Lincolnshire
Care Services Directory 2017/18

In partnership with
www.lincolnshire.gov.uk/adultcare

Comprehensive information and advice on choosing and paying for your care and support

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

www.lincolnshire.gov.uk/adultcare
Halcyon Care has been established since 1989. It is a family owned company providing residential, nursing and dementia care. We pride ourselves in delivering care which focuses on the resident as an individual and recognises their unique characteristics, lifestyle preferences and care needs.

We aim to provide a friendly home environment with up to date facilities where visitors are welcome at any time.

- Respite and day care
- GP visits to our homes
- Home cooked meals and a wide range of social activities
- Special care for mental health-related problems
- En-suite rooms
- Visiting Chiropodist and Hairdresser

WAINFLEET CARE CENTRE
Rumbold Lane, Skegness, Lincolnshire PE24 4DS
43 personal care beds including people with dementia
Tel: 01754 881849 SKEGNESS
E: wainfleet@halcyoncare.co.uk

HOMER LODGE CARE CENTRE
23 – 26 Monson Street, Lincoln LN5 7RZ
47 nursing and personal care beds
Tel: 01522 530108 LINCOLN
E: homerlodge@halcyoncare.co.uk

NIGHTINGALE HOUSE CARE CENTRE
Main Road, Bucknall, Woodhall Spa LN10 5DT
45 personal care beds, including people with dementia and physical disability
Tel: 01526 388261 BUCKNALL
E: nightingalehouse@halcyoncare.co.uk

THE FOUNTAINS CARE CENTRE
Church Lane, Tetney, Near Grimsby DN36 5JX
45 nursing and personal care beds, including people with dementia & physical disability
Tel: 01472 210456 TETNEY
E: thefountains@halcyoncare.co.uk

OAKLANDS CARE CENTRE
North Street, Whaley Thorns, Nether Langwith, Mansfield NG20 9BN
40 nursing and personal care beds, including people with dementia & physical disability
Tel: 01623 744412 MANSFIELD
E: oaklands@halcyoncare.co.uk

MARTIN HALL CARE CENTRE
The Old Hall, High Street, Martin by Timberland, Lincolnshire LN4 3QY
40 nursing and personal care beds, including people with dementia & physical disability
Tel: 01526 378251 MARTIN
E: martinhall@halcyoncare.co.uk

MANOR CARE CENTRE
Fen Road, East Kirkby, Near Spilsby PE23 4DB
41 personal beds including people with mental health problems
Tel: 01790 763381 EAST KIRKBY
E: manor@halcyoncare.co.uk

CLARENCE HOUSE CARE CENTRE
Albert Street, Brigg, Lincolnshire DN20 8HS
33 personal care beds including people with dementia
Tel: 01652 650950 BRIGG
E: clarencehouse@halcyoncare.co.uk

EASTWOOD HOUSE CARE CENTRE
Doncaster Road, Rotherham S65 2BL
37 personal care beds including people with dementia
Tel: 01709 363093 ROTHERHAM
E: eastwood@halcyoncare.co.uk

www.halcyon-care.co.uk
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**Alternative formats**

This Directory is available electronically at [www.carechoices.co.uk](http://www.carechoices.co.uk).

There is also a Browsealoud option for those requiring the information in the spoken word.

To obtain extra copies of this Directory call the Customer Service Centre on [01522 782155](tel:01522%20782155).

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Areas covered by this Directory

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Visit www.carechoices.co.uk for further assistance with your search for care
Welcome from Lincolnshire County Council

Exploring your care options, or the help available to keep your independence, can be daunting – even stressful.

This 2017/18 Care Services Directory includes clear and easy to understand information for you to consider when thinking about care choices for yourself, your family, or someone you care for.

Everyone deserves high-quality, safe care and to be treated respectfully, with dignity. Your care should be personal to you and your circumstances.

If you’re caring for a family member, you should be supported too, to help you in your caring role.

You should be empowered to make decisions about your own care and support.

Personalising services so they meet your individual needs is important to us. We’re making the direct payments process easier. We hope the new options available will make direct payments more appealing, and leave you with more control over the services you choose to meet your needs.

You’ll read about a social care in crisis in national news. We are managing well in Lincolnshire, despite a tough economic climate, growing demographic of people needing care, and the challenges that come with delivering services in a rural environment. Additional funding from government this year will be passed on to our care providers so they can continue to give good care to people at home. We’ll also be helping more people who are ready to leave hospital and need some extra support to regain their independence, through our reablement service.

There’s more choice in the county for day services, with a mixture of council, third sector and private opportunities on offer. We’ve been working on our own county council run day services with the people who use them, to make sure we’re offering more of what you want, in modern environments and the community.

In this publication, you’ll find information on staying independent at home, support for carers, activities in the community, your options for housing and care homes and financing your care. You’ll also find information on what to do if you suspect someone is being abused or neglected.

I hope you find this directory useful in helping you to make informed decisions on the choices available to you in Lincolnshire. Whether you can pay for your own care or not, Lincolnshire County Council can offer advice and information. Look for information in this directory, give us a call on 01522 782155 or visit www.lincolnshire.gov.uk

Visit www.lincolnshire.gov.uk/adultcare for help and information
Introduction

How to use the Care Services Directory

The Care Services Directory has been compiled by Lincolnshire County Council’s Adult Care service. When the words ‘we’ and ‘us’ are used in the directory, it means Adult Care.

The directory aims to give an overview of all aspects of adult care to anyone who is looking for support, advice or information about adult social care.

Thinking about the care or support that you or someone else in your life may need can be daunting. This directory provides the information and guidance you will need about adult social care, and gives you details of other organisations that can help. Further information is available online at www.lincolnshire.gov.uk/adultcare or you can call us on 01522 782155.

You can view an electronic version of this directory at www.carechoices.co.uk/region/east-midlands/lincolnshire

Adult Care’s online information service

Lincolnshire County Council’s online information and advice service, which you can view at www.lincolnshire.gov.uk/adultcare, enables you, your family, carers and friends to look at the options available to you.

If you are a carer looking for support, or you have received a personal budget and want some help with the next steps, there are providers that can help you consider a range of options.

You can find out about the financial costs involved in paying for your care needs and how much we will fund towards this.

We hope our online information service will be a valuable tool for you in making the best choices for your care needs.

You can also call our Customer Service Centre on 01522 782155 for assistance.

Finding care options in your area

This directory offers a telephone and website service allowing you to search by postcode or region for care homes, care homes with nursing and home care providers that meet your requirements across the county. Your search can be sent to you by post or email, or discussed with you over the telephone.

If you are searching online, the results can be saved and emailed to others. You can also view an electronic version of this directory on the site and have it read to you by using the ‘Browsealoud’ function.

Whatever your care needs, this directory and the Care Choices telephone and website service will be able to point you in the best direction, however you would like care information presented. Please call 0800 389 2077 or visit www.carechoices.co.uk

CARE PROVIDERS

Would you like your business to be seen by thousands of relevant care seekers at their time of need?

Call Care Choices on 01223 206960 to promote your business here.
Finding a suitable care home for a loved one living with dementia or requiring nursing care can be one of the hardest decisions that you or your relative has to make.

As a leading ‘not-for-profit’ provider of care for older people, The Orders of St John Care Trust help families make the right choice for quality, individualised residential, dementia or nursing* care.

- Professional care to help maintain independence and support a fulfilling lifestyle
- Personalised dementia support in a homely environment
- Freshly home cooked nutritious meals helping you to keep healthy
- Dedicated Activity Coordinator organising events and activities to help you keep as active as you wish

Our St John Admiral Nurse is supported by Dementia UK and provides specialist help and advice for residents and their families.

To find out more or to arrange an appointment to visit any of our care homes in Lincolnshire, please call: 0800 988 8133
visit www.osjct.co.uk or email enquiries@osjct.co.uk

High quality personal care for you or your family

We have 15 homes across Lincolnshire:

- **Lincoln City**
  Boultham Park House, Ermine House, Fosse House and Hartsholme House.

- **Boston**
  Skirbeck Court [Boston].

- **East & West Lindsey**
  Eresby Hall [Spilsby], Foxby Court [Gainsborough] and The Poplars [Market Rasen].

- **North & South Kesteven**
  Beckside* [North Hykeham], Apple Trees [Grantham], Digby Court [Bourne], Gregory House [Grantham] and Whitefriars [Stamford].

- **South Holland**
  Patchett Lodge [Holbeach] and Southfield House [Spalding].

* Care homes with nursing
Ensuring good quality services

Care and support for adults in Lincolnshire is delivered by public, private and voluntary sector organisations and we work with agencies to make sure they are of good quality.

Lincolnshire County Council – Adult Care

Adult Care delivers and commissions care and support, and works in partnership with others to deliver services. We offer an assessment of your needs and, if you meet the eligibility criteria, can offer a range of care and support services to help you stay safe and well. See page 11 for more information.

We are committed to assuring the quality of our services. By quality we mean that a service should be safe and effective, and you should have a positive experience of that service. We expect our services to provide a positive experience of care to meet your personal aspirations. The service should be able to show it offers elements of all of the following areas:

You should feel able to say, “the service treats me well because”:

- “I am treated with compassion, dignity and respect”
- “I am involved in decisions about my care”
- “I am offered a person-centred service that lets me keep control over my life”
- “I am supported to feel part of a community”

We expect our services to be safe. You should feel able to say, “the service helps keep me safe because”:

- “I am protected from avoidable harm, but my choices are respected and I have the freedom to take risks”
- “I am supported to manage informed risks”
- “my human rights are respected”
- “the service meets regulatory standards”

We expect our services to be effective. You should feel able to say, “the service makes me feel better and allows me to be more independent because”:

- “I am supported to achieve personal outcomes”

- “I am supported to remain or become as independent as possible”
- “the service offers good value for money”

For more detailed information on how we assure the quality of care and support, visit www.lincolnshire.gov.uk/adultcare

The Care Quality Commission

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) monitors, inspects and regulates health and adult social care services to check that standards are being met. The service must be safe, effective, caring, responsive to people’s needs, and well-led.

