improving safety.

Remaining active, eating well, paying attention to foot problems, properly fitting shoes and slippers can also help to avoid falls. Taking steps to improve and maintain health and general wellbeing is an important aspect of falls prevention.

Call Cambridgeshire Community Services' Falls Prevention Team on **01223 883710** for more information.



Alarms and detectors

Community alarms and lifelines

Sometimes it's useful to have the reassurance that help is at hand if you need it.

There are various lifeline and community alarm services in Cambridgeshire that can notify someone that you need help. This could be emergency services, your next-of-kin or a named key holder.

Many people can benefit from the service, including people with long-term health needs, disabilities, restricted mobility, those who live alone or who have special needs of any kind.

Community alarm services are provided by, or on behalf of, local councils. To find out more contact your nearest service:



Cambridge

City Council Community Alarm Service

Tel: **01223 457648**

Email: independent.living@cambridge.gov.uk

East Cambridgeshire

Sanctuary Housing

Tel: **0330 123 3365**

Email: 365enquiries@sanctuary-housing.co.uk

Huntingdonshire

Luminus Group Lifeline Alarm System

Tel: **01480 428 562**

Email: info@luminus.org.uk

Peterborough and Fenland

Cross Keys Homes Lifeline Community Alarm Service

Tel: **01733 385100**

Email: lifeline@crosskeyshomes.co.uk

South Cambridgeshire

District Council Community Lifeline Service

Tel: **01954 713468**

Email: lifelines@scamb.gov.uk

There are a number of other providers, go to www.cambridgeshire.gov.uk/careandsupportdirectory and look for 'Community alarms'.

Assistive technology and telehealthcare

There is a range of technological devices to help people in everyday living, from technology that can simply remind you to take medication to more complex activity-monitoring systems and 'telehealth' monitoring, which

can help people manage long-term chronic conditions. Contact the Assistive Technology and Telehealthcare Team for information about the devices available.

Tel: **01223 883756**

Adaptations to your home

If you have mobility problems, adaptations to your home may help you to get around more easily. If you require a major change, you could apply for a Disabled Facilities Grant (DFG) to help with some or all of the costs. You might also want to request the advice of an occupational therapist.

If, during your assessment, it is agreed that you need

adaptations to your home, a referral will be made to your local Home Improvement Agency (HIA). There are three HIAs in Cambridgeshire. Please contact your district council for details or go to the website

www.cambridgeshire.gov.uk/careandsupport and look at 'Living at home: Looking after your home'.

Need to get help for odd jobs around the home or finding a reliable trader?

We all need to find a reliable trader from time to time and, if you can't find one by recommendation, it can be difficult knowing who you can trust to do a good job. The Trading Standards Approved Trader Scheme, 'Buy with Confidence', can help. All members of the scheme have been checked thoroughly by Trading Standards and have demonstrated a commitment to high-quality service.

To find members of the scheme:

- look up members on the scheme's website at **www.buywithconfidence.gov.uk**;
- call the Citizens Advice Consumer Helpline on **0345 404 0506** to be given details of the three nearest members that best meet your needs; or
- visit your local library if you don't have access to a computer at home, or ask the library staff to look up members for you.

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



Do you have a concern about a trader who has called at your home?

The Citizen's Advice Consumer Service, **0345 404 0506**, has a Response Team to investigate incidents, with the police, where it believes that people are being conned in their homes. Where appropriate, the offender may be arrested, prosecuted and prevented from taking money from you for shoddy or unnecessary workmanship.

Do you want to discourage cold callers?

'No cold calling' areas can help to discourage cold callers. If your area is plagued by cold callers and you feel it

would benefit from becoming a no cold calling zone, please contact **0345 045 5206**.

Do you need advice on faulty goods or poor services?

To obtain advice, contact the Citizens Advice Consumer Helpline, **0345 404 0506**. They will provide information and advice on basic rights when buying goods or services, especially where something has gone wrong with them.



Care Network's Help at Home

Help at Home offers free, practical, volunteer help to people who are unwell at home or returning home from a hospital stay. Volunteers give practical and emotional support to help people regain their independence by calling in to check people are OK and to help with tasks such as picking up prescriptions, collecting shopping and linking with other services like meals on wheels.

Help at Home can assist with small one-off jobs like changing a light bulb or cutting back an overhanging shrub (it welcomes donations for these one-off tasks).

Help at Home doesn't replace statutory services or services reasonably available elsewhere.

Contact the scheme if you would like to discuss this service. A member of staff will visit and discuss your needs, gain your consent and, if agreed, link you with a checked and trained volunteer who can visit for

up to three weeks. The service covers the whole of Cambridgeshire.



You can call Help at Home or ask your health or social care professional to call your local service.

Help at Home

South and East Cambridgeshire, and Cambridge City

Tel: **01223 714433**

Email: **hah.south@care-network.org.uk**

Huntingdonshire and Fenland

Tel: **01354 694413**

Email: **hah.north@care-network.org.uk**

Rally Round

Rally Round is an online tool that makes it easy for people requiring support (or their main carer) to let trusted family and friends see what jobs need doing, to volunteer for those jobs, to see who has agreed to do what and which jobs have already been done.

Web: **www.rallyroundme.com/welcome**

Age UK Cambridgeshire also offers a home help service, see page 15.

Getting out and about

Activities and groups

There is a wide range of opportunities to try new things, take part in activities, volunteer and get involved. To find out about events and activities happening in your area, groups, clubs and organisations near to you, opportunities for learning and study, go to **www.cambridgeshire.gov.uk/careandsupport** and look at 'Getting out & about: Social, leisure, activities and volunteering'.

If you can't go online, please visit your local library and staff there will help you.

Community Navigators can help if you want to join local groups. See page 14 for contact details.

If you are interested in starting a local group yourself,

the organisations below provide information, guidance and support to help voluntary and community groups to set up, develop and grow.

Cambridge Council for Voluntary Service

Tel: **01223 464696**

Web: **www.cambridgecvsvs.org.uk**

Hunts Forum of Voluntary Organisations

Tel: **01480 420601**

Web: **www.huntsforum.org.uk**

Transport

There are a number of services in place that you may be able to use to help you get out and about. These include: Shopmobility schemes, run in the larger towns in Cambridgeshire; community transport schemes, including buses as well as volunteer car schemes; Dial-a-Ride and

others. If you receive certain benefits you may be eligible to join the Motability Scheme and lease a car or scooter. You can get information at your local library or you can go to **www.cambridgeshire.gov.uk/careandsupport** and look at 'Getting out & about: Getting around – using transport'.

Wheelchair service

If you feel a wheelchair would be helpful to you, please talk to your GP or health worker for initial advice. Current users should contact the wheelchair service directly for re-assessment, reviews, appointments or general enquiries.

Tel: **0300 123 1403**

Email: **provide.enquiries@nhs.net**

For repair and maintenance of a wheelchair you already have, please ring our approved repairer, Bartrams on **01353 778756**.



Library services

There's something for everyone at Cambridgeshire libraries. They offer books, newspapers, magazines, CDs/DVDs, free WiFi and computer access. The online library service provides free of charge access to a range of services available from your own home such as eBooks, eMagazines and eAudiobooks, as well as excellent online reference databases. Plus, they have many other fantastic resources such as large print books, audio books for people with a visual impairment and

beginners' computer courses.

If you have difficulty visiting a library, ask about the Mobile Library Service and Library at Home Service.

The library also hosts a range of events each month which you are welcome to attend.

Tel: **0345 045 5225**

Web: **www.cambridgeshire.gov.uk/library**

Community Navigators

Cambridgeshire's team of volunteer Community Navigators can help improve the health, wellbeing and independence of older and vulnerable people. Whatever the question, Community Navigators will do their utmost to find an answer. Examples include:

- car schemes and help with transport;
- social groups and activities;
- befriending schemes; and
- practical help around the home.

Community Navigators work across the county and are available to support you, helping you to find solutions to help you feel safer and more connected to your community, or making sure you are able to stay independent and healthy. If you are worried about taking the next steps, Community Navigators are happy to make calls with you on your behalf. The Navigators aim to connect you with the services and activities that will let you live a happier, healthier and more independent life.

The Community Navigators project has offices across the county. They will match you with a local volunteer who has been police-checked, trained and knows what services and activities are available in your area. They can meet you in your home, locally or at a drop-in session.

Cambridge City

Llandaff Chambers, 2 Regent Street,
Cambridge CB2 1AX Tel: **01223 300460**
Email: **city.navigators@care-network.org.uk**

East Cambridgeshire

41e Forehill, Ely CB7 4AA Tel: **01353 659639**
Email: **eastcambs.navigators@care-network.org.uk**

Fenland

Unit 7, South Fens Business Centre, Fenton Way,
Chatteris PE16 6TT Tel: **01354 694413**
Email: **fens.navigators@care-network.org.uk**

Huntingdonshire

Saxongate Centre, Bradbury Place,
Huntingdon PE29 3RR Tel: **01480 423065**
Email: **hunts.navigators@care-network.org.uk**

South Cambridgeshire

18 Broadway House, 149-151 St Neots Road,
Hardwick CB23 7QJ Tel: **01954 212100**
Email: **southcambs.navigators@care-network.org.uk**

Care Network Cambridgeshire

The Community Navigators teams are run by Care Network Cambridgeshire, which offers information, supports volunteers, encourages independence and develops good neighbour projects. It also runs the 'Help at Home' service incorporating 'Welcome home from hospital' (see page 13).

18 Broadway House, 149-151 St Neots Road,
Hardwick CB23 7QJ

Tel: **01954 211919**

Email: **admin@care-network.org.uk**

Web: **www.care-network.org.uk**

Age UK Cambridgeshire

Age UK Cambridgeshire offers a range of services for older people in Cambridgeshire:

Information and rights-based advice on a variety of subjects relevant to the everyday life of older people.

Tel: **0300 666 9860**

Email:

informationservices@ageukcambridgeshire.org.uk

Web: **www.ageuk.org.uk/cambridgeshire**

Advocacy for Cambridgeshire – assistance to have rights, choices and wishes acted upon and heard.

Tel: **01354 696541**

Email: **advocacy@ageukcambridgeshire.org.uk**

Visiting scheme – befriending older people who are not able to get out of the house easily and need companionship.

Tel: **0300 666 9860**

Day services – a day out of the house to enjoy companionship and a hot meal. There are six centres across Cambridgeshire.

Tel: **0300 666 9860**

Home help service – help with domestic chores.

Tel: **0300 666 9860**

Community wardens – daily check calls to provide reassurance and sense of security.

Tel: **0300 666 9860**

Safer Homes service – aims to improve safety and security in older people's homes in Huntingdonshire,

Cambridge City and South Cambridgeshire by providing basic practical help with small household jobs up to a set financial limit per household.

Tel: **0300 666 9860**

Healthy Homes Fenland service – helps older people in Fenland to continue to live safely and independently at home.

Tel: **0300 666 9860**

Gardening service – help with garden maintenance for people in Cambridge, South Cambridge and Fenland.

Tel: **0300 666 9860**

Fact sheets on a variety of subjects are available free of charge from the national advice line.

Tel: **0800 169 2081** – lines are open 365 days a year, 8.00am to 7.00pm.



The Silver Line

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

Tel: **0800 470 8090**

Web: **www.thesilverline.org.uk**

Coming home from hospital

If you have been in hospital you may need some support to help get back to your normal life.

Many people need care and support services when

they are discharged from hospital. You may no longer have medical needs but you might need some short- or long-term help, in your own home or elsewhere.

Finding out your needs

Specialist social workers and nurses will discuss with you and your family how best to meet your needs when you are discharged.

If you are agreeable, a worker from the hospital Social Care Team will visit you to discuss what you think your care and support needs are likely to be when you leave hospital. This is called a 'discharge assessment'. Your relatives or carers can be involved in these discussions if you want. Your carer, if you have one, can also ask for a separate assessment of their own needs.

A number of options exist, including care at home and sometimes a time-limited period of rehabilitation in a specialist setting. There are also exceptional circumstances where it is felt that you might not be able to manage in your current home, even with support. In these circumstances a range of accommodation options will be discussed with you. These could include sheltered housing as well as residential care homes.



Planning your care

The information gathered during your discharge assessment will show whether you are eligible for a referral for NHS Continuing Care (see page 46). You can ask your healthcare professional or the person undertaking your assessment for more information about how people qualify to receive it.

If you are not eligible for fully-funded NHS Continuing Care after you leave hospital, you could still be eligible

for a range of NHS services (free of charge) or social care services (for which there may be a cost) to meet your needs. Staff will discuss with you what services could help you.

