Information and advice about local care and support

Home support • Specialist care • Useful contacts • Care homes
Providing a high standard of long & short term residential care.

15 - 17 Rothsay Place, Bedford MK40 3PX
www.salvetecarehome.co.uk

Salvete is a reputable care home ideally located close to Bedford riverside and town centre.

The home provides individualised care in a friendly and supportive environment and is equipped with the latest facilities, offering a combination of en-suite, single and double rooms.

Our staff are experienced, knowledgeable and committed to providing high quality care with dignity, respect and kindness.

Fresh, healthy and well-balanced meals are served daily. We have an excellent activities and entertainment program throughout the year.

We offer person centered care for:
• Older people
• People with dementia
• People with physical frailty

...in peaceful and pleasant surroundings.

Salvete Care Home has a CQC inspection rating of ‘Good’ overall.

Viewings are highly recommended

For further details and to arrange a visit please contact us on:
Tel: 01234 261 991
Email: admin@salvetecarehome.co.uk
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To obtain extra copies of this Directory, free of charge, call
Bedfordshire Borough Council Tel: 01234 267422
Central Bedfordshire Council Tel: 0300 300 8303
or, for Luton residents,
Care Choices Tel: 01223 207770

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Alternative formats

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

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

Welcome to the 2016/17 edition of the Bedfordshire and Luton Directory for Adult Care and Support Services. Bedford Borough, Central Bedfordshire and Luton Borough Councils have worked jointly with publisher Care Choices to develop this Directory.

Making a decision about how best to receive the care and support to meet your individual needs is very important. We hope that this Directory will help by giving you some ideas on the range and variety of services that are available across Bedfordshire and Luton.

We are committed to helping you retain as much independence as possible, helping you to live in your own home for longer and continuing to live close to your family and friends.

We hope you will find the information you need about what support or care is available for yourself, or for a relative or friend. Regardless of whether you pay for your care and support yourself, or whether the council contributes towards it, we will do our best to help you find the care and support that meets your needs.

As three councils are responsible for delivering Adult Social Care services across Bedfordshire and Luton, we will refer to all services as coming from ‘Adult Social Care’ throughout this Directory.

More information about the services delivered by each of the Councils is available at:

**Bedford Borough Council**
Tel: 01234 267422
Web: www.bedford.gov.uk
Email: care@bedford.gov.uk

**Central Bedfordshire Council**
Tel: 0300 300 8303
Web: www.centralbedfordshire.gov.uk
Email: customers@centralbedfordshire.gov.uk

**Luton Borough Council**
Tel: 01582 547660
Web: www.luton.gov.uk
Email: accessandassessment@luton.gov.uk

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The Care Act 2014 - what it means for you

The Care Act brought together all pieces of social care legislation to improve the delivery of care and support. The Act formally recognised carers in law for the first time and introduced new duties for councils to ensure that wellbeing, dignity and choice are at the heart of health and social care.

The Councils were already meeting many of the Care Act requirements, such as having an Adult Safeguarding Board and outcomes-based assessments.

Reform of the care system is designed to ensure that people receive support that prevents or reduces their future care needs. Central to achieving this is enabling people to have more choice and control over their lives so that they receive care at the right time.

The Act introduced a number of important changes:

• Information and advice on care and support for everyone regardless of need;
• Access to a care assessment for all adults and carers, including people who pay for their own care;
• Easily available independent advocacy and financial advice;
• Greater choice of local care providers and support services; and
• New rules around financial assessments enabling access to affordable care.

We believe this directory is a great place to start to help you find the right care and support to meet your needs.

See your local council’s website or search ‘Care Act’ at www.gov.uk for more information and useful factsheets.

Promoting your health and wellbeing

Adopting a healthier lifestyle can benefit everyone. By making a few small changes to the way you live you can make big changes to your health.

Keep moving

Regular physical activity can help reduce your risk of heart attack, stroke, high blood pressure, diabetes and osteoporosis, as well as raise your mood and self-esteem. It can also raise levels of ‘feel good’ hormones and reduce stress levels. Inactive people have nearly twice the risk of developing heart disease.

Adults should aim to be active daily. Over a week, activity should add up to at least 150 minutes (two and a half hours) of moderate activity in bouts of ten minutes or more – one way to approach this is to do 30 minutes on at least five days a week.

Simple ways to get more physically active include:

• walking the dog;
• digging the garden;
• using the stairs rather than taking the lift;
• getting off the bus one stop before your destination; or
• joining a dance group, jogging/walking/games club or the gym.

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

Exercise on referral
If you would like to access local support to help you manage your weight or increase physical activity, speak with your practice GP or nurse.

Active Luton
Active Luton is a not-for-profit sports and leisure trust operating a variety of sports and leisure facilities in Luton. It is responsible for developing sport and has a key role helping to improve the health and wellbeing of residents within the local community.

It operates seven leisure and activity centres including Inspire: Luton Sports Village, Lewsey Sports Park, a golf course, athletics centre and an outdoor education facility.

It also operates GP referral and supports carers through their Carers Card. The card gives discounted access for carers with special offers for young carers, and free entry for carers accompanying the person they care for to any activity.

Tel: 01582 400272
Email: info@activeluton.co.uk
Web: www.activeluton.co.uk

Live Well Luton
This is the town’s free service promoting and supporting healthy lifestyles. It provides information on stopping smoking, health checks, losing weight and managing your lifestyle.

Tel: 01582 434250
Web: www.livewell-luton.org.uk

Sports Development – Bedford Borough
The team aims to provide quality opportunities at all levels of sport, promoting sport as an activity that enables individuals to develop their own performances to their maximum potential, whilst highlighting the personal and social benefits of a healthy lifestyle. Sports Development is concerned with increasing sporting opportunities for all members of the community.

Tel: 01234 221700
Email: richard.tapley@bedford.gov.uk
Web: www.bedford.gov.uk/leisure_and_culture/sports_development.aspx

Lifestyle Hub in Bedford Borough and Dunstable and Houghton Regis
Would you like some support to improve an element of your lifestyle? The Lifestyle Hub can help you. The Lifestyle Hub offers programmes and guidance to prevent the onset of preventable diseases such as type 2 diabetes, cardio-vascular disease, stroke and some types of cancers. We know that eating well and moving more all contribute to reducing this risk. If you want to make changes for you and not because somebody else wants you to, then you could benefit from the Lifestyle Hub. It is here to support you in making positive healthier lifestyle choices.

Your GP or Practice Nurse will refer you to the Hub. The Hub will then call you to book you in for an appointment with a Lifestyle Adviser.

The Lifestyle Adviser will not tell you what to do, they will work with you to agree a plan that covers what you want to achieve and what will work for you. The plan could help you to:
- get more active;
- talk about healthy eating and swaps you could make;
- get motivated;
- lose a little weight (if appropriate); and
- set goals to work towards.

Tel: 01234 355122 ext 5741
Email: lifestylehub@bedfordhospital.nhs.uk
Web: www.bedford.gov.uk/lifestylehub

Active Lifestyles Team – Central Bedfordshire
The Active Lifestyles Team works closely with other organisations to provide high-quality sport and active recreation opportunities and health initiatives to benefit the community. The team supports people, regardless of ability, to get involved in sporting activities and build their confidence so that in the future they will be able to continue this independently.

Tel: 0300 300 6163
Email: howard.griffin@centralbedfordshire.gov.uk
Web: www.centralbedfordshire.gov.uk/leisure/landing.aspx
**Fit 4 Life 50+ brochure – Central Bedfordshire**

This activity programme is published twice a year. The Active Lifestyles Team for Central Bedfordshire wants to encourage as many 50+ adults as possible to get up on their feet and get moving, whether this is going on a healthy walk or attending an exercise class.

**Activity 4 Health scheme – Central Bedfordshire**

GP’s and health professionals refer appropriate patients to a qualified exercise specialist. The specialist devises and delivers a 12-week tailored exercise programme for the patient, at a reduced price.

Call 0300 300 6372 or email the Active Lifestyles Team at physical.activity@centralbedfordshire.gov.uk for more information.

**Healthy eating**

A healthy balanced diet and having regular eating times will help you keep track of what you eat.

Don’t skip breakfast. Breakfast gives you the energy you need to face the day along with some of the vitamins and minerals needed for good health.

**Reduce your fat intake:**

- choose lean cuts of meat and trim off any visible fat;
- choose low fat, polyunsaturated spread instead of butter;
- measure oil for cooking with tablespoons rather than pouring it straight from a container;
- grill, bake, poach or steam rather than frying and roasting; and
- choose lower fat versions of dairy foods whenever you can.

**Cut down on sugar:**

- the recommended amount of sugar per day for people aged 11 and above is 7 cubes;
- use the labelling system to check that you are not having too much sugar;
- swap high-sugar fizzy drinks for no sugar alternatives;
- make sure you choose puddings that have a low sugar level;
- add fruit to natural yoghurt to cut sugar and boost your 5 a day;
- download the Sugar app from Change4life to show you how much sugar is in the food you eat by scanning the label; and
- make a change – don’t add sugar to drinks and cereals.

**Useful websites**

- Change for Life: [www.nhs.uk/change4life](http://www.nhs.uk/change4life)
- Run In England: [www.runengland.co.uk](http://www.runengland.co.uk)
- Walking for health: [www.walkingforhealth.org.uk](http://www.walkingforhealth.org.uk)
- Walk4life: [www.walk4life.info](http://www.walk4life.info)

**Change4life**

Web: [www.nhs.uk/change4life](http://www.nhs.uk/change4life)

**Healthy eating**

Web: [www.nhs.uk/LiveWell/healthy-eating](http://www.nhs.uk/LiveWell/healthy-eating)

**Beezee Bodies CIC**

Weight Management across Central Bedfordshire provides to support people to make healthy lifestyle changes with free programmes for men, women, families, groups and one-to-one web chats.

Web: [www.beezeebodies.com](http://www.beezeebodies.com)
Stop smoking

There are over 4,000 chemicals in a cigarette and 69 of these are known to cause cancer.

As soon as you quit smoking your body begins to repair itself straight away. The longer you manage to stop the more repair work your body can do.

Every year thousands of people successfully quit smoking. If you want to stop smoking, help is available from the NHS Stop Smoking Service which exists to support people. For free help, advice and support to give up smoking, contact your local NHS Stop Smoking Service.

Alcohol harm reduction

Drinking more than the recommended daily allowance of alcohol can increase your risk of developing a drinking-related illness and approximately 10 million people in England drink above the recommended guidelines every year.

Men and women are advised not to regularly drink more than 14 units a week. Spread your drinking over three days or more if you drink as much as 14 units a week.

There are about two to three units of alcohol in a standard 175ml glass of wine (ABV 13%), and three to four units in a pint of strong lager, beer or cider (ABV 5.2%).

ABV is the percentage of alcohol in the drink.

Drinking less reduces the longer term risk of serious diseases, such as liver disease and stroke, and will improve the condition of your skin, have a positive effect on sleep and will give you more energy and money. Drinking less also means you’ll be less likely to develop high blood pressure and put on weight. If you want to cut down how much you’re drinking, a good way to help achieve this is to have several drink-free days each week.

Bedfordshire Stop Smoking Service
Tel: 0800 013 0553
Email: stopsmoking@centralbedfordshire.gov.uk
Web: www.smokefreebedfordshire.co.uk

Luton Stop Smoking Service
Tel: 0800 013 0845 or text ‘quit’ to 60003

If you have any concerns about whether you, or someone close to you, might be drinking harmful or hazardous amounts of alcohol, visit www.dontbottleitup.org.uk and take the free and confidential alcohol test.

Bedford Borough and Central Bedfordshire
Path to Recovery (P2R)

P2R is a one stop service which provides advice, treatment and support to people whose lives are affected by drug or alcohol use. It provides an integrated service with a range of expertise available in one place.

The staff will not judge you; they will treat you with respect and will support you to make the life changes that you want to make.

The service is open Monday to Friday from 10.00am to 5.30pm and is open later on Tuesday, until 8.00pm.

What can you expect?
When you arrive, staff will welcome you and arrange for someone to come and talk to you in private about your issues and how they are affecting you. They will find out what steps you want to take, what your immediate goals are and what your more long-term hopes are.

What next?
Following this assessment, the service will start to plan the next steps with you. It will work with you to try to address any immediate issues straightaway.
Community involvement

Good neighbour and village care schemes

Village care schemes are ‘good neighbour’ schemes that provide easy access to help and support, acting as a safety net for everyone in a town or village, regardless of age.

They can help to lessen the impact on a community caused by the decline in services and facilities such as public transport, shops, Post Offices, doctors’ surgeries and pubs. They can also help to reduce feelings of isolation and exclusion experienced by some individuals when families and friends have moved away.

Having access to the services of a care scheme can help extend the length of time people are able to remain living independently in their own homes.

Each local scheme is unique and relies totally on volunteers who offer a wide range of support, from one off practical jobs or transport through to regular social events.

For information about where the schemes operate in Bedford Borough and Central Bedfordshire, or how you can get involved, contact:

Justine Hunt at Bedfordshire Rural Communities Charity
Tel: 01234 832648
Email: justineh@bedsrcc.org.uk
Web: www.voluntaryworks.org/service/good-neighbour-and-village-care-schemes

Luton

If you have concerns about alcohol, please contact Alcohol Services for the Community on 01582 723434.

If you have concerns about drugs, including prescription and over-the-counter drugs, please contact Clarendonlink on 01582 439480.

Just Ask! village agents (Bedford Borough only)

Just Ask! village agents help bridge the gap between the local community and the statutory and voluntary organisations able to offer help and support. Village agents cover the rural areas of Bedford Borough and have a wide range of contacts. They provide high-quality information, promote access to various services and work with individual residents or groups to identify unmet needs in the community.

Your village agent lives locally and can provide face-to-face information and support to enable you to make informed choices about your future needs. All village agents are with the Disclosure and Barring Service and operate in the strictest confidence.

Visit www.carechoices.co.uk for further assistance with your search for care
Timebanks (Central Bedfordshire)

Timebanks are one way for local groups of people to give and receive help using their time. A range of skills and services are shared by members with no cost attached to the time exchanged. In Central Bedfordshire, we want to support the development of timebanks as another way of involving people and organisations in their local communities. Voluntary and Community Action will be supporting local communities in setting up local timebanks. In partnership with Timebanking UK, it will act as an umbrella of support for all timebanks in our area, offering information and guidance to those wishing to set up a timebank as well as those interested in becoming a member.

For more details, contact Sarah Jewell:
Tel: 01525 850559
Email: sarah@action-centralbeds.org.uk
Web: www.voluntaryworks.org/service/timebanking

Day opportunities

It’s not easy when you are at home all day. Getting out, taking part in leisure activities and socialising with friends can make all the difference.

If you want to get out and about during the day to meet other people and get involved in leisure activities or education, you can do this at a number of leisure centres, libraries, housing schemes, day centres and clubs. There are services and clubs for older people, people with learning disabilities, and those with mental health conditions.

Lunch clubs offer a chance to get a hot meal and to socialise. They can also make life easier if it is hard for you to prepare your own meals at home.

Transport is sometimes available to help you get to the club or centre.

You may have to pay towards the cost of using these day services, but this will depend on your financial circumstances. There is also a small charge for meals.