If the CQC finds that a service isn’t meeting regulatory requirements, it takes action to make sure the service improves. When considering a care service, it is always a good idea to check its inspection report, which is kept on the Care Quality Commission’s website. You can also ask the care provider for a copy of its latest inspection report.

If you wish to make an enquiry or register a concern or complaint, you can phone the CQC on 03000 616161 or email enquiries@cqc.org.uk

The Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA
Web: www.cqc.org.uk

Visit www.carechoices.co.uk for further assistance with your search for care
Lincolnshire has one of the fastest growing populations of older people in the country. Approximately 22% of Lincolnshire’s population is aged over 65 and this figure is rising. The demographic and social trends within Lincolnshire, both now and in the future, will influence the nature of, and demand for, appropriate care services. In addition to the ageing population, the number of people with physical and mental frailties will increase. The expectations and aspirations of people in need of care are, and will continue to be, greater than ever before.

LinCA represents the interests of care and support providers within the independent and voluntary sectors. Its intention is to support providers to ensure that there is a sustainable choice of quality care services within Lincolnshire. LinCA aims to do this by providing accessible information, advice, support and development opportunities to care providers to enable them to respond to changing needs through the provision of quality services. It also works in partnership with other agencies and organisations as part of the whole systems improvement in Lincolnshire.

The Association is managed by a voluntary Board of Directors appointed by its members, drawn from large and small organisations as well as individual professionals. Each Director represents a specific area of care and support across the county. Together they represent the Association’s members at meetings with colleagues from the health, adult care, and housing sectors to consider issues such as commissioning, which includes service design,

Lincolnshire Police
Lincolnshire Police investigates criminal offences in relation to care and support services. Its Public Protection Officers work closely with Adult Care’s safeguarding team to protect adults at risk of abuse. Web: www.lincs.police.uk

Lincolnshire County Council – Trading Standards
Trading Standards ensures a fair, safe and equitable trading environment for residents and businesses in Lincolnshire. Appropriate action, in line with its enforcement policy, is considered for any breaches of criminal legislation or trading malpractice. Tel: 01522 782341 Web: www.lincolnshire.gov.uk/tradingstandards

South Lincolnshire CCG
Tel: 01522 573939  Web: www.southlincolnshireccg.nhs.uk

Lincolnshire East CCG
Tel: 01522 515308  Web: www.lincolnshireeastccg.nhs.uk

South West Lincolnshire CCG
Tel: 01476 406578  Web: www.southwestlincolnshireccg.nhs.uk

Lincolnshire West CCG
Tel: 01522 513355  Web: www.lincolnshirewestccg.nhs.uk

Clinical commissioning groups
The clinical commissioning groups (CCGs) work together to improve the quality and delivery of services for patients and to reduce health inequalities for people in the area.

Visit www.lincolnshire.gov.uk/adultcare for help and information
development and evaluation. In addition, LinCA is involved in workforce planning and development, emergency planning, safeguarding, contracting and fee level negotiations, compliance standards and quality assessments.

LinCA is a member of the National Care Association Alliance, works with Skills for Care and a number of NHS bodies, and represents members with local authority and NHS commissioners and providers in the county. LinCA represents the independent sector on the Lincolnshire Health and Care Programme (LHAC), which is shaping the future of health and care services in the county.

LinCA has been part of regional and national lobbying of local MPs and Government ministers about social care funding and this has resulted in the Social Care Precept and additional Better Care Fund (BCF) investment. The Association has established the Care Home Trusted Assessor project at acute hospitals across Lincolnshire which supports more effective and efficient discharge arrangements for patients returning to, or moving into care homes. LinCA has supported the care sector with developing business strategy and business plans to enable care providers to meet contract management requirements.

LinCA is a member of the Lincolnshire Safeguarding Adults Board (LSAB) and works with Lincolnshire County Council and the NHS to improve co-ordination of quality monitoring systems and arrangements and access to specialist support.

For further information regarding LinCA, its members and the benefits of membership, visit www.lincolnshirecareassociation.org.uk or contact the Administrator, Sue Lovelock on 01522 581073 or email linca-workforce@btconnect.com

Web: www.lincolnshirecareassociation.org.uk

LinCA Workforce Development
Delivering high-quality training and development to the sector.

LinCA Workforce Development is the face for development needs for all care providers in Lincolnshire. Its initiative is to support care providers in Lincolnshire with quality and value-for-money workforce development.

With the help of care providers, and working in partnership with Lincolnshire County Council, NHS, Further Education and Higher Education colleges, LinCA Workforce Development determines the workforce development and training needs of the sector in Lincolnshire.

It delivers training and workshops on a number of important subjects. These include: The Care Certificate, Finding and Keeping the Best Workforce, Nutrition and Hydration, Developing Managers and Seniors, Mental Capacity Act Training, Moving and Handling Training, Basic Life Support, Safeguarding, Frailty and Autism Awareness.

For further information regarding LinCA Workforce Development and its initiatives, contact:

**Toni Barwell**
Tel: 07917 445915
Email: toni.linca@btconnect.com

**Mark Turton**
Tel: 07484 011372
Email: mark.linca@btconnect.com

**Sue Lovelock**
Tel: 01522 581073
Email: linca-workforce@btconnect.com
Accessing care and support

There’s a number of services available to help you if you need some extra support to manage day-to-day. They can prevent you from going in to hospital, or offer extra care and support after you have been discharged. Your needs and wishes are paramount throughout the process.

Assessment and eligibility for care services

Assessment
Assessment is the process of gathering and sharing information to build an understanding of your situation. The assessment is really important to understand your own strengths, what you can do for yourself, what help and support there is around you, as well as where you have difficulties. The assessment also helps us to understand what outcomes you want to achieve. The process should be beneficial to you and it is important that you are as fully involved as possible.

The assessment may happen face-to-face where you live, in a hospital or place you are staying. Some assessments take place over the phone. Alternatively, you may wish to undertake your own assessment with the support of other people. In these cases, we will still ensure the assessment is accurate and appropriate and may still need to involve other relevant people to understand your situation.

The assessment will show all the needs we have identified and enable us to determine which of your needs are eligible for care and support. We will always ensure you have a copy of your completed assessment, which will include a statement of your eligible needs.

How quickly will this happen?
If your situation is very urgent, you are in a crisis or you are at serious risk of harm, we will aim to see you within 24 hours. If your carer is finding it very difficult to cope, we will try to see you within seven days. In any other case, we will see you within a timescale that is appropriate to your circumstances.

What about confidentiality?
We respect your privacy at all times. Any information you give us will be treated as confidential and will only be shared with anybody else involved in your care with your permission. In exceptional circumstances, and where the law says we must show it to someone else, we may need to share your information without getting your permission first.

Will I be able to get help?
After the assessment, we will identify and agree your needs with you and discuss the help and support available to meet them, according to the seriousness of your situation. We will also look at your financial situation and determine whether we can make a contribution to the cost of your care. See page 58 for further information about paying for care.

If you are eligible for help from us, we will aim to arrange this within seven days of the assessment being carried out. If you are not eligible for help, we will give you information and advice about services that are available to help you to continue to live independently and to maintain your quality of life.

Eligibility
The Care Act (2014) introduced a ‘national eligibility threshold’. This means that every authority uses clear and consistent national criteria to assess people for care and support. The steps to deciding eligibility are:

Step 1 – We need to ensure that your needs result from you having a physical or mental impairment or illness. If your needs don’t stem from illness or impairment, you will not be eligible for support.

Step 2 – Where your needs do stem from illness or impairment, we consider whether they prevent you from achieving any of the ten ‘eligibility outcomes’ (listed on page 12).

To meet the eligibility threshold, you need to be unable to achieve two or more of these outcomes. ‘Unable to achieve’ can mean that you are totally unable to achieve it, that you are unable to achieve it without assistance, or that you are able to achieve it but with significant difficulty, pain or distress.

Visit www.lincolnshire.gov.uk/adultcare for help and information
The outcomes are:

- managing and maintaining nutrition
- maintaining personal hygiene
- managing toilet needs
- being appropriately clothed
- being able to make use of the home safely
- maintaining a habitable home environment
- developing and maintaining family or other personal relationships
- accessing and engaging in work, training, education or volunteering
- making use of necessary facilities or services in the local community, including public transport and recreational facilities
- carrying out any caring responsibilities the adult has for a child

**Step 3** – Where you are unable to achieve two or more of these outcomes, we must make a judgement about whether there is significant impact on your wellbeing as a result. Together, we will explore the impact your needs have on your wellbeing.

If you meet the eligibility threshold, we will state which of your needs are eligible for Adult Care support and which are not. If we believe any of your identified needs do not significantly impact on your wellbeing, we will record these as ineligible needs. If we believe any of your identified needs do impact significantly, we will record these as eligible needs.

Ask your assessor if you would like more details about the national eligibility threshold.

**What if I don’t agree with the eligibility determination?**
If you are not happy with the outcome of the assessment, you can ask us to look at your situation again with you. If you are still not happy, you can get in touch with us to make a comment, suggestion or complaint (see page 56).

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### Personal budgets

**What is a personal budget?**

Personal budgets, in social care, are sums of money allocated by a local authority to people who have eligible unmet care and support needs. The personal budget can be managed on behalf of the person requiring care by the authority, a third party, or given to the person as direct payments; money to spend themselves (see page 13). Knowing the personal budget amount gives people more choice and control when arranging care, and enables them to tailor this to their personal circumstances and the outcomes they want to achieve.

The Care Act 2014 requires local authorities to give all eligible people a personal budget.

**How do I get a personal budget?**

You can only have a personal budget if you have had a social care assessment which identifies that you have unmet eligible needs that require care and support. The assessment process will help to gather and share information to build an understanding of your situation. The assessment will be completed with you to help us understand your strengths, what you can do for yourself, what support you have around you as well as where you have difficulties, and the outcomes you want to achieve. A personal budget is made up of the amount it would cost to meet your unmet eligible care and support needs.

You will need to have a financial assessment to determine whether you will have to contribute to the cost of your care and how much this will be. For more information on paying for your care, see page 58.

