Cambridgeshire
Adult Care and Support Services Guide 2017

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

- Support at home - Specialist care - Useful contacts - Care homes

www.carechoices.co.uk

In partnership with

www.cambridgeshire.gov.uk
Scimitar Care Hotels PLC
First Class Residential Care for Mum & Dad

Luxurious residential care for retired, elderly or convalescent senior citizens.

Scimitar Care Hotels is dedicated to providing a superior lifestyle of comfort, happiness and independence that redefines the perception of residential care for the elderly. Our quality and high standard of service really do make a difference to our residents’ lives.

Are you planning a holiday but worry about a dependent elderly relative? Do you want a ‘day out’ for shopping, visiting friends or simply need a break but are concerned about leaving Mum/Dad without care?

Scimitar Care Hotels provide long and short-term care, and day care, so that carers can take a break.

Bookings may be made up to 12 months in advance, allowing you to book your own break with confidence.

WATERBEACH LODGE
Ely Road Waterbeach Cambridge CB25 9NW | 01223 862576
waterbeachlodge@scimitarcare.co.uk | www.scimitarcare.co.uk

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

Welcome to the 2017 Cambridgeshire Adult Care and Support Services Guide, produced in association with the publisher Care Choices.

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

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

- living independently and safely at home;
- equipment to help make life easier;
- leaving hospital;
- making use of local services;
- care at home;
- residential care;
- paying for care;
- support for carers;
- what to do if you are worried about someone’s safety;
- making a compliment, comment or complaint; and
- where to start if your support needs escalate, or if you experience a crisis.

The introduction of the Care Act in April 2015 made positive changes to care and support for adults and carers. These include: improving how we safeguard people; how we support carers; how we help people plan more easily for their future; and how we ensure they have the information and advice they need to make decisions about care and support.

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

Services, funding and contact details in this Guide may change. If you can go online, you can find the most up-to-date information about care and support in Cambridgeshire at www.cambridgeshire.gov.uk/careandsupport

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

If you’d prefer to talk to someone, you can call our advisers on 0345 045 5202 or one of the specialist telephone lines in this Guide.
The Cambridgeshire Care Home is a state of the art, luxurious care home three miles south of Cambridge city centre and just one mile from the M11.

Our philosophy is quite simple: to provide the very highest standard of care for every person living at The Cambridgeshire Care Home.

We provide residential, nursing and specialist dementia care to elderly ladies and gentlemen, this full complement of services means that elderly residents changing needs can be met throughout their stay with us.

If you are interested in finding out more about The Cambridgeshire Care Home, please contact Angie Ryan on:

Freephone 0808 223 5550

176-178 Cambridge Road, Great Shelford, Cambridge, CB22 5JU
enquiries@cambridgeshirecarehome.co.uk
www.cambridgeshirecarehome.co.uk
Part one: Information and support

Staying independent

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

The next pages provide information on some of the support and services that may be available to you and options for living independently at home and getting out and about.

More details are available at www.cambridgeshire.gov.uk/careandsupport or from Customer Services on 0345 045 5202.

Alternatively, visit your local library where someone can help you access information online.

Daily living and equipment – making life easier at home

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

Safe + Well Cambridgeshire, run by NRS Healthcare and supported by the Council, provides a range of equipment for purchase to help with everyday tasks. Call 01480 415719 or visit www.safeandwell.co.uk/cambridgeshire

There’s also a wide range of gadgets available to purchase from the high street, homeware catalogues and online.

If you have equipment on loan from NRS but no longer require it, call 0845 121 3456 to arrange collection.

For more information about equipment and technology, visit www.cambridgeshire.gov.uk/adults/equipment

NEED HELP IN YOUR SEARCH FOR CARE?

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.
Making life easier at home

In the living room

**What is difficult?**

**Simple solutions**

**Complex solutions**

**Getting in/out of chairs**

- Block of foam in chair base
- Buy ready-made chair raisers
- Buy a chair at the right height
- Take regular, gentle exercise

- Buy an electric riser chair

**Opening/closing windows**

- Move furniture out of the way
- Install/purchase a fan
- Buy a tool to open/close windows

- Install environmental controls or air-conditioning
- Install new windows

**Controlling the heating**

- Change the switches for ease of use
- Fit a timer switch
- Purchase a standalone heater

- Move the heating controls
- Install new or additional heating system

**Keeping warm**

- Use a trolley to transport the fuel for your fire
- Replace the fire with a heater
- Apply for a winter fuel payment

- Insulate your house
- Swap to a cheaper heating system
- Change to a simpler heating system

**Turning lights on/off**

- Install a light switch toggle
- Purchase a socket extension
- Purchase handi-plugs

- Move the light switches
- Replace the light switches
- Install environmental controls

**Hearing the tv**

- Use subtitles
- Purchase wireless headphones

- Request an assessment for a hearing aid
- Install a room loop

For more information about care and support visit [www.cambridgeshire.gov.uk/careandsupport](http://www.cambridgeshire.gov.uk/careandsupport)
In the bedroom

### WHAT IS DIFFICULT? | SIMPLE SOLUTIONS | COMPLEX SOLUTIONS
--- | --- | ---
**GETTING IN AND OUT OF BED** | • Learn new ways of moving safely  
• Purchase a leg lifter  
• Raise the bed  
• Fit grab rails | • Use a transfer board  
• Buy an electric adjustable bed  
• Install a hospital bed  
• Use a hoist |
**SITTING UP IN BED, TURNING OR ROLLING OVER** | • Change to less heavy bedding  
• Learn new ways of 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** | • Buy a heavier duvet  
• Buy thermal clothing | • Buy an electric blanket  
(make sure it’s tested regularly) |
**GETTING DRESSED** | • Learn new ways of dressing  
• Buy alternative/adaptive clothing  
• Buy simple gadgets: long-handed shoe horn; dressing stick; button hook  
• Contact [see below] for advice | • Consider home support |
**CUTTING YOUR NAILS** | • Buy easy grip scissors | • See a podiatrist |
**TAKING YOUR TABLETS** | • Ask for an easy-open bottle  
• Keep a note of when you take a tablet  
• Get a pill dispenser | • Get an automatic pill dispenser  
• Ask someone to prompt you |
**READING THE TIME** | • Buy a clock with large numbers | • Buy a clock that ‘speaks’ |

[Customer Services on 0345 045 5202]

*Care Choices helpline 0800 389 2077 – assistance with finding care and support*
In the kitchen

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

**REACHING INTO CUPBOARDS**
- Rearrange your cupboards/surfaces
- Buy an Easi-Reacher or Handi-Reacher

**USING TAPS AND SWITCHES**
- Fit tap turners
- Purchase Handi-Plugs

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

**MOVING AROUND KITCHEN**
- Re-organise the furniture

**EATING AND DRINKING**
- Use large handled cutlery
- Use a non-slip mat
- Use a lightweight cup/mug
- Use a cup with two handles
- Contact Customer Services on 0345 045 5202 (see below) for advice

**LAUNDRY/IRONING**
- Install a wall-fixed ironing board

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For more information about care and support visit [www.cambridgeshire.gov.uk/careandsupport](http://www.cambridgeshire.gov.uk/careandsupport)
In the bathroom

### WHAT IS DIFFICULT?

<table>
<thead>
<tr>
<th>Washing Hands, Face and Body</th>
<th>Simple Solutions</th>
<th>Complex Solutions</th>
</tr>
</thead>
</table>
| WASHING HANDS, FACE AND BODY | • Install tap turners  
• Buy a long-handled sponge  
• Purchase a flannel strap  
• Contact (see below) for advice | • Install lever taps or new taps  
• Purchase a stool  
• Raise or lower basin  
• Consider home support |

<table>
<thead>
<tr>
<th>Having a Bath</th>
<th>Simple Solutions</th>
<th>Complex Solutions</th>
</tr>
</thead>
</table>
| HAVING A BATH | • Purchase a non-slip mat  
• Buy a long-handled sponge  
• Use a half-step  
• Install grab rails  
• Use a bath board or bath seat | • Install a bath lift  
• Use a hoist  
• Replace the bath with a shower  
• Convert to a wet room  
• Consider home support |

<table>
<thead>
<tr>
<th>Drying Yourself</th>
<th>Simple Solutions</th>
<th>Complex Solutions</th>
</tr>
</thead>
</table>
| DRYING YOURSELF | • Use a non-slip mat  
• Purchase a towelling gown | • Change the floor covering  
• Purchase a hot air body dryer |

<table>
<thead>
<tr>
<th>Using the Toilet</th>
<th>Simple Solutions</th>
<th>Complex Solutions</th>
</tr>
</thead>
</table>
| USING THE TOILET | • Install a raised toilet seat  
• Use a combined toilet seat and support frame  
• Install a flush lever extension  
• Contact (see below) for advice | • Review mobility equipment  
• Consider home support |

<table>
<thead>
<tr>
<th>Cleaning Teeth</th>
<th>Simple Solutions</th>
<th>Complex Solutions</th>
</tr>
</thead>
</table>
| CLEANING TEETH | • Purchase a toothbrush gripper  
• Buy an electric toothbrush  
• Use a stool | |

<table>
<thead>
<tr>
<th>Having a Shower</th>
<th>Simple Solutions</th>
<th>Complex Solutions</th>
</tr>
</thead>
</table>
| HAVING A SHOWER | • Have a strip wash  
• Use non-slip mats  
• Purchase a half-step  
• Contact (see below) for advice | • Use a shower board  
• Use a shower chair or stool  
• Replace shower controls  
• Consider home support |

Customer Services on 0345 045 5202
Assistive technology and telehealthcare

Technology can help you remain independent, safe and well in your home and provide peace of mind for those caring for you.

If you have a disability or illness, or you care for someone who has, there’s a range of devices to help with everyday living. This includes simple devices that remind you to take medication, as well as more complex equipment that can detect movement or raise an alert if someone has fallen.

Some long-term conditions can be monitored through ‘telehealth’, provided in conjunction with specialist nursing teams and community matrons. Health conditions are monitored and managed at a distance, leading to fewer hospital admissions.

‘Telecare’ can be used with a community alarm (see page 12). Detectors for smoke, flood or changes of temperature in the home are also available and allow carers to be proactive in preventing crisis situations.

The Assistive Technology and Telehealthcare team can complete a home assessment to see how well someone using sensors is managing, and create a 24-hour activity map. This can help support people to maintain their independence and to tailor care packages to their needs.

The team can also provide a range of devices, call 01223 883756 or visit www.cambridgeshire.gov.uk/adults/equipment

Worried about trips and falls?

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

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

They can result in ill health, lengthy hospital stays, residential care or loss of independence, and can greatly affect quality of life. It’s important that you consider what you can do to make your home and environment safer.

Clearing away clutter, ensuring floors and carpets are safe, making sure your home is well lit and installing handrails all improve safety. Remaining active, eating well, paying attention to foot problems, wearing properly fitting shoes and slippers, and not mixing alcohol and drugs or medication, can also help to avoid falls. Improving and maintaining health and general wellbeing is also important.

Call the Falls Prevention team on 01223 883710 for more information, or visit www.cambridgeshire.gov.uk/adults/falls

Home fire safety checks

Cambridgeshire Fire and Rescue Service provides free home fire safety checks. These ‘Safe and Well Visits’ also assess your risk of falls and crime, as well as hoarding, alcohol consumption and winter warmth.

The checks are available to all vulnerable people in Cambridgeshire and include smoke alarms fitted for free if necessary and advice on fire safety.

Tel: 0800 917 9994
Web: www.cambsfire.gov.uk

For more information about care and support visit www.cambridgeshire.gov.uk/careandsupport
Alarms and detectors

Community alarms and lifelines
Although you may not think something will happen to you that means you need help or assistance, a community alarm can provide reassurance that help is at hand if you need it.

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

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

Community alarm services are provided by, or on behalf of, local councils.

**Cambridge**
City Council Community Alarm Service
Tel: 01223 457648
Email: independent.living@cambridge.gov.uk

**East Cambridgeshire**
Sanctuary Housing
Tel: 0330 123 3365
Email: 365enquiries@sanctuary-housing.co.uk

**Huntingdonshire**
Luminus Group Lifeline Alarm System
Tel: 01480 428562
Email: info@luminus.org.uk

**Peterborough and Fenland**
Cross Keys Homes Lifeline Community Alarm Service
Tel: 01733 396439
Email: lifeline@crosskeyshomes.co.uk

**South Cambridgeshire**
District Council Community Lifeline Service
Tel: 01954 713468
Email: lifelines@scambs.gov.uk

There's a number of other providers, go to [www.cambridgeshire.gov.uk/careandsupportdirectory](http://www.cambridgeshire.gov.uk/careandsupportdirectory) and search for ‘Community alarms’.

### Adaptations to your home

If you have mobility problems, adaptations to your home may help you to get around more easily. If you require a major change, you could apply for a Disabled Facilities Grant (DFG) to help with some or all of the costs, see [www.gov.uk/disabled-facilities-grants](http://www.gov.uk/disabled-facilities-grants) / You might also want to request the advice of an occupational therapist.

If, during your assessment (see page 21), it is agreed that you need adaptations to your home, a referral will be made to your local Home Improvement Agency (HIA). Cambridgeshire has three HIAs. Contact your district council for details or visit [www.cambridgeshire.gov.uk/careandsupport](http://www.cambridgeshire.gov.uk/careandsupport) and see ‘Living at home: Looking after your home’.

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Community lifeline & Visiting support services

South Cambridge District Council provides home support services helping you to maintain independence in your own home.

“The having a lifeline has given me the confidence to get the pet dog I always wanted. He is great company and I wouldn’t be without him”

The visiting support service provides confidential, emotional, financial and practical support.