Contact your local council to find out what is available near you.

Adult learning

Bedfordshire Employment and Skills Service provides opportunities for adults to get involved in learning within their community, with a wide range of programmes on offer, including maths, English, IT, employability training, sector-specific training and family learning.

In particular, the service aims to work with people who have not achieved a level two (or equivalent) qualification and/or are unemployed.

As a network of learning providers, the service provides support and encouragement to ensure you enrol onto the most appropriate course and ensure your learning experience is a smooth and enjoyable one.

There is a wide range of opportunities available to progress onto higher level learning and/or work. Please call the freephone number for more information on 0808 100 3140 or visit www.centralbedfordshire.gov.uk/jobs/landing.aspx

Luton

Luton Adult Learning provides a quality, community-based, accessible service which meets the learning, development and training needs of employers and the local community.

Luton Adult Learning has a wide and varied offer which includes:

- Business and Skills – Apprenticeships, Bespoke Training for Businesses and a range of qualifications, including English, maths and English for Speakers of
other Languages (ESOL), childcare, support work in schools (teaching assistants), GCSEs (English, maths and Science) and teacher training.

- Community Learning – Community Information Workshops (free short workshops designed to raise awareness and help you get the most out of life), Community Learning Trust Fund (supporting local community and voluntary groups to offer learning within their own communities and Family Learning in partnership with local schools and children’s centres).

- Leisure Learning – Exciting courses to inspire and motivate you to learn.

For more information visit [www.lutonacl.ac.uk](http://www.lutonacl.ac.uk) or call 01582 490033.

### Libraries

**Bedford**
Libraries provide access to reading, learning, information and IT, where people can read and borrow books and other stock, use a computer or Wi-Fi, discover information, get help from knowledgeable staff and make use of the safe, welcoming community space which they provide. The library service is free to join, with no age limits and is available to all members of the community who live, work or study in Bedford Borough.

The Borough’s library service is provided through five libraries (Bedford, Putnoe, Kempston, Bromham and Wootton), the Mobile Library and the Library Link service for those who cannot visit the library themselves.

All libraries are accessible via public transport. The Mobile Library visits villages and rural communities with a published timetable of visits and stop locations. The Mobile Library has an accessible step lift and the Library Link Mobile, for people who are housebound or in residential care homes, has a specially designed low chassis and ramp.

Libraries offer a range of activities and events, including some specifically for older people, such as Down Memory Lane, coffee mornings and Knit and Natter. Other activities and advice sessions are delivered in libraries by partner organisations such as Sports Development.

Learning opportunities are available in libraries which enable older people to develop new skills and self-confidence. These include one-to-one IT taster sessions in how to use a computer or trace family history and Digital Hour sessions where staff help customers to use online library resources such as e-books and e-audio.

The Virtual Library, the library service website, provides access to a wide range of resources and information, including downloadable e-books, e-audio books, e-magazines, Freegal music download service, online reference books and newspapers.

For more information, visit [www.bedford.gov.uk/libraries](http://www.bedford.gov.uk/libraries).

**Central Bedfordshire**
Libraries play an important role in helping people to improve the quality of their lives and gain access to services. In Central Bedfordshire, there is a network of twelve libraries, a Library Access Point, a Virtual Library and a Home Library Service that is available to people unable to visit a library.

Libraries provide a venue for social interaction – they are community spaces where everyone is welcome with friendly, helpful staff who have the knowledge and skills to help customers and provide good quality services. As well as being a local meeting place, libraries offer a range of events and activities such as coffee mornings and Knit and Natter. Other activities and advice sessions are delivered in libraries by partner organisations and cover topics such as health, rights and benefits. The Library Service welcomes volunteers and is currently piloting Library Friends Groups.

Learning opportunities are available in libraries, which enable older people to obtain new skills and develop self-confidence. These include one-to-one IT taster sessions in how to use a computer or trace a family history.

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

The Home Library Service provides a library service to people who are unable to reach their local library due to ill health, mobility limitations, visual impairment or other reasons. It is delivered by library staff supported by volunteers.

The Virtual Library provides a wide range of services online, including downloadable e-audio books, e-books and magazines; over 1,000 reference books; full text newspapers, including The Times archive 1785-2008; and downloadable music. There is also a Bedfordshire-wide database of local community organisations that can be searched by place, keyword or subject.

For more information, visit www.centralbedfordshire.gov.uk /leisure/libraries/overview.aspx

Luton
There are six libraries in Luton, offering a wide range of books, CDs, DVDs, large print and audio books, as well as magazines and newspapers. We have PCs with fast internet access and can offer you one-to-one support in getting started with computers, the internet and setting up emails.

If you struggle to get out to a library, we have lots of online services that can help, including eBooks, online learning courses, encyclopaedia and music.

Our Home Library service visits people who are unable to reach their local library due to ill health, disability or mobility issues. Trained staff and volunteers bring books and other items to your home, so that you can borrow anything that our libraries stock.

Our libraries regularly run advice sessions, reading groups and events to help people get more out of life. We always need volunteers, for a range of different services, so if you have a few hours to spare, volunteering can be a great way of meeting new people and boosting your self-confidence.

For more information on our services, including opening times, go to www.lutonlibraries.co.uk or phone 01582 547418.

Volunteering

Volunteering can be a positive way to spend time and be involved in the local community. Research shows that the benefits of volunteering can include:

• A longer life
  Being a volunteer can extend your life expectancy, when compared with non-volunteers.

• Ability to cope with ill health
  Volunteering can help people come to terms with their own illness and help take their mind off their own problems.

• Improved family relationships
  A study comparing older volunteers with older non-volunteers showed that the volunteers had better relationships with their family.

• Meeting new people
  Volunteering is a good way to meet people. This can be vital for older volunteers and people who might be isolated or not particularly integrated into society.

• Improved self-esteem and sense of purpose
  Volunteering can bring back your self-esteem and motivate you. Improved self-esteem can have an effect on other areas of your health and life.

There are a number of agencies co-ordinating opportunities to volunteer, including:

Community and Voluntary Service – Mid and North Bedfordshire
Voluntary and Community Action – Central Bedfordshire
Bedford Volunteer Centre

For more information visit:
Web: www.voluntaryworks.org
Web: www.luton.gov.uk/Community_and_living/volunteering-and-voluntary-organisations/Pages/Volunteering@luton.aspx
Blue badges

The Blue Badge scheme provides a national range of parking concessions for disabled people with severe mobility problems. The scheme is designed to help severely disabled people to travel independently, as either a driver or passenger, by allowing them to park close to their destination. For further information contact your local council, details are on page 4.

Staying independent and living safely at home

We all want to stay as safe as possible at home. Here are some things available to help you.

Keeping warm at home

- Try to keep the temperature of your living room at the recommended temperature of 70°F/21°C and the rest of the house heated to at least 64°F/18°C.
- Make sure that you have some warm slippers or shoes that have a good grip. Try to keep your feet up as the air is cooler at ground level.
- Put on several warm, light layers of clothing which will keep you warmer than one thick layer. Have hot drinks, use a hot water bottle and, if you’re sitting down, put a blanket over you.
- Keep moving – avoid sitting down for long periods as muscles become stiff and slow when they are cold. Even housework will generate body heat and help to keep you warm.

Bedford Borough and Central Bedfordshire

To find out what help you may be entitled to that can improve the warmth and insulation in your home, please contact your local council (see page 4 for details).

Luton

If you live in Luton, please contact the Luton Home Improvement Agency (HIA) which is a multi-agency scheme that provides key provisions for vulnerable households in Luton. The HIA provides assistance in:

- warmth provision;
- income maximisation;
- a Handyperson scheme;
- home safety checks;
- housing advocacy; and
- Green Deal advice.

Luton HIA specialises in providing advice and support in fuel poverty issues, provides access to grant-funded programmes and works closely with other agencies to make sure that households get a robust, holistic service that will address their needs.

If you are interested in finding out more about the Luton HIA, please call 01582 546789 or email PSHHIATeam@luton.gov.uk

Priority Services Register

If you are a pensioner, have long-term ill health, are registered disabled or have a hearing or visual impairment, you may be eligible for extra help offered by energy suppliers.

One service is the Priority Services Register. To ensure you receive additional services, you need to sign up to your supplier’s Priority Services Register. If you have different suppliers for electricity and gas, you will need to register with each. If you have a carer, they can register on your behalf. There is no charge and you can register for all or some of the services.

For more information, contact the Citizens Advice consumer helpline on 0345 404 0506.
Social care alarms

Community alarm and monitoring services enable you to call for help any time of night or day using a pendant, a wrist band or a pull cord. The system will put you in touch with an operator who can hear your voice and speak to you. These are available across the whole of the area and you can also pay for someone to respond to a call in an emergency if you don’t have any friends or relatives nearby.

Telecare systems

These use the social care alarm system to also connect other devices, which alert the control centre if you fall, or there is a fire for example. Telecare can help you live independently in your own home by giving peace of mind to you and your relatives. The equipment is simple to use and can be tailored to meet your own circumstances.

Telecare systems are used by the NHS to involve patients in monitoring their own health conditions (for example chronic obstructive pulmonary disease, congestive heart failure or diabetes), using home-based equipment linked with health professionals. The system detects problems early so you can receive help quickly and avoid going into hospital.

Adult Social Care works with local agencies to provide Telecare across the area and can help you decide which system is best for you. There are also a number of independent providers who offer Telecare which you can purchase yourself.

Home fire safety

Bedfordshire Fire and Rescue Service – Keeping you safe

Free Home Fire Safety Checks are available for any Bedfordshire resident. Just call 0800 043 5042 and the Fire and Rescue Service will arrange for one of their trained community safety advisers to visit. As well as offering tailored advice on how to prevent and reduce the risk of fire in the home, they will also be able to offer advice on other general safety issues.

Here are some useful fire safety tips. Easy as One, Two, Three:

1. **Stay safe in the kitchen!**
   - Cooking accidents are the main cause of fire in the home.
   - Don’t get distracted and make sure to turn off the hobs and oven when you have finished cooking.
   - Keep your cooking area clean and clear of flammable items.

2. **Conduct a bedtime check!**
   - Unplug any electric appliances that are not in use.
   - Check that cooker is turned off.
   - Close all internal doors.

3. **Have an escape plan!**
   - Know how to escape quickly from your home in the event of fire.
   - Have a plan and share it with all who live with you.
   - Keep your door and window keys in an accessible place.
Advice and help from the Bobby Van team
Older people over 65 can get a free security check and home improvements from the Bobby Van team, supported by the Bedfordshire Police Partnership Trust, a registered charity. The Bobby Van team can carry out a survey of your house to identify any vulnerable areas and, where appropriate, improve the security with locks, door chains and viewers etc. It is also working in partnership with Bedfordshire and Luton Fire and Rescue Service and will fit smoke detectors.

The service is generally free, but as the Bobby Van team is part of a wider charity, donations of whatever amounts are always welcome.

The chances of an elderly person becoming a repeat victim of crime in the first six months after an incident drop from 14% to just 1% if they have had a visit from the service.

The Bobby Van service is for those people over the age of 65 and some vulnerable or disabled people. If you would like a visit from the Bobby Van team, or would like more information about the scheme, please phone 01234 842619 or email bobbyschemebeds@bedfordshire.pnn.police.uk

Adapting your home
Leading an independent and active life with choice and control is important to us all. An assessment with an Occupational Therapist and the use of adaptive equipment can help to achieve this.

An Occupational Therapist can meet with you within your home and, through an assessment, identify hazards and discuss equipment or adaptations which may assist with retaining your independence such as an additional banister or ramp at your doorway.

Major adaptations, such as a bathroom adaption or stair lift, can also be discussed. These may be funded through a Disabled Facilities Grant if you are eligible, but this will require a financial assessment and, in some cases, it may be necessary for you to make a financial contribution towards the required adaptation.

An Occupational Therapist may prescribe and order simple pieces of equipment for use within your home. They will complete any demonstrations of equipment and ensure that you are happy and safe with their use. They are also able to advise carers on moving and handling techniques within the home.

If you have any queries regarding your circumstances, contact Adult Social Care and discuss your situation. An assessment of needs will help determine what support you require to retain your independence.
Developed by the publisher of this Care Services Directory

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

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

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

e: enquiries@carechoices.co.uk Follow us      @CareChoicesLtd
### In the living room

#### WHAT IS DIFFICULT FOR YOU?  

<table>
<thead>
<tr>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
</table>
| **GETTING IN AND OUT OF CHAIRS**  
Standing up from sitting is difficult |
| - 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 |  
| **OPENING AND CLOSING WINDOWS**  
Can’t reach the windows  
Not secure to leave windows open |
| - Move any furniture out of the way  
- Install/purchase a fan  
- Purchase a gadget to open/close window  
- Install new windows |  
| **CONTROLLING THE HEATING**  
Can’t reach the controls for the fire or heating |
| - Change the switches  
- Fit a timer switch  
- Purchase a standalone heater |  
| **SWITCHING LIGHTS ON AND OFF**  
Can’t reach the switch  
The switch is difficult to use |
| - Install a light switch toggle  
- Purchase a socket extension  
- Purchase handi-plugs |  
| **KEEPING WARM**  
Insulating your home  
Affording the fuel  
Carrying the fuel |
| - Replace the fire  
- Apply for the winter fuel payment  
- Use a trolley to safely transport the fuel |  
| **WATCHING TV**  
Hearing the sound of the TV |
| - Use subtitles  
- Purchase wireless headphones |  

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
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  
- Learn new techniques for moving safely  
- Purchase a leg lifter  
- Raise the bed  
- Fit grab rails |  |  
- 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  
- Change bedding  
- Learn new techniques for moving safely  
- Purchase a pillow raiser  
- Change the mattress |  |  
- 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  
- Buy a heavier duvet  
- Buy thermal clothing  
- Contact an electrician about any electrical blanket safety concerns |  |  
- Buy an electric blanket

**GETTING DRESSED**
Difficult to reach all of your body  
- Learn new techniques for dressing  
- Buy simple gadgets: long-handled shoe horn; elastic shoe laces; dressing stick; button hook; stocking aids  
- Contact n n n (see key below) regarding an assessment of needs |  |  
- Consider home support

**CUTTING YOUR NAILS**
Can’t reach your feet  
Hard to hold scissors  
- Buy easy grip scissors |  |  
- See a podiatrist

**TAKING YOUR TABLETS**
Opening bottles  
Remembering to take tablets  
- Ask your pharmacist for an easy to open bottle  
- Keep a note when you have taken a tablet  
- Get a pill dispenser with days and times on  
- Get an automatic pill dispenser  
- Ask someone to prompt you |  |  
- Buy someone to prompt you

**READING THE TIME**
Seeing the clock to tell the time  
- Buy a clock with larger numbers |  |  
- Buy a clock that ‘speaks’

---

Bed raisers  
Pillow raisers  
Easy grip scissors  
Pill dispenser

---

- Bedford Borough Council 01234 267422  
- Central Bedfordshire Council 0300 300 8303  
- Luton Borough Council 01582 547660

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

- Re-arrange things in cupboards/on surfaces
- Buy an Easi-Reacher or Handi-Reacher

- 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

- Fit tap turners
- Purchase Handi-Plugs

- 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

- Sit at a table
- Consider kitchen gadgets including: knife with a thick handle; chopping board with spikes; pan handle holder; teapot tipper; lid gripper.