**Will I manage my personal budget?**

Once it has been established that you need a personal budget, you will receive a letter advising you of the amount of personal budget you have. Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
Personal budgets continued

and, if appropriate, what your contribution will be. We will help you put together a plan to say how you are going to use your budget and what support you would like to help achieve your outcomes. We can then arrange your support for you, or you can have support from a third party to do this.

Direct payments

You can request to receive all or part of your personal budget as a direct payment. You can also request a direct payment if you already have your care and support arranged by us, so that you can plan and arrange your care yourself or, if you prefer, by someone other than the council.

A direct payment is money from the local authority to either the person needing care and support, or to someone else acting on their behalf, to pay for all or part of their support.

Direct payments can mean you have more choice and control, choosing the support you would like and when you want it. You can use the money to employ somebody yourself, for example a personal assistant, choose the service of an agency/organisation to provide the support or you may prefer Lincolnshire County Council to continue/begin to make some or all of these arrangements for you. Direct payments can be paid directly to you, you can nominate someone else if you are not happy dealing with the money yourself, or we can arrange for a service provider to manage it for you.

You spend the money in ways that best meet your needs and achieve your desired outcomes. You are in control as long as you spend the money in accordance with your assessed needs. From time to time, we will check with you to make sure everything is going well and that your personal budget is supporting you to live your life in the way that you wish.

Who can receive direct payments?

We can make direct payments to most people who are eligible and have a personal budget. This includes people who:
- have a physical disability or sensory impairment
- have a learning disability
- have mental health issues
- have a long-term illness
- need help because of the effects of growing older
- have parental responsibility for a child who is eligible for social care
- are a carer aged 16 or over who have been assessed as needing support in their own right

What can direct payments be used for?

Direct payments need to be used lawfully; however, they can be used flexibly and innovatively to meet your eligible unmet needs and achieve your outcomes.

You may choose to employ someone directly to support you (a personal assistant), or to buy services from a care agency of your choice or an organisation that provides a specialist service. You may even want to purchase equipment or make adaptations to help you live more independently.

If you choose to employ a carer or use a care agency that is not commissioned by Lincolnshire County Council, they are directly accountable to you. Therefore, direct payments may enable more control, choice and flexibility over how you plan your support to fit with your life and better meet your needs.

There’s a number of activities in your support plan for which you might use a direct payment:
- personal care such as washing, showering, dressing and help with toileting
- support with daily activities, including getting out and about to do shopping, meeting friends and family, or taking up an activity
- short-term breaks or respite care

Visit www.lincolnshire.gov.uk/adultcare for help and information
Direct payments continued

• support for your carer to help them continue in their caring role
• buying a bus or train pass
• other community-based activities instead of a day service

There are some things that direct payments cannot be spent on, for instance:

• services that should be provided by the NHS
• to fund personal daily living costs, debt repayment, investments, gambling or for any illegal purpose
• any personal contributions resulting from a financial assessment, such as your financial contribution towards your care and support
• employing a spouse, partner or other close relative, if that person lives in the same household as you (however this may be agreed in exceptional circumstances)
• short-term residential care for periods of more than 4 consecutive weeks in a 12-month period (periods of short-term care less than 4 weeks apart will be combined for this purpose and will add to the total period)
• respite care for periods of more than 4 weeks in any 8-week period
• local authority services, unless there are exceptional circumstances or they are purchased from a neighbouring local authority who may offer services that we do not

Most direct payments are made to meet regular ongoing support needs, but they can also be made as a single payment, for example, to purchase equipment or a short break.

How do I get my direct payments?
We provide prepaid card accounts for direct payments; we will set up a prepaid account on your behalf, and you will be sent a debit card with a sort code and account number like you would have with a standard high street bank account.

You can still choose to open a separate bank account to receive your direct payment if a prepaid account is not suitable for you. You can also choose a Supported Managed Account (Penderels Trust Lincolnshire will help you to manage this account).

What do I do next?
If you are interested in direct payments, please contact our Customer Service Centre. They will discuss your options and, if you agree, will arrange for an assessor to contact you. You can contact the Customer Service Centre on 01522 782155 or email customer_services@lincolnshire.gov.uk

Care and support in prison

If someone is in a prison, or approved premises such as a bail hostel, and is having difficulty carrying out aspects of their daily living, they may be eligible for care and support.

Adult Care has a duty to assess the needs of any prisoners residing in Lincolnshire’s Prisons and approved premises if they appear to have care and support needs, in the same way that we assess the needs of people in the community. Where their assessment identifies eligible care and support needs, Adult Care may arrange for care and support and/or equipment to be provided to meet those needs.
Supporting you to remain independent

Transitional Care

Transitional Care is designed to prevent your needs from escalating, reduce the impact of your needs and delay your need for ongoing care and support.

It is designed to promote faster recovery from illness, prevent unnecessary acute hospital admission and premature admission to long-term residential care, support timely discharge from hospital and maximise independent living.

Transitional Care teams will work with you to look at alternative solutions and ways in which we can enable you to remain in your own home.

Lincolnshire health and care staff work to the Home First principles:

Home
We will support people to remain in their own homes wherever possible and, if they are not at home, we will strive to ensure they return home as swiftly as possible.

Outcomes
We will work with people to understand what is important to them and support them to achieve the outcomes they identify.

Empower
We will recognise that people are individuals, not patients or conditions. Our role is to support people to be stronger, more confident and in control of their own lives.

Innovative
We will not match people to services, but will build on the permission we have to develop and utilise new ways of supporting people to meet their goals.

Risk
We will be positive in our identification of risks and support people to make their own choices about how and where they wish to live.

Strengths
We will recognise that everyone we work with has strengths and assets. We will support people to identify these assets and work with them to utilise them in the best possible way.

Urgent Care

Urgent Care is provided for people who experience a health need which requires urgent clinical attention, but not hospital admission.

Urgent Care is available at Urgent Care Centres and, when appropriate, in your own home, allowing you to live safely in your home and providing peace of mind for your family.

You can access Urgent Care without an appointment at Urgent Care Centres; call 111 and someone will advise you of your nearest service.

If you have a short-term health crisis which can be safely managed at home, a referral for a home visit can be made by your GP or via the East Midlands Ambulance Service. The Urgent Care practitioner will assess your situation, stabilise your condition, and get you comfortable so you can recover in your own home. They will ensure you have the necessary support and treatment in place and make any referrals as necessary. This means that you don’t have to have an unnecessary trip to hospital.

Visit www.lincolnshire.gov.uk/adultcare for help and information
Home-based reablement service

The reablement service provides short-term, intensive support to you in your own home. It is about giving you the opportunity and confidence to relearn and regain some of the skills you may have lost because of poor health, disability, a period in hospital, or problems at home.

Reablement is very much a personalised approach. The kind of support given is tailored to your individual needs and focuses as much on your emotional and social needs as on your medical and physical needs. The home-based reablement service will support you to regain the ability to perform your usual activities such as cooking a meal, washing, and getting about so that you can do things for yourself again.

The following are examples of activities that the service might help and support you with:

- personal care
- preparing meals
- shopping
- teaching you, and practising, exercises
- ensuring a safe home environment
- finding practical solutions to support your independence
- working closely with other professionals such as Occupational Therapists
- promoting community activity and social integration
- supporting you in your own home
- keeping and improving your independence and safety in areas of daily life
- improving your quality of life
- reducing the need for ongoing care and support

How does the reablement service work?
Following a referral to the service, a member of the reablement team will visit you to discuss your needs. Together, you will agree what goals you are working to achieve. These goals will then be written down in a reablement care plan. Reablement support will take place in your own home.

The reablement service will arrange for your care to be delivered by the reablement support workers. They will review your progress towards your goals, oversee your care and agree the right time for discharge from the service. The team will keep in regular contact throughout your reablement journey.

What happens when your reablement ends?
At the end of the agreed reablement period, the reablement service will assess your ongoing needs. If you still need continued support, they will discuss this with you and, if appropriate, refer you for an assessment.

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

There are many different forms of support that can enable you to remain in your home for as long as possible, including equipment and people who can come in to support you in your own home.

**Lincolnshire Wellbeing Service**

The Wellbeing Service is available to anyone aged 18 or over who needs some assistance following certain events. These events include, but aren’t limited to, a recent stay in hospital, bereavement or a fall in the home.

The service aims to help you live independently at home with the aid of personalised support and assistive technology, so you can enjoy and achieve a safe and healthy lifestyle. Many parts of the service are available free of charge, but some may be chargeable.

The service includes:

**Personal support, involving:**
- an holistic assessment of your needs and support networks
- the development of an individual support plan, tailored precisely to meet your needs
- a period of targeted support to find solutions to the needs identified on your Wellbeing Service support plan
- a single point of contact to access relevant advice and support
- co-ordination of various organisations to ensure you have the help you need to live independently at home

**Access to simple aids for daily living**, which includes supply and installation of low-cost equipment, such as key safes, raised toilet seats, bath and shower seats and chair raisers.

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**Home Adaptations**

We’re an award-winning charity with over 11 years’ experience in delivering home adaptations, from grab rails and stair lifts to access ramps, wet rooms, property extensions and conversions.

We can advise on all funding options, including the Disabled Facilities Grant, charitable or private funding.

**Let us take care of the whole project for you, from the first plan to the last lick of paint.**

For further information, call the friendly team on **01522 516300** or email: **info@lincshia.org**

Visit our new online shop for daily living aids – approx. 1,000 products to make everyday tasks that bit easier **www.lincshia.org**

Visit [www.lincolnshire.gov.uk/adultcare](http://www.lincolnshire.gov.uk/adultcare) for help and information
>> **Minor adaptations**, including supply and fitting of grab rails, hand rails, banister rails and alterations to steps.

**Telecare services, including:**

- Installation of Telecare equipment which is linked to a 24-hour monitoring centre. This will help you to live independently at home but safe in the knowledge that help can be summoned quickly when needed. This help may be from a family member, friend, the Wellbeing Response service if you have subscribed to it or, if necessary, the emergency services.
- Monitoring of the Telecare equipment through a range of sensors which can be worn (for example, a pendant round your neck), or placed in your home. The system works through a base unit connecting you to the monitoring centre via your phone line and the sensors can alert the monitoring centre 24-hours a day.