For more information on our Community Lifeline and Visiting Support Services, visit [www.scambs.gov.uk/services/support](http://www.scambs.gov.uk/services/support), Email lifelines@scambs.gov.uk, visitingsupport@scambs.gov.uk or call 03450 450 051 charges will apply for community lifelines.
Help with odd jobs or finding a reliable trader

We all need to find a reliable trader from time to time. If you can’t find one by recommendation, it can be difficult knowing who you can trust to do a good job. Trading Standards’ approved trader scheme, ‘Buy with Confidence’, can help. All scheme members have been checked by Trading Standards and have demonstrated a commitment to high-quality service.

To find members of the scheme, visit www.buywithconfidence.gov.uk or call the Citizens Advice Consumer Helpline on 0345 404 0506 for details of the three nearest members that best meet your needs.

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

Do you have a concern about a trader who has called at your home?
The Citizens Advice Consumer Helpline, 0345 404 0506, has a Response team to investigate incidents, with the police, where it believes that people are being conned in their homes. Where appropriate, offenders may be arrested, prosecuted and prevented from taking money from you for shoddy or unnecessary workmanship. The helpline can also provide advice on your basic rights when buying goods or services.

‘No cold calling’ areas can discourage cold callers. To find out about setting up a no cold calling zone, call 0345 045 5206.

Cambridgeshire Handyperson Service
This service is run by Age UK Cambridgeshire and Peterborough on behalf of the Council to help with minor alterations, repairs, DIY and the installation of grab rails and key safes in people’s homes for those aged 65 and over or adults with a disability. Charges may apply for some services.

Tel: 0300 666 9860 / 01480 700205
Email: informationservices@ageukcap.org.uk

Other help at home services
If you need a cleaner or domestic help, Age UK offers a home help service, see page 18.

Care Network has a free help at home service for people who are unwell, have a crisis situation, or are returning home from hospital, see page 20.

Your district council may provide a visiting support service to help you continue to live independently at home if you are aged 65 or over.

Rally Round

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

Web: www.rallyroundme.com/welcome

For more information about care and support visit www.cambridgeshire.gov.uk/careandsupport
Getting out and about

Activities and groups

There are various opportunities to try new things, take part in activities, volunteer and get involved. To find events and activities, groups, clubs and organisations near to you, or opportunities for learning and study, visit www.cambridgeshire.gov.uk/careandsupport and see ‘Getting out & about: Social, leisure, activities and volunteering’.

If you can’t go online, visit your local library where staff will help you.

Community Navigators (see page 17) can help if you want to join local groups.

If you are interested in starting a group, the organisations below provide information, guidance and support to help groups set up, develop and grow.

Cambridge Council for Voluntary Service
Tel: 01223 464696
Web: www.cambridgecvs.org.uk

Hunts Forum of Voluntary Organisations
Tel: 01480 420601
Web: www.huntsforum.org.uk

Transport

There are a number of services that may help you get out and about. These include: Shopmobility schemes, run in larger towns; community transport schemes; volunteer car schemes; Dial-a-Ride and others. If you receive certain benefits, you may be eligible to join the Motability Scheme and lease a car or scooter.

Shopmobility
If you have a mobility problem, even temporarily, Shopmobility can lend you a wheelchair or scooter to help you shop or use other local facilities. To find out about services in your area, visit www.shopmobilityuk.org

Cambridge city centre Shopmobility
Tel: 01223 461858 (Grafton Centre) / 01223 457452 (Grand Arcade)
Web: www.cambridge.gov.uk/shopmobility

Ely Shopmobility
Tel: 01353 666655
Web: www.eastcambs.gov.uk

Huntingdonshire Shopmobility
Tel: 01480 432793
Web: www.huntingdonshire.gov.uk

Peterborough Shopmobility (Queensgate)
Tel: 01733 313133
Web: www.peterborough.gov.uk

Community transport
If you have difficulty using public transport due to age or disability, or there is limited public transport where you live and you need to access services, community transport options may be able to help.

Contact your district council to find out about community transport where you live.
Tel: 0345 045 5212
Web: www.cambridgeshire.gov.uk/communitytransport
Transport continued

Dial-a-Ride
Door-to-door transport in fully accessible vehicles. Use Dial-a-Ride to go shopping, to a group or club, visit friends and family or for other journeys. You need to be a member of the scheme.

Volunteer car schemes
These schemes enable people to get to medical appointments, go to the shops or keep in touch with family and friends where they would otherwise be unable to. Journeys are provided by volunteer drivers and booked through a co-ordinator.

Taxicards
Taxicard discount schemes in Cambridge city and some Cambridgeshire villages are available for people with a disability or on a low income.

Tel: 01223 457200
Email: taxicard@cambridge.gov.uk

Even without a discount, taxis can help you get out and about if family or friends are not available and you need to get to an appointment or access services.

Motability
This scheme enables disabled people to lease a new car, scooter or powered wheelchair by exchanging their government funded mobility allowance.

Tel: 0300 456 4566
Web: www.motability.co.uk

Bus passes
You may be eligible for a free bus pass if you meet age or eligibility criteria. Find out more and apply online at www.cambridgeshire.gov.uk/buspass or call 0345 045 1367.

Wheelchair service
If you feel a wheelchair would be helpful to you, talk to your GP or health worker.

Current users should contact the wheelchair service directly for re-assessment, reviews, appointments or general enquiries.

Tel: 0300 123 1403
Email: provide.enquiries@nhs.net

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

Blue Badges
A Blue Badge is a disabled parking permit. It allows people who are registered blind or severely sight impaired, or who have severe mobility issues, access to public facilities by allowing the vehicle they are travelling in to park close to where they need to go. Find out more and apply for a Blue Badge at www.cambridgeshire.gov.uk/bluebadges or call 0345 045 5204.

Railcards
A railcard gives you discounts on rail fares. To find out about the railcards available, including a disabled person’s railcard and a senior railcard for people aged over 60, visit www.railcard.co.uk

For more information about getting around, visit www.cambridgeshire.gov.uk/careandsupport and see ‘Getting out & about’.
What do you think about this publication?

Please take a few moments to let us know what you have found useful and what we could do better.

Complete our short questionnaire

www.carechoices.co.uk/reader-survey
Community Navigators

Helping you find activities and services to live a happier, healthier and more independent life. Cambridgeshire’s team of volunteer Community Navigators help improve the health, wellbeing and independence of older and vulnerable people. Whatever the situation, they will do their utmost to find a solution. Examples include:

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

They may help you find solutions so you can feel safer and more connected to your community, or make sure you are able to stay independent and healthy. If you are worried about taking the next steps, they are happy to make phone calls with you on your behalf.

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

Cambridgeshire Libraries offer books, newspapers, magazines, CDs/DVDs, free Wi-Fi and computer access. Their staff and volunteers can help you with information and support for online services.

Libraries have many other resources such as large print and audio books for people with visual impairments and computer courses for beginners.

If you have internet at home, you can access eBooks, eMagazines and eAudiobooks, and a wide range of online reference books. If you have difficulty visiting a library, ask about the Mobile Library Service and Library at Home Service.

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

If you don’t have internet at home and want to find out about care and support or things to do in your area, library staff can help you to find the information online, and get started with the internet.

Web: www.cambridgeshire.gov.uk/library

Care Network Cambridgeshire
Community Navigators are run by Care Network Cambridgeshire, who offer information, support volunteers, encourage independence and develop good neighbour projects. They also run a ‘Help at Home’ service (see page 20).

Cambridge City
Tel: 01223 300460
Email: city.navigators@care-network.org.uk

East Cambridgeshire
Tel: 01353 659639
Email: eastcambs.navigators@care-network.org.uk

Fenland
Tel: 01354 694413
Email: fens.navigators@care-network.org.uk

Huntingdonshire
Tel: 01480 423065
Email: hunts.navigators@care-network.org.uk

South Cambridgeshire
Tel: 01954 212100
Email: southcambs.navigators@care-network.org.uk

Care Network Cambridgeshire
Tel: 01954 211919
Email: admin@care-network.org.uk
Web: www.care-network.org.uk
Age UK Cambridgeshire and Peterborough provides a range of services and support for older people, including:

- information and rights-based advice on a wide range of subjects;
- weekly visiting scheme offering friendship and support to older people who are lonely or isolated;
- day centres providing an opportunity to socialise out of the house, enjoy activities and entertainment, and have a hot meal;
- home help service offering help with domestic chores;
- community wardens who call daily to check on people, provide reassurance and enable them to continue living in their own home; and
- a gardening service for people in Cambridgeshire, South Cambridgeshire and Fenland.

It also provides the Cambridgeshire Handyperson Service (see page 13).

Tel: 0300 666 9860
Web: www.ageukcap.org.uk
Factsheets on a variety of subjects are available free of charge from the national advice line.

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

The Silver Line

A free national confidential helpline providing information, friendship and advice to older people. Open 24-hours a day, 365 days a year.

Tel: 0800 470 8090
Web: www.thesilverline.org.uk
For more information, visit www.cambridgeshire.gov.uk/careandsupport and see ‘Care & support: Leaving hospital & short-term care’.

Finding out your needs

You may need to make small changes when you get home from hospital, or do some things differently for a while. You may need help from family or friends until you can do things for yourself.

If you agree, before you leave hospital specialist social workers and nurses may discuss with you and your family what you think your care and support needs are likely to be when you leave, and how best to meet these needs when you are discharged. This is called a ‘discharge assessment’. If you have a carer they can also ask for a separate assessment of their own needs (see page 22).

Planning your care

A number of options exist, including care at home or time-limited rehabilitation in a specialist setting. In exceptional circumstances where it is felt you might not manage at home, even with support, a range of accommodation options will be discussed with you including sheltered housing or care homes.

The information gathered during your discharge assessment shows whether you are eligible for a referral for NHS Continuing Healthcare (see page 36).
If you’re not eligible for fully-funded NHS Continuing Healthcare after leaving hospital, you could still be eligible for a range of NHS services (free of charge) or social care services (there may be a cost) to meet your needs. Staff will discuss with you what services may help. You’ll receive a copy of your care and support plan (see page 21) showing the services you will get when you leave hospital, based on your assessed needs.

### Services provided free of charge

**Intermediate care**
Short-term support for people who no longer need hospital care, but do need extra support to help their recovery.

The aim is that, wherever possible, people return to their usual place of residence when they leave hospital. For this to happen they may need short-term support either in their own home or other setting such as a care home or community hospital. This short-term support is called intermediate care and covers a range of care solutions to ‘reable’ people, where possible, to live independently.

There is no charge for intermediate care. Support depends on individual needs and is provided by a team including occupational therapists, physiotherapists, nurses and social care staff.

**Reablement**
Reablement is a type of intermediate care. It is considered for all adults after a stay in hospital. Rather than someone doing things for you, as in traditional social care, a member of the Reablement team will support you at home to do things for yourself. Programmes are short-term and help you become as independent as possible by (re-)learning the skills necessary for daily living – for example support with personal care or to prepare a meal – and can prevent or reduce the need for ongoing care.

You may also be referred to the Reablement team, who will assess your suitability for a programme of reablement, if you have an increasing need for care and support. GPs and other professionals, including staff in customer services and adult social care teams, can refer people for reablement. You cannot refer yourself.

Reablement programmes last from a few days to a few weeks and may include providing aids or equipment on loan to help make day-to-day living easier.

At the end of your reablement programme, you will have an assessment (see page 21) to see if you need longer-term support at home.

**Rehabilitation**
This is short-term support provided by physiotherapists, occupational therapists, speech and language therapists, nurses and others. Rehabilitation helps you achieve your maximum levels of physical, psychological and social function. Occupational therapists can also advise on equipment to make things easier for you, for example bath seats, grab rails and ramps, or adaptations such as walk-in/wheel-in showers.

**Community health services**
These are treatment and support-based services provided by NHS staff, including district nurses, specialist nurses, community matrons, dieticians, podiatrists and others.

For more information about coming home from hospital, visit [www.cambridgeshire.gov.uk/careandsupport](http://www.cambridgeshire.gov.uk/careandsupport) and see ‘Care & support: Planning your care – Leaving hospital, short-term care and reablement’.

### Services for which there may be a charge

**Home (domiciliary) care**
If you are assessed as having long-term needs, perhaps following a programme of reablement or period of rehabilitation, support workers may visit you at home to help you with your personal care, for example getting up and going to bed, washing and
bathing, going to the toilet and getting dressed. For more information about home care see page 31.

**Community meals**
If cooking for yourself is difficult, you might want to get meals delivered by the community meals service. These meals are frozen; you can also get help to prepare them if you can’t do so yourself. Cambridge Meals on Wheels delivers hot meals to the elderly and/or infirm in Cambridge and surrounding villages and Melbourne, Ely and Huntingdon and surrounding areas.

**Cambridge Meals on Wheels**
Tel: 01223 314288
Email: cammsltduk@googlemail.com
Web: www.cammsltduk.org

There are other providers, go to www.cambridgeshire.gov.uk/careandsupportdirectory and search for ‘Community meals’.

**Care home or care home with nursing**
This may be an answer for people who can no longer manage in their own homes. If you, your family, carers and the health and social care professionals who support you, agree that a care home is the best option, you will need to think carefully about the home you want to live in and whether it can meet your needs (see page 33).

**Charges**
There are charges for many of these services. The basis for these will be explained to you by the person carrying out your assessment (see page 21). In most cases, the amount you pay will depend on the results of a separate assessment of your finances.