- 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

- Re-organise the furniture

- 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

- Contact **[see key below]** regarding an assessment of needs
- Use large handled cutlery
- Use a non-slip mat
- Use a lightweight insulated cup
- Use a cup with two handles

- Buy a trolley
- Consider home support for meal times

**LAUNDRY AND IRONING**
Washing machine is too high or too low
Putting up ironing board

- Install a wall-fixed ironing board

- Raise/lower the washing machine
- Change the washing machine or iron

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**Bedford Borough Council** 01234 267422

**Central Bedfordshire Council** 0300 300 8303

**Luton Borough Council** 01582 547660

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

#### WHAT IS DIFFICULT FOR YOU?  
#### SIMPLE SOLUTIONS  
#### COMPLEX SOLUTIONS

<table>
<thead>
<tr>
<th>Activity</th>
<th>Simple Solutions</th>
<th>Complex Solutions</th>
</tr>
</thead>
</table>
| **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 | • Install tap turners  
• Purchase a long-handled sponge  
• Purchase a flannel strap  
• Contact (see key below) regarding an assessment of needs | • 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 | • 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 | • 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 | • Heat the bathroom safely  
• Use a non-slip mat  
• Purchase a towelling gown | • 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 | • Install a raised toilet seat  
• Use a combined toilet seat and support frame  
• Install a flush lever extension  
• Contact (see key below) for a needs assessment | • Review mobility equipment used  
• Adaptation to bathroom  
• Consider home support |
| **CLEANING TEETH**  
Gripping the toothbrush  
Standing at the basin | • 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 | • Have a strip wash  
• Use non-slip mats  
• Purchase a half-step  
• Contact (see key below) for a needs assessment | • Use a shower board  
• Use a shower chair or stool  
• Replace shower controls  
• Consider home support |

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[Bedford Borough Council 01234 267422](tel:01234267422)  
[Central Bedfordshire Council 0300 300 8303](tel:03003008303)  
[Luton Borough Council 01582 547660](tel:01582547660)
Support in your own home

To enable people to live in their own homes for as long as possible, a range of community support services is available. These include help with day-to-day tasks, such as cleaning, as well as shopping, community meals, gardening, and handyperson services. You would be expected to pay for these services, but there is also a wide range of help available through local voluntary and community groups.

Domiciliary or home care
Home care covers help with personal care like dressing, bathing, toileting and prompting the taking of medication. Care workers need to be properly trained, particularly in moving and handling and the use of hoists for some tasks. Where the council is providing the support, this will be to meet your assessed care and support needs.

Care workers can call in on a daily basis to assist with any of the tasks described above. Depending on the level of help required, their visits can be very short or up to several hours. Generally, visits are available from 7am until 10pm. Some people will need multiple visits per day. The hourly rate for these types of services depends on the services required, the time of day and the location.

Live-in care
24 hour live-in care can accommodate people with a very high dependency on a permanent basis. It can also provide respite breaks for regular carers and short-term support following hospital discharge. In some cases it’s preferable and more economical to have a care worker actually living in the home. This can be for a short period, for example a week, or on an ongoing basis. Typical charges for this service depend on the amount of care and the particular skills required. Live-in care is also available to people with permanent physical or mental difficulties who require long-term ongoing care.

www.carechoices.co.uk
developed by the publisher of this Directory

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

• search care providers quickly and easily
• search by postcode/town and care type
• Information on standards of care
• links to the latest inspection reports

• extra information, photos and direct website links for hundreds of providers
• request a brochure
• checklists to take with you when you visit

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

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

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

People arranging and funding their own care either privately or through a Direct Payment or their Personal Budget are able to choose their own worker or care agency. Lists of local home care providers begin on page 23.

Agencies

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

• 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?

• 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?

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

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

• 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.

Paid carers

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

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

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

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

Paying

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

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Home care providers

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.

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 a draft contract between you and the care provider. Adult Social Care also audits the quality of the services that are being used locally on an annual basis, and further information is available through their websites.

### Bedford Borough home care providers

<table>
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<th>Service Provider</th>
<th>Address</th>
<th>Contact Details</th>
<th>Service User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALLIED HEALTHCARE</td>
<td>Bedford</td>
<td>Tel: 01234 212722</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>CHOICES CARE LTD</td>
<td>Bedford</td>
<td>Tel: 01234 272273</td>
<td>OP D PD LDA MH YA</td>
</tr>
<tr>
<td>DIAL HOUSE HOME CARE</td>
<td>Bedfor</td>
<td>Tel: 01234 402444</td>
<td>Advert page 30</td>
</tr>
<tr>
<td>ELITE CARE SERVICES LTD</td>
<td>Bedford</td>
<td>Tel: 01234 212190</td>
<td>OP D LDA MH SI YA</td>
</tr>
<tr>
<td>EVERYCARE BEDFORD</td>
<td>Bedford</td>
<td>Tel: 01234 339184</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td>FIRST 2 CARE SERVICE LTD</td>
<td>Bedford</td>
<td>Tel: 01234 930024</td>
<td>OP D PD LDA SI YA AD</td>
</tr>
<tr>
<td>FIRSTCARE (GB) LTD</td>
<td>Bedford</td>
<td>Tel: 01234 865087</td>
<td>OP YA</td>
</tr>
<tr>
<td>FIRSTPOINT HOMECARE BEDFORD</td>
<td>Bedford</td>
<td>Tel: 01234 866722</td>
<td>OP D LDA MH</td>
</tr>
<tr>
<td>FRANCIS HOUSE</td>
<td>Bedfor</td>
<td>Tel: 01234 954415</td>
<td>Advert page 35</td>
</tr>
<tr>
<td>GEMINI EXCLUSIVE CARE</td>
<td>Bletchley</td>
<td>Tel: 01908 867551</td>
<td>OP D PD LDA SI YA</td>
</tr>
</tbody>
</table>

Visit www.carechoices.co.uk for further assistance with your search for care
BEDFORD BOROUGH HOME CARE PROVIDERS

HARPRUR HOUSE
Bedford
Tel: 01234 349333
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

HELPING HANDS HOME CARE
St Albans
Tel: 01727 224170
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

HOME INSTEAD SENIOR CARE BEDFORD
Wootton
Tel: 01234 868820
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

KITEC HEALTHCARE SERVICES
Bedford
Tel: 01234 910846
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

LAVENDER SUPPORT SERVICES LTD
Northamptonshire
Tel: 01933 653511
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

LILLIBET COURT LTD
Bedford
Tel: 07812 013 423
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

LILLIBET MANOR
Bedford
Tel: 07812 013 423
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

LINCOLNS CARE LTD
Bedford
Tel: 01234 910440
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

LOMACK HEALTHCARE
Bedford
Tel: 01234 844034
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

MACINTYRE AMPTHILL SUPPORT
Ampthill
Tel: 01525 406501
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

MEGA RESOURCES LTD
Kettering
Tel: 01536 526416
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

MENTAUR COMMUNITY SUPPORT LTD
Bedford
Tel: 01604 777856
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

MIDCO CARE LTD
Bedford
Tel: 01733 530580
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

MIDSUMMER CARE
Bedford
Tel: 01234 328404
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

OLD FORD END, 74
Bedford
Tel: 01234 364022
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

PEOPLE'S CHOICE UK
Bedford
Tel: 0844 854 9445
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

QUALITY SUPPORT SOLUTIONS LTD
Bedford
Tel: 01234 834660
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

RADIS COMMUNITY CARE (BEDFORD)
Bedford
Tel: 01234 326459
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

ROYAL MENCAP SOCIETY
Luton
Tel: 01582 560003
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

SAGECARE
Biggleswade
Tel: 01767 317311
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

SEVACARE – BEDFORD
Bedford
Tel: 01234 215832
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

SOCIAL CARE SOLUTIONS LTD (BEDFORD OFFICE)
Bedford
Tel: 01234 262650
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

SURROUND CARE
Bedford
Tel: 01234 248966
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]

TELOPEA MSL
Bedford
Tel: 01234 248969
[Age Bands: Older people (65+) - Dementia - Physical disability - Learning disability, autism - Mental health - Sensory impairment - Younger adults - People who misuse alcohol and drugs]
Central Bedfordshire home care providers

1ST HOMECARE SOLUTIONS LTD
Leighton Buzzard
Tel: 01525 376677

A CARING COMPANY LTD
Toddington
Tel: 01582 877088

AFFINITY TRUST – DOMICILIARY CARE AGENCY - CENTRAL & BEDFORDSHIRE
Luton
Tel: 01582 434336

ALLIED HEALTHCARE
Ampthill
Tel: 01525 808001

APT CARE LTD
Luton
Tel: 01582 451745

BEAUMONT HEALTHCARE LTD
Cambridgeshire
Tel: 01480 218300

BEDFORDSHIRE SUPPORTED HOUSING
Bedford
Tel: 01234 954415

BETTER HEALTHCARE SERVICES
Bedford
Tel: 01234 352000

BLUE SAPPHIRE CARE LTD
Leighton Buzzard
Tel: 01525 853481

BLUEBIRD CARE (CENTRAL BEDFORDSHIRE)
Bedford
Tel: 01525 713389

CARE4YOU
Bedford
Tel: 01525 719823

CAREMARK (LUTON & SOUTH BEDS)
Luton
Tel: 01582 415946

CAREWATCH CARE SERVICES LTD
Luton
Tel: 01582 489900

CASTLEROCK RECRUITMENT GROUP
Milton Keynes
Tel: 01908 465411

CHOICE SUPPORT MILTON KEYNES
Silsoe
Tel: 01908 787940

CHOICES CARE LTD
Bedford
Tel: 01234 272273

CIVICARE (BEDS, HERTS & BUCKS) LTD
Dunstable
Tel: 01582 501701

CREATIVE SUPPORT – BEDFORDSHIRE SERVICE
Houghton Regis
Tel: 01582 865002

DIAL HOUSE HOME CARE
Bedford
Tel: 01234 402444

DIMENSIONS
Houghton Regis
Tel: 01582 478650

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

Visit www.carechoices.co.uk for further assistance with your search for care
Central Bedfordshire home care providers continued

DOMRISS SEVACARE
Biggleswade
Tel: 01767 222325

HALES GROUP
Bedford
Tel: 01438 765710

ELITE CARE SERVICES LTD
Bedford
Tel: 01234 212190

HEALTHCARE HOMES GROUP – MANORCOURT CARE LTD
Biggleswade
Tel: 01767 686250

EVERYCARE (MK & BEDS) LTD
Buckinghamshire
Tel: 01908 224820

HELPERS HOMECARE LTD
Baldock
Tel: 01462 896853

EXECUTIVE CARE
Milton Keynes
Tel: 01908 375199

HF TRUST – BEDFORDSHIRE DCA
Shefford
Tel: 01462 850022

FIRSTCARE (GB) LTD
Bedford
Tel: 01234 865087

HIGH STREET SANDY
Sandy
Tel: 01767 680325

FIRSTCARE (GB) LTD – AMPHILL
Bedford
Tel: 01234 910846

KITEC HEALTHCARE SERVICES
Bedford
Tel: 01525 406501

FIRSTPOINT HOMECARE – BEDFORD
Bedford
Tel: 01582 482405

MACINTYRE AMPTHILL SUPPORT
Ampthill
Tel: 01525 406501

FRIENDS CARE AGENCY LTD
Biggleswade
Tel: 01767 449741

MAXNOM CARE AGENCY
Biggleswade
Tel: 01767 317806

FROGMORE ROAD
Houghton Regis
Tel: 07756 175206

MEARS CARE
Milton Keynes
Tel: 01908 268642

GENERIXCARE LUTON
Luton
Tel: 01582 433754

MEYERS CARE AGENCY
Dunstable
Tel: 07935 180416

Service

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

User Bands

LDA
Central Bedfordshire home care providers continued

PRIME CARE SUPPORT LTD
Dunstable
Tel: 01582 601501

PSALMIST CARE
Luton
Tel: 01582 591672

QUALITY SUPPORT SOLUTIONS LTD
Bedford
Tel: 01234 834660

RADIS COMMUNITY CARE
Bedford
Tel: 01234 326459

REDWOOD HOUSE
Bedford
Tel: 01582 881325

RYSVIL CARE SERVICES LTD
Luton
Tel: 01582 405772

SAGECARE (BIGGLESWADE)
Biggleswade
Tel: 01767 317311

SEVACARE – BEDFORD
Bedford
Tel: 01234 215832

SHIRE HOMECARE SERVICES LTD
Luton
Tel: 01582 269492

SHIVAS HOMECARE
Northampton
Tel: 01604 790888

SOCIAL CARE SOLUTIONS LTD (SOUTH BEDS OFFICE)
Shefford
Tel: 01462 850490

SURROUND CARE LTD
Bedford
Tel: 01234 248966

TEONFA CARE SERVICES
Luton
Tel: 01582 730591

UK CARE
Biggleswade
Tel: 07913 333499

VIOLETS HOMECARE SERVICES LTD
Dunstable
Tel: 01582 476044

VOYAGE CARE
Arlesey
Tel: 01462 835490

WALKERS CLOSE
Shefford
Tel: 01462 819112

WALSINGHAM
Hemel Hempstead
Tel: 01442 254539

WESTMINSTER HOMECARE LTD (MILTON KEYNES)
Buckinghamshire
Tel: 01908 373734

ZINNIA CARE
Hemel Hempstead
Tel: 01442 234 780

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

Visit www.carechoices.co.uk for further assistance with your search for care
ABIGAIL COURT (DOMICILIARY CARE)
Luton
Tel: 01582 721427

AFFINITY TRUST – DOMICILIARY CARE AGENCY – CENTRAL & BEDFORDSHIRE
Luton
Tel: 01582 584575

ALLIED HEALTHCARE LUTON
Luton
Tel: 0800 542 1078

APPLEGROVE (DOMICILIARY CARE)
Luton
Tel: 01582 548400

APT CARE LTD
Luton
Tel: 01582 451745

AVOCET HEALTHCARE LTD
Luton
Tel: 01582 527015

BETTER HEALTHCARE SERVICES (LUTON)
Luton
Tel: 01582 422777

BLUEBIRD CARE (LUTON)
Luton
Tel: 01582 380122

BUSHMEAD COURT MANAGEMENT LTD
Luton
Tel: 01582 481455

CARE AS YOU LIKE IT
Luton
Tel: 01582 511057

CARE WITH PRIDE LUTON
Luton
Tel: 01582 380158

CAREMARK (LUTON & SOUTH BEDS)
Luton
Tel: 01582 415946

CAREWATCH (LUTON)
Luton
Tel: 01582 404804

COLWELL COURT (DOMICILIARY CARE)
Luton
Tel: 01582 547798

DIRECT SOURCE HEALTHCARE LTD
Luton
Tel: 01582 733712

DT CAREPLUS
Luton
Tel: 01582 720558

EVERGREEN
Luton
Tel: 01582 576504

GENERIXCARE LUTON
Luton
Tel: 01582 433754

GIANT STEPS 2 RECOVERY
Luton
Tel: 0330 900 0536

HEALTHCARE NATIONWIDE LTD
Luton
Tel: 01582 580242

Service
\[\text{OP} \text{ Older people (65+) \ D ripid disability} \ P \text{tysical disability} \ LDA \text{ Learning disability, autism}\]

User Bands
\[\text{MH} \text{ Mental health} \ SI \text{ Sensory impairment} \ YA \text{ Younger adults} \ AD \text{ People who misuse alcohol and drugs}\]
Visit www.carechoices.co.uk for further assistance with your search for care
Residential & Nursing Care

Dial House Care Limited is a family run care organisation, which has been providing care in Bedford for over 50 years, and is the only company in Bedford that offers a complete package of care.