More information about Telecare is detailed in the next section.

**Wellbeing Response – Stay Safe** – delivered alongside Telecare services and available 24-hours a day, seven days a week. If you activate your alarm, the service will contact either your nominated person or one of the trained Wellbeing Responders, who will come to you in your home.

**Resettlement Service** – delivered by the Wellbeing providers who will meet you at home following a stay in hospital or to help you avoid being admitted into hospital. Examples of what this service may offer include ensuring that:

- your home is safe
- the heating is working
- fall hazards are identified
- appropriate support and care is in place
- you have access to wider Wellbeing support if necessary

**How can I access the Wellbeing Service in my area?**
The Wellbeing Service can be contacted via a dedicated team at Lincolnshire County Council on **01522 782140**, Monday to Friday, 9.00am to 5.00pm, or you can visit www.lincolnshire.gov.uk/wellbeingservice

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**A guide to Telecare in Lincolnshire**

Telecare is widely used throughout Lincolnshire to support people to live safely at home. Telecare has been developed from what was originally called a lifeline system, and now uses a range of wireless sensors that are placed around your home or that can be worn as a pendant or on the wrist. You can press the pendant to immediately be connected to the 24-hour monitoring centre or the sensors will automatically call the monitoring centre if they detect a risk. A risk may be a fall, fire or if you haven’t taken essential medication. When the Telecare monitoring centre is alerted, trained advisers can talk to you. This service is available 24-hours a day, 365 days a year.

Telecare can help you remain independent and feel safer in your own home, knowing that help can be summoned quickly. This may be from a family member, friend or, if necessary, a member of the emergency services.

**What if I don’t have family or friends who can respond?**
Wellbeing Responders can visit you after an alarm has been raised to the monitoring centre. Sometimes people do not have family or friends nearby or able to respond when a visit is needed. The Wellbeing Response teams visit as a family responder would visit, to check everything is alright, provide reassurance and get any further help as required. The charge for this optional service is £1.50 per week.

You need to plan how the emergency services or Wellbeing Responders can gain access to your home in an emergency. The monitoring centre...
can securely record details of key holders, a key safe, or pin code to your property. This information would only be given to the emergency services or Wellbeing Responder if an alert were to be raised from your property.

Who can Telecare help?
Telecare can help people who:
- are at risk of falls
- are vulnerable due to reduced mobility or a disability
- have a carer who may need support
- have memory issues, including dementia
- have long-term health conditions which affect their mental or physical health
- have a learning disability and want to be more independent
- are starting to leave their home at inappropriate times of the day
- have recently been discharged from hospital

Daily wellbeing phone calls
Daily and weekly wellbeing phone calls are used to check you are okay and remind you of medication, meals or drinks to help you stay well. People who have used this service say that it increases confidence and wellbeing as they realise someone will check on them regularly and get help if they don’t respond. There will be a small charge for this call.

How can I get Telecare?
If you already receive services from Adult Care and feel that Telecare could help you or your carer to achieve more independence, please talk to your practitioner. They can talk to you about the options available and make a referral to the Telecare team.

If you, a family member or friend (with your permission) wish to discuss how Telecare can help you, you can ring our Customer Service Centre on 01522 782155 and talk through the options with them.

Telecare is also available for people who wish to rent or buy the service privately from our approved providers. We have worked closely with them so that the equipment and prices are the best they can provide.

The system will be installed and you will be shown how it works. It will be monitored and maintained for as long as you need it and it will be removed when you no longer need it so that it can be loaned to others. The system needs to be tested monthly so that you know everything is working as it should.

How do I know what equipment is available?
We are working with our providers to develop the range of equipment available and information about this will be available as it develops. The practitioners within Adult Care, clinicians in health, wellbeing service providers and our Customer Service team should all be able to provide details of what is available and suitable for your needs.

Are there any charges for Telecare?
There is a charge for Telecare services and this depends on which provider you use for your system.

We have providers that we have commissioned and there are others available throughout Lincolnshire. When you ring the Customer Service Centre they should be able to provide details of our providers and the costs depending on the type of equipment you require. We are working with our new provider to update the details of all equipment available and the costs.

Equipment must not be damaged, left behind in an unoccupied property or passed onto others, as it is property of Lincolnshire County Council. We will invoice for anything not returned in a useable condition so that we can continue to loan equipment to those who need it.

You can explore more about what Telecare can offer you and your family on www.lincolnshire.gov.uk/telecare
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
## Making life easier at home

### In the living room

**Plugin with handle**

**Easi-reach**

**Chair raisers**

---

### WHAT IS DIFFICULT?  SIMPLE SOLUTIONS  COMPLEX SOLUTIONS

<table>
<thead>
<tr>
<th><strong>GETTING IN/OUT OF CHAIRS</strong></th>
<th><strong>SIMPLE SOLUTIONS</strong></th>
<th><strong>COMPLEX SOLUTIONS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Block of foam in chair base</td>
<td>• Buy ready-made chair raisers</td>
<td>• Buy an electric riser chair</td>
</tr>
<tr>
<td>• Buy a chair at the right height</td>
<td>• Take regular, gentle exercise</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>OPENING/CLOSING WINDOWS</strong></th>
<th><strong>SIMPLE SOLUTIONS</strong></th>
<th><strong>COMPLEX SOLUTIONS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Move furniture out of the way</td>
<td>• Install/purchase a fan</td>
<td>• Install environmental controls or air-conditioning</td>
</tr>
<tr>
<td>• Install a tool to open/close windows</td>
<td></td>
<td>• Install new windows</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>CONTROLLING THE HEATING</strong></th>
<th><strong>SIMPLE SOLUTIONS</strong></th>
<th><strong>COMPLEX SOLUTIONS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Change the switches for ease of use</td>
<td>• Fit a timer switch</td>
<td>• Move the heating controls</td>
</tr>
<tr>
<td>• Purchase a standalone heater</td>
<td></td>
<td>• Install new or additional heating system</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>KEEPING WARM</strong></th>
<th><strong>SIMPLE SOLUTIONS</strong></th>
<th><strong>COMPLEX SOLUTIONS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Use a trolley to transport the fuel for your fire</td>
<td>• Replace the fire with a heater</td>
<td>• Insulate your house</td>
</tr>
<tr>
<td>• Apply for a winter fuel payment</td>
<td></td>
<td>• Swap to a cheaper heating system</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Change to a simpler heating system</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>TURNING LIGHTS ON/OFF</strong></th>
<th><strong>SIMPLE SOLUTIONS</strong></th>
<th><strong>COMPLEX SOLUTIONS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Install a light switch toggle</td>
<td>• Purchase a socket extension</td>
<td>• Move the light switches</td>
</tr>
<tr>
<td>• Purchase handi-plugs</td>
<td></td>
<td>• Replace the light switches</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Install environmental controls</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>HEARING THE TV</strong></th>
<th><strong>SIMPLE SOLUTIONS</strong></th>
<th><strong>COMPLEX SOLUTIONS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Use subtitles</td>
<td>• Purchase wireless headphones</td>
<td>• Request an assessment for a hearing aid</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Install a room loop</td>
</tr>
</tbody>
</table>
In the bedroom

**WHAT IS DIFFICULT?**

<table>
<thead>
<tr>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GETTING IN AND OUT OF BED</strong></td>
<td></td>
</tr>
<tr>
<td>• Learn new ways of moving safely</td>
<td>• Use a transfer board</td>
</tr>
<tr>
<td>• Purchase a leg lifter</td>
<td>• Buy an electric adjustable bed</td>
</tr>
<tr>
<td>• Raise the bed</td>
<td>• Install a hospital bed</td>
</tr>
<tr>
<td>• Fit grab rails</td>
<td>• Use a hoist</td>
</tr>
<tr>
<td><strong>SITTING UP IN BED, TURNING OR ROLLING OVER</strong></td>
<td></td>
</tr>
<tr>
<td>• Change to less heavy bedding</td>
<td>• Buy a bed cradle/bed ladder</td>
</tr>
<tr>
<td>• Learn new ways of moving safely</td>
<td>• Use a bed lever</td>
</tr>
<tr>
<td>• Purchase a pillow raiser</td>
<td>• Buy a specialised mattress</td>
</tr>
<tr>
<td>• Change the mattress</td>
<td>• Install a drop-down rail</td>
</tr>
<tr>
<td><strong>KEEPING WARM IN BED</strong></td>
<td>• Install an over-bed pole</td>
</tr>
<tr>
<td>• Buy a heavier duvet</td>
<td>• Buy an electric blanket</td>
</tr>
<tr>
<td>• Buy thermal clothing</td>
<td>(make sure it’s tested regularly)</td>
</tr>
<tr>
<td><strong>GETTING DRESSED</strong></td>
<td>• Consider home support</td>
</tr>
<tr>
<td>• Learn new ways of dressing</td>
<td></td>
</tr>
<tr>
<td>• Buy alternative/adaptive clothing</td>
<td></td>
</tr>
<tr>
<td>• Buy simple gadgets: long-handled shoe horn; dressing stick; button hook</td>
<td></td>
</tr>
<tr>
<td>• Contact (see below) for an assessment</td>
<td></td>
</tr>
<tr>
<td><strong>CUTTING YOUR NAILS</strong></td>
<td>• See a podiatrist</td>
</tr>
<tr>
<td>• Buy easy grip scissors</td>
<td></td>
</tr>
<tr>
<td><strong>TAKING YOUR TABLETS</strong></td>
<td>• Get an automatic pill dispenser</td>
</tr>
<tr>
<td>• Ask for an easy-open bottle</td>
<td>• Ask someone to prompt you</td>
</tr>
<tr>
<td>• Keep a note of when you take a tablet</td>
<td></td>
</tr>
<tr>
<td>• Get a pill dispenser</td>
<td></td>
</tr>
<tr>
<td><strong>READING THE TIME</strong></td>
<td>• Buy a clock that ‘speaks’</td>
</tr>
<tr>
<td>• Buy a clock with large numbers</td>
<td></td>
</tr>
</tbody>
</table>

Customer Service Centre on 01522 782155.