For information on paying for care see page 34 or visit www.cambridgeshire.gov.uk/payingforcare

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**Help at home after a hospital stay**

**Care Network’s Help at Home**
This service offers free, practical, volunteer help to people who are unwell or have a crisis at home, are returning home from a hospital stay, or are in need of help with a one-off task to help them stay independent.

Checked and trained volunteers give practical and emotional support for up to three weeks to help people regain their independence. They will call in to check people are OK, help with tasks such as picking up prescriptions, collecting shopping and linking people with other services like meals on wheels. One-off tasks may include changing a light bulb or cutting back an overhanging shrub (donations are welcomed for one-off tasks).

Contact Care Network to find out more. Help at Home doesn’t replace statutory services or services reasonably available elsewhere.

**Help at Home**
South and East Cambridgeshire and Cambridge City
Tel: 01223 714433
Email: hah.south@care-network.org.uk

Huntingdonshire and Fens
Tel: 01354 694413
Email: hah.north@care-network.org.uk

Age UK Cambridgeshire and Peterborough’s home help service can also help with non-medical tasks after a hospital stay (see page 18).
Where to start if you need care and support

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

**Contacting the Council**
If you want to contact us to find out about care and support, or are referred by your GP, Customer Services is the first point of contact, call 0345 045 5202. Our trained advisers know about the services available and can offer advice on who else may be able to help and what to do next.

When you contact us, we will have a conversation with you to find out more about your circumstances to fully understand and appreciate your concerns and the support you receive from family, friends and your local community. We will work with you to determine what type of support will help you to remain independent.

The aim is to provide you with the right information and ensure you receive the support you need. This could include helping you to get information and advice, support to remain independent, including short-term support after an illness or operation, or a referral for a social care assessment.

**Worried about yourself or someone else?**
If you are worried about someone and concerned that they are, or may be, being abused or neglected, call our advisers on 0345 045 5202. See page 38 for more information on safeguarding.

If you have, or are worried about, a mental health issue, you should contact your GP in the first instance (see page 23).

**Information and advice**
For information to help you plan for the future, stay healthy, retain or regain your independence, or if you require care and support, visit www.cambridgeshire.gov.uk/careandsupport, call our advisers on 0345 045 5202, or visit your local library.

**Short-term support to help you stay independent**
There is short-term support, tailored to individual needs, to help people become as independent as possible following an illness or operation. It may include:

- a programme of reablement to help you (re-)learn how do things for yourself (see page 19);
- loan of community equipment to help make everyday tasks easier; or
- assistive technology to help you maintain your independence (see page 11).

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

Everyone is entitled to an assessment of their needs if they ask for one. This means you can ask for an assessment even if you are paying for the full cost of your care and support yourself. Carers can also ask for an assessment of their own needs (see page 22).

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

We will work out the cost of your care and support and let you know whether we can contribute any money towards this. See page 34 for more information on paying for care.

Once your support is in place, we will contact you to check how you are doing and whether you need any changes to your support. We will make sure you have someone to contact in case you have any questions or need any help.

**Advocacy services**
Advocacy can be especially useful if you have a disability and need to make your voice heard. Advocates can give advice, support and information
Helping you navigate the information, systems, support and services available continued

to people of any age, helping them to voice their concerns and guiding them through difficult or challenging times.

Consider using the services of an advocate if you feel unsure or concerned when you are faced with making an important decision about your care and support. You can also have an advocate present for your assessment if you wish.

For information on advocacy in Cambridgeshire, visit

www.cambridgeshire.gov.uk/advocacy

Cambridgeshire and Peterborough Adults and Children’s integrated advocacy service is provided by Total Voice.

Total Voice Advocacy
Tel: 0300 222 5704 • Textphone: 07860 018481
Email: tvcp@voiceability.org
Web: www.totalvoicecp.org

Do you look after someone who couldn’t manage without your help and support?

Many people do not recognise themselves as a family carer. A family carer is anyone providing practical or emotional support to a relative, friend or neighbour who is ill or disabled. Family carers are unpaid.

If you are a family carer, you are legally entitled to an assessment of your needs as a carer. As no two caring situations are the same, this is an opportunity to reflect on your needs, and get information and advice which can help if you choose to continue in your caring role.

If, following assessment, you meet eligibility criteria, you will have a support plan. This details the outcomes identified in your assessment and the support you need to maintain your own wellbeing. If you are eligible, support may be arranged by the Council on your behalf, or by a Direct Payment (see page 23) to meet the needs detailed in your support plan.

Making Space
Carers’ assessments for carers of adults aged 18 to 65 who are not supported by Cambridgeshire and Peterborough NHS Foundation Trust and have mental ill health are provided by Making Space on behalf of the Council.

Tel: 01480 211006
Email: Pauline.Mansfield@makingspace.co.uk

Young Carers Assessment Team
The team works with young carers under 18 years of age to ensure that their needs are recognised and offers a statutory assessment for young carers.

Tel: 01480 372798 / 01480 727964
Email: youngcarers@cambridgeshire.gov.uk

Planning for an emergency
If you are a carer over 18 years of age and the person you look after lives in Cambridgeshire, you can register a ‘What if? Plan’ with Carers Trust Cambridgeshire and apply for an Emergency Card.

The free ‘What if’ service, funded by the Council, ensures adults with care needs are looked after during an emergency or unplanned event involving their family carer. It operates 24-hours a day, 365 days a year. To register with the service, contact Carers Trust on 0345 241 0954.

Carers Trust Cambridgeshire
Information, advice and support for carers in Cambridgeshire is provided by Carers Trust Cambridgeshire on behalf of the Council. They will provide this even if you don’t want an assessment but just want to find out more about being a carer and how you can do this well.

Tel: 0345 241 0954
Email: care@carerstrustcambridgeshire.org
Web: www.carerstrustcambridgeshire.org
Do you look after someone who couldn’t manage without your help and support? continued

To find out more about being a carer, visit www.cambridgeshire.gov.uk/careandsupport and see ‘Care & support: Being a carer’.

Direct Payment for carers
Direct Payments put you in control of your carer’s personal budget – the amount of money we work out that you need to support you in your caring role, if you are eligible following your assessment. You can choose to take some, or all, of your personal budget as a Direct Payment, enabling you to have more choice about how you organise your support. You should use your Direct Payment to arrange the services and support in your support plan. To find out more about Direct Payment for carers, visit www.cambridgeshire.gov.uk/careandsupport and see ‘Care & support: Being a carer – Direct Payment for carers’. If you don’t want a Direct Payment but you are eligible for support, you can ask the Council to arrange this support for you.

Disability and mental health services

Worries about mental health and dementia

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

Cambridgeshire’s mental health service provider is Cambridgeshire and Peterborough NHS Foundation Trust which provides an integrated health and social care service. Your needs will be assessed and a support plan made to meet them. This will include support to live your life in the community, such as personal care and one-to-one support, access to work and community services.

Tel: 01223 726789
Web: www.cpft.nhs.uk

For more information, visit www.cambridgeshire.gov.uk/careandsupport and see ‘Mental wellbeing’.

Dementia care

If you are worried about dementia, talk to your GP for health care solutions. For other services, see www.cambridgeshire.gov.uk/dementia or phone Customer Services on 0345 045 5202.

Your GP will discuss your concerns and carry out a series of tests to establish the nature of your condition and whether treatment is possible.

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

Support in the community

As it can be best for the person with dementia to stay living in their own home for as long as possible, a range of community care services are available. For example: home care (see page 31); meals in the home; sitting services (providing a break for carers); advice on equipment and adaptations; day care; respite care; and memory cafes.

For more information about care and support visit www.cambridgeshire.gov.uk/careandsupport
### Useful websites and contacts

**Alzheimer’s Society**  
Provides information and a range of support services for people with any form of dementia and their carers.  
Tel: 0300 222 1122  
Web: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Cambridge, Ely, Huntingdon and Fenland  
Tel: 01954 250322  
Email: cambridgeandelyoffice@alzheimers.org.uk

Peterborough  
Tel: 01733 893853  
Email: peterborough@alzheimers.org.uk

**SANE**  
A charity involved in supporting people with mental health conditions, campaigning and initiating research about mental health.  
Tel: 0300 304 7000  
Email: info@sane.org.uk  
Web: [www.sane.org.uk](http://www.sane.org.uk)

**The SUN Network**  
Supports involvement of people who use mental health, drug and alcohol services in the planning, design and evaluation of those services within Cambridgeshire.  
Tel: 01480 276057  
Email: enquiries@sunnetwork.org.uk  
Web: [www.sunnetwork.org.uk](http://www.sunnetwork.org.uk)

**First Response Service (FRS)**  
Supports people in Cambridgeshire and Peterborough who are experiencing a mental health crisis. Available 24-hours a day, 365 days a year.  
Tel: 111 (select option 2)

### Dementia care continued

**Dementia in care homes**  
If the time comes when remaining at home is no longer viable, the benefits of a care home should be considered. Questions to ask of homes providing care for people with dementia include:

- Who is the senior clinician who acts as a single point of contact for information and advice?
- What training programmes do staff participate in?
- Does the home offer a person-centred approach to its care planning?
- Is the home designed with the needs of clients in mind, especially safety and accessibility?
- Is there plenty of natural light?
- Is moving around helped by easily-understood signage?
- How is technology employed to help alleviate falls and help orientation?

Differentiating one home from another can be difficult. The quality and quantity of staff training is especially important, as is staff turnover, as continuity of relationships in this type of home is important. The checklist on page 57 has further questions.

### Specialist services – sensory impairment, physical and learning disability, and autism

The Council’s specialist services enable people with a disability to lead a full and independent life and put them in control of their care and support.

**Services for people with a sensory impairment**  
Sensory Services can offer advice and information covering a wide range of issues surrounding sensory loss and work with children and adults who:

- have a dual sensory loss (deaf/blind);
- are deaf or hard of hearing;
- have severe sight loss/blind; or
- are partially sighted – sight impaired or experiencing significant visual loss.
Specialist services – sensory impairment, physical and learning disability, and autism continued

For more information, visit www.cambridgeshire.gov.uk/careandsupport and see ‘Deaf, hearing loss and vision’, or call 0345 045 5202.

Cambridgeshire Deaf Association
Tel: 01223 246237
Email: office@cambsdeaf.org
Web: www.cambsdeaf.org

Cambridgeshire Hearing Help
Tel/Textphone: 01223 416141
Email: enquiries@cambridgeshirehearinghelp.org.uk
Web: www.cambridgeshirehearinghelp.org.uk

Camsight
Tel: 01223 420033
Email: info@camsight.org.uk
Web: www.camsight.org.uk

Deafblind UK
Tel/Textphone: 01733 358100
Email: info@deafblind.org.uk
Web: www.deafblind.org.uk

Isle of Ely Society for the Blind
Tel: 01354 656726
Email: ioesb@live.co.uk
Web: www.isleofelysociety.co.uk

Huntingdonshire Society for the Blind
Tel: 01480 453438
Email: info@huntsblind.co.uk
Web: www.huntsblind.co.uk

Physical disability
The Physical Disability team provides services to adults aged 18 to 75 who have a significant need arising from their physical disability or illness. This may be support with:

• personal care – like washing and dressing;
• meals;
• supporting disabled parents; or
• social inclusion.

People may be referred to the Reablement team (see page 19) to enable them to stay independent and living at home and in their community for as long as possible.

Help may be provided to access and arrange support in the community, such as live-in care. If a care home becomes a necessity, support may be available for people under 65 to find a care home or care home with nursing. (People over 65 will be assisted by Older People’s Services.)

Learning Disability Partnership (LDP)
The LDP helps people aged over 18 who have a learning disability. The team includes specialist social care and community health professionals. They will:

• assess and, where appropriate, treat the needs of individuals;
• provide information about the support, facilities and opportunities people can access in the community; and
• give information to enable people to make the right choices for themselves to help achieve their goals.

For more information, visit www.cambridgeshire.gov.uk/careandsupport and see ‘Disability: Learning Disability Partnership’, or call 0345 045 5202.
Abbeyfield Girton Green, Cambridge

Girton Green caters for people over 55 years of age who want to live in a safe, secure environment. We offer a range of modern, well-equipped 1, 2 and 3 bedroom apartments for sale or rent within our vibrant community. The complex is surrounded by beautifully landscaped gardens and offers excellent links to main roads and is close to the historic city centre. Resident involvement is highly encouraged and we have a strong Residents’ Committee with a wide range of regular club activities, including:

- Seated tap classes
- Classical music club
- Mahjong
- Indoor bowls

You’ll feel the comfort and freedom you’ve experienced all your life, but with the added stability and security that’s inherent at Abbeyfield. To book a viewing please contact the Operations Manager, Andrew Watson on 01223 277188 or email a.watson@abbeyfield.com

Abbeyfield Girton Green, Wellbrook Way, Cambridge CB3 0GQ
www.abbeyfield.com

Brown’s Field House
Cambridge

Our Residential Dementia Care Home with 24 hour specialist trained staff provides residents with the privacy of their own affordable, high quality accommodation combined with the companionship of the other residents.

A home from home
Brown’s Field House is a lovely, purpose-built home from home with a warm, friendly atmosphere. Set in Cambridge, near to the City It has 28 rooms, an attractive lounge and a beautiful garden with summer houses for enjoyable days outside in the fresh air and sunshine. All residents are provided with delicious home-cooked meals served in our communal dining room every day. We have a well being service ensuring all our residents have activities and outings to fill their days.

Time to enjoy older age
Brown’s Field House, 25 Sherbourne Close, Cambridge, CB4 1RT.
Tel: 01727 737978
Email: eastenquiries@abbeyfield.com

Burdett House
58a Station Road, Histon, Cambridge CB24 9LQ

We offer Supported Housing in a safe environment for older people who no longer want the responsibility and worry of maintaining their own home.