Dial House is a registered nursing and residential care home, which cares for all people over the age of 40. It prides itself on its quality of care. The surroundings are light, spacious and comfortable with the emphasis on friendliness coupled with efficiency.

- Established over 50 years. Family run
- Homely and friendly atmosphere
- R.G.N’s on duty 24 hours day
- Doctor on call and regular weekly visits
- Single and double rooms – many ensuite
- Regular visits from clergy
- Regular entertainment, large gardens and car parks
- Experienced staff with regular training
- Unrestricted visiting

Within the home we offer:

- Respite care – a short break to enable relatives to have a rest from caring or for a holiday
- 24 hour residential care – permanent or on a trial basis
- 24 hour nursing care – permanent or on a trial basis

Home Care

Dial House home care was one of the first organisations in Bedford to offer care to clients in their own homes. All staff are thoroughly trained and police checked and care can be individually tailored to meet almost any need. We can offer care either privately funded or under contract through social services.

- Practical care – Housework, shopping, companionship and outings etc.
- Personal care – Washing, dressing, meal preparation etc.
- Handyman service – Gardening, decorating, DIY tasks, plumbing and security services.

Dial House
9 Dynevor Road, Bedford MK40 2DB
Tel: 01234 356555 Fax: 01234 307979
Homecare: 01234 402444
Email: info@dialhousecare.com
Website: dialhousecare.com
Regulated by the Care Quality Commission

Dial House is committed to the philosophy of ensuring that those who live in the home should do so with dignity and that they should have the respect of those who support them. They should live with no reduction of their rights as citizens and should be entitled to as full and active life as their physical and mental conditions will allow.
Bedford Charter House is a modern building completed in 2015 which provides 72 units of spacious accommodation in the heart of Bedford.

Bedford Charter House provides permanent and temporary person-centred care for older people including a specialist unit for people with dementia.

Staff are recruited on the basis of their commitment to providing a compassionate service that recognises each resident as a person to be treated with dignity and respect. Our extensive training programme and support to obtain qualifications ensures staff are supported and valued for their contribution to providing excellent care.

Each room has an en-suite wet room, free wi-fi, flat screen TV and modern furnishings.

Our communal facilities include an accessible garden, gym, hairdresser, library/IT suite, sensory room and many large and small spaces for residents and family.

Our Catering Team provide a wide variety of home cooked meals 3 times a day to meet all dietary needs and preferences.

Our Activities Team provide a range of events every day and some evenings, including seaside trips, Music 4 Memory, art classes and keep fit.

Bedford Charter House is owned and managed by Bedford Citizens Housing Association (BCHA), a not for profit organisation that has provided housing, care and support in Bedford for nearly 70 years.

For further details and to arrange a visit, please contact us on:
Tel: 01234 321400
E-mail: enquiries@bchal.org
Luton Friendship Home Carers - Working for the community

A registered charity providing personal and domestic care to the elderly and house bound within Luton and its surrounding areas.

Our service delivery includes, but is not limited to:
• Personal care & administration of medication
• Personal services - washing, bathing, grooming (personal hygiene)
• PA services - collecting pensions, benefits, prescriptions
• Domestic services - Laundry and shopping

Luton Friendship Home Carers, 92 Hastings Street, Luton, Bedfordshire LU1 5BH
Tel: (01582) 736157 Fax: (01582) 727312; email: fhchomecarers@btconnect.com
Please visit our website: www.lutonfhc.org.uk Quote reference: ‘CC2016’

Live-in Care

A Class Care is a specialist provider for Live-In Care services and a company that recognise the importance of remaining in your own home. We are passionate about enabling our clients to retain their independence by remaining safely, securely and within their familiar surroundings.

Areas of Specialism:
• 24 Hour Support including Night Time Care
• Short Term Care
• Hospital Discharge Care/Reablement
• Cancer Care
• Elderly Care
• Dementia Care/Parkinson's/Alzheimer's

Areas of Specialism:
• Companionship • Medication • Administration
• Personal Care • House Keeping • Chaperon Service

An Alternative to Residential Care
Low cost does not compromise on quality

You can rest assured that you are with a quality provider with a high CQC rating, an award nominated organisation and a company that is passionate about providing quality care. To find out more contact our friendly team on 01223 864 066.

Where Care and Comfort Come Together

We have been providing care, serving the community of Sandy and surrounding areas, for over 30 years.

Whether you are looking for nursing care, or want to remain independent, Park House is able to offer a level of care tailored to each individual. Our caring and friendly staff are on hand twenty four hours a day.

We aim to be respectful, to be compassionate, and to enrich the lives of the people we care for through the relationships we make with them.

We look forward to welcoming you into our friendly and relaxed home.

T: 01767 692186 E: office@parkhousesandy.org
www.parkhousecare.com

Mill Lane, Sandy, Bedfordshire SG19 1NL
Atwell House is a newly refurbished and renovated Quality Residential and Nursing Care. We are also passionate about maintaining a “home from home” environment. We strive to promote independent living, preserve dignity and maintain privacy at all times. We provide:

- Person-centred care
- Palliative care
- Dementia care
- Respite and re-ablement
- Fully vetted and trained staff

We are an independent support work and nurse recruiting agency supplying staff 24/7 to private hospitals, NHS, nursing homes, residential homes & supported living etc... We are also a provider for health care training solutions.

Alicia Nursing Home and Day Centre encompassing Wingfield House – Luton – 01582 560500.
Service users under and over 65 with physical disabilities, dementia, including Korsakoff’s and mental health needs.

Atwell House – Luton – 01582 584500
Service Users under 65 with learning disabilities and physical disabilities, and learning disabilities with dementia.

Bunyan Lodge – Bedford – 01234 346146
Service Users under 65 with mental health needs.

Crescent Nursing Home and Day Centre – Bedford – 01234 266933
Service Users under 65 with mental health needs, dementia and learning disabilities.

Peter’s Place – Bedford – 01234 266933
Service Users under 65 with learning disabilities and physical disabilities.

Visit www.carechoices.co.uk for further assistance with your search for care
Manton Heights Care Centre, Bedford

A purpose built facility in Bedford with 79 en suite rooms, specialising in Residential Care for people living with dementia.

The process of moving to residential care is not always easy and can be particularly challenging for people with dementia, who may find change to familiar routines confusing and frustrating.

Our extensive experience in supporting people with dementia enables us to make the transition process as stress-free and reassuring as possible. This extends to supporting the loved ones of our residents, during transition and beyond.

Contact the Manager for further information
Tel: 01234 267556 Email: manager.mantonheights@ranccare.co.uk
Manton Heights Care Centre, Woodlands, off Manton Lane, Bedford MK41 7LW

What makes an ideal care home?

A friendly, stimulating atmosphere
A convenient, central location
Well trained, caring staff

Find it, at
Trefoil House, Luton 01582 494158
Birdsfoot Lane, LU3 2DN trefoil@quantumcare.co.uk
Dukeminter Court, Dunstable 01582 474700
Dukeminter Road (off Church Street), LU5 4FF Dukeminter@quantumcare.co.uk

For information on any of our homes or our care services: www.quantumcare.co.uk

Quantum Care Homes for care, not profit
• Residential and Respite Care
• Accredited providers of Specialist Dementia Care
• Competitive fee rates, not for profit
Little Bramingham Farm is located on the outskirts of Luton in Bedfordshire, offering an oasis of calm in an urban environment.

www.fote.org.uk

Francis House Home Care Service
Francis House Home Care Service is registered with the CQC as a specialist domiciliary care agency providing care to people who have a serious and enduring mental health problem including dementia. Further, this includes those who may also have a history of non-engagement with services, pose an increased risk to themselves or others. We also provide a service to people with a learning disability and physical health needs and those who may have substance misuse problems. This is alongside an existing mental health problem.

Example of services
• For people with challenging behaviour we can provide 24 hour support to enable them to live in their own home.
• Support with medication management including dealing with side-effects
• Assistance with personal care such as dressing, bathing and eating.
• Support with social activities and companionship such as attending clubs and meetings.
• Support with accessing community resources and services such as a G.P.
• Support with practical activities including paying bills and preparing and cooking meals.
• Support to move back home from hospital.

Tel: 01234 954415 www.bedssupportedhousing.co.uk

We can support:
• Older people
• People with Dementia
• Young Adults
• Physical Disabilities
• Learning Disabilities
• Mental Health
• Sensory Impairment
• Supported Living
• Nursing and Residential Care Homes

Civicare provide a professional quality service tailored to your individual requirements. Our trained staff promote dignity, compassion, respect and independence so that you can remain in your own home. We are registered with Care Quality Commission and have an ‘Excellent’ rating with Central Bedfordshire Council. Our services include:
• Personal Care including physical assistance
• Domestic Assistance
• Shopping/collecting prescriptions
• Sitting Service
• Voucher Service – Carer Breaks
• Family Support
• Palliative Care
• Short and long term care
• Flexible hours to suit your needs

Civicare - Three Counties House, 18a Victoria Street, Dunstable LU6 3BA

We're here to provide a helping hand

A choice of elderly care options in Bedfordshire

If you’re considering care for an elderly loved one, a warm, welcoming place close to family and friends means a lot. That’s why our choice of long and short-term care options in Bedfordshire could be something for you to think about, whether you’ve got our health insurance or not.

For friendly advice about your options, call our Elderly Care Support Line on:
01582 806 357

Lines are open seven days a week. We may record or monitor our calls.

Look for Capwell Grange and St Mary’s in the listings section.

Visit www.carechoices.co.uk for further assistance with your search for care
Bionicare know how you feel
We are here to help

We Provide Live-in Care

- 24 Hour Support
- Specialist Care
- Supported Living with Accommodation
- and lots more!!!

*Bionicare provides Support for all!! Adults and Children with Learning or Physical Difficulties, Elderly People, People with Mental Illness.*

*Bionicare also provide Supported Living Accommodations.*

PLEASE CONTACT US TO DISCUSS YOUR REQUIREMENTS OF CARE

tel: 0800 612 2560 / 01234 214 636  
fax: 01234 252 366  
email: care@bionicare.co.uk  
online: www.bionicare.co.uk

Bionicare | Bedford Heights | Brickhill Drive | Bedford | Bedfordshire | MK41 7PH
Rosewood Court is a place where residents can relax in a safe and supportive environment, take part in stimulating activities and make new friends. the home is located on London Road in Dunstable, close to the Highwayman Public House and it is near Holiday Inn Express.

- High quality nursing, residential and dementia care
- 24 hour security and support, as well as activities of daily living such as bathing, dressing, mobility and taking of medication
- Round the clock, dedicated, on site Registered Nurse
- 66 state-of-the-art bedrooms equipped with en-suite facilities including wet room shower
- Flat screen TV, DVD player, mini fridge and telephone point as standard in all bedrooms
- Dining room area with kitchenette for residents to partake in home life and support independence
- Cinema room and cafe area for residents to enjoy
- Delightful landscaped sensory gardens with raised flower beds for green fingered resident

For more information please contact a member of our friendly team on:

**T: 01582 500820   E: rc@onlycareltd.com**

www.onlycareltd.com

Rosewood Court, 175 London Road, Dunstable LU6 3DX
Our staff
Our staff are fully trained and police checked to provide a safe, efficient and friendly service.

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

Central Bedfordshire
Tel: 01525 713389
Email: centralbedfordshire@bluebirdcare.co.uk
The Rufus Centre, Steppingley Road, Flitwick, Bedfordshire MK45 1AH

Bedford
Tel: 01234 211481
Email: bedford@bluebirdcare.co.uk
St Johns Terrace, 17 Kingsway, Bedford MK42 9BJ

Regulated by the Care Quality Commission and member of UKHCA.
SWISS COTTAGE

A nationwide care group, with homes from Northumbria to Bedfordshire, Roseberry Care Centres is an organisation where people really matter. Our aim above all else is enabling access to an individualised, high quality standard of care that our residents deserve and require.

Swiss Cottage Care Home is the Southern-most member of the Roseberry group, located in the peaceful outskirts of Leighton Buzzard, just a 5 minute walk from the local golf club. The home provides personal and nursing care to up to 83 clients.

- Purpose Built Care home
- 83 beautifully appointed single bedrooms, each with ensuite facilities
- Over 4 acres of lawns, gardens and woodland
- Unrestricted visiting access
- Nurses on duty 24 hours
- Regular visits from GPs, Opticians, Chiropodists and Hairdressers.
- Daily activities & regular entertainment
- Minibus for day trips into Bedford & beyond.
- Numerous large lounges & areas for relaxation
- Dedicated & committed staffing team with regular training & development
- Home made, nutritious & varied food made from fresh, seasonal ingredients.

We welcome all visitors at any time. Should you have any questions, queries or would like to arrange a look around & a chat to our manager, please use the following contact details:

Tel: 01525 377922
Email: admin.swisscottage@roseberrycarecentres.co.uk
Email: manager.swisscottage@roseberrycarecentres.co.uk
www.roseberrycarecentres.co.uk

Plantation Road, Leighton Buzzard, Bedfordshire, LU7 3HU
Home. There’s no place like it.

Services include:

- Companionship
- Light housekeeping
- Local transportation and errands
- Meal preparation
- Respite support
- Convalescence support
- Personal care
- Specialist dementia and Alzheimer’s care
and much more...

Home Instead is part of a national organisation rapidly building a reputation as one of the UK’s leading care companies allowing older people to continue living in their own homes.

Our Caregivers take great pride in helping our client’s to lead a more comfortable and confident life and offer a variety of services tailored to their individual needs. From just one hour a day, to full time care, our service is available 24 hours a day, seven days a week.

Bedford
01234 868820
www.homeinstead.co.uk/bedford
Suite 2, 106A Bedford Road, Wootton, Bedford MK43 9JB

Luton and Central Bedfordshire
01582 742275 • 01525 213179
www.homeinstead.co.uk/luton-and-central-bedfordshire
Suite 1B, Jansel House, Hitchin Road, Luton LU2 7XH
Luxury Hertfordshire Care Home
A Care Home with a difference

In a serene and peaceful location set in the midst of trees and yet within minutes of the centre of Hitchin is this superlative hideaway. Whether your needs are for long term, respite, convalescent or palliative care we have staff trained in the provision of optimal assistance in all these areas. We have an experienced team of care staff who can assist those with a range of physical and sensory issues, as well as a specialised dementia facility.