Visit www.carechoices.co.uk for further assistance with your search for care.
**In the kitchen**

### WHAT IS DIFFICULT? | SIMPLE SOLUTIONS | COMPLEX SOLUTIONS
--- | --- | ---
**REACHING INTO CUPBOARDS** | Rearrange your cupboards/surfaces | Alter the spring in the doors
Buy an Easi-Reacher or Handi-Reacher | Lower or raise the cupboards
**USING TAPS AND SWITCHES** | Fit tap turners | Change switches
Purchase Handi-Plugs | Raise or reposition taps
Fit lever taps or new taps | Alter the kitchen
**PREPARING/COOKING FOOD** | Sit at a table | Use a food processor
Consider kitchen gadgets including: knife with a thick handle; chopping board with spikes; pan handle holder; teapot tipper; lid gripper | Purchase a perching/high stool
Buy a trolley
Raise/lower work surface | Make space under worktop for your knees when sitting
**MOVING AROUND KITCHEN** | Re-organise the furniture | Review mobility equipment
Adapt the kitchen
**EATING AND DRINKING** | Use large handled cutlery | Buy a trolley
Use a non-slip mat | Consider home support for meal times
Use a lightweight cup/mug | 
Use a cup with two handles | 
Contact (see below) for an assessment
**LAUNDRY/IRONING** | Install a wall-fixed ironing board | Raise/lower washing machine
---

Customer Service Centre on 01522 782155.

Visit www.lincolnshire.gov.uk/adultcare for help and information
Making life easier at home continued

In the bathroom

<table>
<thead>
<tr>
<th>WHAT IS DIFFICULT?</th>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>WASHING HANDS, FACE AND BODY</td>
<td>• Install tap turners</td>
<td>• Install lever taps or new taps</td>
</tr>
<tr>
<td></td>
<td>• Buy a long-handled sponge</td>
<td>• Purchase a stool</td>
</tr>
<tr>
<td></td>
<td>• Purchase a flannel strap</td>
<td>• Raise or lower basin</td>
</tr>
<tr>
<td></td>
<td>• Contact ☑ (see below) for an assessment</td>
<td>• Consider home support</td>
</tr>
<tr>
<td>HAVING A BATH</td>
<td>• Purchase a non-slip mat</td>
<td>• Install a bath lift</td>
</tr>
<tr>
<td></td>
<td>• Buy a long-handled sponge</td>
<td>• Use a hoist</td>
</tr>
<tr>
<td></td>
<td>• Use a half-step</td>
<td>• Replace the bath with a shower</td>
</tr>
<tr>
<td></td>
<td>• Install grab rails</td>
<td>• Convert to a wet room</td>
</tr>
<tr>
<td></td>
<td>• Use a bath board or bath seat</td>
<td>• Consider home support</td>
</tr>
<tr>
<td>DRYING YOURSELF</td>
<td>• Use a non-slip mat</td>
<td>• Change the floor covering</td>
</tr>
<tr>
<td></td>
<td>• Purchase a towelling gown</td>
<td>• Purchase a hot air body dryer</td>
</tr>
<tr>
<td>USING THE TOILET</td>
<td>• Install a raised toilet seat</td>
<td>• Review mobility equipment</td>
</tr>
<tr>
<td></td>
<td>• Use a combined toilet seat and support frame</td>
<td>• Consider home support</td>
</tr>
<tr>
<td></td>
<td>• Install a flush lever extension</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Contact ☑ (see below) for an assessment</td>
<td></td>
</tr>
<tr>
<td>CLEANING TEETH</td>
<td>• Purchase a toothbrush gripper</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Buy an electric toothbrush</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Use a stool</td>
<td></td>
</tr>
<tr>
<td>HAVING A SHOWER</td>
<td>• Have a strip wash</td>
<td>• Use a shower board</td>
</tr>
<tr>
<td></td>
<td>• Use non-slip mats</td>
<td>• Use a shower chair or stool</td>
</tr>
<tr>
<td></td>
<td>• Purchase a half-step</td>
<td>• Replace shower controls</td>
</tr>
<tr>
<td></td>
<td>• Contact ☑ (see below) for an assessment</td>
<td>• Consider home support</td>
</tr>
</tbody>
</table>

Customer Service Centre on 01522 782155.

Visit www.carechoices.co.uk for further assistance with your search for care
Lincolnshire’s ICES is a partnership between Lincolnshire County Council and its four clinical commissioning group (CCG) partners. NRS Healthcare is commissioned to provide the community equipment service on behalf of this partnership.

The service offers a range of loan equipment to support the health and care needs of both adults and children living in Lincolnshire. It supports early discharge into the community from hospital and aims to avoid admission to begin with. Equipment helps people to remain as independent as possible and can assist carers with the safer delivery of care such as moving and handling.

A variety of community equipment is available through the service. Provided on a short- or long-term basis, equipment provided ranges from simple equipment such as hand rails, walking aids, bathing and toileting equipment to more complex items such as profiling beds, hoists, other transfer aids, and pressure relieving equipment.

The service provided by NRS also includes:

- delivery and installation of equipment
- maintenance of equipment in line with manufacturer’s guidelines and legal requirements
- collection of equipment that is no longer required
- in-depth cleaning of returned equipment before the item is made available for re-issue
- repair and refurbishment of equipment where viable

Referrals to ICES are made via health or social care professionals including district nurses, Occupational Therapists, physiotherapists, specialist nurses, social workers, the council’s community care workers, and hospital nurses. They are responsible for assessing your needs and prescribing the equipment through ICES. They will determine the speed of delivery and length of loan of the equipment.

NRS technicians will unpack and remove any packaging and will set up or install other items such as handrails and profiling beds in the location specified by the health or social care professional. Information and training about how to use the equipment will be provided by the clinician that prescribed the equipment.

As this is a loan service, you will need to arrange the return of items that are no longer required. Please call NRS Healthcare on 0845 121 2031 to speak to someone who can help you with this.

Every effort is made to refurbish equipment to allow it to be recycled for re-issue to someone else. This reduces our costs and helps preserve our environment. Whilst every effort is made to collect items within five working days after the request is logged, priority is given to the delivery of equipment.

Lincolnshire Integrated Community Equipment Service, Orchard House, Orchard Street, Lincoln LN1 1BA
Tel: 01522 553959 or 01522 554175
Email: ICES.LCC@lincolnshire.gov.uk
Occupational Therapy

Occupational Therapists can help you lead a more productive, active and independent life using a variety of methods, including the use of adaptive equipment.

An Occupational Therapist will visit you at home and can suggest adaptations that will improve your mobility and independence, for example a ramp up to your front door to help if you use a wheelchair.

An Occupational Therapist can also give you advice about staying independent at home and help you find equipment.

Major alterations to your home, such as fitting a downstairs bathroom or widening doorways, could be paid for with a Disabled Facilities Grant (DFG), depending on your personal needs and circumstances.

An Occupational Therapist will talk you through any new equipment, as well as helping you apply for funding for major adaptations.

An assessment of your needs will determine whether an Occupational Therapist will be the best person to help and what charges, if any, you can expect.

Contact us to request an assessment of your needs and to see if you are eligible for services. Phone 01522 782155 or email customer_services@lincolnshire.gov.uk

Getting help in your home

You may need some more help to live independently in your home. Care and support providers can offer a range of different services, which may include:

• home care, to help with personal care such as washing and dressing
• ready-made meals, usually supplied frozen to reheat for yourself
• day services, which are available in some care homes and community centres
• respite care, which may be a short stay in residential care or care provided in your own home to give you or your carer a break
• housing adaptations or equipment to make it easier for you to continue living in your own home
• supported housing or extra care housing, provided by your district or borough council and the independent sector

Preparing meals

If you have difficulties preparing, cooking, or eating meals, there are various solutions which could help you, including equipment and food delivery.

If you are unable to prepare and cook one hot meal a day, having your meals delivered could help make life easier.

You may need this service due to:

• a permanent situation such as sight loss, a physical or learning disability
• a temporary situation such as illness or recovering after a stay in hospital
• to help you maintain your independence and quality of life

Further information about preparing meals and food delivery can be found at www.lincolnshire.gov.uk/adultcare

Home care

Home care is practical help with your personal care which can be provided in your own home. This is usually help with day-to-day personal tasks, which could include getting up, dressing, washing, going to bed or help with eating. Home care agencies may also be able to help you to contact other organisations that can assist you with other needs which have been identified in your support plan, which may include laundry, shopping, household chores, preparing meals or collecting your pension.
If you have eligible care and support needs, we may be able to arrange for help in your home. The amount and type of support you receive each week depends on your needs and what you decide following your assessment.

Home care services are chargeable, but, if you have eligible needs, you will be offered a financial assessment to ensure you are not asked to contribute more than you can afford. Some people pay nothing. However, if you have more than £23,250 in savings you will be asked to pay the full or maximum cost of your home care services. Further information on paying for care can be found on page 58.

A list of Lincolnshire’s care and support providers starts on page 31.

Help in your home with maintenance and gardening
There is help available for maintaining property for homeowners who would like to continue to live independently and safely in their own homes.

Lincolnshire Home Independence Agency
Lincolnshire Home Independence Agency (LHIA) is an award-winning charity which helps older people and people with disabilities to live independently and safely in their own homes. The service helps to make sure that your home is in good repair, warm and secure. You may be finding it difficult to maintain your home, you may need an adaptation, or LHIA may be able to help improve security and undertake repairs.

If you can’t afford the cost of repairs and improvements, LHIA will help you to look at other options. These may include an insurance claim, a loan, a lifetime mortgage (often known as equity release), approaching a charity for help or a grant from the council or other organisations.

LHIA offers a handy person scheme to tackle small jobs in the home for older people and those with a disability. They may be able to offer assistance with costs depending on individual circumstances.

It is important to have trustworthy and reputable people working on your home. LHIA runs a trusted tradesman scheme, where every member is vetted to ensure they operate in a legal, honest and fair way. They share their information with the police and Lincolnshire Trading Standards.