Burdett House is a 17 bed house in the picturesque village of Histon, Cambridgeshire. Inclusive in our fees are 3 meals a day and the reassurance of 24hr staff.

We have daily coffee mornings, a weekly games night and various activities for residents to enjoy.

We have a large garden for our residents to enjoy a breath of fresh air. We welcome visitors to have a look around.

Call Nicola Cohen on 01727 737978 or email eastenquiries@abbeyfield.com

Registered in England and Wales, Company No 574816, Charity No. 200719, HCA No. H1046

Award winning Home Care from 30 minutes per week to full-time Live-in Care

If you are looking for extra support at home or an alternative to residential care homes, then we’re here to help in Cambridgeshire.

Helping Hands has been providing award winning quality help at home since 1989.

A family run company we apply our local knowledge and over 27 years of experience to offer you one to one home care that enables you or your loved one to remain at home with compassion and dignity.

If you or a loved one could do with extra help around the home, shopping, support with personal care, a hospital discharge or even providing a break for an existing Carer, then our local Carers are right on your doorstep.

To find out how we can help you, call:

01223 633 217
or visit: www.helpinghands.co.uk

"I was worried about losing contact with my friends but I see them now more than ever, and I’ve made new ones too.”

The Abbeyfield Society. Registered Charity No. 200719
Specialist services – sensory impairment, physical and learning disability, and autism continued

**Autism and Adult Support Service**
This service is for people who don’t have a primary disability (learning disability, physical disability, sensory loss or mental health need). Support is provided to people:

- with autism spectrum disorder (ASD);
- meeting eligibility criteria and considered vulnerable in their communities but without a diagnosis – meaning their needs cannot be met by other services; and
- young people with ASD, physical disability, and others who may be vulnerable, including those who do not need support before the age of 18 but are likely to need support as an adult.

For more information, visit [www.cambridgeshire.gov.uk/careandsupport](http://www.cambridgeshire.gov.uk/careandsupport) and see ‘Disability: Autism and adult support’ or call 0345 045 5202.

**Cambridgeshire Alliance for Independent Living (CAIL)**
CAIL is a charity working with people with disabilities or long-term health conditions, carers and older people. CAIL uses the experiences of these people to bring about positive change. This could be improving services by helping commissioners to understand what is important to people using services; or raising awareness and understanding of people with disabilities.

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

**Useful contacts**
**Disability Cambridgeshire**
An advice and information service for disabled people and/or older people and their carers.
Tel: 01480 839192
Email: info@disability-cambridgeshire.org.uk
Web: [www.disabilitycambridgeshire.org.uk](http://www.disabilitycambridgeshire.org.uk)

**Papworth Trust**
Working with disabled people, their families and carers. • Tel: 0800 952 5000
Email: info@papworthtrust.org.uk
Web: [www.papworthtrust.org.uk](http://www.papworthtrust.org.uk)

**Housing options**
As we get older and our situation changes, it is important to think about our home and where we live, to consider whether making changes or moving home could make life easier. There are a number of options and talking these over with family and friends can help. For more information, visit [www.cambridgeshire.gov.uk/careandsupport](http://www.cambridgeshire.gov.uk/careandsupport) and see ‘Living at home: Living independently, your options – moving to a new home’.

If you decide to move, your district council and other organisations can tell you more about your options.

**Housing providers**
City and district councils are responsible for ensuring there is sufficient housing for people with additional needs. They also give advice and information on accommodation.
"CHS is all about people - We provide high quality, good value affordable housing together with support, care and community services designed with older people in mind"

Residential, Retirement & Sheltered Housing across Cambridgeshire

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

- 24 hour care available
- Comfortable & safe environments
- Individual support planning
- Encourages personal fulfilment, independence & offers respect, dignity & privacy
- Fully trained staff
- Friends & family are always welcome

Residential Care:
Alex Wood House - Cambridge
Langdon House - Cambridge
Vera James House - Ely

Extra Care:
Dunstan Court - Cambridge
Moorlands Court - Melbourn
Richard Newcombe Court - Cambridge

Sheltered Housing Schemes:
Barnabas Court - Milton
Ellis House - Cambridge
St Andrews Glebe - Cambridge

CHS Group (Cambridge Housing Society)
Endurance House, Vision Park, Chivers Way, Histon, Cambridge CB24 9ZR
Tel: 0300 111 3555  Minicom: 01223 713784  Fax: 0300 111 3556
Email: info@chsgroup.co.uk  Web: www.chsgroup.org.uk
Sheltered housing

Sheltered housing, where you have your own home but with a warden on call in case you need help, is available for rent or purchase. Advice can be obtained from organisations listed below.

Extra Care housing

Extra Care is designed to promote independence for adults within a housing scheme.

It includes accommodation with access to support, meals and recreation facilities, and provides a flexible approach to care with security and 24-hour support from social care and health teams if needed. It can be owned, part-owned and part-rented, rented, or leasehold. Some developments mix types of tenure. Applications can be made to the housing provider or the Council.

District council housing contacts

Cambridge City Council
Tel: 01223 457918
Email: enquiries@cambridge.gov.uk

East Cambridgeshire District Council
Tel: 01353 665555
Email: customerservices@eastcambs.gov.uk

Fenland District Council
Tel: 01354 654321
Email: info@fenland.gov.uk

Huntingdonshire District Council
Tel: 01480 388388
Email: mail@huntingdonshire.gov.uk

South Cambridgeshire District Council
Tel: 0345 045 0051
Email: duty.housing@scamb.gov.uk

Housing advice is also available from independent organisations including:

Elderly Accommodation Counsel (EAC)
Tel: 0800 377 7070
Email: info@firststopadvice.org.uk
Web: www.eac.org.uk

Papworth Trust
Tel: 0800 952 5000
Email: homesolutions@papworthtrust.org.uk
Web: www.papworthtrust.org.uk

Shelter
Advice helpline: 0808 800 4444
Web: www.shelter.org.uk
At MiHomecare, we help people to live a happier and more independent life in the comfort of their own home.

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

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

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

Domiciliary care, or home care, helps people live in their own homes for as long as possible. Help ranges from tasks like cleaning, shopping and cooking to personal care – dressing, bathing, toileting etc, and prompting the taking of medication.

Support workers need to be properly trained, particularly in moving and handling and the use of hoists for some tasks. All registered providers of home care are regulated and inspected by the Care Quality Commission (CQC), see page 33.

Daily care

Support workers can visit you at home on a daily basis to assist with any of the tasks above. Generally, visits are available from 7.00am until 10.00pm. Visit length depends on the support required. Some people will need multiple visits per day. Night services can also be provided.

The hourly rate charged for services depends on what is required, the time of day and location. Rural areas may present particular difficulties and a travel charge may be made in addition to the normal hourly rate.

Live-in care

Sometimes when people have very high support needs, it is preferable and more economical to have a support worker who lives in their home. 24-hour live-in care can support people with very high care needs on a permanent basis. It can also provide respite breaks for carers and short-term support following discharge from hospital.

Charges for live-in care depend on the amount of care and the skills and support required.

Choosing a home care provider

For care and support arranged by the Council, contracts and care plans are completed and the agencies used are accredited to work for the Council.

People arranging and/or funding their own care and support are able to choose their own care worker or agency.

Before you make any decisions you should contact several providers and ask for a ‘Service User’s Guide’ and their charges and, if you are paying for your own care, a draft contract between you and the care provider.

You can use the checklist on page 43 to help you choose a home care provider.
Come and be part of the community at Rose Cottage

- Rose Cottage provides a quality care service for people who want an attractive residential setting offering round the clock support.

- Set in a rural location in the picturesque village of Broughton, with its beautiful gardens and spacious accommodation, Rose Cottage provides a tranquil home for anyone looking for care in their later years.

- Enjoy the home cooked food, the events and activities, or just the quiet of your own room.

- Our friendly staff are a big feature of our service and will soon put you at ease.

- Respite Care is bookable throughout the year for people who need short-term care.

Please call us for our brochure or visit our website – feel free to visit us at any time.

T: 01487 822550 E: office@rosecottagecare.com

www.rosecottagecare.com

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

All care providers must be registered with the Care Quality Commission (CQC), see below. All services are inspected by the CQC, and awards quality ratings reports and ratings are available from the service or the CQC website [www.cqc.org.uk](http://www.cqc.org.uk) See also ‘Paying for care’ on page 34.

### Types of care home

**Care homes offering personal care only**

If you need someone to look after you 24-hours a day, but don't need nursing care, subject to a needs assessment, a care home offering only personal care (bathing, feeding, dressing, help with moving etc.) may be the best option.

**Care homes with nursing**

Care homes with nursing provide the same personal care as care homes but with trained nursing staff on duty 24-hours a day. If you think you may need nursing care, you will need to be visited by a social worker to work out what you need. This visit might be in your own home, 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 option, the social worker will give you information to help you find a home which meets your care needs.

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

**Help choosing a care home**

When considering potential care homes, use the checklist on page 55 and, for homes providing care for people with dementia, also use the checklist on page 57.

For more information about types of care, visit [www.cambridgeshire.gov.uk/planningyourcare](http://www.cambridgeshire.gov.uk/planningyourcare) or call Customer Services on 0345 045 5202.

The Care Choices helpline also provides free, independent information and help (see page 39).

### Monitoring the quality of 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.

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. They may also include professional or clinical staff; experts by experience; people who use services; and carers.

Following 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 a care service, it’s a good idea to check its inspection report and rating on CQC’s website [www.cqc.org.uk](http://www.cqc.org.uk) or ask the care provider you are considering for a copy of its latest inspection report.

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

Some services in this Guide are free. For others, there is a charge and, depending on your situation, you may be required to pay for, or contribute to, the cost.

### Attendance Allowance

This is a non-means-tested, non-taxable benefit from the Department for Work and Pensions (DWP) for people over 65, paid at two different rates depending on the level of help you need. The lower rate is for those needing care by day or night, and the higher rate is for those needing care both day and night or who are terminally ill.

Check the current rates at [www.gov.uk/attendance-allowance](http://www.gov.uk/attendance-allowance)

Tel: 0345 605 6055

### Always seek advice

Independent help is available to guide you through your financial options. For information about seeking financial advice, visit [www.cambridgeshire.gov.uk/financialadvice](http://www.cambridgeshire.gov.uk/financialadvice)

Society of Later Life Advisers (SOLLA)
Tel: 0333 202 0454
Email: admin@societyoflaterlifeadvisers.co.uk
Web: [www.societyoflaterlifeadvisers.co.uk](http://www.societyoflaterlifeadvisers.co.uk)

Money Advice Service
Tel: 0800 138 7777
Web: [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

Citizens Advice Bureau (CAB)
Cambridge
Tel: 0344 848 7979
Web: [www.cambridgecab.org.uk](http://www.cambridgecab.org.uk)

Rural Cambridgeshire
(offices in Ely, Huntingdon, St Neots and Wisbech)
Tel: 0344 245 1292
Web: [www.ruralcambscab.org.uk](http://www.ruralcambscab.org.uk)

### Personal budgets

If you have been assessed as eligible for support from the Council (see page 21), we will ask you to complete a financial assessment to work out if you should be paying for your care and support and whether we can contribute any money towards this.

If you qualify for a council contribution towards the cost of your support, you will be given a personal budget. This is the total amount of money needed to provide the care and support to meet your eligible needs, including the amount we can contribute and the amount you will need to pay.

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

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

A Direct Payment puts you in control of your personal budget so that you can arrange and purchase the care and support agreed in your care and support plan. Cambridgeshire Direct Payment Support Service (DPSS) can meet with you and provide a free Direct Payment information and advice visit. If you have a personal assistant, they can assist with recruitment and employment.

Cambridgeshire Direct Payment Support Service (DPSS) can meet with you and provide a free Direct Payment information and advice visit. If you have a personal assistant, they can assist with recruitment and employment.

If you have capital or savings of more than £23,250, not including your home, or you choose not to disclose your financial circumstances, you will have to pay the full cost of any care and support you require in your own home. You are still entitled to an assessment of your needs (see page 21).

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

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

If you have disability-related needs

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

Apply for AA by calling 0345 605 6055 and PIP by calling 0800 917 2222.

For more information, visit www.cambridgeshire.gov.uk/careandsupport and see ‘Money matters: Money, debt and benefits’.

Paying for your own care and support at home

If you have capital or savings of more than £23,250, not including your home, or you choose not to disclose your financial circumstances, you will have to pay the full cost of any care and support you require in your own home. You are still entitled to an assessment of your needs (see page 21).

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

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

If you have disability-related needs

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

Apply for AA by calling 0345 605 6055 and PIP by calling 0800 917 2222.

For more information, visit www.cambridgeshire.gov.uk/careandsupport and see ‘Money matters: Money, debt and benefits’.

Paying for a care home or care home with nursing

If you are considering moving into a care home or care home with nursing permanently, you may be entitled to financial assistance and support, subject to an assessment of your needs and finances.

How we assess your capital and savings

If your income, capital and savings are in excess of £23,250 (see page 36 for when we include the value of your home), you can have an assessment but are likely to have to pay the full cost of your care. The care homes you consider must be able to meet your assessed care needs.

If you are eligible for support and your income, capital and savings are below £23,250, we may contribute financially towards the cost of your assessed care needs. To work out what we might pay, you must have a financial assessment. If you do not give us information about your financial circumstances, you will have to pay the full cost of your care.