You will receive a copy of your care and support plan showing the services you will get when you leave hospital, based on your assessed needs. See page 6 for more information on care and support plans.

Services provided free of charge

Intermediate care

Intermediate care is short-term support for people who no longer need to be in hospital but may need extra support to help their recovery. It may be provided in their own home or a residential care home. Support will be provided by a team of professionals including occupational therapists, physiotherapists, nurses and social care staff, and will depend on individual needs.

Re-ablement

You may have a programme of re-ablement as part of your

intermediate care. This will provide you with short-term support at home to help you become as independent as possible through learning or re-learning the skills necessary for daily living, for example, support with personal care or to prepare a meal. Rather than someone carrying out these tasks for you, as in traditional social care, a member of the Re-ablement Team will visit you at home to support you to do things for yourself and to become as independent as possible. Re-ablement may include providing aids or equipment on loan to help make day-to-day living easier.

At the end of your period of intermediate care or

Services provided free of charge continued

re-ablement you will have an assessment to see if you need longer-term support at home.

Social care support services like re-ablement are also available to people requiring care and support in the community. Your GP or another professional, including our trained staff in Customer Services, call **0345 045 5202**, may also refer you for re-ablement.

Rehabilitation

This is short-term support provided by physiotherapists, occupational therapists, speech and language therapists, nurses and others. Rehabilitation helps you achieve your maximum levels of physical, psychological and social

function. Occupational therapists can also advise on equipment to make things easier for you, for example bath seats, grab rails and ramps, as well as adaptations such as walk-in/wheel-in showers.

Community health services

These are treatment and support based services provided by NHS staff, such as district nurses, specialist nurses, community matrons, dieticians, podiatrists and others.

For more information about coming home from hospital go to **www.cambridgeshire.gov.uk/careandsupport** and look at 'Care & support: Planning your care – Leaving hospital'.

Services for which there may be a charge

Home (domiciliary) care

If you have long-term needs following a period of re-ablement or rehabilitation, support workers may visit you at home to help you with your personal care, for example getting up and going to bed, washing and bathing, going to the toilet and getting dressed. For more information about home care see page 25.

Community meals

Should you find cooking for yourself difficult, you might want to get meals delivered by the community meals service. These are in the form of frozen meals; you can also get help to prepare them if you can't do so yourself. Cambridge Meals on Wheels delivers hot meals to the elderly and/or infirm in Cambridge and surrounding villages and Melbourn, Ely and Huntingdon and surrounding areas.

Telephone: **01223 314288**
Email: **cammsltduk@googlemail.com**
Website: **www.cammsltduk.org**

Day services

Day services offer a chance to get out of the house and meet other people. They may also provide meals and a range of social activities. To find a day service, go to **www.cambridgeshire.gov.uk/careandsupport** and look at 'Getting out & about: Search for groups, activities and events'.

Residential or nursing home

This may be an answer for people who can no longer manage in their own homes. If you and everyone else agree that a residential home is the best option for you, you will need to think carefully about the home you want to live in.

There is a charge for many of these services. The basis for these charges will be explained to you by the person carrying out your assessment. In most cases, the actual amount you pay will depend on the results of a separate assessment of your financial situation.

For further information on care homes see page 39. For paying for care please see page 44 or go to **www.cambridgeshire.gov.uk/payingforcare**

Providers of Specialised Home Care Services

We can provide support especially for your needs:

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

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



Call us on 01733 768 327 or 07448 138 923

Help at home after a hospital stay

Care Network Cambridgeshire's 'Help at Home' service (see page 13) and Age UK Cambridgeshire's home help service

(see page 15) can help with non-medical tasks if you only need a little help at home after a hospital stay.

Do you look after someone?

Help and support for carers

Many individuals do not recognise themselves as a family carer. A family carer is anyone who provides or intends to provide practical or emotional support to a relative, friend or neighbour who is ill or disabled. Family carers are unpaid, as opposed to professional carers who work in a care agency and get paid a wage for the support they provide.

Unpaid/family carers can ask for an assessment of their needs as a carer. As no two caring situations are the same, a carer's assessment is an opportunity to reflect upon a carer's needs, and to access information and advice which can help if they choose to continue in their caring role. A support plan will note any outcomes identified in the assessment and give details of the support which can help the carer to maintain their own personal wellbeing.

The introduction of the Care Act has strengthened the support available to unpaid/family carers. Carers who meet the national eligibility criteria, because they carry out a high level of caring which may affect their own wellbeing, may be offered a service. This could be a Direct Payment (see page 44), or arranged on their behalf by us to meet the needs identified from their assessment and

detailed in their support plan.

Information, advice and support for carers in Cambridgeshire is provided by Carers Trust Cambridgeshire on behalf of the Council.

Tel: **0345 241 0954**

Email: **care@carerstrustcambridgeshire.org**

Web: **www.carerstrustcambridgeshire.org**

Planning for an emergency

If you are a carer and the person you look after lives in Cambridgeshire you can register a 'What if? Plan' with Carers Trust Cambridgeshire and apply for an Emergency Card. The 'What if' service is a free service funded by the Council which ensures adults with care needs are looked after during an emergency or unplanned event involving their family carer. It operates 24 hours a day, every day of the year. To register with the service, contact Carers Trust Cambridgeshire on **0345 241 0954**.

You can also go to **www.cambridgeshire.gov.uk/careandsupport** and look at 'Care & support: Being a carer' to find out more about being a carer.

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

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

CARE*select*

CALL CARE SELECT FOR MORE INFORMATION:

0800 389 2077

Disability and mental health services

Worries about mental health and dementia

Your GP should be your first point of contact if you have, or are worried about, mental health issues. They will consider whether they can provide the help and treatment you need, or whether you should be referred to the secondary mental health services.

The local NHS mental health service provider is the Cambridgeshire and Peterborough NHS Foundation Trust. It provides an integrated health and social care service. Your

needs will be assessed and a support plan will be devised to meet your needs. This will include the support you need to live your life in the community, such as personal care and one-to-one support, access to work and community services.

Tel: **01223 726789**

Web: **www.cpft.nhs.uk**

Dementia care

If you are worried about dementia talk to your GP (for health care solutions) or your local adult social care team (for most other services).

Your GP, as well as discussing your concerns, will be able to carry out a series of tests which will establish the nature of your condition and advise whether treatment is possible.

Sometimes people can experience memory impairment which can be caused by a range of emotional, physiological and physical ailments. It is important that any diagnosis eliminates these possibilities. Your GP may refer you to a specialist, like a consultant psychiatrist, a community psychiatric nurse or an occupational therapist with a special interest in dementia care, to enable a full assessment for diagnosis of dementia and aftercare.

Support in the community

As it can be best for the person with dementia to stay living in their own home for as long as possible, a range of community care services is available to facilitate this. For example: home care (see pages 25-27); meals in the home; sitting services (which provide a break for carers); advice on equipment and adaptations; day care services and respite care, memory cafes.



Useful websites and contacts:

Alzheimer's Society

Tel: **0300 222 1122**

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

Cambridge, Ely and Huntingdon:

Tel: **01954 250322**

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

Peterborough:

Tel: **01733 893853**

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

Fenland:

Tel: **01945 580460**

Email: **fenland.marshland@alzheimers.org.uk**

SANE

A charity involved in supporting people with mental health conditions, campaigning and initiating research about mental health.

Tel: **0300 304 7000**

Email: **info@sane.org.uk**

Web: **www.sane.org.uk**

The SUN Network

The SUN Network supports the involvement of people who use mental health and drug and alcohol services in the planning, design and evaluation of those services within Cambridgeshire.

Tel: **01480 276057**

Email: **enquiries@sunnetwork.org.uk**

Web: **www.sunnetwork.org.uk**

Residential dementia care

If the time comes when continuing to live at home is no longer viable, the benefits of residential care need to

be considered. Questions to ask of any home registered for someone with dementia would include: Who is the senior clinician who can act as a single point of contact for information and advice? What training programmes do staff participate in? Does the home offer a person-centred approach to their care planning? Is the home designed with the needs of its clients in mind, especially regarding safety and accessibility? Is there plenty of natural light?

Is moving around helped by easily-understood signage? How is technology employed to help alleviate falls and help orientation? Further questions can be found in the residential dementia care checklist on page 43.

Differentiating one home from another can be difficult, but the quality and quantity of staff training is especially important, along with the turnover of staff, as continuity of relationships in this type of home is important.

Specialist services – sensory impairment, physical and learning disability and Autism

The Council's disability services enable people with a disability to lead a full and independent life and to put them in control of the care and support they receive.

Services for people with a sensory impairment

The Council's Sensory Services Team works with children and adults who:

- have a dual sensory loss (deaf/blindness);
- are deaf or hard of hearing;
- have severe sight loss/blind; or
- are partially sighted – sight impaired or experiencing significant visual loss.

The team can offer advice and information covering a wide range of issues surrounding sensory loss. Once you have been referred to a sensory worker, the team will offer an assessment of your needs. If eligible, they will work with you to decide which services/equipment will meet your needs, focusing on enabling you to be as independent as possible.

The team also provides support to carers, offering them an assessment in their own right. If you need services that are provided by other teams (for example personal care or day services), the team will work closely with these services to ensure your eligible needs are met. For more information, call Customer Services on **0345 045 5202**.

The team also works very closely with the voluntary sector and other local organisations that provide a number of services and support. These can range from practical help in adjusting hearing aids, to help accessing sporting activities, and providing advice and guidance. Organisations include:

Cambridgeshire Deaf Association

8 Romsey Terrace, Cambridge CB1 3NH

Tel: **01223 246237**

Email: **office@camsdeaf.org**

Web: **www.camsdeaf.org**

Cambridgeshire Hearing Help (formerly Camtad)

8a Romsey Terrace, Cambridge CB1 3NH

Tel/Textphone: **01223 416141**

Email: **enquiries@cambridgeshirehearinghelp.org.uk**

Web: **www.cambridgeshirehearinghelp.org.uk**

Cam Sight

167 Green End Road, Cambridge CB4 1RW

Tel: **01223 420033**

Email: **info@camsight.org.uk**

Web: **www.camsight.org.uk**

Deafblind UK

National Centre for Deafblindness,
John and Lucille van Geest Place, Cygnet Road,
Hampton, Peterborough PE7 8FD

Tel/Textphone: **01733 358100**

Email: **info@deafblind.org.uk**

Web: **www.deafblind.org.uk**

Fenvision

Isle of Ely Society for the Blind,
The Town Hall, Market Place, March PE15 9JF

Tel: **01354 656726**

Email: **ioesb@live.co.uk**

Web: **www.isleofelysociety.co.uk**

Huntingdonshire Society for the Blind

8 St Mary's Street, Huntingdon PE29 3PE

Tel: **01480 453438**

Email: **info@huntsblind.co.uk**

Web: **www.huntsblind.co.uk**

Physical and learning disability

The Council's Physical Disability Team is a countywide team working with adults aged 18 to 74 who have a significant need arising from their physical disability or illness. The focus of the team is building on people's strengths and, where possible, their links to their community. Services

might include assistance with personal care, meals, supporting disabled parents, social inclusion and support for carers. The team aims to support people to stay as independent as possible, and people may be referred to the Re-ablement Service (see page 16) in the first instance. If, following assessment, a person has eligible needs, they may be offered support through a personal budget, see page 44.

The team may offer a separate assessment to carers of disabled people, including young carers, identifying the needs of the wider family.

The aim of the service is to keep people in their communities for as long as possible, but if necessary it can assist and advise with residential placements for people under 65. (People over 65 will be assisted by the Older People's Services.)

For more information call Customer Services on **0345 045 5202**.

Cambridgeshire Learning Disability Partnership teams include both social care staff and specialist health professionals. They assess and, where appropriate, treat the needs of individuals who have a learning disability and provide information about the support, facilities and opportunities people can access and use in the community. This support aims to maximise individuals' choice, control and independence.

Care managers and specialist health professionals are able to give information to enable people to make the right choices for themselves. If you feel that you or someone you know or care for needs help or further information, go to **www.cambridgeshire.gov.uk/careandsupport** and look at 'Disability & sensory loss: Learning Disability Partnership'. For more information call Customer Services on **0345 045 5202**.

Adult and Autism Support Service

The Council's Adult and Autism Team works with adults aged 18 to 75 who have eligible needs but do not have a primary disability – such as a learning disability, physical disability, sensory loss or mental health need. The team also supports young people who are preparing for adulthood by working alongside Children's Services.