Lincolnshire Home Independence Agency
Suite 3, Saracen House, Crusader Road, City Office Park, Tritton Road, Lincoln LN6 7AS
Tel: 01522 516300
Email: info@lincshia.org
Web: www.lincshia.org

Gardening and handyman scheme (Lincoln area)
If you are aged 50 or over and need help with gardening and home maintenance, Age UK Lincoln’s Handy Help Service may be able to help you. The service can give you information about local tradesmen, provide a minor repair service, for example help with fitting door bells and safety devices, or replacing light bulbs and smoke alarm batteries. There is an hourly charge for this service.

Age UK Lincoln
36 Park Street, Lincoln LN1 1UQ
Tel: 01522 696000
Email: info@ageuklk.org.uk
Web: www.ageuk.org.uk/lincolnandkesteven

Visit www.lincolnshire.gov.uk/adultcare for help and information
Kings Court Nursing Home is a family run, purpose built Nursing and Residential Home which has built up a strong reputation across the county for providing a high standard of Nursing and Personal Care.

We specialise in delivering top quality care to our residents providing a comfortable, secure and happy home from home environment. We believe in treating everyone as individuals and ensure our care is person-centred promoting a thoroughly enjoyable day to day experience.

- Local shops nearby
- Close to public transport
- Minibus or other transport is available
- Lift and Wheelchair access
- Television point in own room
- In house chef catering for all diets
- Highly qualified and attentive staff
- Full activities and entertainment programmes

Kings Court Nursing Home
Church Street, Grantham NG31 6RR
Tel: 01476 576928
Fax: 01476 576927
Email: kingscourt@mhc-group.co.uk
www.kingscourtnursinghome.co.uk

An Understanding Approach To Care
### 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?**

---

*See page 8.

Visit [www.lincolnshire.gov.uk/adultcare](http://www.lincolnshire.gov.uk/adultcare) for help and information
Visit www.carechoices.co.uk for further assistance with your search for care
Care and support providers

ACTION HOMECARE
Long Sutton
Tel: 01406 365793

ADDERLEY COURT APARTMENTS
Spalding
Tel: 01406 709259

ADVANCE LINCOLNSHIRE
Boston
Tel: 0333 012 4307

AGE UK LINCOLN AND KESTEVEN ●
Lincoln
Tel: 01522 696000

ALLIED HEALTHCARE
Lincoln
Tel: 01522 753290

AMBER CARE
Market Rasen
Tel: 01673 308501

AN DARACH CARE
Swinderby
Tel: 01522 868279

ANGELS ON CALL, THE
Boston
Tel: 01205 839080

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

ATLAS CARE SERVICES LTD LINCOLNSHIRE ●
Spalding
Tel: 01775 660189

AUTISM CARE COMMUNITY SERVICES (LINCOLNSHIRE)
Lincoln
Tel: 01526 322444

AUTUMN PARK BUSINESS CENTRE
Grantham
Tel: 07957 113046

BEECH HOUSE
Lincoln
Tel: 01522 308824

BEECHES, THE
Louth
Tel: 01507 603862

BLOOMSBURY HOME CARE LTD BOURNE ●
Bourne
Tel: 01778 218806

BLOSSOMING HEARTS HOME CARE LTD
Grantham
Tel: 01476 210224

BLUEBIRD CARE (PETERBOROUGH & RUTLAND)
Stamford
Tel: 01780 480881

BLUEBIRD CARE LINCOLN ●
Lincoln
Tel: 01522 538656

BOULTHAM PARK
Lincoln
Tel: 01522 478482

BSPOKE SOCIAL CARE
Lincoln
Tel: 07919 597073

BUTTERFLIES CARE & SUPPORT LTD
Lincoln
Tel: 07538 742693

CARE 4 U SERVICES (LINCS) LTD
Lincoln
Tel: 01522 704504

Visit www.lincolnshire.gov.uk/adultcare for help and information
Your Local Care Provider
On Duty 24 Hours a Day, Every Day

Our Person Centred service ensures our clients are in charge of their care and how it is delivered.

Our staff are specially trained in End Of Life Care to provide a palliative service at home.

We work closely with Saint Barnabas, Marie Curie and Macmillan nurses to ensure a one-to-one continuity of care to our client and their loved ones at this most sensitive time.

Our service also covers:
• Temporary Cover to Nursing and Residential Homes
  • Community Domiciliary Care
    • Supported Living
  • Working with Physical and Learning Disabilities
    • Respite Cover
    • Live in Care
    • Dementia Care

The Care Quality Commission has inspected our service and has rated it: GOOD, SAFE, EFFECTIVE, CARING, RESPONSIVE AND WELL LED

We strive to maintain a high level of service through training and the dedication of our staff.

www.dpalincolnshire.co.uk
CAREWATCH (LINCOLN)
Lincoln
Tel: 01522 544580

CEDAR HOUSE
Spalding
Tel: 01775 711375

CHARISMA SERVICES
Grantham
Tel: 07791 238742

CLARRIOTS HOME CARE LTD
Manby
Tel: 0333 200 5820

COMMUNITY SUPPORT SERVICES
Mablethorpe
Tel: 01507 478482

COTTAGE RESIDENTIAL HOME, THE
Lincoln
Tel: 01526 320887

COUNTY CARE INDEPENDENT LIVING LTD
Skegness
Tel: 01754 611153

CRG HOMECARE – LINCOLNSHIRE
Boston
Tel: 01205 400127

CRG HOMECARE – SLEAFORD
Sleaford
Tel: 01205 400127

DIRECT PERSONNEL AGENCY LTD
Spalding
Tel: 01775 630411

EVERGREEN CARE TRUST STAMFORD
Stamford
Tel: 01780 765900

FLO’S FRIENDS
Boston
Tel: 07411 846692

FOCUSABILITY SUPPORT AND CARE SERVICES
Market Rasen
Tel: 01673 844423

FOR YOU HEALTHCARE LTD
Peterborough
Tel: 01778 219062

FORGET ME NOT HOME CARE LTD
Sleaford
Tel: 01529 240335

GILDER CARE LTD
Grantham
Tel: 01476 978077

GREY HOUSE, THE
Stamford
Tel: 01780 489227

GROSVENOR HOUSE CARE HOME
Gainsborough
Tel: 01427 616950

HEALTHY HOMECARE SERVICES LTD
Boston
Tel: 07951 548684

HELPING HAND
Grantham
Tel: 01476 512394

HELPING HANDS NURSES AGENCY
(HHNA LINCOLN)
Lincoln
Tel: 0800 002 9897

FOR YOU HEALTHCARE LTD
Peterborough
Tel: 01778 219062

FORGET ME NOT HOME CARE LTD
Sleaford
Tel: 01529 240335

GILDER CARE LTD
Grantham
Tel: 01476 978077

GREY HOUSE, THE
Stamford
Tel: 01780 489227

GROSVENOR HOUSE CARE HOME
Gainsborough
Tel: 01427 616950

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Boston
Tel: 07951 548684

HELPING HAND
Grantham
Tel: 01476 512394

HELPING HANDS NURSES AGENCY
(HHNA LINCOLN)
Lincoln
Tel: 0800 002 9897

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
Lincolnshire Care Association member - see page 9
Advertisers are highlighted
HERITAGE CARE LTD – EAST MIDLANDS DOMICILIARY CARE BRANCH
Grantham
Tel: 01476 513564 OP PD LDA MH SI YA