We have plenty to offer including:

- An artistically designed, spacious home with vast amounts of sunlight.
- Luxury rooms with sumptuously equipped en-suites.
- Beautiful vistas of the Hertfordshire countryside from your window.
- Restaurant with an outside dining experience serving an a la carte menu.
- A ‘Sow, grow & eat’ experience with our very own vegetable garden.
- An on-site shop selling everything from stamps to clothing.
- Sensory rooms to amplify your senses.
- Exceptional gardens, grazing horses and an abundance of wildlife.
- A hairdressing salon and nail bar for therapy.
- Exercise rooms
- Dedicated GP consulting room, working in partnership with local GPs.
- A Library.
- Internal CCTV for comfort and protection.
- Plus, an activity programme to tempt us all.

“Working with extreme passion to give the best care we can”

For more details or to set up an appointment, please contact us:
Tel: 01462 410767 | Email: care@foxholescarehome.com

Foxholes Care Home, Pirton Road, Hitchin, Hertfordshire. SG5 2EN
We encourage independence for our residents, provide high levels of care and offer a home to suit all needs.

 Friars Lodge
18 Priory Road,
Dunstable,
Bedfordshire
LU5 4HR
Tel: 01582 668494

Friars Lodge is easily accessible and located near Dunstable town centre. This home provides all the facilities you need for a safe ‘home away from home’ experience where your choices and wishes are of paramount importance.

 Tudor House
76 West Street,
Dunstable,
Bedfordshire
LU6 1NX
Tel: 01582 663700

Tudor House offers everything you need for a secure, relaxed and happy atmosphere. Tudor House it is all about you, your happiness and well-being.

 The White House
High Street,
Eggington,
Nr Leighton Buzzard,
Bedfordshire
LU7 9PQ
Tel: 01525 210322

The White House is a spacious care home is based in the rural and affluent village of Eggington, near Leighton Buzzard, offering lots of communal spaces and private areas for peace and quiet. The computer room enables residents to skype family members and keep in touch via email.

All of the care homes are maintained to a high standard and each property aims to give a ‘Home from Home’ feel. The company will always make people welcome, whether it is a family member visiting a resident or a friend who can only visit at a particular time.

We actively encourage independence within our properties and want all of our residents to feel secure, comfortable and supported, whatever their needs are.

Tel: 01582 660480
Email: care@janescarehomes.co.uk

www.janescarehomes.co.uk
Raising the standard of care for elderly people in Bedford

Our five Bedfordshire care homes provide a positive and comfortable lifestyle for our residents by enabling and encouraging them to make the most of their individual capabilities within a residential setting. In all our homes, residents are enabled and encouraged to retain their dignity, independence and individuality.

- Safe, relaxed and homely environment
- Range of accommodation options, en-suite single, companion and garden view rooms.
- Wide range of social, cultural and spiritual activities
- Wholesome meals prepared from fresh ingredients in all our homes
- Committed, experienced and supportive management teams
- Qualified, experienced and caring staff

If you would like to visit any of our homes, or for further information please contact us on the details listed below.

Email: lansgladehomes@btconnect.com • Website: www.lansgladehomes.co.uk
Adult Social Care and the NHS work very closely together to ensure that hospital patients are discharged safely and are able to return to home life as quickly as possible. Social care staff are available to help with information and advice when you are ready to leave hospital.

No matter which hospital you are in, you can request an assessment of your needs to help you stay independent and regain confidence when you return home. The assessment involves asking you about your needs and what is required to help you live safely and independently at home. There will also be an explanation of any charges that may be made.

A relative, carer, or a member of the hospital staff may also approach the hospital social care team and ask them to carry out an assessment, but this will not go ahead unless you agree.

If you already have a social care service in place, Adult Social Care will make an assessment of any other needs you may have after your stay in hospital. Adult Social Care can also introduce you to local voluntary organisations who can help, short-term, with a variety of services such as laundry and domestic cleaning, or sitting services.

Carers should also be offered an assessment and may need advice and support. The hospital social care team is available to discuss any issues with them and can give them details of carers’ support groups.

For information about reablement, see page 46.

Sensory services for people with an impairment

If you have a hearing impairment or are deaf, have poor sight or are blind and are having difficulties with everyday living tasks such as preparing meals, using a telephone or getting out and about then Adult Social Care may be able to provide a number of services to help you. Adult Social Care will carry out an assessment of your needs and will let you know if you are eligible for help such as information, advice, or pieces of minor equipment to help you to manage in your home.

You may contact Adult Social Care to request an assessment, contact details are on page 45.

You’re in charge

How do I get help and support?

Adult Social Care will provide information, advice and guidance to anyone who contacts them.

Adult Social Care is committed to helping people live safe and fulfilling lives in their own homes and aims to help people who need care and support to live as independently as possible. It may be able to help if you or someone you know cannot look after themselves properly because of:

- physical disability;
- mental health issues;
- learning disability;
- sight or hearing loss;
- dementia; or
- frailty in old age or serious illness.

Advocacy

Under the Care Act, if needed, you have the right to an advocate when contacting the council for care and support. Advocates help people to make changes and take control of their own lives. They are there to listen and help people feel valued in their own community. Support is available for people of any age, whatever their disability, religion, culture or gender.

The council has a contract with POhWER to provide independent and confidential advocacy services for clients of Adult Social Care. You can talk to POhWER advocates in the strictest confidence, either by
How do I get help and support? continued

asking for a referral by your care manager or you can contact them direct.

**Central Bedfordshire and Bedford Borough**

Tel: 0300 456 2362  
Email: pohwer@pohwer.net

**Luton**

Tel: 01582 447109  
Email: pohwer@pohwer.net

Support is also available for carers, see page 47.

Adult Social Care can also put you in touch with a range of local organisations offering help and support.

**Assessments**

When you contact Adult Social Care, they will arrange an assessment of your needs.

The assessment will:

- help Adult Social Care find out what needs you have;
- help Adult Social Care explore the most appropriate services to meet your needs; and
- establish if you are eligible to receive services that Adult Social Care contribute towards or whether you will need to pay for some, or all, of the services yourself.

**Do I have a say in what services I get?**

After your needs have been assessed, Adult Social Care will advise you about services you may be eligible for. They will complete a support plan for you and discuss with you:

- the type of help you think you need to meet your outcomes;
- when you think it is needed;
- who will be providing the assistance;
- how long they will be with you;
- how it will be paid for;
- your religious and cultural needs; and
- when the service will be reviewed.

Support plans are reviewed regularly and will include all references to any Personal Budget you may be eligible for to help pay for your care needs.

**WHAT ARE THE CARE OPTIONS?**

**HOW WILL I KNOW WHICH TO CHOOSE?**

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

CALL CARE SELECT FOR MORE INFORMATION:

0800 389 2077

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

Increasingly, people seeking more support than information and advice, particularly older people and people with a physical disability, will be offered reablement. This is short-term support designed to help people become as independent as possible. It is tailored to individual needs to help you learn (or re-learn) the important tasks you need for everyday life, and gives you the best opportunity to regain skills and independence so that you need not rely on longer term support. Reablement services are currently free for up to six weeks.

Self-Directed Support

Self-Directed Support is the way that adult social care is delivered. It encourages people who are eligible for publicly-funded care to have more choice and control over the support they receive.

It involves allocating an estimated amount of money to meet your assessed needs. If you are assessed as eligible for support and a financial contribution from the council, you will need to use the estimated amount to plan your support. You can have help to do this.

Your support plan shows how you will use your estimated budget to meet your assessed needs and to do the things that are important to you. Once the plan is approved by Adult Social Care you will be allocated an agreed sum of money for your support. This is called your Personal Budget.

Personal Budgets

A Personal Budget is the amount of money agreed by Adult Social Care to meet the cost of the eligible needs for all adults who are assessed as needing support by Adult Social Care and who are eligible for financial support from the council.

Your Personal Budget can be:

• managed by Adult Social Care, who will arrange the services for you to meet your assessed needs; or

• taken as a Direct Payment so that you can choose who provides the care and support Adult Social Care has agreed you need; or

• part managed by Adult Social Care and part Direct Payment.

Your Personal Budget can, with the agreement of Adult Social Care, also be managed by someone you nominate to act on your behalf.

Direct Payments

As mentioned above, if you are assessed as eligible for support, Adult Social Care will let you know how much money is available for your care. This is called your ‘Personal Budget’. If you wish to arrange part or all of your own care and support you can receive your Personal Budget through a Direct Payment. However, Direct Payments cannot currently be used to pay for residential or nursing care.

With your Direct Payment you can:

• employ a care worker or personal assistant(s);

• pay people in your family who care for you – but this cannot be a person who lives with you, for example your husband or wife; or

• buy equipment or pay for activities agreed in your support plan.

Direct Payments are available to all eligible adults, including people with a physical or sensory disability, older people, people with a learning disability and people with mental health needs.

For more information on paying for care, see page 52.
Support for carers – do you look after someone?

If you look after someone on a regular basis, i.e. a parent, child, friend, a neighbour or partner, and are unpaid, you are a carer. You may not describe yourself as a carer, it’s just what you do, but without your support the person would not be able to manage a daily life.

Looking after someone can be a positive experience but it can also be an isolating, challenging and exhausting role both physically and mentally. Carers may find they have little or no time for themselves or to look after their own health and wellbeing.

All carers are entitled to an assessment of their own needs which will help to identify support they are able to access. This assessment will provide an opportunity for the carer to discuss their role and identify services which they may qualify for. It may be possible for the person being cared for to have a short stay in an alternate setting – this is called respite care and will enable the carer to take a break from their responsibilities. It may also be possible for the person being cared for to access day opportunities outside the home, again offering the carer a short break during the day; or the carer might just need someone to sit and stay whilst they go out, having peace of mind that the person being cared for is safe in your absence. The assessment is free but there may be a charge for some of the services which are available.

If a carer is eligible for support after the assessment, Adult Social Care will assist them with drafting a support plan. Adult Social Care and the carer will then work together to consider how much the carer may have to contribute towards any support. The carer may also be eligible for a Personal Budget.

**Bedford Borough**
If you care for someone living in Bedford Borough, you can contact Adult Social Care on 01234 267422 or email care@bedford.gov.uk

**Central Bedfordshire**
If you care for someone living in Central Bedfordshire you can contact the Central Bedfordshire Carers Helpline on 0300 300 8036 or email: carers@centralbedfordshire.gov.uk

**Luton**
If you care for someone living in Luton you can contact Adult Social Care on 01582 547660 or email accessandassessment@luton.gov.uk

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Housing with care and support

**Sheltered housing**

Sheltered housing is a practical step if you would like more security and companionship but don’t need to move into a care home.

In a sheltered housing scheme you would live independently in a flat or bungalow built especially for older people within a larger complex, sometimes around a garden or communal facility and linked to a central control centre for security. Some schemes have access to a resident or non-resident manager who provides support, advice and a link to services for older people. These are usually provided by councils and housing associations, and your local council can give you information about schemes in your area.
Living with dementia

Being diagnosed with dementia does not mean that you will be unable to lead a positive and full life. With the right support, you can live well with the condition and continue to do the things you enjoy for a number of years following diagnosis, reducing risk of isolation and the feeling of being stigmatised.

Dementia is a progressive brain disease affecting individuals differently – this means that the symptoms will get worse over time. Dementia usually manifests itself initially in memory issues but goes on to affect other functions of the brain, meaning a person could:

• have difficulty with organising daily activities, prioritising tasks and communicating with others;
• experience changes in their mood, judgement or personality;
• have trouble making decisions;
• start making excuses for their forgetfulness; or
• have difficulties with short-term memory while distant memory remains good.

Although there is no cure, treatments can slow the progression of the disease, and, with support, there are ways to make it manageable. As the illness progresses you will need to rely on others more and more. Dementia is much more common in older people but can occasionally be found in people as young as 30.

It is important to seek advice from your GP if you are concerned about memory difficulties. They will be able to carry out simple tests and, where necessary, refer you to a memory clinic which will complete a further, more detailed examination.

There are various types of support available to people with dementia and their carers through the NHS, Adult Social Care and voluntary agencies. Some examples of these services include:

• specialist day centres;
• respite care or short breaks;
• assistive technology and community alarms;
• home care;
• meals at home;
• community equipment;
• extra care/sheltered housing; and
• carers’ support groups, including lunch clubs and cognitive stimulation groups.

There are also some simple practical steps which you can take to help yourself with memory issues:

• keep your mind active by reading or completing crosswords, Sudoku and other mind exercises;
• take regular exercise;
• eat a healthy balanced diet; and
• use a diary and make lists or use prompts to support you with remembering appointments.

Extra Care housing

In an Extra Care housing scheme, instead of low-level support traditionally provided by managers in sheltered schemes, higher levels of care and support are provided on-site for people with assessed needs by a designated team of housing managers and care workers, who can be available 24 hours a day. They can provide an alternative to residential care for people with higher care needs.

Extra Care housing allows people to retain their own tenancy and have care services delivered ensuring that they are able to remain safely in their own self-contained accommodation. There are a number of existing schemes in the area and new schemes are currently being built. The latest schemes offer a wide range of on-site facilities including restaurants and other communal areas where residents can pursue their interests, remaining active and independent. Apartments are available both for rental and shared ownership. Contact your local council for details.
If you know someone who is worried about their memory, encourage them to visit their GP to discuss their concerns.

The more support you are able to give to someone, the better their life will be, especially in the early years. Attending a ‘Dementia Friends’ session for an hour can help carers understand dementia and how it affects people. These sessions are led by local volunteers with Alzheimer’s Society; details can be found at [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)

Focus on what the person can do, not what they cannot do. Support them where necessary with little errands or cooking, listen to the person with dementia and find out more about the condition.

When someone has dementia they will need:

- reassurance that they are still valued and that their feelings matter;
- freedom from as much external stress as possible; and
- activities and stimulation to help them remain alert and motivated for as long as possible.

It is vital to remember that a person with dementia is not being deliberately difficult; often their behaviour is an attempt to communicate something. If you are able to establish what this is, you can resolve their concerns more effectively.

Try to put yourself in their place and understand what they are trying to express and how they may be feeling.

### Residential dementia care checklist

**Things to look for in care homes specialising in dementia. Please use in conjunction with the care homes checklist on page 51.**

<table>
<thead>
<tr>
<th>Residents</th>
<th>✔ Are reminiscence activities available?</th>
</tr>
</thead>
<tbody>
<tr>
<td>The best indication of a good home is that the residents appear happy and responsive.</td>
<td></td>
</tr>
<tr>
<td>✔ Are there rummage boxes around the home to stimulate residents?</td>
<td></td>
</tr>
<tr>
<td><strong>Access</strong></td>
<td>✔ Are residents able to compile memory boxes?</td>
</tr>
<tr>
<td>If the person with dementia needs (or is likely to need) equipment or adaptations you may want to check:</td>
<td>✔ Do staff compile life story books including photographs and mementoes?</td>
</tr>
<tr>
<td>✔ There is adequate signage and cues for different parts of the home such as dining room and bathroom.</td>
<td></td>
</tr>
<tr>
<td>✔ The home’s policy about locking external doors.</td>
<td></td>
</tr>
<tr>
<td><strong>Bedrooms</strong></td>
<td></td>
</tr>
<tr>
<td>You may want to find out whether the person with dementia can have a single room and whether:</td>
<td></td>
</tr>
<tr>
<td>✔ Residents are encouraged to bring in some of their own furniture and possessions to increase familiarity.</td>
<td></td>
</tr>
<tr>
<td><strong>Activities</strong></td>
<td></td>
</tr>
<tr>
<td>Residents should be stimulated without feeling stressed.</td>
<td></td>
</tr>
</tbody>
</table>

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Residential 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 52.