The team works to enable people to be as independent as possible, supporting them to live independently. In the first instance it will look to meet a person's identified needs in their local community and will offer time-limited support if needed. The support provided can help with social inclusion or daily living skills and is provided through a personal budget, see page 44.

For more information call Customer Services on **0345 045 5202**.

Cambridgeshire Alliance for Independent Living (CAIL)

CAIL is a charity that works with people with disabilities or long-term health conditions, carers and older people. CAIL uses the experiences of all of these people to bring about positive change. This could be improving services by helping commissioners to understand what is important to the people using those services; or it could be raising awareness and understanding of people with disabilities with the public and private sector.

At any given time, CAIL has numerous projects running, all of which rely on the involvement of those it seeks to represent. To find out more about current projects and to get involved, call **0300 111 2301** or email **admin@cambridgeshirealliance.org.uk**

Disability Cambridgeshire

Serves disabled and older people and their carers, in South and East Cambridgeshire, Fenland and Cambridge City.

Tel: **01480 839192**

Email: **info@disability-cambridgeshire.org.uk**

Web: **www.disabilitycambridgeshire.org.uk**

Disability Huntingdonshire

Provide information and advice on a wide range of disability issues.

Tel: **01480 748168**

Email: **info@dish.org.uk**

Web: **www.dish.org.uk**

Papworth Trust

Papworth Trust works with disabled people, their families and carers.

Tel: **0800 952 5000**

Email: **info@papworthtrust.org.uk**

Web: **www.papworthtrust.org.uk**



"CHS is all about people – we offer good value services all of us would be proud to use"

Residential Care, Assisted Living and Retirement Housing across Cambridgeshire



At CHS our focus has always been to offer a wide range of services that broaden choice:

- Flexible care on hand from our own care team, regulated by the Care Quality Commission
- 24 hour emergency assistance – just a call button away
- Stylish and well-designed assisted living apartments – to make life easier
- Door entry systems for added security
- Communal areas and gardens maintained by our in-house team

“ The staff here are exceptional among carers and very quickly and perceptively saw what upset my Mum and what she enjoyed, and under their kind care she became calm for the first time in years. In my work I visit various care homes and feel Alex Wood House is in a league above many of them and is thoroughly excellent. Whole-heartedly recommended. ”

Relative of AWH resident – Cambridge

Residential Care:

Alex Wood House - Cambridge
Langdon House - Cambridge
Vera James House - Ely

Assisted Living:

Dunstan Court - Cambridge
Moorlands Court - Melbourn
Richard Newcombe Court - Cambridge

Retirement Housing:

Barnabas Court - Milton
Ellis House - Cambridge
St Andrews Glebe - Cambridge

CHS GROUP 
housing, care, and community services in Cambridgeshire

CHS Group (Cambridge Housing Society)

Endurance House, Vision Park, Chivers Way, Histon, Cambridge CB24 9ZR

Tel: 0300 111 3555 Minicom: 01223 713784 Fax: 0300 111 3556

Email: info@chsgroup.co.uk Web: www.chsgroup.org.uk

Housing options

You may want to think about where you live to consider whether making changes could make life easier for you.

Housing providers

The city and district councils in Cambridgeshire have statutory responsibilities for housing. Their duties include the provision of housing for rent and working with housing

associations to supply housing for general and special needs.

They also give advice and information on accommodation enquiries for a range of housing.

Sheltered housing

Sheltered housing, where you have your own home but there is also a warden on call in case you need help, is also

available for rent or purchase in the private sector and advice can be obtained from organisations listed in the next section.

Extra Care – what it is and how to access it

The main aim of Extra Care is independence for adults within a housing scheme. Extra Care housing can be owned, part-owned and part-rented, rented by the tenant, or leasehold. Some developments mix types of tenure.

Extra Care includes private accommodation with access to support, meals and recreation facilities. It provides a flexible approach to care with security and 24-hour

support from social and health care teams if needed.

Applications can be made to the housing provider or the local authority.

Frequently, agreements exist between housing providers and local providers of health and social care services enabling applications to be made via health and social care providers.

District council housing contacts

Cambridge City Council

Mandela House, 4 Regent Street, Cambridge CB2 1BY
Tel: **01223 457918**
Email: **enquiries@cambridge.gov.uk**

Tel: **0345 045 0501**

Email: **duty.housing@scambs.gov.uk**

Housing advice is also available from a range of independent organisations including:

East Cambridgeshire District Council

Housing Advice Service
The Grange, Nutholt Lane, Ely CB7 4EE
Tel: **01353 665555**
Email: **customerservices@eastcambs.gov.uk**

Elderly Accommodation Counsel (EAC)

3rd Floor, 89 Albert Embankment, London SE1 7TP
Tel: **0800 377 7070**
Email: **info@firststopadvice.org.uk**
Web: **www.eac.org.uk**

Fenland District Council

Fenland Hall, County Road, March PE15 8NQ
Tel: **01354 654321**
Email: **info@fenland.gov.uk**

Papworth Trust Home Solutions

The Papworth Trust,
The Bernard Sunley Centre, Papworth Everard,
Cambridge CB23 3RG
Tel: **0800 952 5000** (advice for people with disabilities)
Tel: **0300 333 6544** (housing advice)
Email: **hiacustomersupport@papworthtrust.org.uk**
Web: **www.papworth.org.uk**

Huntingdonshire District Council

Pathfinder House, St Mary's Street, Huntingdon PE29 3TN
Tel: **01480 388218**
Email: **housing@huntingdonshire.gov.uk**

South Cambridgeshire District Council

South Cambridgeshire Hall, Cambourne Business Park,
Cambourne, Cambridge CB23 6EA

Shelter

Advice helpline: **0808 800 4444**
Web: **www.shelter.org.uk**

we
Care *about*
people



At MiHomecare, we help people to live a happier and more independent life in the comfort of their own home.

Our compassionate and dedicated workers understand that everyone is different. That's why we tailor our care to the needs of the person we're looking after, helping them to live as full a life as possible, whether that's at home or in their local community.

We provide a wide range of homecare services to people who need help and support. From preparing meals and help with getting out and about, to full time specialist live-in support, we can provide the care you need, when you need it. We work with people of all ages, and can help with complex conditions such as learning disabilities or dementia, as well as supporting people who just need a little bit of extra help around the house.

To find out how we can help you or a loved one, get in touch with your local MiHomecare team today.

T: 0333 121 6301

E: ely@mihomecare.com

www.mihomecare.com

mi
home
care

Care in your own home

This is often called domiciliary care or home care and is aimed at helping people to live in their own homes for as long as possible by using a range of home care services. Help on offer ranges from day-to-day tasks such as cleaning, shopping and food preparation/cooking

through to personal care that helps with tasks like dressing, bathing, toileting and prompting the taking of medication. Support workers need to be properly trained, particularly in moving and handling and the use of hoists for some tasks.

Daily care support

Support workers can call in on a daily basis to assist with any of the tasks described above. Depending on the level of help required their visits can be half an hour or several hours. Generally, visits are available from 7.00am until 10.00pm. Some people will need multiple visits per day.

Night services can also be provided. The hourly rate for these types of services depends on the services required, the time of day and the location. Rural areas may present particular difficulties and a travel charge will probably be made in addition to the normal hourly rate.

Live-in care

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

In some cases, it's preferable and more economical to have a support worker actually living in the home. This can be for a short period or on an ongoing basis. Typical charges for this service depend on the amount of care and the particular skills required. Live-in care is also available to people with permanent physical or mental health conditions who require long-term ongoing care.

All home care providers are regulated and inspected by the Care Quality Commission which publishes

inspection reports on its website **www.cqc.org.uk** When considering a service it's always a good idea to check its report online (if you can't access the internet, ask for assistance at your local library).

Before you make any decisions regarding the provision of care, be sure to contact several providers and ask for a 'Service User's Guide' and their charges and, if you are paying for your own care, a draft contract between you and the care provider.

For more information call Customer Services on **0345 045 5202**. You can also call the Care Choices helpline, which provides a free, independent information and help service encompassing care services and accommodation. See page 48 for contact details.



CARE VISITS AT HOME

We care passionately



Our staff

Our staff are caring, trained to give medication and police checked.

Alternative

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

What we offer

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



Call and talk to one of our friendly professional team at your local branch

Huntingdonshire

Tel: 01480 414888

Email: huntingdonshire@bluebirdcare.co.uk

Cambridge & South Cambs

Tel: 01954 212881

Email: cambridgeshire@bluebirdcare.co.uk

Newmarket & East Cambs

Tel: 01638 718855 / 01353 883333

Email: newmarketandfenland@bluebirdcare.co.uk

www.bluebirdcare.co.uk

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

For care and support packages which have been arranged by Cambridgeshire County Council, contracts

and care plans will have been completed and the agencies used will have been accredited to work for Cambridgeshire County Council.

People arranging and funding their own care and support either privately or through a Direct Payment or a personal budget are able to choose their own worker or care agency.

| | |
|-----------------------|-------------|
| Agency 1 | £ p/h |
| Agency 2 | £ p/h |
| Agency 3 | £ p/h |

Agencies

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

- 1
- 2
- 3

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

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.

Care workers

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

- 1
- 2
- 3

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

- 1
- 2
- 3

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

- 1
- 2
- 3

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

- 1
- 2
- 3

Paying

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

- 1
- 2
- 3

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 page 49.

Avall

We Do Home Care, We
Do Reliability, We Do
Respect, We Do Making
A Difference, We Do
Independence, We Do
Trust, We Do Care.

Hello, we are Avall. We are a local care provider aiming to make a real difference in adult care and support. We believe everybody deserves respect, dignity and as much independence as possible.

You will find our carers, support workers and housekeepers providing care at home, as well as providing cover in establishments.

We offer adult care, including learning disability, mental health and brain injury support with a choice of day, night, sleep-in or live-in care.

We promise you reliability, consistency and continuity with 24/7 on-call, so there is always somebody at the end of the phone, whenever you may need us.

We carefully select all our staff, then continually develop, train and support them, to make sure you get excellent staff that can be proud of the work they do.

At Avall, we are all about people, about developing trust through communicating and building relationships. It's always been the way we've chosen to work.

Call us for a FREE, immediate assessment or simply to find out more about what Avall can do for you.



Call or Visit
01223 308 815
www.avall.co.uk

Avall
Ravenscroft House
61 Regent Street
Cambridge
CB2 1AB

Home care providers

All domiciliary agencies listed here are registered by the regulatory body the Care Quality Commission (CQC).

A CLASS CARE LIMITED

Cambridge

Tel: 01223 864066

Advert page 30

OP D MH YA

ABBNEYFIELD GIRTON – CARE AT HOME SERVICE

Cambridge

Tel: 01223 277744

OP

ABCARE

Cambridge

Tel: 01223 213937

Advert page 36

OP D PD LDA MH SI YA

ABSOLUTE CARE SOLUTIONS

Cambridge

Tel: 01223 269429

OP D PD LDA MH SI YA

ACTION FOR CHILDREN OUTREACH SERVICES

Huntingdon

Tel: 01480 454353

PD LDA SI YA

ADU'S CARE

St Neots

Tel: 01480 716362

OP D PD LDA MH YA

AFFINITY TRUST – DOMICILIARY CARE AGENCY – CAMBRIDGESHIRE

Cambridge

Tel: 01354 696009

PD LDA MH

AGINCARE UK LIMITED

Cambridge

Tel: 01223 581508

Advert page 32

OP D PD LDA MH SI YA AD

ALLIED HEALTHCARE CAMBRIDGE

St Ives

Tel: 01480 464445

OP D PD LDA MH YA

AVAILL (CAMBRIDGE)

Cambridge

Tel: 01223 308815

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BEAUMONT HEALTHCARE LTD

Eaton Socon

Tel: 01480 218300

OP D PD LDA MH SI YA

BEECH COURT

Littleport

Tel: 0845 260 1097

OP MH YA

BETTER HEALTHCARE SERVICES (CAMBRIDGE)

Cambridge

Tel: 01223 464999

OP D PD LDA MH SI YA AD

BETTER HOME CARE

Cambridge

Tel: 01223 262669

Advert page 37

OP D PD SI

BIRCHAM HOUSE

Sawston

Tel: 01223 836069

OP D PD MH YA

BLUEBIRD CARE (CAMBRIDGE AND SOUTH CAMBS)

Hardwick

Tel: 01954 212881

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BLUEBIRD CARE (HUNTINGDONSHIRE) LTD

Huntingdon

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OP D PD LDA YA

CAERUS CARE LTD

March

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PD LDA MH SI YA



Advertisers are highlighted

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

Home

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SENIOR CARE
To us, it's personal.