HERITAGE CARE LTD – LINCOLNSHIRE DOMICILIARY CARE BRANCH
Bourne
Tel: 01778 424241 OP PD LDA MH SI YA

HOME FROM HOME CARE SERVICES LTD
Spalding
Tel: 01406 363686 OP PD LDA MH SI YA

HOME INSTEAD SENIOR CARE – BOURNE
Bourne
Tel: 01778 243100 OP D PD LDA MH SI YA

HOME CARE HELPLINE
Seaford
Tel: 01529 497001 OP D PD

HOUSING AND SUPPORT SOLUTIONS – LINCOLN
Lincoln
Tel: 01522 683857 LDA

LAURELS, THE
Lincoln
Tel: 01522 532596 OP PD MH SI YA

LCMB THERAHEALTH HOMECARE
Bourne
Tel: 01778 243110 OP D PD YA

LIBERTAS ●
Louth
Tel: 01507 206666 OP MH YA

LILY MAE HOMECARE LTD
Peterborough
Tel: 01778 218157 OP D PD YA

LINCOLNSHIRE HOME CARE LTD
Spalding
Tel: 01775 722887 OP D PD LDA YA

LJM – HOMECARE LINCOLN
Lincoln
Tel: 01522 700400 OP D PD YA

MEADOWS HOMECARE SERVICES
Grantham
Tel: 01476 561184 OP D PD SI YA

MEARS CARE LINCOLN
Lincoln
Tel: 01522 705607 OP D PD MH SI YA

MULBERRY HOME CARE: HEAD OFFICE
Peterborough
Tel: 01778 343060 OP PD SI YA

NAMRON CARE PROVIDER LTD
Lincoln
Tel: 01522 528820 OP D LDA YA AD

NAVIGATION SUPPORT & CARE SERVICES LTD ●
Lincoln
Tel: 01522 539626 OP D PD LDA MH YA

PRESIOUS HEALTHCARE LTD
Lincoln
Tel: 01522 262670 OP D PD SI

PRESTIGE NURSING SEAFORD
Seaford
Tel: 01529 414818 OP D PD LDA MH SI YA AD

PURELY CARE
Norwich
Tel: 01603 407707 Advert page 30 OP D PD LDA MH SI YA

ROYAL MENCAP SOCIETY – LINCOLNSHIRE DOMICILIARY CARE AGENCY
Bourne
Tel: 01778 423726 LDA

ROYAL MENCAP SOCIETY – SOUTH LINCOLNSHIRE DOMICILIARY CARE AGENCY
Bourne
Tel: 01778 423726 OP LDA YA

RUSSELL GREEN CARE HOME
Woodhall Spa
Tel: 01526 352879 OP D PD

SAGECARE (LINCOLN)
Lincoln
Tel: 07779 663140 OP D PD LDA MH SI YA

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

Lincolnshire Care Association member - see page 9

Advertisers are highlighted
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<td>SERENITY CARE COMPANY LTD, THE</td>
<td>Gainsborough</td>
<td>01476 404976</td>
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<td>SEVACARE – LINCOLN</td>
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<td>SHARON BRINKMAN CARE SERVICES LTD</td>
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<td>07746 445519</td>
<td>OP D PD MH YA</td>
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<td>01775 760563</td>
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<td>ST KATHERINE’S CARE LTD</td>
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<td>Lincoln</td>
<td>01522 300430</td>
<td>OP D PD LDA SI YA</td>
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<td>Grantham</td>
<td>0300 303 1253</td>
<td>OP D PD LDA SI YA</td>
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<td>Grantham</td>
<td>0300 303 1281</td>
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<td>THERA EAST MIDLANDS</td>
<td>Grantham</td>
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<td>THERA NORTH</td>
<td>Grantham</td>
<td>0300 303 1283</td>
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<td>THERA SOUTH MIDLANDS</td>
<td>Grantham</td>
<td>0300 303 1808</td>
<td></td>
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<tr>
<td>THERA SOUTH WEST</td>
<td>Grantham</td>
<td>0300 303 1254</td>
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| TOWN AND COUNTRY CARE                  | Boston        | 01205 354329 | OP D PD SI Y A |
| TRAINING, EMPLOYMENT, SUPPORT SOLUTIONS CIC – HEAD OFFICE | Spalding | 01406 259832 | OP LDA MH SI YA |
| TRIPPLE HEALTH CARE SERVICES LIMITED  | Lincoln       | 07961 411757 | OP D PD LDA MH YA AD |
| TRUST HEADQUARTERS                     | Sleaford      | 01529 222220 | OP D PD MH YA AD |
| VOYAGE (DCA) (LINCS)                   | Sleaford      | 01225 808423 | OP D PD LDA SI YA |
| WALNUT CARE AT HOME                    | Boston        | 01205 280101 | OP D PD LDA SI |
| WITHAM VALLEY CARE GROUP – DCA        | Lincoln       | 01522 789776 | LDA |
| YORK HOUSE                             | Billinghay    | 01526 860378 | OP D PD SI |

**BLOSSOMING HEARTS CARE AGENCY LTD**

Blossoming Hearts is a family run Award Winning Care Agency in Grantham and surrounding area.

Our company offers a wide range of Services in the comfort of your own home ranging from 1 hour to 24 hours a day seven days a week.

We offer Dementia, Personal, Palliative, Live-in care packages and companionship.

Please see our outstanding reviews on Homecare.co.uk

Tel: 01476 210224  | 07878754869
Email: blossominghearts@outlook.com

Visit [www.lincolnshire.gov.uk/adultcare](http://www.lincolnshire.gov.uk/adultcare) for help and information
Support for carers

Who is a carer?

Do you look after a relative or friend who due to ill health, physical or mental illness, disability, frailty or addiction cannot manage without your support? Then you are a carer and you may want to talk to someone about your caring role and any support needs you may have.

Support available to carers

For many, caring is a rewarding and positive experience, but for others, caring without the right help and support can feel overwhelming. Caring can trigger feelings of loneliness and frustration and many often find their physical and emotional health, work or finances are affected. Carers do not have to wait until they are struggling or there is a crisis before they ask for support.

You can contact the Lincolnshire Carers Service to talk to someone about your caring role. It will listen and provide you with support. It can help you with:

- information, advice, and guidance specific to you as a carer
- the opportunity to talk in detail about your caring role (a carer’s assessment)
- supporting your conversations with people and services such as GPs, social care and hospitals
- practical training to help you in your caring role
- eligibility for benefits and financial support
- opportunities to access support groups and activities so you can meet others in a similar situation
- regular contact by telephone, Carers FIRST website, monthly e-bulletins and What’s On guides containing details of groups supported by Carers FIRST
- support with creating a Carer’s Emergency Response Plan, which provides detailed instructions for others to follow in an emergency situation
- getting the balance right in your life again
- support to access a break or help around the home. Depending on eligibility this may be funded through a carer’s personal budget

How to contact the Lincolnshire Carers Service

The Lincolnshire Carers Service is delivered in partnership by Lincolnshire County Council’s Customer Service Centre and Carers FIRST. The Customer Service Centre is the first point of contact for all referrals and general enquiries regarding support for carers. Contact them from 8.00am to 6.00pm, Monday to Friday (except on public holidays) on 01522 782224 or CarersService@lincolnshire.gov.uk

In an emergency, out of these hours, phone the Emergency Duty team on 01522 782333.

What are the benefits of a carers assessment?

A carer’s assessment is the opportunity for you to talk to someone about the impact that caring has on your life. The assessment may be carried out over the telephone, in a community venue or, in some circumstances, in your home. The assessment will look at how caring affects your physical, mental and emotional wellbeing and whether you are able or willing to carry on caring. It’s a chance to focus on you and your needs.

If you provide or intend to provide care for an adult, you can request a carer’s assessment by contacting the Lincolnshire Carers Service. Following the assessment, we will make a plan to help support you. We will also let you know whether you are entitled to a carer’s personal budget. We use the national...
What are the benefits of a carers assessment? continued

eligibility criteria for carers (Care Act 2014) to help us make this decision.

Carers who do not meet the national eligibility criteria can still access wider support from the Lincolnshire Carers Service. This includes opportunities to attend support groups, training workshops, support with benefits checks and receive ongoing information and advice which will help you with the caring role.

If you feel that things you do to look after your relative or friend have changed or increased, you can ask for another assessment.

Carers’ National Eligibility Criteria
A carer meets the eligibility threshold if all three criteria are met:

1. A carer’s need for support arises because they are providing necessary care to an adult. As such, if the carer is providing care and support for needs which the adult is capable of meeting themselves, the carer may not be providing necessary care.

2. As a result of the caring role, the carer’s physical or mental health is deteriorating or is at risk of deteriorating, or the carer is unable to achieve any of the following outcomes:

   • carry out any caring responsibilities the carer has for a child
   • provide care to other persons for whom the carer provides care
   • maintain a habitable home environment in the carer’s home
   • manage and maintain nutrition
   • develop and maintain family or other personal relationships
   • engage in work, training, education or volunteering
   • make use of necessary facilities or services in the local community, including recreational facilities or services
   • engage in recreational activities

3. As a consequence, there is, or there is likely to be, a significant impact on the carer’s wellbeing.

We also offer parent carers a statutory carer’s assessment and access to information and support.

Carer’s personal budgets

A carer’s personal budget is an amount of money that may be allocated to you following a carer’s assessment. The money can be used to buy services and equipment which will help you in your caring role.

A personal budget is given to eligible carers as a direct payment. This is usually a one-off payment that will be paid directly into your bank account. The payment will cover a 12-month period after which your caring role and needs will be reviewed.

Using a carer’s personal budget
The personal budget can be used in many different and creative ways to meet your eligible support needs.

Examples of how personal budgets have been used include:

• gardening and cleaning services to help maintain the home
• travel expenses for visiting family and friends
• appliances such as a washing machine or dishwasher
• equipment such as a tablet or laptop
• respite care such as sitting services so that carers can take a break or a break away together
• leisure and recreational activities so that carers can do things they enjoy

Visit www.lincolnshire.gov.uk/adultcare for help and information
Carer’s personal budgets continued

The personal budget cannot be spent on illegal activities, debts and bills, gambling, alcohol, or drugs.

You must keep a record of how the money has been spent.

Accessing a carer’s personal budget
To receive a carer’s personal budget, you must have a carer’s assessment. If your assessed needs meet the national eligibility criteria you will be allocated a personal budget. An indicative budget will be discussed with you after your assessment to create a support plan. The support plan will detail your needs and how they will be met using your personal budget. The final amount will be agreed by Lincolnshire County Council.

Short breaks

What is a short break?
Being a carer can be physically, psychologically and emotionally demanding. For most carers, having a short break can enable them to continue caring and help avoid a crisis. Usually a short break from caring is referred to as respite care and has traditionally been replacement care for the person being cared for, allowing the carer time to themselves.

Accessing a short break
A short break may be identified through a needs assessment for the person looking to access services or through a carers’ assessment. The carer and the person they care for may also choose to access a short break without an assessment and self-fund a short break.

Types of short breaks
A short break can be provided in various ways:

- the person being cared for could stay in a care home for a week or two, allowing the carer time to rest or go on holiday
- home care could be arranged for a temporary period
- help at home with tasks such as gardening or laundry, allowing the carer time to access other activities or to rest without worrying about these things
- family-based short break, where the cared for person moves into another family’s home for a period
- support to get out and about, either together or separately
- daytime support away from the home, this can be community groups and activities or day centres
- sitting services that have people who can sit with the person being cared for in their own home, giving the carer time to themselves outside the home
- supported holidays where the person being cared for goes on a holiday where carers are provided, and the carer can choose to go on the same holiday or stay at home

www.myfamilyourneeds.co.uk

The lifestyle site for parents and carers of children with additional needs and those who support them.

Birth to Adulthood • Directory • Guidance • Real Life • Ask the Experts

To join the family call 01223 207770 or email hello@myfamilyourneeds.co.uk

@WeAreMFON
Getting out and about

We know that life is not easy when you are stuck at home all day, particularly if you need a little extra support. Getting out, taking part in leisure activities, and socialising with friends can make all the difference.

Day opportunities and day care

Day opportunities
‘Day opportunities’ is the term we use for services and activities that focus on ordinary life opportunities and which give people with support needs, including people with complex high support needs, the chance to meet up with other people, to say what they want to do, to decide where they want to go, to try out new things in their community, and get support to do so. Day opportunities include some activities which are available in the evenings and at weekends.

Day care
‘Day care’ is the term we use for services that are available in a resource centre, community building or a residential home which may offer more support with personal care. Day care services have professional care staff who can support with things like going to the toilet and reminding people to take medication. The service may also be able to offer a hot meal and drinks during the day and a chance to socialise and take part in different activities.