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 and must be paid for if your capital/savings exceed £23,250. See page 52 for more information on paying for care.

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

If a care home providing nursing care is the best solution for you, your social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees is paid by the NHS to the home directly; the current amount is £112.00 per week.

For further information, please call this Directory’s free independent helpline on 0800 389 2077 or visit www.carechoices.co.uk

The figures mentioned above may change over the life of this Directory, check with your local Adult Social Care department after this date.

Out of county care

You have the right to choose to live in any care home in England. You may choose to live near to where you are living now, or move to a different area to be closer to your family, or in a specialist home such as one run by a religious organisation. There are special arrangements if you want to live in Wales, Scotland or Northern Ireland and you should ask your care worker for advice on this.

Details of care homes across England can be found on the Care Quality Commission website, www.cqc.org.uk or on the Care Choices website at www.carechoices.co.uk
When considering potential care homes, consider the following questions:

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

Fees
- How much are the fees?
- Do the fees cover all the services available?
- Under what circumstances will the fees alter – eg 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?
- What arrangements are there for religious observance?
- Can you handle your own money? If not, what arrangements are in place?
- Does a hairdresser/chiropodist visit?
- Are residents accompanied on visits to the GP or hospital?

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 duty 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
- How much choice do you get 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?
- What sorts of activities and entertainment are organised?
- 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?
Inspecting 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 rates services as: Outstanding, Good, Requires Improvement and Inadequate.

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

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

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

Paying for care

Will I have to pay for services?

In line with national law and guidance, you will usually have to pay something towards the cost of your care. The amount you have to pay will be determined by an assessment. There is no charge for this assessment. Adult Social Care will discuss with you any costs relating to the service(s) you need and will look at your financial circumstances. Adult Social Care can also assess and advise you if there are any benefits that you are entitled to.

If you have capital and savings of more than £23,250, not including your home, you will usually have to pay the full cost of any care you receive within your home or the community.

If you have capital and savings of more than £23,250, including your home, you will usually have to pay the full cost of your care if you move permanently into a care home or care home with nursing.

If you have capital and savings of less than £14,250, your contribution will be assessed only on your income and the local authority may meet the shortfall, subject to local funding limits. If you have between £14,250 and £23,250 in capital and savings, a sliding scale operates whereby the local authority will ask you to pay £1 per week for each £250 you have above the lower figure, in addition to your income. Assuming you have been assessed as eligible for care, you may be entitled to some of the financial assistance and support on the page opposite.
What will you have to pay for residential care?
If you are assessed as needing a care home, the value of your home is included when assessing capital unless: your partner or a relative who is over 60 or incapacitated, or a child under 16 who you or a former partner maintain still lives there.

If, apart from your property, your savings are less than £23,250, and your income is not enough to meet your care home fees, Adult Social Care can help with your care costs for the first twelve weeks. This is called the twelve-week property disregard period. After this time, any money from the council will be regarded as a loan and will need to be repaid once your house is sold, see Deferred Payment Agreements on page 54.

To work out how much Adult Social Care will pay, you must ask for an assessment. This will define your eligible care needs and how they will be best met and will determine your financial situation. If you are assessed as eligible for residential care, the homes you consider must be able to meet these needs.

If the local authority is contributing towards your care costs, your choice of care home will usually be limited to those that accept your local authority’s funding level. If you choose a more expensive home, you will need to arrange a third party to ‘top-up’ the difference. You are not allowed to do this yourself if your capital is below £23,250.

Top-ups
If the home you have chosen charges more than the contribution offered by Adult Social Care, you must find someone to help pay the difference – a ‘top-up’ payment. Whoever does this, whether family or a benevolent charity, they should realise that they may have to pay this for some time. Alternatively, you would have to find a cheaper home.

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

Whatever your circumstances...

Remember:
• If your partner still lives at home, they will not be means-tested.
• If you have a private pension, only half will be considered when you are assessed, providing you are paying half to your partner.
• 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 care home offering personal care only.

Consider claiming:
• Income support.
• Pension Credit.

Definitely claim:
• Attendance Allowance, worth either £55.10 or £82.30 per week depending on your care needs, though you will lose this after 28 days if you receive financial help from Adult Social Care.

Moving into a nursing home?
• You will be eligible for the NHS Funded Nursing Care Contribution – currently £112.00 (see page 54).

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.
Society of Later Life Advisers (SOLLA) provides a database of financial advisers who specialise in giving advice on finances in later life, enabling you to plan ahead or to make the most of your money once you reach retirement and older age. Web: www.societyoflaterlifeadvisers.co.uk

All advisers on the database have to prove that they meet appropriate criteria and have the right qualifications before they are accredited by SOLLA.

Money Advice Service (MAS) is an independent service, set up by central government. It helps people manage their money by giving free and impartial advice on all money matters. Web: www.moneyadviceservice.org.uk

The Pensions Advisory Service offers free and impartial advice on all aspects of state and private pensions. It can also be contacted on 0300 123 1047. Web: www.pensionsadvisoryservice.org.uk

Saga provides free financial advice and the option to pay for personalised financial advice. It is regulated by the FCA. Web: www.saga.co.uk/money/financial-planning

Tax Help for Older People advises older people about tax problems across the UK. It uses fully trained volunteers who are completely independent of HMRC and provide a confidential service. Web: www.taxvol.org.uk

Your local Citizens Advice Bureau can offer free and impartial advice on a wide range of financial issues, and will point you towards more specialist advice when appropriate. Web: www.citizensadvice.org.uk

Please contact your local authority for information on their contribution to care fees. Some of the figures mentioned here may change over the life time of this Directory.

Deferred Payment Agreements
If you are eligible, you may be able to set up a deferred payment agreement. This means that, after the twelve-week property disregard period, any financial help from Adult Social Care will be charged against the value of your home and recovered once your house has been sold. However, Adult Social Care may limit how much they 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 for Work and Pensions (DWP).

Attendance Allowance
This is a non-means tested, non-taxable benefit from the DWP paid at the lower rate of £55.10 per week for those needing care by day or night, and at the higher rate of £82.30 per week for those needing care both during the day and night. If you are paying for your own care in full you can continue to receive Attendance Allowance but if you receive financial help from Adult Social Care, Attendance Allowance is not payable after 28 days.

NHS Funded Nursing Care Contribution
Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care and you have been assessed as having nursing needs, you may be entitled to an NHS Funded Nursing Care Contribution (currently £112.00 per week) towards the cost of your nursing care, following an assessment on admission to determine your nursing needs.

This is paid directly to the home. The remainder of the funding will be provided by you as a self-funder or via Adult Social Care following an assessment.
NHS Continuing Healthcare Funding

You can receive continuing healthcare funding services in any setting, including your own home or in a care home. If you are eligible, this covers the full cost of your care and support fees, including board and accommodation in residential care, under the National Framework for NHS Continuing Healthcare.

You will be subject to a three-month review followed by annual reviews to determine if you are still eligible for NHS Continuing Healthcare funding. For more information, visit Bedfordshire Clinical Commissioning Group’s website: www.bedfordshireccg.nhs.uk

Running out of money

If your capital is likely to reduce to £23,250, you must let Adult Social Care know well in advance, as they may step in to help with your care fees. They must conduct an assessment of your situation and may make a contribution.

Essential Information

This Directory’s free helpline

This Directory’s free helpline provides an independent information and help service encompassing care and accommodation. A personalised report can be generated for you, providing details of all home care 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 Directory on the site and have it read to you by using the ‘Browsealoud’ function.

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

For further information and help with finding suitable home care in your area, please call this Directory’s free independent helpline on 0800 389 2077 or visit www.carechoices.co.uk

Healthwatch

Healthwatch is the independent consumer champion created to gather and represent the views of the public. It plays a vital role at both a local and national level to make sure that your experiences of health and social care are taken into account by the service providers.

Healthwatch enables people to share their views and concerns about health and social care services and helps to build a picture of where services are doing well and where they can be improved. Information received from the public about local services is shared with the organisations responsible for

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

What is adult safeguarding?
Adult safeguarding means protecting a person's right to live in safety, free from abuse and neglect. Safeguarding adults applies to any person aged 18 or over who is at risk of abuse or neglect because of their needs for care and support.

What is abuse?
Abuse is a violation of an individual's human and civil rights by any other person or persons. It can consist of a single act or repeated acts and can take the following forms:

Physical abuse – including hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Sexual abuse – including rape 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 isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Exploitation – either opportunistically or premeditated, unfairly manipulating someone for profit or personal gain.

Financial or material abuse – including theft, fraud, exploitation, 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 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 discrimination on grounds of race, gender and gender identity, disability, sexual orientation, religion, and other forms of harassment, slurs or similar treatment.

Institutional abuse – including neglect and poor care practice within an institution or specific care setting like a hospital or care home. This may range from isolated incidents to continuing ill-treatment.

Who commits abuse?
Vulnerable adults may be abused by a wide range of people, including:

- relatives and family members;
- professional staff;
- paid care workers;
- volunteers;
- other service users;
- neighbours;
- friends and associates; or
- people who deliberately exploit vulnerable people and strangers.

Where does abuse happen?
Abuse can happen anywhere, for example:

- in the street;
- at home;
- at a friend’s house;
- where you work;
- at a day centre, residential home or college; or
- somewhere you spend your free time.

What are the signs of abuse?
Possible signs of abuse could include:

- injuries – bruises, broken bones and burns;
- lack of personal care;
- bills not being paid;
- sudden loss of assets, friends or family threatening an individual to gain access to money etc;
- not getting to medical appointments;
- changes in behaviour or mood; or
- unexplained withdrawal from normal activities and friends, family or community.

How can I report my suspicions of abuse?
Initially, you should tell someone you can trust. This could be a:

- family member;
- friend;
- member of staff;
- social worker or nurse; or
- an advocate.

‘There can be no secrets and no hiding place when it comes to exposing the abuse of vulnerable adults.’
(No Secrets, Department of Health)

If you or the individual are in immediate danger, need medical attention or if a crime has been committed, call the emergency services on 999.

If you or an adult you know may be at risk of abuse, you should contact your local Council Safeguarding Team:

Bedford Borough Council
Tel: 01234 276222
Email: adult.protection@bedford.gov.uk

Central Bedfordshire Council
Tel: 0300 300 8122
Email: adult.protection@centralbedfordshire.gov.uk

Luton Borough Council
Tel: 01582 547730/547563
Email: adultsafeguarding@luton.gcsx.gov.uk

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

Complaints about care homes and social care services
If you have a complaint about a care home, care home with nursing or any other social care service, the first thing you should do is tell the home or service. This applies whether you pay for your care or your local council funds it.

By law, every care home and social care service must have an efficient procedure for dealing with complaints. Ask for a copy of the service’s complaints procedure so that you know what you must do and how they will deal with your complaint.

Care funded by your local council
If you are not happy with the reply you receive from a care service when you complain, you can take your complaint to your local Adult Social Care department.

You will need to follow their complaints procedure – your social worker, care manager or the department itself will explain what to do. For information on Central Bedfordshire Council funded care complaints go to www.centralbedfordshire.gov.uk and search adult social care complaints or contact 0300 300 6077.

The care service or the Adult Social Care department should try to sort out your complaint themselves and put things right to prevent the same thing happening again.

End of life care

Although the subject of dying is often painful to contemplate, it is essential that you and your relatives discuss your wishes as you near the end of your life. Good planning for all your needs should mean that you can (if you choose) remain in your home or care home in your last days and not have to be admitted to hospital.

When choosing a service, you should consider its end of life care philosophy and policies. Enabling people to die in comfort and with dignity is a core part of providing care and the way care professionals approach the process will be incredibly important for you, your family and carers.

The service should have an open approach to end of life care. It should initiate conversation with you and your family and work with your GP to ensure your needs and wishes are discussed and planned for. An end of life care plan should also be drawn up, as it is vital to establish your preferences and choices.

You could use the Preferred Priorities for Care (PPC) document to help with outlining your wishes. The PPC document is designed to help you prepare for the future and gives you an opportunity to think...
about, talk about and write down your preferences and priorities for care at the end of life.

It is also important to know that all health and social care staff must be trained in communication regarding end of life care and will be trained in assessing the needs of individuals and carers.

It is worth asking care providers whether they are working towards The Gold Standards Framework. This can be used in various settings, for example hospitals, primary care and care homes, to improve the co-ordination and communication between different organisations involved in providing care for someone near the end of their life.

**Compassionate Communities**
Compassionate Communities aims to help people develop the skills to address issues raised by end of life and other losses. It also tries to be a helpful, empathetic ear.
Web: [www.compassionatecommunities.org.uk](http://www.compassionatecommunities.org.uk)

**Dying Matters**
Set up by the National Council for Palliative Care, the coalition aims to promote awareness of dying, death and bereavement. The website has a comprehensive support section.
Web: [www.dyingmatters.org](http://www.dyingmatters.org)

**WidowNet**
Established in 1995, the first online information and self-help resource for, and by, widows and widowers.
Web: [www.widownet.org](http://www.widownet.org)

**Bedfordshire Partnership for Excellence in Palliative Support (PEPS)**
The PEPS service is designed in partnership between Bedfordshire Clinical Commissioning Group, Sue Ryder and other healthcare providers. It aims to remove the many layers of communication that you may have previously needed with health and social care professionals for the delivery of your care. The service offers a single point of contact through the PEPS Co-ordination Centre, which is hosted by Sue Ryder at St John’s Hospice in Moggerhanger.

The PEPS Co-ordination Centre is available for patients, families, carers and health and social care professionals when help and support is needed. However, the service is not designed to replace your existing GP and nurse relationship.

For more information about the PEPS Co-ordination Centre, please call 01767 642410 and ask to speak to the PEPS Team.

**Luton Support**
My Care Co-ordination Team is a service which provides 24 hour access to a support and advice line, as well as access to a co-ordination team, seven days a week. The team aims to provide patients in the last year of life with a more seamless, co-ordinated package of care that responds to their changing needs. Call 0808 180 7788.