Being able to live at home can be one of the most important comforts in an older person's life, and because family and friends can't always be there Home Instead Senior Care are here to help.

From an hour a day, to full time care, our service is available 24 hours a day, seven days a week to provide:

- Companionship
- Light Housekeeping
- Local Transportation and Errands
- Meal Preparation
- Personal Care
- Respite Support
- Convalescence Support
- Specialist Dementia and Alzheimer's Care
- Shopping



Home Instead Senior Care areas covered:
Chatteris, Ely, Huntingdon, Sawtry, St Neots
Sandy, Biggleswade and surrounding villages

Call us on 01480 454293
www.homeinstead.co.uk/Huntingdon

Home Instead in Huntingdon is part of a national organisation with a reputation as one of the UK's leading care companies.

- Care Quality Commission accredited
- Members of UK Home Care Association



Here at A Class Care we aim to provide you with the highest standards of care enabling you to remain in your home for longer.

All our services are tailored around your individual needs and wants. We offer low cost care that doesn't compromise our quality. Our services are from 15 minutes per day to full time care, Live In Care seven days a week.

Some of the services we offer:

- Companionship
- 24 hour Live In Care
- Personal Care
- Meal Preparation
- Assistance with running errands
- Personal Care
- Respite Support
- House Keeping
- Specialist Dementia and Alzheimer's Care
- Transportation – shopping trips or errands



Why don't you contact our friendly team today for an informal chat. We can arrange a free non obligatory assessment for you or your loved one.

Visit us today at www.aaclasscare.co.uk
or call us on **01223 864066**



Actually, we offer anything you need to stay in your home for longer

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OP LDA YA

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OP D PD LDA SI

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OP

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LDA

CARE FULL CARE LTD

Cambridge

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OP D PD LDA MH SI YA AD

CARERS TRUST CAMBRIDGESHIRE

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COMMUNITY SUPPORT SERVICE

Huntingdon

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PD LDA SI

CORDERCARE OFFICE

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DJSUPPORT

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Cambridge

Tel: 01223 883130

LDA YA

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Huntingdon

Tel: 01487 773547

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Cambridge

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GRAYS QUALITY HOME CARE LTD

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Tel: 01954 719952

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OP

GREEN RD, THE, 13A (SUFFOLK MIND)

Cambridge

Tel: 01223 839548

OP YA

GUYATT HOUSE

Cambridge

Tel: 01638 610109

LDA YA

HALES GROUP LTD – HUNTINGDON

Huntingdon

Tel: 01480 270420

OP D PD LDA MH SI YA

HIGH ROAD, 73 (VOYAGE 1 LTD)

Wisbech

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OP PD LDA SI YA

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

Care & support at home

* Elderly * Physically Disabled * Learning Disabled
 * Dementia * Complex Care * Mental Health
 * Home from hospital * Live in care and more...

Our experienced Care Assistants are on hand for care and support services no matter your needs

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Anglian Care & Domestic Support Services Limited

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Email: acdssltd@gmail.com

We have been A Helping Hand in the Local Community to 100's of Vulnerable Adults since 1997.

We can help you with:

- Medication • Personal Care • Cooking • Shopping
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We can also provide:

Weekend/holiday and respite care at home for you or your loved ones, including check calls when necessary.
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OP

HOME INSTEAD SENIOR CARE HUNTINGDON

Huntingdon **Advert page 30**
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Ely
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LAURELS, THE

Huntingdon
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Waterbeach
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LUCMONT LIMITED T/A HOME INSTEAD SENIOR CARE

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MEARS CARE LTD

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MIHOMECARE

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Wisbech
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MIHOMECARE – ELY

Ely
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OP D PD LDA MH SI YA

MULTI-CARE COMMUNITY SERVICES LTD

Huntingdon
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Cambridge
Tel: 01223 423739 **Advert page 32**
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Papworth Everard
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QUALITY CARE TEAM LTD

Cambridge
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OP D PD LDA SI



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OUR SERVICES INCLUDE

- Hospital discharge & convalescence
- Finance care & correspondence
- Companionship & support on social outings
- Respite Care & 24 hour support, Day & Night sitting
- Bespoke specialist care services
- Domestic Help, shopping, gardening
- Personal Care & support
- End of life care & palliative care

Future Care Solutions aim to provide quality personal support and care to enable each individual to live their lives as independently as possible whilst maintaining control of their future.

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info@futurecaresolutions.co.uk www.futurecaresolutions.co.uk

The Old Coach House, Church Lane,
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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



QualityHomeCare

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**Some people think that most care providers are
'more or less' the same...this isn't true.**

Quality Home Care differs from other care providers in many ways.

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We are a Cambridgeshire company who provide the ultimate level
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We provide a person-centred approach for clients with a range of disabilities covering all ages. Our aim is to deliver a package of care tailored to your needs, enabling you to live an active and independent life within your own home. Our commitment to providing outstanding quality of people, flexibility and choice, is the key to what we do. Every one of us takes utmost pride in the service we provide.

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QUALITY HOME CARE

Cambridge

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OP D PD LDA SI YA

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OP D PD YA

• Broadleas Court ECH

St Ives

Tel: 01480 493170

OP D PD LDA MH SI YA

• Huntingdon

Huntingdon

Tel: 01480 433880

OP D PD LDA MH SI YA AD

• Millbrook House

Ely

Tel: 01353 720870

OP D MH YA

• Ness Court ECH

Cambridge

Tel: 01638 745594

OP D YA

• Somers Court

Wisbech

Tel: 01945 463533

OP

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Tel: 01905 334882

OP D PD LDA MH SI YA AD

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Royston

Tel: 01763 268111

PD LDA SI YA

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Tel: 01480 223650

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OP YA

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OP D PD LDA MH SI YA

WILLOWBANK

Chesterton

Tel: 01223 324922

OP D PD MH YA

WOODLANDS COURT

Cambridge

Tel: 01223 321115

PD LDA MH SI

YEW TREE COTTAGE DOMICILIARY CARE

Cambridge

Tel: 01223 812999

LDA



Advertisers are highlighted

Service

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

User Bands

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



Purely Care is a specialist provider of live-in care services. We are passionate about enabling our clients to retain their independence by remaining safely and securely in their own homes.

We specialise with the following client groups:

- Elderly people
- People with learning difficulties
- People with physical disabilities
- People with mental health problems
- People living with MS or other debilitating illnesses
- People with AIDS or HIV
- People living with Parkinson's or dementia
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Cambridge Nursing Agency Ltd



Our personal care services are available 7 days a week and vary from short visits to round the clock care. We provide both personal care and domestic services including washing, cooking and cleaning. For more information or to discuss your needs call

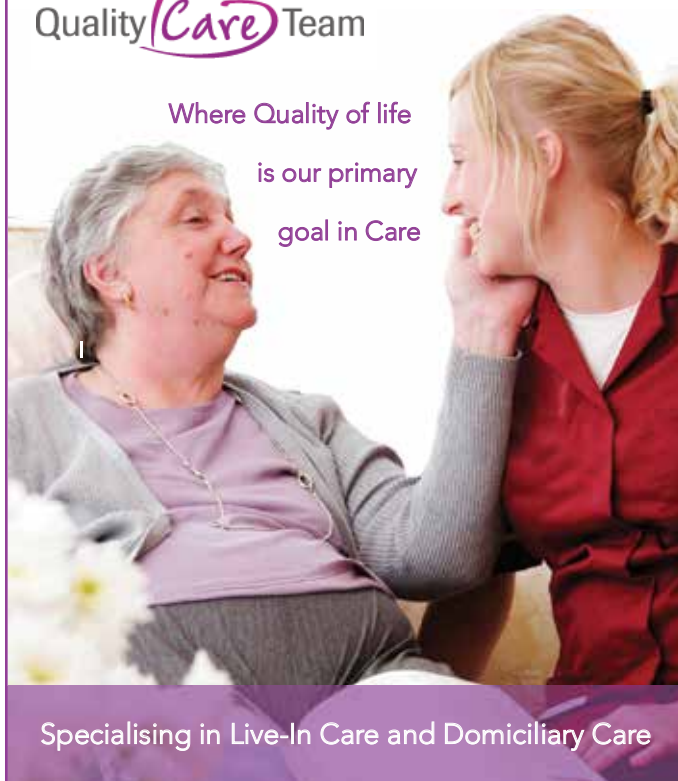
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personal commitment

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- * Competitive rates



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Make the right choice with Grays Quality Home Care

Grays Quality Home Care is a family run business based in Cambridgeshire. Our ethos is delivering personal care and support in your home. Our Registered Manager will assist you and tailor the right care package to meet your needs.

To maintain your independence in your own home we offer a person-centred care plan. We support your extended family with information, guidance and practical advice.

Contact our friendly team today for an informal discussion or a free assessment.



The services we provide in the comfort of your own home:

- Assistance with getting in and out of bed
- Personal care - washing and dressing
- Deliver medication
- Domestic services with meal preparation, shopping and light cleaning
- Companionship
- Transportation for medical appointments

Our services are available 365 days a year and are tailored around your individual needs.

**Care Quality
Commission accredited**

For enquiries call us on
01954 719 952

Grays Quality Home Care Ltd, Unit 1, De La Warr Way, Cambourne, Cambridgeshire, CB23 6DX.
Telephone: 01954 719 952 Email: info@qualityhomecarebygrays.co.uk Website: www.grays-qualityhomecare.co.uk

Home Care can be a great alternative to moving into a care home!

Better Home Care is a local, family run homecare agency. We provide superior private homecare and community care support to help clients enhance their quality of life, enjoy time with loved ones or remain active and part of the community.

Our head office is based in Comberton, South Cambridgeshire. We care for adults, helping them to retain their independence in the comfort of their own homes and communities. We are also here to support family members who care for loved ones.

Services we offer

- Waking nights - anything from 2000hrs to 0800hrs in the morning
- Live in Care - 24/7 cover with a trained and experienced carer living in the house
- Home Care - personal care visits lasting anything from half an hour
- Respite Care - care to cover a variety of times to allow the main carer a rest or time off



Better Home Care is registered and regulated by the CQC

t: 01223 262 669

e: info@betterhomecare.co.uk

w: www.betterhomecare.co.uk

Our services are rated 'Good'



Providing honest, good quality care so that you can get on with life



Come and be part of the community at Rose Cottage

- Rose Cottage provides a quality care service for people who want an attractive residential setting offering round the clock support.
- Set in a rural location in the picturesque village of Broughton, with its beautiful gardens and spacious accommodation, Rose Cottage provides a tranquil home for anyone looking for care in their later years.
- Enjoy the home cooked food, the events and activities, or just the quiet of your own room.
- Our friendly staff are a big feature of our service and will soon put you at ease.
- Respite Care is bookable throughout the year for people who need short-term care.
- Please call us for our brochure or visit our website – feel free to visit us at any time.

T: 01487 822550 **E:** office@rosecottagecare.com

www.rosecottagecare.com

Rose Cottage Residential Home, School Road,
Broughton, Huntingdon, PE28 3AT



Care homes

All care providers in the country must be registered with the Care Quality Commission (CQC). All services are inspected by the CQC, which reports on its findings. These inspection reports are available from the care service or the CQC (visit www.cqc.org.uk). Further information about the CQC can be found on page 48.

Please also see the section on paying for care on page 44.

There are two types of care home:

Care homes offering personal care only

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

Care homes with nursing

If you think you may need nursing care in a home, you will need to be visited by a social worker or a care manager to work out what care you will need. This visit might be in your own home, or in hospital if you've been ill, or in a 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, the social worker will give you information to help you find a home which meets your care requirements.

If the person requiring care has a diagnosis of dementia, please ensure the home you choose is registered with the Care Quality Commission to meet these needs.

Help choosing a care home

When considering potential care homes please use the care homes checklist on page 41 and for homes specialising in dementia please use the residential dementia care checklist on page 43.