For more information about care and support visit www.cambridgeshire.gov.uk/careandsupport
If we are contributing towards the cost of your care, your choice of care home will be limited to those that accept our funding level. More expensive homes will expect you to arrange for a third party to ‘top-up’ the difference (see page 37). You are not allowed to do this yourself except in limited circumstances.

If your income, capital and savings are less than £14,250, your contribution will be assessed on your income only.

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

**Will I have to sell my house?**
If you have moved into a care home permanently and you own your former home, its value will be included as capital in your financial assessment unless one of the following still lives there:
- your partner, former partner or civil partner (except where you are estranged);
- a lone parent who is your estranged or divorced partner;
- an eligible relative aged 60 or over;
- an eligible relative who is incapacitated; or
- your child under 18.

There may also be other special circumstances which mean we do not include the value of your home in the assessment. Contact us for more information.

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

For more information, visit [www.cambridgeshire.gov.uk/payingforcare](http://www.cambridgeshire.gov.uk/payingforcare) and see ‘Paying for residential or nursing home care’.

**Deferred Payment Agreements**
This is an arrangement with the Council which may enable you to use the value of your home to help pay care home costs. After the 12-week property disregard, a Deferred Payment Agreement may be put in place meaning that any financial help from us will be charged against the value of your home and recovered once your house has been sold or from your estate.

For more information, visit [www.cambridgeshire.gov.uk/payingforcare](http://www.cambridgeshire.gov.uk/payingforcare) and see ‘Deferred Payment Agreement’.

**NHS Funded Nursing Care**
Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care, you may be entitled to a non-means-tested contribution towards the cost of your nursing care. This is paid directly to the home.

Find the current rate at [www.nhs.uk/chq/Pages/what-is-nhs-funded-nursing-care.aspx](http://www.nhs.uk/chq/Pages/what-is-nhs-funded-nursing-care.aspx)

**NHS Continuing Healthcare**
NHS Continuing Healthcare is fully-funded care and support, provided and paid for by the NHS. Eligibility criteria set by Government state that your needs must be primarily health-related and are likely to be ongoing and severe. If you are eligible, you can receive services in any setting, including your own home or care home. The NHS will pay if you need healthcare from a community nurse or therapist as well as personal care to help you at home. You can ask your healthcare professional or the person undertaking your assessment for more information about how people qualify to receive NHS Continuing Healthcare.
Running out of money
If your capital and savings are likely to fall below £23,250, let us know well in advance. We can arrange an assessment as soon as possible and may make a contribution towards the cost of your care if you are eligible, see page 35.

If the home you have chosen charges more than our contribution, you must find someone to help pay the difference. This is called a third party payment or ‘top-up’ (see below).

Understanding your rights before moving into care is essential. There’s a number of financial products and specialist companies that may be able to help. It is important to seek professional advice before committing yourself, visit www.cambridgeshire.gov.uk/payingforcare and see ‘Seeking financial advice before making decisions’ or see page 34.

Third party (top-up) payments
If you are eligible for a council contribution towards your care home and the care home you choose costs more than the rate we usually pay for a person with your needs, someone will need to make up the difference. This is known as a ‘top-up’ or ‘third party payment’.

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

Whoever agrees to pay the top-up for you should be made aware that the amount could increase and they must be confident that any increase will be met. If payments stop for any reason, you should seek help and advice from adult social care immediately.

As the financing of care is a complex area, you are advised to contact us to ask for specific advice and individual guidance. Call 0345 045 5202.

End of life care
Talking about the future and dying can be difficult, but it is essential that you and your family, friends and carers discuss your wishes as you near the end of your life.

End of life care should help you live as well as possible until you die, and to die with dignity. Planning ahead for your needs should mean that, if you wish to, you can remain in your own home or care home and not have to be admitted to hospital. Wherever you are being cared for, as you approach the end of your life you are entitled to a high quality of care.

If you are being cared for at home or in a care home your GP has overall responsibility for your care. The people providing your care should ask you about your wishes and preferences, and take these into account as they work with you, your family and your GP to plan your end of life care.

There are a number of useful websites and publications providing information about planning ahead and end of life care, visit www.cambridgeshire.gov.uk/careandsupport and see ‘Planning ahead: Your healthy future – Planning your future care and end of life’.
Worried about someone or yourself – keeping safe (safeguarding adults)

Safeguarding adults means protecting an adult’s right to live in safety, free from abuse and neglect. It’s about working together to prevent and stop the risks and experience of abuse or neglect, whilst making sure the adult’s wellbeing is promoted. This includes having regard to their views, wishes, feelings and beliefs in deciding any action, and recognising they may have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

Councils’ safeguarding duties apply to any adult who:
• has care and support needs (whether or not the Council is meeting any of those needs); and
• is experiencing, or at risk of, abuse and neglect; and
• as a result of their care and support needs, is unable to protect themselves from the risk or experience of abuse or neglect.

In Cambridgeshire, we follow the Making Safeguarding Personal model endorsed by the Care Act. This places people at the heart of the safeguarding adults process and supports wellbeing.

There are ten types of abusive behaviour:
• Physical: things like someone hitting, slapping, pushing or kicking you.
• Sexual: things like someone touching your body or private parts without your permission. Or someone making you touch them in a way you do not want.
• Psychological: things like someone being unkind to you, threatening you, swearing at you, calling you names or ignoring you.
• Financial or material: things like someone taking your money or other things that belong to you.
• Neglect and acts of omission: things like not being given enough food, not being given your medication, or not being kept warm.
• Discriminatory: things like someone bullying you or hurting you because of your religion, a disability, your age, your sexual partner, the colour of your skin or hair, where you come from, the language you speak.
• Domestic: things like physical abuse, sexual abuse, financial abuse, or psychological abuse. When the abuse is by your partner or a member of your family.
• Organisational: things like your care provider or other organisations treating you badly, neglecting you or providing a bad service.
• Modern slavery: things like being forced to work by people who abuse you or are cruel to you.
• Self-neglect: when someone does not take care of themselves properly.

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

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

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

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

In response to your referral, a decision will be made as to how to deal with your concern. If it is decided it needs a safeguarding response a member of staff trained in safeguarding work will carry out a careful and sensitive enquiry into your concern.

Information and advice will be offered so that the victim and their family (if appropriate) can be involved.
Worried about someone or yourself – keeping safe (safeguarding adults) continued

in any decision taken to support and protect them. Occasionally the adult at risk may refuse the help offered, in which case the authorities have only limited legal power to take action against the person's wishes. In such cases, decisions will be based on the situation – for example the level of risk and possible harm to others.

For more information, visit [www.cambridgeshire.gov.uk/careandsupport](http://www.cambridgeshire.gov.uk/careandsupport) and see ‘Care & support: Worried about an adult or older person’.

Sources of information

Besides organisations run by the NHS and councils, there are hundreds of voluntary organisations which can provide helpful information and services.

As well as raising their own funds, many groups receive grant aid from the County Council and others. Some volunteer organisations are run entirely by people giving their own time to help others. Larger voluntary organisations may employ professional staff to run their affairs and provide specialist services. To find out more, ask at your library or go to [www.cambridgeshire.gov.uk/careandsupportdirectory](http://www.cambridgeshire.gov.uk/careandsupportdirectory).

Healthwatch Cambridgeshire (see page 41), and Citizens Advice Bureau (see page 34) also offer information services.

Care Choices free helpline

Care Choices’ free helpline, 0800 389 2077, 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 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](http://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.

Have your say

Making a compliment, comment or complaint

You should feel able to give feedback on any aspect of your care or support. It should not be difficult to provide feedback and you should feel your comments are being taken seriously. It is usually best to give your feedback to the manager of the service before you take any further action. However, if you are concerned about something, and feel that your concerns are not being taken seriously, you should contact the registered owners of the service. The law says that the registered owners must respond to any complaints made.

If you are not satisfied with the response you receive, and if you receive care from a Council-approved provider, you can complain to the Adult Social Care Complaints team (see page 41).

For more information about care and support visit [www.cambridgeshire.gov.uk/careandsupport](http://www.cambridgeshire.gov.uk/careandsupport)
This beautiful development of new homes for the over 50's located on the edge of the ancient market town of Whittlesey, Cambridgeshire.

You have the opportunity to join a modest & friendly community of only a 32 park home estate. There is a choice of new homes in this idyllic countryside location, ideal for those looking to downsize and enjoy a slower pace of life.

- Independent living in a friendly community
- Modern homes in attractive surroundings
- Spacious, well designed single level accommodation
- Low maintenance with lower costs
- A safe, secure gated community
- Part Exchange Scheme

If you are looking for the retirement dream and an easier way of living, leaving the stress behind on a retirement/semi retirement Park; then look no further than Mandalay Park. The bungalow style homes are virtually maintenance free, luxury you never dreamed possible from a Park Home. Completely fitted out to a very high specification, fully furnished, ready to move in and simply enjoy.

Contact us for more information about how Mandalay Park can open up a new way of living.

CALL FREE FROM A LANDLINE OR MOBILE
0800 542 7222

**Viewings available outside these hours, please call to book.**

Open every Wednesday & Saturday 9am - 5pm for viewings**

Whittlesey, Peterborough, Cambridgeshire PE7 1WF
info@mandalaypark.com

www.mandalaypark.com

£2000* OF FREE EXTRAS WITH ANY PURCHASE
*T&Cs Apply
Healthwatch Cambridgeshire

Your local health and social care champion, Healthwatch Cambridgeshire makes sure you are listened to and can get involved when important decisions are made about local health, social care and public health services. They listen to local people to find out what is working well within local services, and what needs to be better. They have statutory powers and can challenge health and care decision-makers if care isn’t working the way it should or if a decision has been made where people have not been able to contribute.

**Healthwatch Cambridgeshire**

- **Tel:** 01480 420628
- **Web:** www.healthwatchcambridgeshire.co.uk

**Local Government Ombudsman**

- **PO Box 4771,** Coventry CV4 0EH
- **Tel:** 0300 061 0614
- **Text:** 07624 811595 (text ‘call back’ to this number and an adviser will call you)
- **Web:** www.lgo.org.uk

**Patient Experience Team**

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

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

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

**Cambridgeshire and Peterborough CCG Patient Experience Team**

- **Tel:** 0800 279 2535 or 01223 725588
- **Email:** CAPCCG.pet@nhs.net

**Hospital-based services**

- **Addenbrooke’s Hospital NHS Trust**
  - **Tel:** 01223 216756
  - **Email:** pals@addenbrookes.nhs.uk

- **Cambridgeshire Community Services**
  - **Tel:** 01480 355184/0800 013 2511
  - **Email:** ccs-tr.pals@nhs.net

- **Hinchingbrooke Hospital NHS Trust**
  - **Tel:** 01480 428964
  - **Email:** hcr-tr.pals@nhs.net

- **Papworth Hospital NHS Trust**
  - **Tel:** 01480 364896
  - **Email:** pals@papworth.nhs.uk

- **Peterborough and Stamford Hospitals NHS Trust**
  - **Tel:** 01733 673405
  - **Email:** pals@pbh-tr.nhs.uk

For more information about care and support visit www.cambridgeshire.gov.uk/careandsupport
CARE VISITS AT HOME
We care passionately

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

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

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

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

Huntingdonshire
Tel: 01480 414888
Email: huntingdonshire@bluebirdcare.co.uk
www.bluebirdcare.co.uk/huntingdonshire

Cambridge & South Cambs
Tel: 01954 212881
Email: cambridgeshire@bluebirdcare.co.uk
www.bluebirdcare.co.uk/cambridge-south-cambs

Newmarket & East Cambs
Tel: 01638 718855 / 01353 883333 / 01354 704500
Email: newmarketandfenland@bluebirdcare.co.uk
www.bluebirdcare.co.uk/fenland

www.bluebirdcare.co.uk
### Home care agency checklist

**Agency 1**

- How long has the agency been operating? [ ] [ ] [ ]
- How long are staff allocated per visit? [ ] [ ] [ ]
- Can you contact the agency in an emergency or outside office hours? [ ] [ ] [ ]
- Does the agency have experience with your specific needs? [ ] [ ] [ ]

**Agency 2**

- How long has the agency been operating? [ ] [ ] [ ]
- How long are staff allocated per visit? [ ] [ ] [ ]
- Can you contact the agency in an emergency or outside office hours? [ ] [ ] [ ]
- Does the agency have experience with your specific needs? [ ] [ ] [ ]

**Agency 3**

- How long has the agency been operating? [ ] [ ] [ ]
- How long are staff allocated per visit? [ ] [ ] [ ]
- Can you contact the agency in an emergency or outside office hours? [ ] [ ] [ ]
- Does the agency have experience with your specific needs? [ ] [ ] [ ]

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- We suggest that you have paper with you when speaking with home care agencies so you can make notes.

### About the agency

- **How long has the agency been operating?** [ ] [ ] [ ]
- **How long are staff allocated per visit?** [ ] [ ] [ ]
- **Can you contact the agency in an emergency or outside office hours?** [ ] [ ] [ ]
- **Does the agency have experience with your specific needs?** [ ] [ ] [ ]

### Staff

- **Are you likely to be visited by different staff each day?** [ ] [ ] [ ]
- **Are all staff checked with the Disclosure and Barring Service?** [ ] [ ] [ ]
- **Will you be notified in advance if your care worker is on holiday or sick?** [ ] [ ] [ ]
- **Are staff matched to you specifically, based on your needs and preferences?** [ ] [ ] [ ]
- **Can you meet your care worker(s) before they start?** [ ] [ ] [ ]
- **Does the agency have both male and female staff?** [ ] [ ] [ ]

### Accommodating your needs

- **Can the agency accommodate your needs if they increase? Ask about the process for this.** [ ] [ ] [ ]
- **Does the agency have a training scheme in place?** [ ] [ ] [ ]
- **Are all staff trained to a certain level?** [ ] [ ] [ ]
- **Are staff able to help with administering medication if required?** [ ] [ ] [ ]
- **Is there a way for staff to communicate with each other about the support they provide when they visit you? How?** [ ] [ ] [ ]

### Regulation

- **Can you see the agency’s contract terms?** [ ] [ ] [ ]
- **Can you lodge a complaint easily?** [ ] [ ] [ ]
- **Are complaints dealt with quickly?** [ ] [ ] [ ]
- **Will your support plan be reviewed at regular intervals?** [ ] [ ] [ ]
- **Can you see a copy of the agency’s CQC registration certificate and quality rating?** [ ] [ ] [ ]

### Notes

*See page 33.