**Keech Hospice**
Tel: 01582 492339
Web: [www.keech.org.uk](http://www.keech.org.uk)
Useful local contacts

**Action on Hearing Loss Information Line**
Action on Hearing Loss is the new name for RNID.
Tel: **0808 808 0123**
Textphone: **0808 808 9000**
SMS: **07800 00360**
Email: informationline@hearingloss.org.uk

**Age Concern Luton**
Luton's largest charity working with older people.
Bradbury House, 39 King St, Luton LU1 2DW
Tel: **01582 456812**
Email: admin@ageconcernluton.org.uk
Web: www.ageconcernluton.org.uk

**Age UK Bedfordshire**
Supports older people in Bedfordshire with services, advice and volunteers.
78-82 Bromham Road, Bedford MK40 2QH
Tel: **01234 360510**
Email: enquiries@ageukbedfordshire.org.uk
Web: www.ageuk.org.uk/bedfordshire

**Alzheimer’s Society**
**Bedford**
Provides information, support and services to people living with all types of dementia, their carers, family members, health professionals, and anyone else with concerns about their memory or that of someone else.
Suite B2, Emerald Court, Pilgrim Centre, Brickhill Drive, Bedford MK41 7PZ
Tel: **01234 327380**
Email: bedfordshireandluton@alzheimers.org.uk

**Bedfordshire and Luton**
The Disability Resource Centre
Poynters House, Poynters Road, Dunstable LU5 4TP
Tel: **01582 470900**
Email: bedfordshireandluton@alzheimers.org.uk

**Autism Bedfordshire**
Helps with information, advice, emotional and practical support to individuals with Autistic Spectrum Conditions, their parents/carers, families and associated professionals throughout Bedfordshire and Luton.
Salamander House, 2-10 St John's Street, Bedford MK42 0DH
Helpline: **01234 350704**
General Enquiries: **01234 214871**
Email: enquiries@autismbeds.org
Web: www.autismbedfordshire.net

**Bedfordshire Rural Communities Charity**
The leading community development agency working across Bedfordshire.
The Old School, Cardington, Bedford MK44 3SX
Tel: **01234 838771**
Email: info@bedsrcc.org.uk
Web: www.bedsrcc.org.uk

**Carers in Bedfordshire**
A registered charity existing to help family carers and former carers cope with the mental and physical stress arising from their role.
Suite K, Sandland Court, Pilgrim Centre, Brickhill Drive, Bedford MK41 7PZ
Tel: **0300 111 1919**
Email: contact@carersinbeds.org.uk
Web: www.carersinbeds.org.uk

**Centre for All Families Positive Health (CAFPH)**
Support for people living with HIV/AIDS.
11-15 Park Street West, Luton LU1 3BE
Tel: **01582 726061**
Email: info@cafph.org
Web: www.cafph.org

**Mind BLMK**
Provides a wide range of projects, groups and training.
The Rufus Centre, Steppingley Road, Flitwick MK45 1AH
Tel: **0300 330 0648**
Fax: **01525 722224**
Email: hq@mind-blmk.org.uk
Web: www.mind-blmk.org.uk

**POhWER Advocacy Services**
**Bedfordshire**
Provides a range of free, confidential and independent advocacy services to help people make choices about their lives, to understand their rights,
to be treated as equals and to be heard.

**Bedfordshire**
Tel: 0300 456 2362
Email: pohwer@pohwer.net

**Luton**
Tel: 01582 447109
Email: pohwer@pohwer.net

**Sight Concern Bedfordshire**
Helps and supports people with sight impairment and their families.
Ground Floor, 116 Bromham Road, Bedford MK40 2QN
Tel: 01234 311555
Email: office@sightconcern.org.uk
Web: www.sightconcern.org.uk

**Stroke Association**
**Bedford**
Information, support and help for people who have had strokes.
3 Ombersley Road, Bedford MK42 9JX
Tel: 01234 792686
National Helpline: 0303 303 3100
Email: lydia.field-roberts@stroke.org.uk

**Central Bedfordshire**
Tel: 01582 690984
Email: evelyn.conaty@stroke.org.uk

**Luton**
90 Tomlinson Avenue, Luton LU4 0QQ
Tel: 01582 891330
Email: rachel.bond@stroke.org.uk

**The Disability Resource Centre**
Gives information and advice to people of any age and with any disability, their families, carers, friends and associated professionals. Includes a large display area of aids, adaptations and equipment.
Poynters House, Poynters Road, Dunstable, Bedfordshire LUS 4TP
Tel: 01582 470900
Web: www.drcbeds.org

For more details of local services please visit the website for your local council:
www.bedford.gov.uk
www.centralbedfordshire.gov.uk
www.luton.gov.uk

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### Useful national contacts

**Age UK**
The name for the combined Age Concern and Help the Aged.
National advice line: 0800 169 2081
Web: www.ageuk.org.uk

**Association of Charity Officers**
The national umbrella body for benevolent charities who provide aid and advice to individuals in need.
Tel: 0207 255 4480
Web: www.aco.uk.net

**Carers Trust**
The largest provider of comprehensive carers’ support services in the UK through its 116 Network Partners.
Tel: 0844 800 4361
Email: support@carers.org

**Carers UK**
The voice of carers and the only carer-led organisation working for all carers.
Tel: 0808 808 7777
Web: www.carersuk.org

**Elderly Accommodation Counsel**
Aims to help older people make informed choices about meeting their housing and care needs.
Tel: 0800 377 7070
Web: www.housingcare.org

**FirstStop Advice**
Advice and information on all aspects of care, accommodation, housing, finance and rights for older people.

Visit www.carechoices.co.uk for further assistance with your search for care
Useful national contacts continued

Friends of the Elderly
A charity supporting older people with a range of practical needs.
Tel: 0207 730 8263
Web: www.fote.org.uk

IndependentAge
Charity providing information, advice and support to thousands of older people across the UK.
Advice line: 0800 319 6789
Web: www.independentage.org

Mencap
The voice of learning disability with more than 500 affiliated groups.
Tel: 0808 808 1111
Web: www.mencap.org.uk

National Activity Providers Association (NAPA)
Promotes the importance of activities for older people.

NHS Choices
NHS Choices is the online ‘front door’ to the NHS and is the country’s biggest health website and gives information about your health choices.
Web: www.nhs.uk

Silver Line, The
A helpline for older people which offers information, friendship and advice. It is free, confidential and open 24 hours.
Tel: 0800 470 8090
Web: www.thesilverline.org.uk

United Kingdom Home Care Association Ltd (UKHCA)
The professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.
Helpline: 0208 661 8188
Web: www.ukhca.co.uk
ALBERT HOUSE
167 High Street, Clapham, Bedford MK41 6AH
Tel: 01234 346689

AURORA
7 Linden Road, Bedford MK40 2DD
Tel: 01234 340478

AUTISM CARE UK (BEDFORD)
16 St Andrews Road, Bedford MK40 2LJ
Tel: 01234 349798

AZALEA HOUSE 1
71 Winifred Road, Bedford MK40 4EP
Tel: 01234 342215

AZALEA HOUSE 2
69 Winifred Road, Bedford MK40 4EP
Tel: 01234 342215

BEDFORD CHARTER HOUSE
1B Kimbolton Road MK40 2PU
Tel: 01234 321400

BROMHAM ROAD, 182
Bedford MK40 4BP
Tel: 01234 357238

BROOK HOUSE RESIDENTIAL HOME
72 High Street, Riseley, Bedford MK44 1DT
Tel: 01234 708077

BROOKSIDE
99 High Street, Kempston, Bedford MK42 7BS
Tel: 01234 852324

BUNYAN LODGE
66-68 Kimbolton Road, Bedford MK40 2NZ
Tel: 01234 346146

BUSHMEAD COURT RESIDENTIAL HOME
58-60 Bushmead Avenue, Bedford MK40 3QW
Tel: 01234 353884

BYRON COURT
55 Chaucer Road, Bedford MK40 2AL
Tel: 01234 216551

CARETECH COMMUNITY SERVICES LTD – 82 CHAUCER ROAD
Bedford MK40 2AP
Tel: 01234 216319

COTSWOLD
Graze Hill, Ravensden MK44 2TF
Tel: 01234 772196

CRANWELL COURT
The Lane, Wyboston, Bedford MK44 3AS
Tel: 01480 478113

DANECROFT
3 Dane Lane, Wilstead, Bedford MK45 3HT
Tel: 01234 741573

DE PARYS AVENUE, 22
Bedford MK40 2TW
Tel: 01234 355133

DOVE LANE
7 Dove Lane, Harrold MK43 7DF
Tel: 01234 720019

ELCOMBE HOUSE
61 De Parys Avenue, Bedford MK40 2TR
Tel: 01234 266010

ELSTOW LODGE
Wilstead Road, Elstow, Bedford MK42 9YD
Tel: 01234 405021

EVERGREEN HOUSE
59 Chantry Road, Kempston, Bedford MK42 7QU
Tel: 01234 854823

FENWICK HOUSE
1 Cowper Road, Bedford MK40 2AS
Tel: 01234 350887

FRANCIS HOUSE
10 Gibbons Road, Bedford MK40 1DQ
Tel: 01234 954415

FREMANTLE TRUST, THE - 3 THE GLADE
Bromham, Bedford MK43 8HJ
Tel: 01234 828704

Visit www.carechoices.co.uk for further assistance with your search for care
### Bedford Borough care homes

**- HIGH STREET**
4 High Street, Oakley MK43 7RG
Tel: 01234 828706

**GEORGE BEAL HOUSE**
off Williamson Road, Kempston, Bedford, Bedfordshire MK42 7HL
Tel: 01234 718226

**HENRIETTA HOUSE**
3 Dynevor Road, Bedford MK40 2DB
Tel: 01234 359194  Advert page 43

**HEPWORTH HOUSE**
1 St Georges Road, Bedford MK40 2LS
Tel: 01234 262139

**HIGHFIELD**
Avon Drive, Brickhill, Bedford MK41 7AH
Tel: 01234 346482

**HOLLY TREE LODGE**
122 Spring Road, Kempston, Bedford MK42 8NB
Tel: 01234 266391

**Houghtons**
4 Sandy Road, Bedford MK41 9TH
Tel: 01234 351248

**KELVIN GROVE**
18 Rothsay Road, Bedford MK40 3PN
Tel: 01234 217287

**KIMBOLTON**
7 Kimbolton Avenue, Bedford, Bedfordshire MK40 3AD
Tel: 01234 330890

**LANSDOWNE ROAD, 1**
Bedford MK40 2BY
Tel: 01234 357339

**LANSGLADE HOUSE**
14 Lansdowne Road, Bedford MK40 2BU
Tel: 01234 356988  Advert page 43

**LAVANDA VILLA**
41 Halsey Road, Kempston, Bedford MK42 8AT
Tel: 01234 857793

**LEYS, THE**
Park Lane, Sharnbrook, Bedford MK44 1LX
Tel: 01234 781982

**LILLIBET COURT LTD**
50 De Parys Road, Bedford MK40 2TP
Tel: 07812 013423

**LILLIBET HOUSE**
65 De Parys Avenue, Bedford MK40 2TR
Tel: 01234 272206

**LILLIBET LODGE**
6 Rothsay Road, Bedford MK40 3PW
Tel: 01234 340712

**LILLIBET MANOR**
19 Linden Road, Bedford MK40 2DQ
Tel: 07812 013423

**LOMACK HOUSE**
29-33 Eltow Road, Kempston, Bedford MK42 8HD
Tel: 01234 840671

**LOMACK LODGE**
10 St Georges Road, Bedford MK40 2LS
Tel: 01234 290013

**LOTUS HOUSE**
34 Lansdowne Road, Bedford MK40 2BU
Tel: 01234 350600

**LOVEYS LODGE**
14 Beresford Road, Bedford MK40 3SD
Tel: 01234 214942

**MALLARDS, THE**
5 Dynevor Road, Bedford MK40 2DB
Tel: 01234 365563  Advert page 43

**MILTON HOUSE**
39-41 Spenser Road, Bedford MK40 2BE
Tel: 01234 602741

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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 and drugs

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**This Directory’s helpline 0800 389 2077 – information on choosing and paying for care**
### Bedford Borough care homes continued

**Airedale Nursing Home, The**
44 Park Avenue, Bedford MK40 2NF  
Tel: 01234 218571  
**OP D PD SI YA**

**Anjulita Court**
Bramley Way, Bedford MK41 7GD  
Tel: 01234 273642  
**OP D**

**Bedford Borough care homes with nursing**

**Airedale Nursing Home, The**
44 Park Avenue, Bedford MK40 2NF  
Tel: 01234 218571  
**OP D PD SI YA**

**Annandale Lodge**
8 Linden Road, Bedford MK40 2DA  
Tel: 01234 218400 *Advert page 43*  
**OP PD**

**Beacon House**
12 Linden Road, Bedford MK40 2DA  
Tel: 01234 328166 *Advert page 43*  
**OP D PD**

**Bedford Borough care homes with nursing**

**Old Fords End, 74**
Queens Park, Bedford MK40 4LY  
Tel: 01234 364022

**Park House**
28 St Andrews Road, Bedford MK40 2LW  
Tel: 01234 261993  
**PD MH YA**

**Pathway House**
The Lane, Wyboston, Bedford MK44 3AS  
Tel: 01480 478099  
**LDA MH YA**

**Peter’s Place**
8 The Crescent, Bedford MK40 2RU  
Tel: 01234 266933  
*Advert page 33*  
**PD LDA YA**

**Puthenhoe**
180 Putnoe Street, Putnoe, Bedford MK41 8HQ  
Tel: 01234 214100  
**OP D PD**

**Reach Home Care**
19 Shakespeare Road, Bedford MK40 2DZ  
Tel: 07973 882124  
**OP D MH YA**

**Renshold Community Home**
Little Paddocks, 30 Hookhams Lane, Renhold MK41 0JT  
Tel: 01234 772481  
**LDA**

**Rivermead**
Halsey Road, Kempston, Bedford MK42 8AU  
Tel: 01234 841812  
**OP D PD**

**Salvete Care Home**
15-17 Rothsay Place, Bedford MK40 3PX  
Tel: 01234 261991

**Sharnbrook House**
High Street, Sharnbrook MK44 1PB  
Tel: 01234 781294  
**OP D PD**

**Southway**
290 London Road, Bedford MK42 0PX  
Tel: 01234 267737  
**OP D PD**

**St Margaret’s Residential Home**
10 Rothsay Road, Bedford MK40 3PW  
Tel: 01234 345964  
**OP D PD LDA**

**Victoria Cottage (Butacare)**
37 St Andrews Road, Bedford MK40 2LW  
Tel: 01234 272757  
**PD LDAYA**

**Waterloo House Care Home Ltd**
36 Waterloo Road, Bedford MK40 3PQ  
Tel: 01234 351608  
**OP D PD**

**Westonia Court**
London Road, Bedford MK42 0QE  
Tel: 01234 350641  
**LDA**

**Airedale Nursing Home, The**
44 Park Avenue, Bedford MK40 2NF  
Tel: 01234 218571  
**OP D PD SI YA**

**Annandale Lodge**
8 Linden Road, Bedford MK40 2DA  
Tel: 01234 218400 *Advert page 43*  
**OP PD**

**Beacon House**
12 Linden Road, Bedford MK40 2DA  
Tel: 01234 328166 *Advert page 43*  
**OP D PD**

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**Service**  
Older people (65+)  
Dementia  
Physical disability  
Learning disability, autism

**User Bands**  
Mental health  
Sensory impairment  
Younger adults  
People who misuse alcohol and drugs

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

CRESCENT NURSING HOME
12 The Crescent, Bedford MK40 2RU
Tel: 01234 266933

MANTON HEIGHTS CARE CENTRE
Woodlands, off Manton Lane, Bedford MK41 7LW
Tel: 01234 267556

CROSSWAYS NURSING HOME
86 Hookhams Lane, Renhold, Bedford MK41 0JX
Tel: 01234 771694

MILTON ERNEST HALL CARE HOME
Milton Ernest, Bedford MK44 1RJ
Tel: 01234 825305

DIAL HOUSE NURSING AND RESIDENTIAL HOME
9 Dynevors Road, Bedford MK40 2DB
Tel: 01234 356555