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

www.carechoices.co.uk

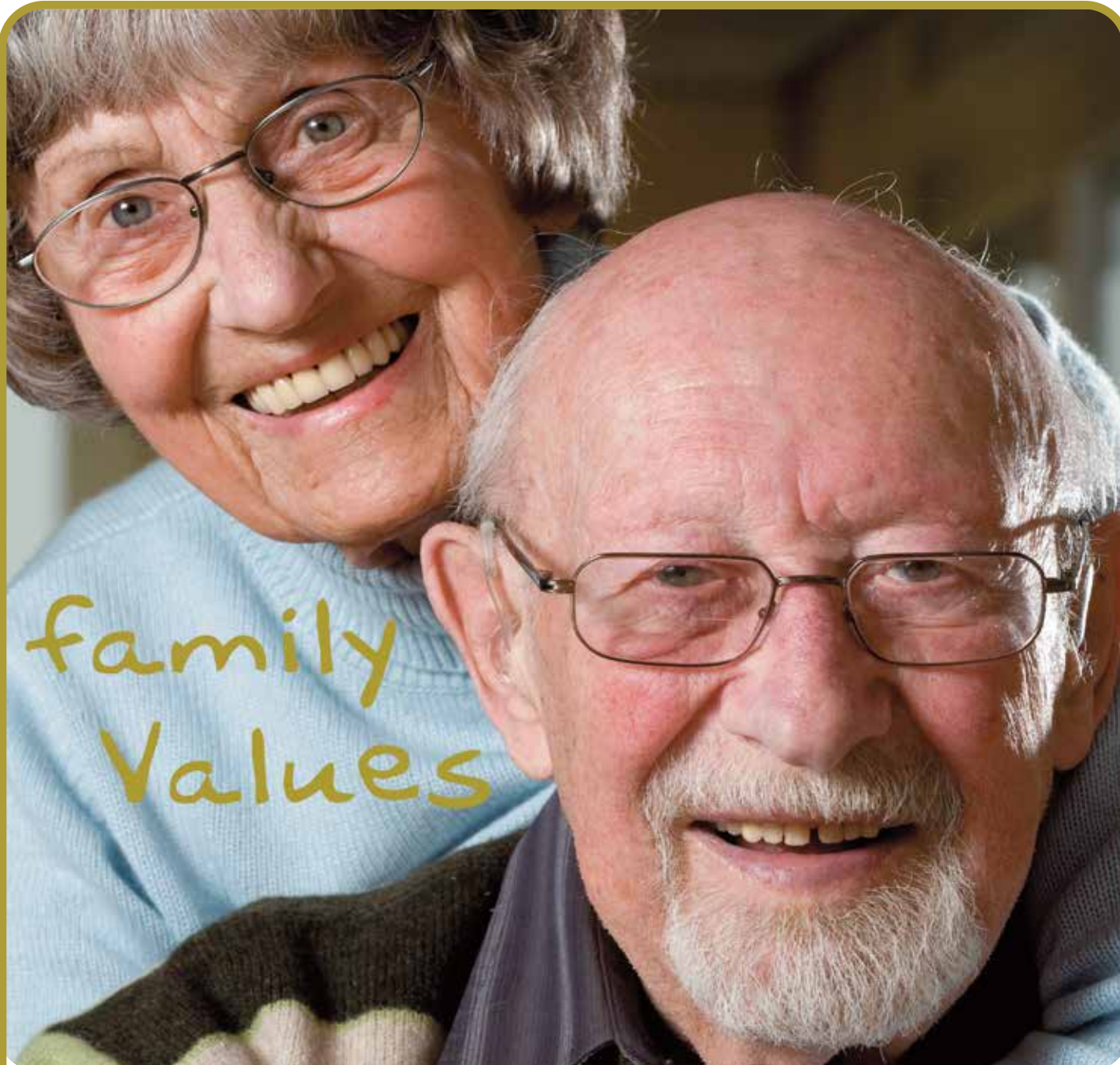
developed by the publisher of this Guide

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.



You can contact the homes directly for a brochure and more information or telephone our regional office on **01480 498067**

01733 203347 - Aliwal Manor, Whittlesey

01223 247864 - Brook House, Cambridge

01223 712111 - Buchan House, Cambridge

01954 273310 - Fitzwilliam House, Cottenham

01223 236079 - Etheldred House, Histon

01223 354773 - Primrose Croft, Cambridge

01480 375163 - Rheola, St. Ives

01223 712135 - St. Georges Court, Cambridge

01480 456899 - Hunters Down, Huntingdon

01945 581141 - Glennfield, Wisbech

***Care that is as individual as the
people for whom we provide care***



Excelcare
Cambridge Regional Office
C/O Hunters Down, Hartford Road
Huntingdon, Cambs PE29 1XL

Home 1 £ p/w
 Home 2 £ p/w
 Home 3 £ p/w

First impressions

1 2 3

- Were you met when you first arrived? ☐ ☐ ☐
- Do staff seem warm, friendly and polite? ☐ ☐ ☐
- Do the residents seem happy, active and sociable? ☐ ☐ ☐
- Does the home feel homely and welcoming? ☐ ☐ ☐
- Is the home fresh, clean and comfortably furnished? ☐ ☐ ☐

Fees

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

Transport

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

Accommodation

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

Accessibility

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

Life within the home

- Are there any rules and restrictions (e.g. going out, time of return etc)? ☐ ☐ ☐
- Can you choose when to get up and retire every day? ☐ ☐ ☐
- How are residents involved in decisions about life in the home? ☐ ☐ ☐
- Is there a telephone where you can make and take calls in private and comfort? ☐ ☐ ☐

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

Staff

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

Visitors

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

Catering

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

Activities

- Can you continue to pursue your hobbies and interests? ☐ ☐ ☐
- Are there organised activities and entertainment? ☐ ☐ ☐
- Are outings and holidays arranged? ☐ ☐ ☐
- How much do they cost? ☐ ☐ ☐
- Are escorts available if necessary? ☐ ☐ ☐
- Is a library service available? ☐ ☐ ☐
- Can you have your own flower bed or help in the garden? ☐ ☐ ☐
- Can you stay in your own room if you want to? ☐ ☐ ☐

Gardens

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

Contract terms

- Can you retain your own room if away? ☐ ☐ ☐
- Can you have a short-stay or trial period? ☐ ☐ ☐
- Will you be given a statement of terms on admission? ☐ ☐ ☐
- Are all procedures, such as complaints, clearly spelt-out? ☐ ☐ ☐

Feel right at home

with Barchester care homes



At Barchester, we know finding the right care home can be a daunting decision, but we'll do everything we can to help.

We take individual choices very seriously at Barchester. Our carefully selected and well-trained staff take time to get to know the people we care for. We help them to feel at home, to maintain their interests, make new friendships and improve their quality of life. We're proud of the support we offer.

We have a range of services to suit all care needs, including:

Nursing care • Residential care • Dementia care • Respite care

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



Hickathrift House
217 Smeeth Road,
Wisbech, PE14 8JB
Tel: 01945 223 130

Hilton Park
Bottisham, Cambridge,
Cambridgeshire, CB25 9BX
Tel: 01223 633 505

Longueville Court
The Village Green,
Orton Longueville, PE2 7DN
Tel: 01733 821 654

Oaklands
Bottisham, Cambridge,
Cambridgeshire, CB25 9BX
Tel: 01223 633 504

Rose Lodge
Walton Road, Wisbech,
Cambridgeshire, PE13 3EP
Tel: 01945 223 132

Werrington Lodge
Baron Court, Werrington Meadows,
Peterborough, PE4 7ZF
Tel: 01733 821 653

Things to look for in care homes specialising in dementia. Please use in conjunction with the care homes checklist on page 41.

Residents

Y N

The best indication of a good home is that the residents appear happy and responsive.

- Are residents involved in activities or chatting? ☐ ☐
- Are residents clean and comfortably dressed? ☐ ☐
- Do they seem alert and interested? ☐ ☐
- Do they talk to you as you walk around? ☐ ☐
- Are they encouraged to do as much for themselves as they can? Can you see any examples of this? ☐ ☐

Access

If the person with dementia needs or is likely to need equipment or adaptations you may want to check whether:

- The corridors and toilets are wide enough for a walking frame or wheelchair. ☐ ☐
- There are suitably adapted toilets and baths. ☐ ☐
- There are ramps or a lift. ☐ ☐
- There is adequate signage and cues for different parts of the home such as dining room and bathroom. ☐ ☐

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. ☐ ☐
- The bedrooms are bright and pleasant. ☐ ☐
- Residents can go to their rooms when they wish to be alone. ☐ ☐
- Residents are able to keep pets in their room or in other areas of the home. ☐ ☐
- Staff respect the right to privacy and knock on bedroom doors. ☐ ☐

Toilets

Getting to the toilet in time can sometimes be a problem as dementia progresses.

- Are there enough toilets within easy reach of the bedrooms and living areas? ☐ ☐
- Are staff trained to spot the signs when someone needs to go to the toilet? ☐ ☐
- Are staff cheerful and tactful about helping residents use the toilet and changing them if they are incontinent? ☐ ☐

Living areas

Look to see whether chairs are arranged in groups to encourage talking rather than placed in a circle round the outside of the room.

- Is there a TV or radio left on when no one is watching or listening? ☐ ☐
- Is there more than one room where residents can sit or where they can be quiet or see visitors? ☐ ☐
- Is there a garden where residents can walk safely? ☐ ☐

Health

You will want to know what happens if residents are unwell or need medication.

- Which doctor or doctors can residents see? ☐ ☐

- Can a relative stay overnight if a resident is unwell? ☐ ☐
- What happens if residents need help with taking medication? ☐ ☐
- Are changes in medication discussed with the family carers? ☐ ☐

Visitors

You will want to make sure that there is good communication between relatives and the home and that phone calls and visits are encouraged.

- Are visitors welcome at any time? ☐ ☐
- Are visitors encouraged to take residents out or join them for a meal? ☐ ☐
- Are children made to feel at home? ☐ ☐
- Are relatives involved in care planning and the general life of the home? ☐ ☐

Activities

Residents should be stimulated without feeling stressed.

- Are there opportunities for residents to help staff with small tasks if they wish? ☐ ☐
- Are the activities individualised and people's likes/dislikes recorded in care plans? ☐ ☐
- Are activities available each day? ☐ ☐
- Are residents left to sit in front of the TV? ☐ ☐
- Are reminiscence activities available? ☐ ☐
- Are residents able to compile memory boxes? ☐ ☐

Staff

It is important to note whether staff seem friendly and caring towards residents and whether they treat residents with respect.

- Do they have any training and experience in dementia care? ☐ ☐
- Do they take time to sit and chat to residents or talk to them while they are helping them with physical tasks such as washing or dressing? ☐ ☐
- Do they know about residents' backgrounds, habits and interests? ☐ ☐
- Will the person with dementia have a member of staff particularly responsible for their care? ☐ ☐
- Is there a member of staff you can talk to about your own worries about the person with dementia? ☐ ☐

Manager/head of home

A manager who is caring as well as efficient can make all the difference to a home.

- Does the manager have a friendly manner with staff and residents? ☐ ☐
- Do they answer your questions openly and seem to understand your concerns? ☐ ☐
- Do they have a knowledge of dementia and can they deal with difficulties that may arise in an understanding way? ☐ ☐
- Is there a full assessment at home before a resident is admitted? ☐ ☐
- Does each resident have a care plan and are their needs regularly reviewed? ☐ ☐
- Is the family carer consulted about the care plan and about any proposed changes to it? ☐ ☐

Paying for care

Some services outlined in this Guide are available to you for free. For other services there is a charge and,

depending on your situation, you may be required to pay for, or contribute to, the cost of services.

Attendance Allowance

This is a non-means-tested, non-taxable benefit from the DWP paid at two different rates depending on the level of help you need. The lower rate is for those needing care by day or night, and the higher rate is for those needing care both during the day and night or who are terminally ill. At the time of publication, the lower rate is £55.10 a week

and the higher rate is £82.30 a week.

Check the current rates at
Web: **www.gov.uk/attendance-allowance**
Tel: **0345 605 6055**

Always seek advice

Independent help is available to guide you through your financial options. There may be a number of solutions to retaining your capital whilst paying for care. For information about seeking financial advice go to

www.cambridgeshire.gov.uk/financialadvice



Society of Later Life Advisers (SOLLA)

Tel: **0333 2020 454**

Email: **admin@societyoflaterlifeadvisers.co.uk**

Web: **www.societyoflaterlifeadvisers.co.uk**

Money Advice Service

Tel: **0300 500 5000**

Web: **www.moneyadvice.service.org.uk**

Citizens Advice Bureau

See page 51 for contact details.

Personal budgets

If you have had an assessment by us and have been assessed as eligible for support (see details on page 5) we will ask you to complete a financial assessment questionnaire so that we can work out if you should be paying for your care and support and whether we can contribute any money towards this.

If you qualify for financial help, we can arrange a personal budget for you. This is the total amount of money needed to provide your care and support,

including the amount we can contribute and the amount you will need to pay.