For more information about care and support visit [www.cambridgeshire.gov.uk/careandsupport](http://www.cambridgeshire.gov.uk/careandsupport)
Hello, we are Availl. We are a local care provider aiming to make a real difference in adult care and support. We believe everybody deserves respect, dignity and as much independence as possible.

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

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

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

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

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

Call us for a FREE, immediate assessment or simply to find out more about what Availl can do for you.
All home care agencies listed here were registered by the regulatory body the Care Quality Commission (CQC).

- **A CLASS CARE LTD**
  - Cambridge
  - Tel: 01223 864066

- **ABBECFIELD GIRTON – CARE AT HOME SERVICE**
  - Cambridge
  - Tel: 01223 277744

- **ABCARE**
  - Cambridge
  - Tel: 01223 213937

- **ABSOLUTE CARE SOLUTIONS**
  - Cambridge
  - Tel: 01223 269429

- **ACTION FOR CHILDREN OUTREACH SERVICES CAMBRIDGESHIRE**
  - Huntingdon
  - Tel: 01480 454353

- **ADU'S CARE**
  - St Neots
  - Tel: 01480 716362

- **AFFINITY TRUST – DOMICILIARY CARE AGENCY – CAMBRIDGESHIRE**
  - Cambridge
  - Tel: 01354 696009

- **AGINCARE UK LTD**
  - Cambridge
  - Tel: 01223 581508

- **ALLIED HEALTHCARE CAMBRIDGE**
  - St Ives
  - Tel: 01480 464445

- **ANGLIAN CARE AND DOMESTIC SUPPORT SERVICES LTD**
  - Spalding
  - Tel: 01354 705012

- **ASPIRE CARE PETERBOROUGH**
  - Peterborough
  - Tel: 07736 316434

- **AUGUSTA CARE LTD**
  - Wisbech
  - Tel: 01945 665059

- **AVAILL (CAMBRIDGE)**
  - Cambridge
  - Tel: 01223 308815

- **BEAUMONT HEALTHCARE LTD**
  - Eaton Socon
  - Tel: 01480 218300

- **BEECH COURT**
  - Littleport
  - Tel: 01353 861109

- **BETTER HEALTHCARE SERVICES (CAMBRIDGE)**
  - Cambridge
  - Tel: 01223 464999

- **BETTER HOME CARE**
  - Cambridge
  - Tel: 01223 262669

- **BIRCHAM HOUSE**
  - Sawston
  - Tel: 01223 836069

- **BLUEBIRD CARE (CAMBRIDGE AND SOUTH CAMBS)**
  - Hardwick
  - Tel: 01954 212881

- **BLUEBIRD CARE (HUNTINGDONSHIRE) LTD**
  - Huntingdon
  - Tel: 01480 414888

- **BLUEBIRD CARE (NEWMARKET AND FENLAND)**
  - March
  - Tel: 01638 718855

- **CAERUS CARE LTD**
  - Wisbech
  - Tel: 01945 464733

---

For more information about care and support visit [www.cambridgeshire.gov.uk/careandsupport](http://www.cambridgeshire.gov.uk/careandsupport)
Here at A Class Care we aim to provide you with the highest standards of care enabling you to remain in your home for longer.

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

Some of the services we offer:
- Companionship
- 24 hour Live In Care
- Personal Care
- Meal Preparation
- Assistance with running errands
- Personal Care
- Respite Support
- House Keeping
- Specialist Dementia and Alzheimer’s Care
- Transportation – shopping trips or errands

You can rest assured that you are with a quality provider with a high CQC rating, an award nominated organisation and company that is passionate about care.

To find out more contact our friendly team on 01223 864 066.
<table>
<thead>
<tr>
<th>Service</th>
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<td>CRAEGMOOR SUPPORTING YOU IN EAST ANGLIA</td>
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For more information about care and support visit [www.cambridgeshire.gov.uk/careandsupport](http://www.cambridgeshire.gov.uk/careandsupport)
Anglian Care & Domestic Support Services Limited

The Paddocks – Hospital Drove PE12 9EL

01354 705012
01945 665019

Email: acdssltd@gmail.com

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

We can help you with:
- Medication
- Personal Care
- Cooking
- Shopping
- Domestic
- Hospital Visits
- Outings
- Appointments
- Or just simply take the time to chat and reminisce.

We can also provide:
Weekend/holiday and respite care at home for you or your loved ones, including check calls when necessary.
Day sitting service available on request.

Areas covered:
- March
- Chatteris
- Wisbech
- and all surrounding areas

Call us now and let us help to promote your independence.

Registered with the Care Quality Commission.
All staff are fully trained and have an Enhanced Disclosure from the Disclosure and Barring Services.

Live-in Care

from £695 per week

The alternative to Care Home admission.
Live-in Care enables anyone with care needs to continue living in their own home with a round-the-clock care worker.

Agincare
Caring in Your Community

08000 121 247 | www.liveincare.info
Cambridge - 01223 581 508

Purely Care

call us now on 01603 407707

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

We specialise with the following client groups:
- Elderly people
- People with learning difficulties
- People with physical disabilities
- People with mental health problems
- People living with MS or other debilitating illnesses
- People with AIDS or HIV
- People living with Parkinson’s or dementia
- Terminally ill people

info@purelycare.co.uk • www.purelycare.co.uk
HIGH ROAD, 73
Wisbech
Tel: 01945 870968

HILLS INDEPENDENT HOME CARE SERVICE
St Neots
Tel: 01480 353227

HOME INSTEAD SENIOR CARE HUNTINGDON
Huntingdon
Tel: 01480 454293

HOUSING AND CARE 21 – POPPYFIELDS
St Neots
Tel: 0370 192 4000

HUNTINGDON RE ABLEMENT SERVICES
Huntingdon
Tel: 01480 416088

JASMINE HOUSE – ELY
Ely
Tel: 01223 699101

LAURELS, THE
Huntingdon
Tel: 01480 450596

LUCMONT LTD
T/A HOME INSTEAD SENIOR CARE
St Ives
Tel: 01480 495834

MEARS CARE LTD
Cambridge
Tel: 01223 508100

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Cambridge
Tel: 0844 406 1008

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Ely
Tel: 0333 121 6301

Multicare Community Services Ltd
Huntingdon
Tel: 01480 466387

NURSE PLUS AND CARER PLUS (UK) LTD
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Tel: 01223 423739

PAPWORTH TRUST – CAMBRIDGESHIRE
Cambridge
Tel: 01480 357200

QUALITY CARE TEAM LTD
Advert below
Tel: 01223 830257

PAPWORTH TRUST – CAMBRIDGESHIRE
Cambridge
Tel: 01480 357200

QUALITY CARE TEAM LTD
Cambridge
Tel: 01223 830257

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

For more information about care and support visit www.cambridgeshire.gov.uk/careandsupport
Some people think that most care providers are ‘more or less’ the same...this isn’t true.

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

‘All our team genuinely care’

We are a Cambridgeshire company who provide the ultimate level of standards in care.

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

CAMBRIDGE • LINTON • ELY • HUNTINGDON • PAPWORTH EVERARD • NEWMARKET & ALL SURROUNDING AREAS

Cambridgeshire 01480 839 911

WWW.QUALITYHOMECARE.CARE
QUALITY HOME CARE
Cambridge
Tel: 01480 839911

RADIS COMMUNITY CARE
• Baird Lodge
  Ely
  Tel: 01353 661673

• Broadleas Court ECH
  St Ives
  Tel: 01480 493170

• Huntingdon
  Huntingdon
  Tel: 01480 433880

• Millbrook House
  Ely
  Tel: 01353 720870

• Ness Court ECH
  Cambridge
  Tel: 01638 745594

• Somers Court
  Wisbech
  Tel: 01945 463533

REED SPECIALIST RECRUITMENT LTD – CAMBRIDGE
Cambridge
Tel: 01223 316554

SANCTUARY HOME CARE LTD
• Doddington
  March
  Tel: 01354 742957

• March
  Cambridge
  Tel: 01354 661849

SCOPE COMMUNITY SERVICES CAMBRIDGESHIRE
Near Royston
Tel: 01223 652435

SOCIAL CARE SOLUTIONS – CAMBRIDGESHIRE
Chatteris
Tel: 01480 223650

SUNSHINE WISBECH
Wisbech
Tel: 01945 474700

TAYLORED CARE LTD
Cambridge
Tel: 07921 810680

TRIPLE HOME CARE LTD
Huntingdon
Tel: 01480 432496

VISIONSHEALTHCARE LTD
Cambridge
Tel: 01223 426011

WESTMINSTER HOMECARE (CAMBRIDGE)
Cambridge
Tel: 01954 263076

WESTMINSTER HOMECARE LTD (INDEPENDENT LIVING NETWORK)
Ely
Tel: 01353 667646

WILLOWBANK
Chesterton
Tel: 01223 324922

WOODLANDS COURT
Cambridge
Tel: 01223 321115

YEW TREE COTTAGE
Cambridge
Tel: 01223 290600

YEW TREE COTTAGE DOMICILIARY CARE
Cambridge
Tel: 01223 812999

For more information about care and support visit www.cambridgeshire.gov.uk/careandsupport
6 in 10 of us will care for someone in our lifetime

1 in 10 people spend over £100,000 on care fees

8 in 10 carers enjoyed a life alongside caring as a result of our support

Juggling work, family, finances, life and caring?

Don’t struggle finding out what help and support is out there.

We are here to help.

Carers Trust Cambridgeshire
T: 0345 241 0954 or 01480 499090
W: www.carerstrustcambridgeshire.org
Charity No. 1091522.

Quality home care tailored to your needs

Your home is more than just the place you live – the familiar surroundings house memories, provide a relaxed and secure environment and give you access to your friends and family when you wish.

The Abbeyfield Care at Home service is an alternative to residential care which allows you to maintain independence within your own home.

To speak to our friendly Care at Home team and to find out more about what the Abbeyfield Care at Home service can provide, please get in touch:

Care at Home Cambridge
Tel: 01223 277744
Email: cahcambridge@abbeyfield.com
Address: Girton Green, Wellbrook Way, Girton, Cambridge CB3 0GQ

www.abbeyfield.com

Homecare services to assist you to enjoy an independent life

Offering assistance with daily tasks including personal care, domestic work, getting in/out of bed, medication, dressing, social inclusion, day trips and more

+ Fully trained and DBS checked staff
+ Times to suit you
+ 7 days a week
+ Out of Hours on call service
  - no call centres
+ Complex and continuous care packages
+ Registered with the CQC - Care Quality Commission

Contact your local branch today for a free care assessment

01223 423739

Part of the Nurse Plus Group

www.homecareplusuk.com cambridge@homecareplusuk.com

Axiom Care Services

 Remain active and independent in the comfort of your own home

Axiom provides excellent flexible services based from its Housing & Care Scheme at Beech Court in Littleport. We can provide you with a bespoke care package designed to meet your individual and personal needs, but from the comfort of your own home. Our services are available across Littleport and surrounding areas.

By providing flexible quality services with choices from professional, caring, listening and response staff we commit to making a positive difference to people’s lives.

If you would like to know more about our services please contact us on 01353 861109

www.axiomcare.org.uk

Our Care Services are regulated by the Care Quality Commission
Home
There’s no place like it

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

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

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

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

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

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

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

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

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

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

• Help getting up and ready for the day and assist when going to bed
• All aspects of personal care service, washing, bathing, dressing
• Medication, hospital & GP visits
• Meals (breakfast, lunch and tea), assistance with feeding
• Help with days out such as going to the cinema, shopping or other community activities
• Help with cleaning and bed making

Better Home Care is registered and regulated by the CQC

t: 01223 262 669
e: info@betterhomecare.co.uk
w: www.betterhomecare.co.uk

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

For more information about care and support visit www.cambridgeshire.gov.uk/careandsupport
You can contact the homes directly for a brochure and more information or telephone our regional office on 01480 498067

- Aliwal Manor, Whittlesey: 01733 203347
- Brook House, Cambridge: 01223 247864
- Buchan House, Cambridge: 01223 712111
- Fitzwilliam House, Cottenham: 01954 273310
- Etheldred House, Histon: 01223 236079
- Primrose Croft, Cambridge: 01223 354773
- Rheola, St. Ives: 01480 375163
- St. Georges Court, Cambridge: 01223 712135
- Hunters Down, Huntingdon: 01480 456899
- Glennfield, Wisbech: 01945 581141
Care homes/care homes with nursing

Care homes checklist © 2017 Care Choices Ltd

Home 1.................................................................................................................................................
Home 2...................................................................................................................................................
Home 3.......................................................................................................................................................

We suggest that you take paper with you when visiting care homes so that you can make notes.