PETER’S PLACE
8 The Crescent, Bedford MK40 2RU
Tel: 01234 266933

KIMBOLTON LODGE
1 Kimbolton Road, Bedford MK40 2NT
Tel: 01234 355918

WILLOWS RESIDENTIAL AND NURSING HOME, THE
73 Shakespeare Road, Bedford MK40 2DW
Tel: 01234 268270

ABBOTSBURY RESIDENTIAL HOME
Mead End, Biggleswade SG18 8JU
Tel: 0300 300 8590

CHILTERN VIEW
198-200 West Street, Dunstable LU6 1NX
Tel: 01582 477794

ALLISON HOUSE RESIDENTIAL HOME
Swan Lane, Sandy SG19 1NE
Tel: 0300 300 8591

CLAREMONT HOUSE
Lovent Drive, Leighton Buzzard LU7 3LR
Tel: 01525 852628

ASHTON LODGE
Ashton Road, Dunstable LU6 1NP
Tel: 01582 673331

DUKEMINSTER COURT
Dukeminster Estate, Church Street,
Dunstable LU5 4HU
Tel: 01582 474700

BIRCHES, THE
44 Hitchin Road, Shefford SG17 5JB
Tel: 0300 300 8000

FERNDALE RESIDENTIAL HOME
Easton Road, Flitwick MK45 1HB
Tel: 0300 300 8594

BULLPOND LANE, 60
Bullpond Lane, Dunstable LU6 3BJ
Tel: 01582 472580

FRANKLIN AVENUE
18 Franklin Avenue, Barton-le-Clay,
Bedford MK45 4HF
Tel: 01582 883465

BUNGALOW, THE
Wood End, Near Tingrith MK17 9ER
Tel: 01525 873265

FRIARS LODGE
18-20 Priory Road, Dunstable LU5 4HR
Tel: 01582 668494

CARRINGTON HOUSE LTD
Carrington House, 143 Vandyke Road,
Leighton Buzzard LU7 3HQ
Tel: 01525 853211

Service OP Older people (65+)
D Dementia PD Physical disability LDA Learning disability, autism
User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol and drugs
GROVE, THE – 2
2 The Grove, Westoning, Bedford MK45 5LX
Tel: 01525 717098
LDA

GROVE, THE – 4
4 The Grove, Westoning, Bedford MK45 5LX
Tel: 01525 718025
LDA

GROVE, THE – 6
6 The Grove, Westoning, Bedford MK45 5LX
Tel: 01525 718063
LDA

HF TRUST – 117 A & B HITCHIN ROAD
Shefford SG17 5JD
Tel: 01462 819199
LDA

HF TRUST – CLIFTON VIEW
72a Broad Street, Clifton, Shefford SG17 5RP
Tel: 01279 816165
OP LDA YA

HF TRUST – HOLLYCROFT
90 Church Street, Langford SG18 9QA
Tel: 01462 701273
LDA

HF TRUST – KINGSWALDEN VILLAS
40 The Baulk, Biggleswade SG18 0PX
Tel: 01767 318674
LDA

HUBBARD CLOSE
15 Hubbard Close, Flitwick MK45 1XL
Tel: 01525 717037
LDA

KNOLL HOUSE
Studham Lane, Studham LU6 2QJ
Tel: 01582 873607
OP D PD MH SI

LADY SPENCER HOUSE
52 High Street, Houghton Regis LU5 5BJ
Tel: 01582 868516
OP D

LINSSELL HOUSE
Ridgeway Avenue, Dunstable LUS 4QT
Tel: 01582 699438
PD LDA SI

LIMES, THE
85 High Street, Henlow SG16 6AB
Tel: 01462 811028
OP D PD MH YA AD

PEMDALE
26a Nursery Close, Potton SG19 2QE
Tel: 01767 262515
PD LDA YA

PENNISTON BARN
Wadelow Grange, Wood End, Near Tingrith MK17 9ER
Tel: 01525 873265
LDA YA

REDWOOD HOUSE
54 Sharpenhoe Road, Barton-le-Clay, Bedford MK45 4SD
Tel: 01582 881325
LDA MH YA

RIDGEWAY LODGE RESIDENTIAL HOME
Brandreth Avenue, Dunstable LUS 4RE
Tel: 01582 667832
OP D PD

SAXON CLOSE
2 Saxon Close, Flitwick MK45 1UT
Tel: 01525 720170
LDA

SCOPE – HOUGHTON REGIS COMMUNITY CARE SCHEME
Roman Court, Houghton Regis, Dunstable LUS 5UB
Tel: 01582 861186
LDA

SHARBROOK CARE HOME LTD
17a Park Road North, Houghton Regis, Dunstable LUS 5LD
Tel: 01582 866708
OP D PD

SHERIDAN HOUSE
8 Bedford Road, Sandy SG19 1EL
Tel: 01767 691015
LDA

TUDOR HOUSE
76 West Street, Dunstable LU6 1NX
Tel: 01582 663700 Advert page 42 OP D

WHITE HOUSE, THE
High Street, Eggington, Leighton Buzzard LU7 9PQ
Tel: 01525 210322 Advert page 42 OP D

WEST DRIVE
1 West Drive, Arlesey, Bedford SG15 6RW
Tel: 01462 835490
LDA YA

WEST HILL PLACE
12 Burrows Close, Woburn Sands, Milton Keynes MK17 8SN
Tel: 07827 279614
LDA YA

WESTLANDS RESIDENTIAL HOME
Duncombe Drive, Leighton Buzzard LUS 1SD
Tel: 0300 300 8596
OP D PD

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

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### Central Bedfordshire care homes with nursing

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<td><strong>BEAUMONT PARK NURSING AND RESIDENTIAL HOME</strong></td>
<td>Shortmead Street, Biggleswade SG18 0AT</td>
<td>01767 313131</td>
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<td><strong>CHASE HOUSE LTD</strong></td>
<td>House Lane, Arlesey SG15 6YA</td>
<td>01462 731276</td>
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<td><strong>ELM LODGE NURSING AND RESIDENTIAL HOME</strong></td>
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<td>01525 371117</td>
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<td>D</td>
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<tr>
<td><strong>HOUGHTON REGIS COMMUNITY CARE SCHEME</strong></td>
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<td>01582 861186</td>
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<td>01525 380600</td>
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<td>79 Shefford Road, Meppershall SG17 5LL</td>
<td>01462 851876</td>
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<td>Stanbridge Road, Tilsworth, Leighton Buzzard LU7 9PN</td>
<td>01525 211059</td>
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<td><strong>ORCHID LAWNs</strong></td>
<td>Steppingley Hospital Grounds, Ampthill Road, Steppingley MK45 1AB</td>
<td>01525 713630</td>
<td>OP</td>
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<td>Mill Lane, Sandy SG19 1NL</td>
<td>01767 692186</td>
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<td>Potton Road, Biggleswade SG18 0EL</td>
<td>01767 314782</td>
<td>OP</td>
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<td><strong>ROSALYN HOUSE</strong></td>
<td>King Street, Houghton Regis, Dunstable, Bedfordshire LU5 5TT</td>
<td>01582 896600</td>
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<td>MH</td>
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<td>175 London Road, Dunstable, Bedfordshire, LU6 3DX</td>
<td>01582 500820</td>
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<td>Plantation Road, Leighton Buzzard LU7 3HU</td>
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<td>Barton Road, Silsoe MK45 4QP</td>
<td>01525 861833</td>
<td>OP</td>
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<td><strong>VILLAGE GREEN CARE HOME</strong></td>
<td>Bedford Road, Marston Moretaine, Bedford MK43 0ND</td>
<td>01234 768001</td>
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<td><strong>WOODSIDE NURSING AND RESIDENTIAL CARE HOME</strong></td>
<td>The Old Vicarage, Church Road, Slip End, Luton, Bedfordshire LU1 4BJ</td>
<td>01582 423646</td>
<td>OP</td>
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<tr>
<td><strong>WREN PARK CARE HOME</strong></td>
<td>Hitchin Road, Shefford SG17 5JD</td>
<td>01462 851548</td>
<td>OP</td>
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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 and drugs
ASHBURNHAM ROAD, 95  
Luton LU1 1JW  
Tel: 01582 720678

ALICIA NURSING HOME  
105-115 and 33-35 Marsh Road, Luton, Bedfordshire LU3 2QG  
Tel: 01582 560500

AMBASSADOR HOUSE  
31 Lansdowne Road, Luton LU3 1EE  
Tel: 01582 486244

AMBLESIDE RESIDENTIAL HOME  
60 Hart Hill Drive, Luton LU2 0AY  
Tel: 01582 454402

ANGEL CLOSE  
47 Angel Close, Luton LU4 9FN  
Tel: 01582 583599

BEECHES, THE  
7 Crescent Rise, Luton LU2 0AT  
Tel: 01582 425792

BELLE VUE CARE HOME  
123 New Bedford Road, Luton LU3 1LF  
Tel: 01582 734169

BRANTWOOD ROAD, 8  
Luton LU1 1J  
Tel: 01582 480642

CASTLETROY RESIDENTIAL HOME  
130 Cromer Way, Luton LU2 7GP  
Tel: 01582 417995

COLLINSON CARE HOME  
616-618 Dunstable Road, Luton LU4 8RT  
Tel: 01582 594529

CROWLEY CARE HOMES LTD  
– ST ANNES CARE HOME  
30 Lansdowne Road, Luton LU3 1EE  
Tel: 01582 726265

EDWARDIAN CARE HOME  
168 Biscot Road, Luton LU3 1AX  
Tel: 01582 705100

ELLENBROOK HOUSE  
10 Cutenhoe Road, Luton LU1 3ND  
Tel: 01582 557755

FLORENCE HOUSE  
80 Bramingham Road, Luton LU3 2SW  
Tel: 0208 355 4666

GEORGIANA CARE HOME  
10 Compton Avenue, Luton LU4 9AZ  
Tel: 01582 573745

GEORGINA HOUSE  
20 Malzeard Road, Luton LU3 1BD  
Tel: 01582 456574

GREENFIELDS RESIDENTIAL HOME  
30 Studley Road, Luton LU3 1BB  
Tel: 01582 722976

HOPE HOUSE  
36 Moor Street, Luton LU1 1HA  
Tel: 01582 722673

HOPE LODGE LTD  
98 Farley Hill, Luton LU1 5NR  
Tel: 01582 457599

LITTLE BRAMINGHAM FARM RESIDENTIAL CARE HOME  
Leamington Road, Luton LU3 3XF  
Tel: 01582 582433

MARLIN LODGE  
31 Marlborough Road, Luton LU3 1EF  
Tel: 01582 723495

MILLINER HOUSE  
23-29 Marsh Road, Luton LU3 2QF  
Tel: 01582 490080

MULBERRY COURT  
105 Watermead Road, Luton LU3 2TF  
Tel: 01582 491740

MULBERRY HOUSE  
120 Barton Road, Luton LU3 2BD  
Tel: 01582 570569

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

OSBORNE HOUSE
18 Compton Avenue, Luton LU4 9AZ
Tel: 01582 493376

RAVENHILL WAY
240-242 Ravenhill Way, Luton LU4 0XZ
Tel: 01582 477145

ROSE COURT
12 Bradgers Hill Road, Luton, Bedfordshire LU2 7EL
Tel: 01582 452258

ROSEDALE CARE HOME
36 Lansdowne Road, Luton LU3 1EE
Tel: 01582 481188

ROWLES HOUSE LTD
28-30 Barton Road, Luton LU3 2BB
Tel: 01582 505692

ST BRENDAINS RESIDENTIAL HOME
175-177 Ashburnham Road, Luton, Bedfordshire LU1 1JW
Tel: 01582 728737

STOCKWOOD HOUSE
1 Cutenhoe Road, Luton LU1 3NB
Tel: 01582 557755

TENNYSON ROAD, 104
Luton LU1 3RP
Tel: 01582 418858

TENNYSON ROAD, 135
Luton LU1 3RP
Tel: 01582 391417

TENNYSON ROAD, 83
Luton LU1 3RR
Tel: 01582 720186

TENNYSON ROAD, 94
Luton LU1 3RR
Tel: 01582 725735

TOMLINSON AVENUE, 96
(LRESPITE SERVICES)
Luton, LU4 0QQ
Tel: 01582 605196

VAUGHAN HOUSE
21 Studley Road, Luton LU3 1BB
Tel: 01582 734812

VICTORIANA CARE HOME
6 Lansdowne Road, Luton LU3 1EE
Tel: 01582 484177

VINE HOUSE, THE
9 North Drift Way, Farley Hill, Luton, Bedfordshire LU1 5JF
Tel: 01582 485744

ST MARY’S CARE HOME
19 Dunstable Road, Luton, Bedfordshire LU11BE
Tel: 01582 806214

TREFOIL HOUSE
45 Birdsfoot Lane, Luton, Bedfordshire LU3 2DN
Tel: 01582 494158

WIDECOMBE NURSING HOME
36 Grasmere Road, Luton, Bedfordshire LU3 2DT
Tel: 01582 505575

Service
OP Older people (65+)
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Luton care homes with nursing

ALICIA NURSING HOME
105-115 and 33-35 Marsh Road,
Luton LU3 2QG
Tel: 01582 560500
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CAPWELL GRANGE CARE HOME
Addington Way, Oakley Road, Luton,
Bedfordshire LU4 9GR
Tel: 01582 806218
Advert page 35

MOORLAND GARDENS CARE HOME
off Old Bedford Road, Luton LU2 7NX
Tel: 01582 439420

OAKLEY LODGE NURSING HOME
55 Oakley Road, Luton LU4 9PX
Tel: 01582 613656

ST MARY’S CARE HOME
19 Dunstable Road, Luton, Bedfordshire LU11BE
Tel: 01582 806214
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TENNYSON ROAD, 135
Luton LU1 3RP
Tel: 01582 391417

TENNYSON ROAD, 83
Luton LU1 3RR
Tel: 01582 720186

TENNYSON ROAD, 94
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Francis House
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Friars Lodge
Friends Care Agency Ltd
Frogmore Road

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HOW WILL I KNOW WHICH TO CHOOSE?
WHAT IF MUM DOESN’T AGREE?

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- Laundry service
- Residential care in beautiful surroundings

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Contact: Jill Garner direct on 07533616216
Email: jill.garner@lillibetcourt.co.uk

Lillibet Court
50 De Parys Road, Bedford MK40 2TP
Contact: Julie Nicholls Registered Manager direct on 07812 013 423
Email: Julie.nicholls@lillibetcourt.co.uk

www.lillibetassistedliving.co.uk
Our ethos is simple...

To look after those we care for in a dignified and safe environment, whilst ensuring the highest quality of care and values that the elderly & vulnerable are entitled to expect.

By ensuring dignity and choice while encouraging our residents to remain as independent as possible ~ for as long as possible ~ Lillibet Lodge & Lillibet House have built up excellent reputations, both locally and in surrounding counties for providing highly professional Elderly Residential & Respite Care.

As well as Residential Care, Lillibet House provides Day Care placements while Lillibet Lodge in particular specialises in care and support for those with Dementia and Alzheimer’s and both homes have the facility to take those in need of care earlier in life as well as for respite or rehabilitation.

Lillibet House - an Excellent *** star Home ~ Lillibet Lodge - a Good ** star Home...the quality ratings awarded by the Care Standards Inspector.