Your personal budget can be paid either directly to you, or managed by us or other specialist organisations on your behalf. Currently, personal budgets cannot be used to pay for residential care.

If you are paying for all of your own support, you will not receive a personal budget but we can still give you advice and help to organise your care and support.

Direct Payment

A Direct Payment is an amount of money for you to arrange and purchase the care and support agreed in your care and support plan. We will tell you more about Direct Payment or you can go to

www.cambridgeshire.gov.uk/careandsupport and look at 'Care & support: Paying for care – Direct Payment'.

Penderels Trust is contracted by the Council to provide a Direct Payment support service. They can meet with you and provide a free Direct Payment information and advice

visit and can assist you with recruitment and employment issues if you have a personal assistant.

Penderels Trust, Stirling House, Denny End Road,
Waterbeach CB25 9QE
Tel: **0845 600 0684**
Email: **cambridgeshire@penderelstrust.org.uk**
Web: **www.penderelstrust.org.uk**

Paying for your own care and support at home

If you have capital or savings of more than £23,250, not including your home, or you choose not to disclose your financial circumstances, you will have to pay the full cost of any care and support services you require but you are still entitled to an assessment of your needs, as explained below.

We can arrange care for you and you will be invoiced for this, or you can arrange your care privately and pay your service provider directly.

If you ask us to arrange your care and support for you, you may be liable to pay a one-off arrangement fee in addition to the costs of meeting your assessed care and support needs. This arrangement fee covers the cost of

putting the care and support you need in place.

If you have a disability-related issue

If you have disability-related issues and are over the age of 65 and not in receipt of Attendance Allowance (AA), or under the age of 65 and not in receipt of Disability Living Allowance (DLA) or Personal Independence Payment (PIP), then you may be entitled to claim one of these benefits. These benefits are not means-tested and are not affected by your total income.

You can apply for AA by calling **0345 605 6055** and PIP by calling **0800 917 2222**. DLA has been replaced by PIP for new claimants.

Paying for residential care

If you are considering moving into permanent residential care, you may be entitled to the following financial assistance and support, subject to an assessment, as explained on page 5.

How we assess your capital and savings

If your capital and savings are in excess of £23,250 (please see below about when we include the value of your home), you can have an assessment with us to define your strengths and abilities and identify your care needs, but you are likely to have to pay the full cost of your care. Whichever homes you consider must be able to meet your assessed care needs.

If you are eligible for support and your capital and savings are below £23,250, we will contribute financially towards the cost of your assessed care needs. To work out how much we will pay, you must arrange a financial assessment.

If we are funding your care, your choice of care home will be limited to those that accept our funding level. More expensive homes will expect you to arrange for a third party to 'top-up' the difference (see page 46). You are not allowed to do this yourself if your capital is below £23,250, except in limited circumstances.

If your capital is less than £14,250 and the home you choose charges fees that are within the local authority's funding rate, your contribution will be assessed on your income only.

With capital between £14,250 and £23,250 you will be expected to contribute £1 per week for every £250 you have between £14,250 and £23,250.

Will I have to sell my house?

If you have moved into a care home permanently and

you own your former home, its value will be included as capital in your financial assessment unless one of the following still lives there:

- your husband, wife or partner;
- a lone parent who is your estranged or divorced partner;
- a relative aged 60 or over;
- a relative under 60 who receives certain disability allowances; or
- a child under 18 you are financially responsible for.

Twelve-week property disregard

If your former home is included in your financial assessment and your other capital is less than £23,250, and your income is not enough to meet your care home fees, we will help with the cost during the first twelve weeks of permanent care, provided we agree that care is needed.

Deferred payment agreements

A deferred payment agreement is an arrangement with the Council enabling you to use the value of your home to help pay care home costs. After the 12-week property disregard period, any financial help from us will be charged against the value of your home and recovered once your house has been sold. However, we may limit how much we will pay and it may affect your entitlement to Pension Credit if your property is not seen to be on the market and becomes treated as capital by the Department of Work and Pensions (DWP).

NHS Funded Nursing Care

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care you may be entitled to a non-means-tested contribution

towards the cost of your nursing care. This is paid directly to the home.

View the current rate at www.nhs.uk/chq/Pages/what-is-nhs-funded-nursing-care.aspx

NHS Continuing Care Funding

You can receive continuing healthcare services in any setting, including your own home or in a care home. The NHS will pay if you are eligible for NHS Continuing Care Funding and need healthcare from a community nurse or a therapist.

If you live in a care home with nursing (traditionally called a 'nursing home') and have a primary health need, you may qualify for the full cost of your care home fees, including board and accommodation, under the National Framework for NHS Continuing Healthcare. If you live in a residential home, and need help from a registered nurse, this help will be free and covered by the NHS.

Running out of money

If your capital is likely to reduce to £23,250, you must let us know well in advance as we may step in to help with your care fees. We must conduct an assessment of your situation and may make a contribution, described on page 45.



If the home you have chosen charges more than our contribution, you must find someone to help pay the difference. This is called a 'top-up' payment. Whoever does this, they should realise that they may have to pay this for some time. Alternatively, you would have to find a cheaper home. More information about top-ups is below.

Understanding your rights before moving into care is essential. There are a number of financial products and specialist companies that may be able to help. It is important to seek professional advice before committing yourself (see page 44).

Whatever your circumstances...

Remember:

- your assessment will be made up of two elements, a care part and a financial one;
- a nursing home will generally be more expensive than a residential home offering personal care only;
- if your partner still lives at home, they will not be means-tested;
- if your spouse wishes to claim 50% of your occupational pension, they can. However, it may not be in their interest to do so. The Revenue and Assessment Team at Cambridgeshire County Council can advise you on what is best for you, call **01480 372387**; and
- if you are moving into a nursing home, you may be eligible for NHS funded Nursing Care.

Consider claiming:

- Income Support;
- Pension Credit;
- Attendance Allowance if you are over 65 with disability-related care needs; or
- Personal Independence Payment if you are under 65 with disability-related care needs.

Third party (top-up) payments

If the care home you choose costs more than the rate we usually pay for a person with your needs, someone will have to make up the difference. This extra payment is often referred to as a 'top-up' or 'third party payment'.

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

Council formalising the arrangement.

It is important that whoever agrees to do this for you is made aware that the amount could increase in the future and they must be confident any increases will be met. Should payments stop for any reason, you should seek help and advice from adult social care immediately. As the financing of care is a complex area, you are advised to contact us to ask for specific advice and individual guidance. Call **0345 045 5202**.

Essential information

Worried about someone or yourself – keeping safe (safeguarding adults)

Safeguarding adults means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted. This includes, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding any action, and recognising that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

There are ten types of abuse.

- **Physical abuse:** including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- **Sexual abuse:** including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- **Psychological abuse:** including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- **Financial or material abuse:** including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Neglect and acts of omission:** including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Discriminatory abuse:** including forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion.
- **Domestic violence:** including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.
- **Organisational abuse:** including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one-off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- **Modern slavery:** including slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Self-neglect:** this covers a wide range of behaviour, neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.



How can the Council help?

Abuse can take place anywhere, including in a person's own home, in a residential home, day centre or hospital. Unfortunately, those being abused are often the least likely to bring the situation to anyone's attention. If you see or know of a worrying situation please do not ignore it.

We will provide information and offer practical advice to the person suffering abuse, so that they can make an informed choice about any help they might need, or any action they may wish to take. If they are unable to make an informed choice, care will be taken to support

and protect them.

If you are concerned that an adult is at risk of experiencing abuse or neglect, you can phone Customer Services on **0345 045 5202**. In an emergency outside office hours call **01733 234724** or contact the police on **101** or dial **999** if someone is in immediate danger.

What will happen next?

What happens next will depend on the wishes of the person and the seriousness of the situation. If they are in physical danger, or at risk of serious neglect, ensuring their safety will be of utmost importance.

In response to your referral, a decision will be made

as to how to deal with your concern. If it is decided that your concern needs a safeguarding response then a member of staff trained in safeguarding work, called an Adult Safeguarding Lead, will carry out a careful and sensitive enquiry into your concern.

Information and advice will be offered so that the victim and their family (if appropriate) can be involved in any decision taken to support and protect them.

Occasionally the adult at risk may refuse the help offered, in which case the authorities have only limited legal power to take action against the person's wishes. However, the agencies can continue to monitor the situation closely.

Inspecting and regulating care services

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

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

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

Inspection teams are led by an experienced CQC manager and often include experts in their field. The team may also include professional or clinical staff; Experts by Experience; people who use services; and carers.

Following an inspection, each care home and home care agency is given a report of how it rates against national essential standards of quality and safety. The CQC has also started rating services as: Outstanding, Good, Requires Improvement and Inadequate.

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

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

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

This Guide's free helpline

This Guide's free helpline provides an independent information and help service encompassing care and accommodation. A personalised report can be generated for you, providing details of all home care providers, care homes or care homes with nursing that meet your criteria.

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

The website **www.carechoices.co.uk** allows you to search by postcode or region for care homes, care homes with nursing and home care providers that meet your requirements across the country. Your search can then be

saved and emailed to others. You can also view an electronic version of this Guide on the site and have it read to you by using the 'Browsealoud' function.

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



Making a compliment, comment or complaint

You should feel able to give feedback on any aspect of your care or support service. It should not be difficult for you to provide feedback and you should feel that your comments are being taken seriously. It is usually best to give your feedback to the manager of the service before you take any further action.

However, if you are concerned about something, and feel that your concerns are not being taken seriously, you should contact the registered owners of the service. The law says that the registered owners must respond to any complaints made.

If you are not satisfied with the response you receive, and if you receive care from a council-approved provider, you can complain to the adult social care Complaints Team.

Tel: **0345 045 5202**

Email: **customer care@cambridgeshire.gov.uk**

If you are not happy with the response from the care provider and you do not receive help from us you can make a complaint to the Local Government Ombudsman (LGO).

Local Government Ombudsman

PO Box 4771, Coventry CV4 0EH

Tel: **0300 061 0614**

Text: **07624 811595** (text 'call back' to this number and an LGO adviser will call you)

Web: **www.lgo.org.uk**

For more information about providing feedback go to **www.cambridgeshire.gov.uk/customer care**



Health information services

Healthwatch Cambridgeshire

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

The Maple Centre, 6 Oak Drive,
Huntingdon PE29 7HN

Tel: **01480 420628**

Web: **www.healthwatchcambridgeshire.co.uk**

WHAT ARE THE CARE OPTIONS?
HOW WILL I KNOW WHICH TO CHOOSE?

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

CAREselect

CALL CARE SELECT FOR MORE INFORMATION:

0800 389 2077

NEED HELP IN YOUR SEARCH FOR CARE?



Developed by the publisher of this Adult Care and Support Services Guide

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

www.carechoices.co.uk can help.

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

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

e: enquiries@carechoices.co.uk Follow us  @CareChoicesLtd

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Patient Experience Team (previously known as PALS)

Concerned about NHS services or need to find out about local services? The Patient Experience Team can help you navigate the sometimes seemingly complex NHS. It will:

- offer confidential help and advice to resolve problems quickly;
- provide information about local health services and support groups;
- signpost to other organisations such as Independent Advocacy and other Patient Experience services; and
- give guidance on the NHS complaints procedure.

Patient Experience Team

Lockton House, Clarendon Road,
Cambridge CB2 8FH

Tel: **0800 279 2535** or **01223 725588**

Email: **CAPCCG.pet@nhs.net**

The team is available 9.00am to 5.00pm, Monday to Friday excluding Bank Holidays. Outside these hours an answerphone system is available, please leave a message and your call will be returned.

Hospital-based services

Addenbrooke's Hospital NHS Trust

Tel: **01223 216756**

Email: **pals@addenbrookes.nhs.uk**

Cambridgeshire Community Services

Tel: **01480 355184/0800 013 2511**

Email: **ccs-tr.pals@nhs.net**

Hinchingbrooke Hospital NHS Trust

Tel: **01480 428964**

Email: **hcr-tr.pals@nhs.net**

Papworth Hospital NHS Trust

Tel: **01480 364896**

Email: **pals@papworth.nhs.uk**

Peterborough and Stamford Hospitals NHS Trust

Tel: **01733 673405**

Email: **pals@pbh-tr.nhs.uk**

Other sources of information

Besides organisations run by the NHS and local authorities, there are hundreds of voluntary organisations in Cambridgeshire which provide helpful information and services.