Staff
What is the minimum number of staff that are available at any time? □ □ □
Are staff respectful, friendly and polite? □ □ □
Do staff have formal training? □ □ □
Are the staff engaging with residents? □ □ □

Activities
Is there an Activities Co-ordinator? □ □ □
Can you get involved in activities you enjoy? □ □ □
Does the home organise any outings? □ □ □
Are residents escorted to appointments? □ □ □
Do the residents seem entertained? □ □ □
Does the home have a varied activities schedule? □ □ □

Life in the home
Is the home adapted to suit your needs? □ □ □
Can you bring your own furniture? □ □ □
Are there enough plug sockets in the rooms? □ □ □
Are there restrictions on going out? □ □ □
Is there public transport nearby? □ □ □
Does the home provide any transport? □ □ □
Can you make/receive calls privately? □ □ □
Can you decide when to get up and go to bed? □ □ □
Does the home allow pets? □ □ □

Personal preferences
Is the home too hot/cold? Can you control the heating in your room? □ □ □
Is the décor to your tastes? □ □ □
Are there restricted visiting hours? □ □ □
Is there somewhere you can go to be alone? □ □ □
Does the home feel welcoming? □ □ □

Catering
Does the menu change regularly? □ □ □
Can the home cater for any dietary requirements you may have? □ □ □
Can you eat when you like, even at night? □ □ □
Can you have food in your room? □ □ □
Is there a choice of food at mealtimes? □ □ □
Is alcohol available/allowed if you want it? □ □ □
Can visitors join you for meals? □ □ □

Fees
Do your fees cover all of the services and activities? □ □ □
Are fees likely to change regularly? □ □ □
Is the notice period for cancellation of the contract reasonable? □ □ □
Could you have a trial period? □ □ □
Can you keep your room if you go into hospital? □ □ □
Can you handle your own money? □ □ □

*See page 33.

For more information about care and support visit www.cambridgeshire.gov.uk/careandsupport
Amazing people
...deserve amazing care

Our care homes are amazing places – filled with fascinating residents, not to mention our dedicated staff and inspiring volunteers. We’re told our care and support is second to none, but it’s the fantastic food, stimulating environments and unique social activities that make Barchester the best choice for the people and families we support.

Thousands of families trust Barchester to care for their loved ones. To find out about our amazing people and to search for your local care home, visit www.barchester.com or call us anytime to benefit from over 24 years’ experience.

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

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

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

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

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

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

Residential • Nursing • Dementia • Respite • Care for Under-65s
### Residential dementia care checklist

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care home checklist on page 55.

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<th>Health</th>
<th>Staff</th>
<th>Approach to care</th>
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<tr>
<td>Are there clear signs throughout the home?</td>
<td>Can residents get help with eating and drinking?</td>
<td>Are staff trained to identify when a resident might be unwell?</td>
<td>Does the home follow a specific approach to dementia therapy, for example, validation therapy?</td>
</tr>
<tr>
<td>Has the home been designed or adapted for people with dementia?</td>
<td>How often does the home review residents' medication?</td>
<td>Are staff trained to spot when someone needs to go to the toilet?</td>
<td>Will the home keep you informed about changes to your loved one's care?</td>
</tr>
<tr>
<td>Are the home and grounds secure?</td>
<td>Does the home offer help if a resident needs assistance taking medication?</td>
<td>Do the staff have any dementia specific training/experience?</td>
<td>Does the home have a specific approach to end of life care?</td>
</tr>
<tr>
<td>Are there prompts outside the residents' rooms to help people identify their own?</td>
<td>Do GPs visit the home regularly?</td>
<td>Will your loved one have a member of staff specifically responsible for their care?</td>
<td>Does the home keep up to date with best practice in dementia care?</td>
</tr>
<tr>
<td>Is the décor familiar to your loved one?</td>
<td><strong>Fees per week</strong></td>
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*See page 33.
We are different from other care providers because of the belief, energy and passion we put into what we do: caring for our elderly residents

TLC Care is a group of care and nursing homes in London, Hertfordshire, Surrey and Cambridge. Our team of caring hearts are highly trained to provide person centred care that allows you or your loved one to live life independently, with the freedom of choice and dignity that you deserve.

We provide care, nursing and specialised dementia care to a new generation of senior people that have high expectations and we seek to exceed those expectations time after time, day in and day out.

Contact us on 0208 863 4637
Email: info@tlcgroup.co.uk
www.tlcgroup.co.uk

---

Cambridge Manor

Contact us on 01223 363904
Email: cdm@cambridgemanor.co.uk
33 Milton Rd, Cambridge CB4 1UZ
www.cambridgemanorcarehome.co.uk

Cherry Hinton

Contact us on 01223 210070
Email: admin@cherryhintoncarehome.co.uk
369 Cherry Hinton Road, Cambridge CB1 8DB
www.cherryhintoncarehome.co.uk
These lists were correct at the time of publication. For up-to-date information, check the CQC’s website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Cambridge City care homes

**ALEX WOOD HOUSE**  
3a Fortescue Road, Cambridge CB4 2JS  
Tel: 01223 578602 [Advert page 28]

**ANTELOPE WAY**  
18-20 Antelope Way, Cherry Hinton, Cambridge CB1 9GT  
Tel: 01223 416382

**BROOK HOUSE CARE CENTRE**  
45 Seymour Street, Cambridge CB1 3DJ  
Tel: 01223 247864 [Advert page 54]

**BROWN’S FIELD HOUSE**  
25 Sherbourne Close, Cambridge CB4 1RT  
Tel: 01727 737978 [Advert page 26]

**CAMBRIDGE ROAD, 2**  
Milton, Cambridge CB24 6AW  
Tel: 01223 883130

**CAMBRIDGESHIRE COUNTY COUNCIL – 40-44 RUSSELL STREET**  
Cambridge CB2 1HT  
Tel: 01223 712261

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

**FEN ROAD**  
71-73 Fen Road, Chesterton, Cambridge CB4 1UN  
Tel: 01223 425634

**LANGDON HOUSE**  
20 Union Lane, Cambridge CB4 1QB  
Tel: 01223 578601 [Advert page 28]

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

**PAULINE BURNET HOUSE**  
1 Pippin Drive, Chesterton, Cambridge CB4 1GL  
Tel: 01223 883130

**PRIMROSE CROFT CARE CENTRE**  
Primrose Street, Cambridge CB4 3EH  
Tel: 01223 354773 [Advert page 54]

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

**SUEZ ROAD, 128**  
Cambridge CB1 3QD  
Tel: 01223 572158

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

**ALEX WOOD HOUSE**  
3a Fortescue Road, Cambridge CB4 2JS  
Tel: 01223 578602 [Advert page 28]

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**BROWN’S FIELD HOUSE**  
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**CAMBRIDGESHIRE COUNTY COUNCIL – 40-44 RUSSELL STREET**  
Cambridge CB2 1HT  
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Tel: 01223 364405

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Tel: 01223 883130

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Tel: 01223 883130

**PRIMROSE CROFT CARE CENTRE**  
Primrose Street, Cambridge CB4 3EH  
Tel: 01223 354773 [Advert page 54]

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

**SUEZ ROAD, 128**  
Cambridge CB1 3QD  
Tel: 01223 572158

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

### Cambridge City care homes with nursing

**BUCHAN HOUSE**  
Buchan Street, Cambridge CB4 2XF  
Tel: 01223 712111 [Advert page 54]

**CAMBRIDGE CARE HOME, THE**  
5 High Street, Chesterton, Cambridge CB4 1NQ  
Tel: 01223 858592 [Advert page 68]

**CAMBRIDGE MANOR CARE HOME**  
33 Milton Road, Cambridge CB4 1UZ  
Tel: 01223 363904 [Advert page 58]

**CHERRY HINTON NURSING HOME**  
369 Cherry Hinton Road, Cambridge CB1 8DB  
Tel: 01223 210070 [Advert page 58]

**FEN ROAD**  
71-73 Fen Road, Chesterton, Cambridge CB4 1UN  
Tel: 01223 425634

**HINTON GRANGE**  
442 Bullen Close, Cambridge CB1 8YU  
Tel: 0333 434 3041

**ST GEORGES COURT CARE CENTRE**  
Russell Street, Cambridge CB2 1HT  
Tel: 01223 712135 [Advert page 54]

**WOODLANDS CARE CENTRE**  
Hawkins Road, Cambridge CB4 2RD  
Tel: 01223 324444 [Advert page 60]

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

For more information about care and support visit [www.cambridgeshire.gov.uk/careandsupport](http://www.cambridgeshire.gov.uk/careandsupport)
Woodlands Care Centre is a purpose built care home with nursing providing 109 beds with the accommodation arranged over three floors in five care suites. All rooms are single en-suite, with a range of lounge and dining facilities offering choice to all residents. The home has been tastefully decorated and furnished throughout to afford an enhanced quality of life.

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

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

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

General Manager: Lynda Sampford RGN.
Tel: 01223 324444 Fax: 01223 324445 Email: woodlands@ranccare.co.uk
Hawkins Road, Cambridge CB4 2RD

www.ranccare.co.uk

With so many providers to choose from, where do you start? www.carechoices.co.uk can help.
- search care providers quickly and easily
- search by postcode/town and care type
- Information on standards of care
- links to the latest inspection reports
- extra information, photos and direct website links for hundreds of providers
- request a brochure
- checklists to take with you when you visit

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

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

The Firs | t 01353 699 996 f 01923 699 990
Tower Farm, Tower Road, Little Downham, Ely, Cambridgeshire CB6 2TD
ALDERTON HOUSE
5 Wellington Street, Littleport, Ely CB6 1PN
Tel: 01353 862677  LDA

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

BURWELL
16 and 18 Hawthorn Way, Burwell, Cambridge CB25 0DQ
Tel: 01638 743764  OP PD SI YA

FAIR HAVEN CARE HOME
102 Station Road, Soham, Ely CB7 5DZ
Tel: 01353 720916  OP D

FEN HOUSE
143 Lynn Road, Ely CB6 1SD
Tel: 01353 667340  PD YA

FIRS RESIDENTIAL CARE HOME, THE
Tower Farm, Tower Road, Little Downham, Ely CB6 2TD
Tel: 01353 699996 Advert page 60  OP D

GUYATT HOUSE
42 The Causeway, Burwell, Cambridge CB5 0DU
Tel: 01638 610109  LDA YA

HOLLY COTTAGE LLP
1 Egremont Street, Ely CB6 1AE
Tel: 01353 661297  LDA

HILTON PARK CARE CENTRE
Bottisham, Cambridge CB25 9BX
Tel: 01223 633505 Advert page 56  OP D PD MH YA

HILTON PARK – OAKLANDS
Bottisham, Cambridge CB25 9BX
Tel: 01223 633504 Advert page 56  OP D PD MH YA

LABURNUM LODGE
2 Victoria Street, Littleport, Ely CB6 1LX
Tel: 01353 860490  OP D PD

LILY HOUSE
Lynn Road, Ely CB6 1SD
Tel: 01353 666444  OP D YA

LITTLEPORT GRANGE
Grange Lane, Ely Road, Littleport, Ely CB6 1HW
Tel: 01353 861329  Advert outside back cover  OP PD

OLD VICARAGE, THE
32 Church Lane, Littleport CB6 1PS
Tel: 01353 865200  OP D PD LDA

QUEENS COURT
2 Downing Close, Bottisham, Cambridge CB25 9DD
Tel: 01223 811905  OP D

ROBINSON HOUSE
24c Fordham Road, Soham, Ely CB7 5AQ
Tel: 01353 624330  LDA YA

VERA JAMES HOUSE
Chapel Street, Ely CB6 1TA
Tel: 01353 661113 Advert page 28  OP

WATERBEACH LODGE  Advert inside front cover
Ely Road, Cambridge CB25 9NW
Tel: 01223 862576  OP D PD LDA MH SI

GABLES, THE
93 Ely Road, Littleport, Ely, Cambridge CB6 1HJ
Tel: 01353 861935  D LDA

HILTON PARK – OAKLANDS
Bottisham, Cambridge CB25 9BX
Tel: 01223 633504 Advert page 56  OP D PD MH YA

LIMES 1, THE
5 Church Lane, Littleport, Ely CB6 1PS
Tel: 01353 863194  D MH

SOHAM LODGE
Soham Bypass, Soham, Ely CB7 5WZ
Tel: 01353 720775  OP D MH YA

A countywide list of home care providers starts on page 45.
Since 1983 our family have been running award winning nursing, residential and dementia care services which constantly exceed industry standards. Our philosophy is simple; Our residents and their families are at the heart of everything we do!

Our homes extend a warm welcome to all visitors. Feel free to get in touch by calling 0843 506 9452, email info@countrycourtcare.com or visit our website at www.countrycourtcare.com
Fenland care homes

ALIWAL MANOR CARE CENTRE
Turners Lane, Whittlesey PE7 1EH
Tel: 01733 203347 Advert page 54
OP D

BELMONT ROAD
9-10 Belmont Road, March PE15 8RQ
Tel: 01354 660623 PD LDA YA

CAMBRIDGESHIRE COUNTY COUNCIL – ALDER CLOSE, 20
March PE15 8PY
Tel: 01354 654146 LDA YA

CHESTNUTS RESIDENTIAL CARE HOME, THE
169 Norwich Road, Wisbech PE13 3TA
Tel: 01945 584580

CLOVELLY HOUSE
44 Station Road, March PE15 8LE
Tel: 01354 655768

CONQUEST LODGE
Dagless Way, March PE15 8QY
Tel: 01354 659708 OP D LDA MH YA

DOVE COURT
Kirkgate Street, Wisbech PE13 3QU
Tel: 01945 474746 OP D YA

GABLES CARE HOME, THE
1 East Park Street, Chatteris PE16 6LA
Tel: 01354 693858

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

HIGH ROAD, 73
Gorefield, Wisbech PE13 4PG
Tel: 01945 870968 OP PD LDA SI YA

KENEYDON HOUSE
2 Delph Street, Whittlesey PE7 1QQ
Tel: 01733 203444 OP D

LANGLEY LODGE RESIDENTIAL HOME
26 Queens Road, Wisbech PE13 2PE
Tel: 01945 582324 OP

LYNCROFT CARE HOME
81 Clarkson Avenue, Wisbech PE13 2EA
Tel: 01945 475229 Advert page 62 OP D

ROYAL MENCEP SOCIETY – BROAD OAKS
30 Gaul Road, March PE15 9RQ
Tel: 01354 656022 LDA YA

SPRINGFIELD RESIDENTIAL CARE HOME
63 The Causeway, March PE15 9NY
Tel: 01354 652451 OP D

See the checklist on page 55 for suggestions of questions to ask when looking at care homes.