As well as raising their own funds, many groups receive grant aid from the County Council and other local

authorities. Some volunteer organisations are run entirely by people giving their own spare time to help others. The larger voluntary organisations may employ professional staff to run their affairs and provide specialist services. To find out more ask at your library or go to **www.cambridgeshire.gov.uk/careandsupportdirectory**

Citizens Advice Bureau (CAB)

Offices offer information, advice and assistance in confidence for everyday problems including debt, counselling, law surgeries and welfare rights advice. Please check the office will be open before visiting.

Cambridge

66 Devonshire Road, Cambridge CB1 2BL

Tel: **0344 848 7979**

Web: **www.cambridgecab.org.uk**

Rural Cambs

Tel: **0344 245 1292**

Web: **www.ruralcambscab.org.uk**

Ely – 70 Market Street, Ely CB7 4LS

Huntingdon – Town Hall, Market Hill,
Huntingdon PE29 3PJ

St Neots – CAB Portacabin, Tan Yard Car Park,
St Neots PE19 1AN

Wisbech – 9 Church Mews,
Wisbech PE13 1HL



TLC are an owner and operator of care homes operating in and around the Southeast of the UK.

Cambridge Manor and Cherry Hinton are the two TLC care homes local to you. Give one of our homes a call today to visit us for a cup of tea and a chat.



Cambridge Manor Care Home

Cambridge Manor is a beautiful, modern, purpose-built home with immaculate hotel-style facilities in a highly relaxing and comfortable setting. The home caters for all types of care, from residents who just need a little extra help through to those with nursing or memory loss needs.

Cherry Hinton Care Home

Cherry Hinton is situated in the leafy suburb of Cherry Hinton, Cambridge and combines a warm and friendly atmosphere with high quality care. Like Cambridge Manor, the home caters for all types of care, especially nursing and residential care for older people.

Cambridge Manor Care Home
33 Milton Road Cambridge CB4 1UZ

T:01223 363904 www.tlccare.co.uk/cambridge-manor

Cherry Hinton Care Home

369 Cherry Hinton Road Cambridge CB1 8DB

T:01223 210070 www.tlccare.co.uk/cherry-hinton

WOODLANDS CARE CENTRE

Hawkins Road, Cambridge CB4 2RD



General Manager: Lynda Sampford RGN.

Tel: 01223 324444 Fax: 01223 324445 Email: woodlands@ranccare.co.uk



The Woodlands Care Centre is a purpose built care home with nursing providing 109 beds with the accommodation arranged over three floors in five care suites. All rooms are single en-suite, with a range of lounge and dining facilities offering choice to all residents. The home has been tastefully decorated and furnished throughout to afford an enhanced quality of life.

Care is provided to the elderly who may require residential dementia care, dementia care with nursing, with inter-call system designed for dementia residents, general nursing, palliative care, and for the young physically disabled in a dedicated unit on the ground floor.

The home provides a variety of stimulating, motivating activities, creating an excellent social programme delivered by caring friendly staff. All meals are home cooked, nutritious, and any special dietary requirements are catered for.

Our team of skilled, professional and dedicated staff deliver care and services in a professional, imaginative, caring and sensitive way. To arrange a visit or for further information please do not hesitate to contact our general manager at any time.



www.ranccare.co.uk

Cambridge City care homes

ALEX WOOD HOUSE

3a Fortescue Road, Cambridge CB4 2JS
Tel: 01223 578602 **Advert page 22** **OP**

ANTELOPE WAY

18-20 Antelope Way, Cherry Hinton, Cambridge CB1 9GT
Tel: 01223 416382 **OP PD LDA MH**

BROOK HOUSE CARE CENTRE

45 Seymour Street, Cambridge CB1 3DJ
Tel: 01223 247864 **Advert page 40** **OP D**

BROWNS FIELD HOUSE

25 Sherbourne Close, Cambridge CB4 1RT
Tel: 01223 426337 **OP D**

CAMBRIDGE ROAD, 2

Milton, Cambridge CB24 6AW Tel: 01223 883130 **LDA**

CAMBRIDGESHIRE COUNTY COUNCIL – RUSSELL STREET, 40-44

Cambridge CB2 1HT Tel: 01223 712261 **LDA YA**

EDWARD HOUSE

Albion Row, Cambridge CB3 0BH
Tel: 01223 364405 **OP**

FEN ROAD

71-73 Fen Road, Chesterton, Cambridge CB4 1UN
Tel: 01223 425634 **D PD LDA SI YA**

HOLLIES CARE HOME, THE

11 Queen Edith's Way, Cambridge CB1 7PH
Tel: 01223 249924 **OP D PD MH**

LANGDON HOUSE

20 Union Lane, Cambridge CB4 1QB
Tel: 01223 578601 **Advert page 22** **OP**

OAKS AND CINNABAR

2-3 Edmund Close, Milton, Cambridge CB24 6ZS
Tel: 01223 883130 **LDA**

PAULINE BURNET HOUSE

1 Pippin Drive, Chesterton, Cambridge CB4 1GL
Tel: 01223 883130 **PD LDA**

PRIMROSE CROFT CARE CENTRE

Primrose Street, Cambridge CB4 3EH
Tel: 01223 354773 **Advert page 40** **OP D**

ROSEWOOD

1 Edmund Close, Milton, Cambridge CB24 6ZS
Tel: 01223 883130 **PD LDA**

SUEZ ROAD, 128

Cambridge CB1 3QD Tel: 01223 572158 **OP LDA YA**

WINSTON HOUSE

19 Brooklands Avenue, Cambridge CB2 8BG
Tel: 01223 356795 **MH**

Cambridge City care homes with nursing

BUCHAN HOUSE

Buchan Street, Cambridge CB4 2XF
Tel: 01223 712111 **Advert page 40** **OP D**

CAMBRIDGE MANOR CARE HOME

33 Milton Road,
Cambridge CB4 1UZ
Tel: 01223 363904 **Advert page 52** **OP**

CAMBRIDGE NURSING CENTRE, THE

5 High Street, Chesterton,
Cambridge CB4 1NQ
Tel: 01223 855964 **Advert page 60** **OP D**

CHERRY HINTON NURSING HOME

369 Cherry Hinton Road,
Cambridge CB1 8DB
Tel: 01223 210070 **Advert page 52** **OP D**

FEN ROAD

71-73 Fen Road, Chesterton, Cambridge CB4 1UN
Tel: 01223 425634 **D PD LDA SI YA**

HINTON GRANGE

442 Bullen Close, Cambridge CB1 8YU
Tel: 01223 246360 **OP D PD LDA MH**

HOPE RESIDENTIAL AND NURSING CARE HOME, THE

Brooklands Avenue, Cambridge CB2 8BQ
Tel: 01223 359087 **OP D**

ST GEORGES COURT CARE CENTRE

Russell Street, Cambridge CB2 1HT
Tel: 01223 712135 **Advert page 40** **OP**

WOODLANDS CARE CENTRE

Hawkins Road, Cambridge CB4 2RD
Tel: 01223 324444 **Advert page 52** **OP D PD YA**

Advertisers are highlighted

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



Ensuring care from home to home

The Firs is a beautiful, well established care home situated in the picturesque village of Little Downham, Ely. The home boasts stunning views across the local fens. There are 29 single bedrooms, all equipped to a very high standard. We are a warm, friendly care home with a homely atmosphere throughout.

- Highly trained and experienced caring staff on duty 24 hours a day. English and Polish spoken.
- Situated over 2 floors with a passenger lift.
- 29 single rooms decorated to the highest standard.
- All bedrooms are beautifully presented and contain brand new furnishings and fittings.
- Warm and cosy dining area with a bright well facilitated lounge giving a real homely feel.
- Daily entertainment programme, with a wide range of activities.
- Picturesque courtyard and landscaped gardens overlooking nearby farmland. Safe and secure for all residents to use.

The Firs | t 01353 699 996 f 01923 699 990
Tower Farm, Tower Road, Little Downham, Ely, Cambridgeshire CB6 2TD



Caring for the elderly with nursing needs

Soham Lodge Care Centre, specialising in care for the elderly with nursing needs. We aim to provide residents with a safe and secure, relaxed and homely environment in which care, well-being and comfort are of prime importance.



All rooms are ground floor, large bedrooms with en-suite wet rooms, communal areas for meals, socialising and activities and enclosed garden areas.



T: 01353 720775 E: info@sohamlodge.co.uk www.sohamlodge.co.uk
Qua Fen Common, Soham, Ely, Cambridgeshire CB7 5DF



Cambridge

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

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CAREselect

CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077

East Cambridgeshire care homes

ALDERTON HOUSE

5 Wellington Street, Littleport, Ely CB6 1PN
Tel: 01353 862677

LDA

JASMINE HOUSE

1a Upherds Lane, Ely CB6 1BA
Tel: 01353 662261

OP D LDA YA

BRAMBLES, THE

104 Station Road, Soham, Ely CB7 5DZ
Tel: 01353 722971

LDA

LABURNUM LODGE

2 Victoria Street, Littleport, Ely CB6 1LX
Tel: 01353 860490

OP D PD

BURWELL

16 and 18 Hawthorn Way, Burwell, Cambridge CB25 0DQ
Tel: 01638 743764

OP PD MH SI

LILY HOUSE

Lynn Road, Ely CB6 1SD
Tel: 01353 666444

OP D YA

FAIR HAVEN CARE HOME

102 Station Road, Soham, Ely CB7 5DZ
Tel: 01353 720916

OP D

OLD VICARAGE, THE

32 Church Lane, Littleport CB6 1PS
Tel: 01353 865200

OP D PD LDA

FEN HOUSE

143 Lynn Road, Ely CB6 1SD
Tel: 01353 667340

PD YA

QUEENS COURT

2 Downing Close, Bottisham, Cambridge CB25 9DD
Tel: 01223 811905

OP D

FIRS RESIDENTIAL CARE HOME, THE

Tower Farm, Tower Road, Little Downham, Ely CB6 2TD
Tel: 01353 699996 **Advert page 54**

OP D

ROBINSON HOUSE

24c Fordham Road, Soham, Ely CB7 5AQ
Tel: 01353 624330

LDA YA

GUYATT HOUSE

42 The Causeway, Burwell, Cambridge CB5 0DU
Tel: 01638 610109

LDA YA

VERA JAMES HOUSE

Chapel Street, Ely CB6 1TA
Tel: 01353 661113 **Advert page 22**

OP

HOLLY COTTAGE LLP

1 Egremont Street, Ely CB6 1AE
Tel: 01353 661297

LDA

WATERBEACH LODGE

Advert inside front cover

Ely Road, Waterbeach, Cambridge CB25 9NW
Tel: 01223 862576

OP D PD LDA MH SI

East Cambridgeshire care homes with nursing

GABLES, THE

93 Ely Road, Littleport, Ely CB6 1HJ
Tel: 01353 861935

D LDA

LIMES 1, THE

5 Church Lane, Littleport, Ely CB6 1PS
Tel: 01353 863194

D

HILTON PARK CARE CENTRE

Bottisham, Cambridge CB25 9BX
Tel: 01223 633505 **Advert page 42**

OP D PD MH YA

LITTLEPORT GRANGE

Grange Lane, Ely Road, Littleport, Ely CB6 1HW
Tel: 01353 861329 **Advert outside back cover**

OP PD

HILTON PARK – OAKLANDS

Bottisham, Cambridge CB25 9BX
Tel: 01223 633504 **Advert page 42**

OP D PD MH YA

SOHAM LODGE

Qua Fen Common, Soham, Ely CB7 5DF
Tel: 01353 720775 **Advert page 54**

OP D MH YA

Advertisers are highlighted

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

ORCHARD HOUSE NURSING HOME

107 Money Bank, Wisbech, Cambridgeshire PE13 2JF



General Manager: Peter Heron RGN.

Tel: 01945 466784 Fax: 01945 588856 Email: orchardhouse@ranccare.co.uk



Orchard House is a 67 bed purpose built care home with nursing, providing general nursing, palliative care and dementia care with nursing. The rooms are single with en-suite facilities. There are a range of lounge and dining facilities affording comfort and choice. The home provides an excellent social care programme and the cuisine is of a high quality with a choice of menu.

Special diets are catered for. Care and services are delivered in a caring, professional and imaginative way by a team of skilled and caring staff. Should you require any additional information or would like to arrange a visit then please contact our General Manager who will be pleased to assist you at any time. Visits to the home are actively encouraged.

www.ranccare.co.uk

Clovelly House

Large enough to cope, small enough to care.

- ♦ Independent family owned business est. 1985.
- ♦ Situated close to town centre amidst mature gardens
- ♦ Respite & Daycare available
- ♦ Quality care provided by our qualified and experienced team

www.clovellycare.co.uk



44 Station Road, March, PE15 8LE

Tel: 01354 655768

E: clovellycare@aol.com



COUNTRY COURT CARE
Our family caring for yours

Lyncroft Care Home, Wisbech

We offer a loving, family environment, in which our residents and their families are at the heart of everything we do.

81 Clarkson Avenue, Wisbech, PE13 2EA | 01945 475229 | lyncroft@countrycourtcare.com



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

Fenland care homes

ALI WAL MANOR CARE CENTRE

Turners Lane, Whittlesey PE7 1EH
Tel: 01733 203347 **Advert page 40**

OP D

BELMONT ROAD

9-10 Belmont Road, March PE15 8RQ
Tel: 01354 660623

PD LDA YA

CAMBRIDGESHIRE COUNTY COUNCIL – ALDER CLOSE, 20

March PE15 8PY
Tel: 01223 654146

LDA YA

CHESTNUTS RESIDENTIAL CARE HOME, THE

169 Norwich Road, Wisbech PE13 3TA
Tel: 01945 584580

OP D

CLOVELLY HOUSE

44 Station Road, March PE15 8LE
Tel: 01354 655768 **Advert page 56**

OP

CONQUEST LODGE

Dagless Way, March PE15 8QY
Tel: 01354 659708

PD LDA YA

DOVE COURT

Kirkgate Street, Wisbech PE13 3QU
Tel: 01945 474746

OP D YA

GABLES CARE HOME, THE

1 East Park Street, Chatteris PE16 6LA
Tel: 01354 693858

OP

HERMITAGE, THE

6-12 St Mary's Street, Whittlesey PE7 1BG
Tel: 01733 204922

OP

HIGH ROAD, 73

Gorefield, Wisbech PE13 4PG
Tel: 01945 870968

OP PD LDA SI YA

KENEYDON HOUSE

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

OP D

LANGLEY LODGE RESIDENTIAL HOME

26 Queens Road, Wisbech PE13 2PE
Tel: 01945 582324

OP

LYNCROFT CARE HOME

81 Clarkson Avenue, Wisbech PE13 2EA
Tel: 01945 475229 **Advert page 56**

OP D

ROYAL MENCAP SOCIETY – BROAD OAKS

30 Gaul Road, March PE15 9RQ
Tel: 01354 656022

LDA YA

SPRINGFIELD RESIDENTIAL CARE HOME

63 The Causeway, March PE15 9NY
Tel: 01354 652451

OP D



Fenland care homes with nursing

ASKHAM COURT

13 Benwick Road, Doddington, March PE15 0TX
Tel: 01354 740269

PD YA

ASKHAM HALL

13 Benwick Road, Doddington, March PE15 0TX
Tel: 01354 740269

OP D

ASKHAM HOUSE

13 Benwick Road, Doddington, March PE15 0TX
Tel: 01354 740269

OP MH

ASKHAM PLACE

13 Benwick Road, Doddington, March PE15 0TX
Tel: 01354 740269

PD YA

Advertisers are highlighted

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

Fenland care homes with nursing continued

CEDAR COURT NURSING HOME

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

OP D

CONIFER LODGE

134 North Brink, Wisbech PE13 1LL
Tel: 01945 474912

LDA MH

ELMS RESIDENTIAL AND NURSING HOME, THE

2 Arnolds Lane, Whittlesey, Peterborough PE7 1QD
Tel: 01733 202421

OP D PD

GABLES SPECIALIST NURSING HOME, THE

101 Coates Road, Eastrea, Whittlesey,
Peterborough PE7 2BD
Tel: 01733 808966

D MH

GLENNFIELD CARE CENTRE

Money Bank, Wisbech PE13 2JF
Tel: 01945 581141 **Advert page 40**

OP D

HERON HOUSE CARE HOME

Coronation Close, The Avenue, March PE15 9PP
Tel: 01354 661551 **Advert page 60**

OP D PD YA

ORCHARD HOUSE

107 Money Bank, Wisbech PE13 2JF
Tel: 01945 466784 **Advert page 56**

OP D PD MH

ROSE LODGE

Walton Road, Wisbech PE13 3EP
Tel: 01945 223132 **Advert page 42**

OP D PD YA

SWAN HOUSE CARE HOME

Swan Drive, New Road, Chatteris PE16 6EX
Tel: 01354 696644 **Advert page 60**

OP PD

Huntingdonshire care homes

AISLING LODGE

27 Church Street, St Neots PE19 2BU
Tel: 01480 476789

OP D

BETHANY FRANCIS HOUSE

106 Cambridge Street,
St Neots PE19 1PL
Tel: 01480 476868

OP D

BROOKFIELD RESIDENTIAL HOME

1 High Street, Somersham PE28 3JA
Tel: 01487 840900 **Advert page 59**

OP

CAMBRIDGESHIRE COUNTY COUNCIL – ST LUKE'S CLOSE, 6

Huntingdon PE29 1JT
Tel: 01480 456941

LDA YA

CONQUEST HOUSE

Straight Drove, Farcet, Peterborough PE7 3DJ
Tel: 01733 244623

LDA MH YA

ELM HOUSE

Howitts Lane, Eynesbury,
St Neots PE19 2JA
Tel: 01480 471166

LDA

EYNESBURY HOUSE

Howitts Lane, Eynesbury, St Neots PE19 2JA
Tel: 01480 218899

LDA MH

FLORENCE HOUSE RESIDENTIAL HOME

Westfield Road, Ramsey, Huntingdon PE26 1JR
Tel: 01487 812295

OP

HARDWICK DENE

Hardwick Lane, Buckden, St Neots PE19 5UN
Tel: 01480 811322

OP D

HILL HOUSE

High Street, Ellington, Huntingdon PE28 0AG
Tel: 01480 890324

OP D

HILL VIEW

46 St Judiths Lane, Sawtry PE28 5XE
Tel: 01487 831709

OP D

HILLINGS, THE

Grenville Way, Eaton Socon, St Neots PE19 8HZ
Tel: 01480 214020

OP D

MANOR, THE – CARE HOME PHYSICAL DISABILITIES

Church Road, Brampton, Huntingdon PE28 4PF
Tel: 01480 412412

PD YA

Advertisers are highlighted

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

MANOR FARM

Pittsdean Road, Abbotsley, St Neots PE19 6UW
Tel: 01767 679900

LDA

OAKLEIGH CARE HOMES LIMITED

22 North Road, Alconbury Weston,
Huntingdon PE28 4JR
Tel: 01480 890248

OP D

OAKLEY HOUSE

10 Bushmead Road, Eaton Socon PE19 8BP
Tel: 01480 407010

LDA

OAKTREES

Warboys Road, Oldhurst PE28 3AA
Tel: 01487 822878

LDA

OLIVEMEDE

Hawthorne Road, Yaxley PE7 3JP
Tel: 01733 240972

OP D PD SI

PAXTON HALL CARE HOME

Ramplay Lane, Little Paxton, St Neots PE19 6NY
Tel: 01480 213036

OP D LDA

RHEOLA CARE CENTRE

Broad Leas, St Ives PE27 5PU
Tel: 01480 375163 **Advert page 40**

OP D

ROSE COTTAGE RESIDENTIAL HOME

School Road, Broughton,
Huntingdon PE28 3AT
Tel: 01487 822550 **Advert page 38**

OP

ROYAL MENCAP SOCIETY – KINGS LANE, 32

Popewalk House,
St Neots PE19 1LB
Tel: 0808 808 1111

LDA

ST GEORGE'S GLATTON HALL

Glatton Ways, Glatton,
Huntingdon PE28 5RS
Tel: 01487 830085

OP D

WOODLANDS

50 High Street, Earith,
Huntingdon PE28 3PP
Tel: 01487 841404

OP D

ST. ELIZABETH'S

CARE HOME WITH NURSING

Caring for people with epilepsy, autism and other complex needs since 1903.

Set in safe and spacious grounds, St. Elizabeth's offers residential care, respite services and day opportunities to adults 18+ who have epilepsy and related learning and physical disabilities. We offer:

- Robust person centred planning
- Intensive health, nursing and therapy support
- Full and varied day care programmes both on and off site comprising of over 30 activities
- Four innovative Social Enterprises, providing vocational experience in horticulture, art and ceramics, making and selling jewellery, and producing our own apple juice.

St Elizabeth's Centre, Perry Green, Much Hadham, Hertfordshire SG10 6EW



Tel: 01279 843451

E: enquiries@stelizabeths.org.uk
www.stelizabeths.org.uk



Brookfield Residential Home

1 High Street, Somersham, Cambs PE28 3JA

Brookfield Residential Home is a small, high quality, family-run home situated in the village of Somersham, Cambridgeshire. Located approximately 8 miles from Huntingdon and 15 miles from Cambridge, Somersham is a typical Cambridgeshire village that offers a variety of restaurants, shops, hairdressers and a post office, all within walking distance of the home.

A recent extension and refurbishment has not only created a warm and homely feel but also allows this Victorian house to accommodate 14 residents. We have two large lounges and a spacious dining room with a stair lift to the first floor. Most rooms offer en-suite facilities and some have a view over the beautifully landscaped garden.

Tel: 01487 840900 • Fax: 01487 840825 • Email: angiecaswell.brookfield@hotmail.co.uk

Advertisers are highlighted

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

A choice of elderly care options in Cambridgeshire

Bupa

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

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

To find out more about your elderly care options in Cambridgeshire

📞 Call **0333 220 4756**[†]

Look for The Cambridge, Cottenham Court, Manor House and The Red House in the listings section.

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

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Residential Care | Nursing Care
Short-stay care | Intermediate care
Dementia care | Specialist care
End of Life/Palliative Care

You care that your mum still enjoys the garden.

We care and helped Jenny plant her favourite flowers outside her room.

We put the residents at the very heart of everything we do. The care in our homes is tailored to meet your specific needs.

Why not pop in to look around and meet us?

Heron House March 01354 661551

Kingfisher House Newmarket 01638 669919

Midfield Lodge Oakington 01223 232267

Swan House Chatteris 01354 696 644

www.fshc.co.uk



Four Seasons
HEALTH CARE

Huntingdonshire care homes with nursing

CROMWELL HOUSE CARE HOME

82 High Street, Huntingdon PE29 3DP
Tel: 01480 411411

OP D

ELTISLEY MANOR

Cambridge Road, Eynesbury, Hardwick,
St Neots PE19 6SR
Tel: 01480 881006

OP MH YA

FIELD LODGE

London Road, St Ives PE27 5EX
Tel: 01480 499840

OP D PD MH YA

FORD HOUSE

140 St Neots Road, Eaton Ford, St Neots PE19 7AL
Tel: 01480 472017

OP D PD MH

HUNTERS DOWN CARE CENTRE

Hartford Road, Huntingdon PE29 1XL
Tel: 01480 456899 **Advert page 40**

OP D

MANOR HOUSE RESIDENTIAL AND NURSING HOME

80 Huntingdon Road, Upwood, Nr Huntingdon PE26 2QQ
Tel: 01487 898429 **Advert page 60**

OP D PD

PRIMROSE HILL CARE HOME

Thames Road, Huntingdon PE29 1QW
Tel: 01480 450099

OP D

RED HOUSE RESIDENTIAL AND NURSING HOME, THE

Bury Road, Ramsey PE26 1NA
Tel: 01487 898396 **Advert page 60**

OP D PD

RINGSHILL CARE HOME

Sallowbush Road, Huntingdon PE29 7AE
Tel: 01480 411762

OP D



South Cambridgeshire care homes

BOX TREE COTTAGE RESIDENTIAL HOME

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ISBN 978-1-910362-71-6

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Published by: Care Choices Limited, Valley Court, Lower Road, Croydon, Nr Royston, Hertfordshire SG8 0HF. Tel: 01223 207770.

Publisher: Robert Chamberlain. **Director of Sales:** David Werthmann.

Head of Editorial: Emma Morriss. **Editor:** Angharad Jenkins. **Content Editor:** Emma Cooper.

Regional Team Manager: Russell Marsh. **National Sales Manager:** Paul Leahy.

Senior Sales Executives: Mark Dalton, Debbie Feetham, Elaine Green, Vanessa Ryder.

Director of Creative Operations: Lisa Werthmann. **Studio Manager:** Jamie Harvey.

Designer: Holly Cornell. **Creative Artworkers:** Gemma Barker, Bobbie Johnson. **Distribution:** David Mulry.

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