Fenland care homes with nursing

ARIA COURT
Coronation Close, March PE15 9PP
Tel: 01354 661551 Advert page 64 OP D PD YA

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

ASKHAM HALL
13 Benwick Road, Doddington, March PE15 0TX
Tel: 01354 740269 OP D

ASKHAM HOUSE
13 Benwick Road, Doddington, March PE15 0TX
Tel: 01354 740269 OP MH

ASKHAM PLACE
13 Benwick Road, Doddington, March PE15 0TX
Tel: 01354 740269 PD YA

CEDAR COURT NURSING HOME
37 New Road, Whittlesey, Peterborough PE7 1SU
Tel: 01733 350320 OP D

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

For more information about care and support visit www.cambridgeshire.gov.uk/careandsupport
Athena Care Homes are a small family owned organisation with two care homes in Kings Lynn Norfolk and one in March, Cambridgeshire. Our purpose is to create excellent quality and homely environments with the highest standards of care, catering, activities and housekeeping.

We aim to enhance the lives of our residents and enable them to enjoy life to the full as individuals in happy, comfortable and safe surroundings. Our expertise lies in Nursing, Residential, Dementia Nursing, Dementia Residential and End of Life Care.

Amberley Hall Care Home - 55 Baldock Drive, Kings Lynn, Norfolk, PE30 3DQ 01553 670600 or amberley.reception@athenacarehomes.co.uk
Goodwins Hall Care Home - Goodwins Road, Kings Lynn, Norfolk, PE30 5PD 01553 777994 or goodwins.reception@athenacarehomes.co.uk
Aria Court Care Home - Coronation Close, March, Cambridgeshire, PE15 9PP 01354 661551 or ariacourt.reception@athenacarehomes.co.uk

If you would like to find out more please visit our website: www.athenacarehomes.co.uk

ORCHARD HOUSE NURSING HOME

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

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

General Manager: Liz Slight
Tel: 01945 466784 Fax: 01945 588856 Email: orchardhouse@ranccare.co.uk
107 Money Bank, Wisbech, Cambridgeshire PE13 2JF
www.ranccare.co.uk

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

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

Tel: 01487 840900 • Fax: 01487 840825 • Email: angiecaswell.brookfield@hotmail.co.uk
CONIFER LODGE
134 North Brink, Wisbech PE13 1LL
Tel: 01945 474912
LDA MH
OP D PD MH

ELMS CARE HOME, THE
2 Arnolds Lane, Whittlesey, Peterborough PE7 1QD
Tel: 01733 202421
OP D PD

GABLES CARE HOME, THE
101 Coates Road, Eastrea, Whittlesey, Peterborough PE7 2BD
Tel: 01733 808966
D MH

GLENNFIELD CARE CENTRE
Money Bank, Wisbech PE13 2JF
Tel: 01945 581141 Advert page 54
OP D

ORCHARD HOUSE
107 Money Bank, Wisbech PE13 2JF
Tel: 01945 466784 Advert page 64
OP D PD MH

ROSE LODGE
Walton Road, Wisbech PE13 3EP
Tel: 01945 223132 Advert page 56
OP D PD YA

SWAN HOUSE CARE HOME
Swan Drive, New Road, Chatteris PE16 6EX
Tel: 01354 696644 Advert page 68
OP D PD SI

A countywide list of home care providers starts on page 45.

Huntingdonshire care homes

AISLING LODGE
27 Church Street, St Neots PE19 2BU
Tel: 01480 476789
OP D

BETHANY FRANCIS HOUSE
106 Cambridge Street, St Neots PE19 1PL
Tel: 01480 476868
OP D

BROOKFIELD RESIDENTIAL HOME
1 High Street, Somersham PE28 3JA
Tel: 01487 840900 Advert page 64
OP

CAMBRIDGESHIRE COUNTY COUNCIL –
ST LUKES CLOSE, 6
Huntingdon PE29 1JT
Tel: 01480 456941
LDA YA

CONQUEST HOUSE
Straight Drove, Farcet, Peterborough PE7 3DJ
Tel: 01733 244623
LDA MH YA

FERRARS HALL CARE HOME
Ferrars Road, Huntingdon PE29 3DQ
Tel: 01480 434810 Advert page 62
OP D

FLORENCE HOUSE RESIDENTIAL HOME
Westfield Road, Ramsey,
Huntingdon PE26 1JR
Tel: 01487 812295
OP

HARDWICK DENE
Hardwick Lane, Buckden, St Neots PE19 5UN
Tel: 01480 811322
OP D

HF TRUST – CORUNNA CLOSE
1 Corunna Close, Eaton Ford,
St Neots PE19 7NE
Tel: 07810 156702
OP LDA YA

HILL HOUSE
High Street, Ellington, Huntingdon PE28 0AG
Tel: 01480 890324
OP D

HILL VIEW
46 St Judiths Lane, Sawtry PE28 5XE
Tel: 01487 831709
OP D

HILLINGS, THE
Grenville Way, Eaton Socon, St Neots PE19 8HZ
Tel: 01480 214020
OP D
Huntingdonshire care homes continued

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

MANOR, THE – CARE HOME PHYSICAL DISABILITIES
Church Road, Brampton, Huntingdon PE28 4PF
Tel: 01480 412412

OAKLEY CARE HOMES LTD
22 North Road, Alconbury Weston, Huntingdon PE28 4JR
Tel: 01480 890248

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

OAKTREES
Warboys Road, Oldhurst, Huntingdon PE28 3AA
Tel: 01487 822878

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

PAXTON HALL CARE HOME
Rampley Lane, Little Paxton, St Neots PE19 6NY
Tel: 01480 213036

RHEOLA CARE CENTRE
Broad Leas, St Ives PE27 5PU
Tel: 01480 375163 Advert page 54

ROSE COTTAGE RESIDENTIAL HOME
School Road, Broughton, Huntingdon PE28 3AT
Tel: 01487 822550 Advert page 32

ROYAL MENCAP SOCIETY – 32 KINGS LANE
Popewalk House, St Neots PE19 1LB
Tel: 0808 808 1111

ST GEORGE’S GLATTON HALL
Glatton Ways, Glatton, Huntingdon PE28 5RS
Tel: 01487 830085

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

ST. ELIZABETH S
CARE HOME WITH NURSING
Caring for people with epilepsy, autism and other complex needs since 1903.

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

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

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

Tel: 01279 843451
E: enquiries@stelizabeths.org.uk
www.stelizabeths.org.uk

NEED HELP IN YOUR SEARCH FOR CARE?

www.carechoices.co.uk

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

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

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

66  Care Choices helpline 0800 389 2077 – assistance with finding care and support
Huntingdonshire care homes with nursing

CROMWELL HOUSE CARE HOME
82 High Street, Huntingdon PE29 3DP
Tel: 01480 411411

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

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

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

HUNTERS DOWN CARE CENTRE
Hartford Road, Huntingdon PE29 1XL
Tel: 01480 456899 Advert page 54

MANOR HOUSE CARE HOME
80 Huntingdon Road, Upwood, Nr Huntingdon PE26 2QQ
Tel: 01487 898129 Advert page 68

PRIMROSE HILL CARE HOME
Thames Road, Huntingdon PE29 1QW
Tel: 01480 450099

RED HOUSE RESIDENTIAL AND NURSING HOME, THE
Bury Road, Ramsey PE26 1NA
Tel: 01487 898221 Advert page 68

RINGSHILL CARE HOME
Sallowbush Road, Huntingdon PE29 7AE
Tel: 01480 411762

South Cambridgeshire care homes

AURORA ORCHARD MANOR TRANSITION SERVICE
Manor Road, Meldreth, Royston SG8 6LG
Tel: 01763 268020 LDA YA

BOX TREE COTTAGE RESIDENTIAL HOME
16 Way Lane, Waterbeach, Cambridge CB25 9NQ
Tel: 01223 863273 OP D MH YA

BRAMLEY AVENUE
73 Bramley Avenue, Melbourn, Royston SG8 6HG
Tel: 01763 261682 PD SI YA

CHAMAREL
8 High Street, Longstanton, Cambridge CB24 3BP
Tel: 01954 789856 LDA

CHURCHFIELD AVENUE
21-23 Churchfield Avenue, Sawston CB22 3LA
Tel: 01223 835733 LDA

FITZWILLIAM HOUSE
Rooks Street, Cottenham, Cambridge CB24 8QZ
Tel: 01954 273310 Advert page 54 OP D

HATLEY COURT
37 Burgess Road, Waterbeach, Cambridge CB25 9ND
Tel: 01223 863414 Advert page 68 OP PD SI

HOME MEADOW
Comberton Road, Toft CB23 2RY
Tel: 01223 263282 OP D

KAY HITCH WAY
4 Kay Hitch Way, Histon, Cambridge CB24 9YR
Tel: 01223 235406 OP PD LDA MH SI YA

LA MARSH
9 Crowlands, Cottenham, Cambridge CB24 8TE
Tel: 01954 250734 PD LDA

MAYCROFT CARE HOME
73 High Street, Meldreth, Royston SG8 6LB
Tel: 01763 260217 OP D PD SI

MILL LANE
17a Mill Lane, Histon CB24 9HW
Tel: 01223 232288 PD LDA SI YA

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

For more information about care and support visit www.cambridgeshire.gov.uk/careandsupport
Taking care to know you, so everyone feels at home. Come and meet the team that care.

Be sure to discover how our unique technology is setting a new standard in consistently delivering special experiences for the residents of our care homes here in Cambridgeshire.

Find out more about our Home to Home Promise – our commitment to new residents to help them quickly feel at home.

To find out more please feel free to pop in any time or call us on the number below or visit www.fsnc.co.uk

Kingfisher House Newmarket 01638 669 919
Midfield Lodge Oakington 01223 232 267
Swan House Chatteris 01354 696 644

Nursing care | Residential care | Respite care | Dementia care

A choice of elderly care options in Cambridgeshire

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 Cambridgeshire 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 free on: 0808 273 6958

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

Look for Cottenham Court, Manor House, The Cambridge and The Red House in the listings section.
South Cambridgeshire care homes continued

ORCHARD HOUSE RESIDENTIAL CARE HOME
191 High Street, Sawston CB22 3HJ
Tel: 01223 712050
OP D

POPLARS, THE
58 Station Road, Histon,
Cambridge CB24 9LQ
Tel: 01223 883130
PD LDA

TEVERSHAM ROAD
11-13 Teversham Road, Fulbourn CB21 5EB
Tel: 01223 504072
OP LDA YA

THOMAS ROAD
7 Thomas Road, Fulbourn CB21 5EA
Tel: 01223 514418
OP LDA YA

WATERBEACH
Fresh Fields, Primrose Lane, Waterbeach,
Cambridge CB25 9JZ
Tel: 01223 441452
OP PD LDA SI YA

WHEATSHEAF HOUSE
5 High Street, Cottenham CB24 8SA
Tel: 01707 652053
D LDA MH

South Cambridgeshire care homes with nursing

BRAMLEY COURT
Chivers Way, Histon CB24 9AH
Tel: 01223 236105
OP D

COTTENHAM COURT CARE HOME
High Street, Cottenham, Cambridge CB24 8SS
Tel: 01954 768590 Advert page 68
OP PD

EDEN VIEW
High Street, Bottisham CB25 9BB
Tel: 01223 813620
PD

ETHELDRED HOUSE CARE CENTRE
Clay Street, Histon CB24 9EY
Tel: 01223 236079 Advert page 54
OP D

GRACEFIELD NURSING HOME AND RESIDENTIAL CARE HOME
St Neots Road, Dry Drayton, Cambridge CB23 8AY
Tel: 01954 210833
OP D PD LDA MH SI

YEW TREE COTTAGE
15-17 Padlock Road, West Wrating,
Cambridge CB21 5LS
Tel: 01223 290600
OP LDA YA

YEWDALE FARM
West Fen, Willingham, Cambridge CB24 5LP
Tel: 01707 652053
LDA

HOME CLOSE
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For more information about care and support visit www.cambridgeshire.gov.uk/careandsupport

Service
OP Older people (65+)
D Dementia
PD Physical disability
LDA Learning disability, autism
User Bands
MH Mental health
SI Sensory impairment
YA Younger adults
AD People who misuse alcohol or drugs
We understand how confusing and emotionally taxing arranging care services for a loved one can be. A Care Directory can only take you so far on this journey so we have published a further information guide, Care Select.

TO CLAIM YOUR FREE COPY OF CARE SELECT (USUALLY £9.95), JUST CALL OUR HELPLINE 0800 389 2077*

WWW.CARESELECT.CO.UK

*While stocks last
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Our range of person centred care services include:

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- Short breaks and Respite care
- Holiday care
- Home from hospital

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