Some services may be more specialised and can, for example, offer support to people with learning disabilities, dementia or other high-dependency needs. In all cases, good day services should provide a stimulating environment and opportunities to address individual needs, including physical or mental frailty.

Day opportunities and day care are often invaluable in helping people to maintain their independence for longer. They aim to help people improve their wellbeing, live healthier lifestyles and have a better quality of life. They can also help to give carers or family members a break from their caring role.

There are different ways to pay for and access day opportunities and day care. The information here explains how you can do this.

Self-funding is when you pay for day opportunities or day care from your own money. In many cases, access to day services may be arranged privately by approaching the service provider directly. Some providers will tailor the support to meet your needs if you want to do something more suited to you personally.

You may be able to get help to pay for services from Adult Care if you are eligible and have unmet needs. You may be offered a personal budget for this. See page 12 for more information on personal budgets.

You can contact us to request an assessment of your needs and to see if you are eligible for services by phoning 01522 782155 or by emailing customer_services@lincolnshire.gov.uk

Please note that day opportunities and day care are chargeable services. You will be offered a financial assessment to ensure you are not asked to contribute more than you can afford. Some people pay nothing, however, if you have more than £23,250 in savings or capital, you will be asked to pay the full cost of your day services. For more information on assessments, see page 11. For information on paying for care, see page 58.

Visit www.lincolnshire.gov.uk/adultcare for help and information
Day care services and day centres

We want people to have more choice and control about planning their own care and support so that the services and support they receive is personalised to help them achieve their outcomes. Whilst the list below provides information on buildings-based day centres, you may prefer support to do things in your community.

Many people want to do different things in their week; this may include attending a centre providing day services, or it may be going out and about in the community, volunteering, college, training, or sporting activities. It may be that some people just require practical support to help them to become more involved and use the amenities in their local community.

Support can include trained staff helping people learn how to use public transport by themselves, building independent living skills and enabling people to remain an active part of their community. We may be able to help you to develop such opportunities and tell you what alternatives may be available in your area.

Boston

**AGE UK BOSTON & SOUTH HOLLAND**
Boston Tel: 01205 364161

**ASHRIDGE**
Boston Tel: 01205 366922

**MANOR GATE CARE HOME**
Boston Tel: 01205 366260

**RIDLINGTON DAY CENTRE**
Boston Tel: 01205 368449

**SKIRBECK COURT (OSJCT)**
Boston Tel: 01205 361444 Advert page 7

**WHITE GABLES CARE HOME**
Boston Tel: 01205 723874

East Lindsey

**ASHTREE HOUSE**
Withern Tel: 01507 450373 Advert page 79 OP D

**BRAMHALL RESIDENTIAL HOME**
Tattershall Tel: 01526 342632 OP

**CLOVERS DAY CENTRE**
Louth Tel: 07555 519367 OP D PD LDA MH SI YA AD

**ERESBY HALL (OSJCT)**
Spilsby Tel: 01790 752495 Advert page 7 OP D

**FOTHERBY HOUSE**
Louth Tel: 01507 607237 OP

**LINKAGE COMMUNITY TRUST**
Grimsby Tel: 01790 752499 LDA

**MANOR CARE CENTRE**
Advert inside front cover
East Kirkby Tel: 01790 763381 OP D MH

**MEADOWS SANDS CARE HOME**
Skegness Tel: 01754 762712 OP D

**NEWHAVEN RESIDENTIAL HOME**
Huttoft Tel: 01507 490294 OP LDA

**OLD HALL RESIDENTIAL CARE HOME, THE**
Halton Holgate Tel: 01790 753503 OP D

**ORCHARD HOUSE CARE HOME**
Mablethorpe Tel: 01507 472203 OP D PD YA

**PHOENIX CARE CENTRE**
Chapel St Leonards Tel: 01754 872645 OP D

**SKEGNESS DAY CENTRE**
Skegness Tel: 01754 766763 OP

**SUMMERFIELD REST HOME**
Sutton-on-Sea Tel: 01507 441969 OP D

**WYNGATE RESIDENTIAL CARE HOME**
Mablethorpe Tel: 01507 477531 OP D PD

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP Older people (65+)</td>
<td>D Dementia</td>
</tr>
<tr>
<td>PD Physical disability</td>
<td>LDA Learning disability, autism</td>
</tr>
<tr>
<td>SI Sensory impairment</td>
<td>YA Younger adults</td>
</tr>
<tr>
<td>AD People who misuse alcohol or drugs</td>
<td></td>
</tr>
</tbody>
</table>

Lincolnshire Care Association member - see page 9

Adverters are highlighted
Day care services and day centres continued

Lincoln

AGE UK LINCOLN
Lincoln Tel: 01522 696000

BERNADETTE HOUSE
Lincoln Tel: 01522 521926 Advert page 83

BOULTHAM PARK HOUSE (OSJCT)
Lincoln Tel: 01522 681500

BRANTLEY MANOR CARE HOME
Lincoln Tel: 01522 543866 Advert page 83

ECCLES SHARE COURT DAY CENTRE
Lincoln Tel: 0843 506 9452 Advert page 20

ERMINE HOUSE (OSJCT)
Lincoln Tel: 01522 529093

FOSSE HOUSE (OSJCT)
Lincoln Tel: 01522 524612 Advert page 7

HARTSHOLME HOUSE (OSJCT)
Lincoln Tel: 01522 683583 Advert page 7

MONSON RETIREMENT HOME
Lincoln Tel: 01522 520643

NAVIGATION SUPPORT & CARE SERVICES LTD
Lincoln Tel: 01522 539626

RUCKLAND COURT DAY CENTRE
Lincoln Tel: 0843 506 9452 Advert page 20

South Holland

AGE UK SPALDING DISTRICT
Spalding Tel: 01775 720305

CAPRICORN COTTAGE
Holbeach Tel: 01406 425067

FIELD HOUSE RESIDENTIAL CARE HOME
Spalding Tel: 01406 423257

KIMBERLEY CARE VILLAGE
Spalding Tel: 01406 364309

PATCHETT LODGE (OSJCT)
Holbeach Tel: 01406 422012 Advert page 7

AGE CONCERN DEEPINGS
Deeping St James Tel: 01778 345558

BUTTERFIELD CENTRE, THE
Bourne Tel: 01778 421422

South Kesteven

ADULTS SUPPORTING ADULTS
Sleaford Tel: 01529 416270

COTTAGE RESIDENTIAL HOME, THE
Nocton Tel: 01526 320887

GREENACRES CARE HOME – HECKINGTON
Heckington Tel: 01529 460935

HEATH FARM
Scopwick Tel: 01526 322444

Lincolnshire Care Association member - see page 9

HOLMLEIGH CARE HOME
Navenby Tel: 01522 810298

KIRK HOUSE (HOME FROM HOME CARE)
Dorlington Tel: 01526 833569

NORTH HYKEHAM DAY CENTRE
North Hykeham Tel: 01522 689534

Visit www.lincolnshire.gov.uk/adultcare for help and information

Age UK Spalding District
Day Care in a purpose built modern building providing friendly, professional care to local elderly people

Services are
Price of Day Care: £22.50 (a day)
Price of Dementia Care (8:00 per hour)

- Spa Bath
- Hairdresser/Beautician
- Chiropodist
- Entertainment
- Outings
- Daily Activities
- Transport
- Freshly cooked food

Dementia Day Care is also provided to meet individual needs with trained staff in a quiet environment with a secure garden area.

Charity no. 10668857
South Kesteven continued

CAYTHORPE RESIDENTIAL HOME
Caythorpe Tel: 01400 272552

CREE CENTRE
(GRANTHAM & DISTRICT MENCAP) ●
Grantham Tel: 01476 566050

DIGBY COURT (OSJCT) ●
Bourne Tel: 01778 422035 Advert page 7

FIVE BELLS RESIDENTIAL CARE HOME ●
Folkingham Tel: 01529 497412

FORGET ME NOT DAY CENTRE
Grantham Tel: 01476 594533

HOLLAND HOUSE NURSING HOME
Market Deeping Tel: 0843 506 9452 Advert page 20

QU’APPELLE CARE HOME
Bourne Tel: 01778 218101

THERA TRUST ●
Grantham Tel: 0300 303 1282

WHITEFRIARS (OSJCT) ●
Stamford Tel: 01780 765434 Advert page 7

WILLOWS CARE HOME, THE
Rippingale Tel: 01778 440773

West Lindsey

ARCHERS DAY CENTRE
Scottern Tel: 01673 862264

DROVERS CALL CARE HOME ●
Gainsborough Tel: 01427 678300 Advert page 96

FOXBY COURT (OSJCT) ●
Gainsborough Tel: 01427 613376 Advert page 7

FOXBY HILL CARE CENTRE ●
Gainsborough Tel: 01427 611231

GREENACRES CARE HOME – CAISTOR
Caistor Tel: 01472 851989

GROSVENOR HOUSE CARE HOME ●
Gainsborough Tel: 01427 616950

LAURELS, THE ●
Holton Cum Beckering Tel: 01673 858680

LITTLE BROCKLESBY HOUSE
Great Limber Tel: 01469 561353

SERENITY CARE COMPANY LTD, THE
Gainsborough Advert page 50
Tel: 01476 404976

OLD RECTORY, THE – SAXILBY ●
Saxilby Tel: 01522 702346

POPLARS, THE (OSJCT) ●
Market Rasen Tel: 01673 843319 Advert page 7

REDCOTE RESIDENTIAL HOME
Gainsborough Tel: 01427 615700

WILLAN HOUSE ●
Stainfield Tel: 01526 398785

WILLOW COURT
Cherry Willingham Tel: 0333 999 8649

WISPINGTON HOUSE LTD ●
Saxilby Tel: 01522 703012

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

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

Advertisers are highlighted
Other support available to get out and about and access community services includes:

**Transport services**
There is a wide range of public transport to choose from across the county. To find out more, visit [www.lincsbus.info](http://www.lincsbus.info)

If you do not have access to a regular bus service or are finding it difficult to use traditional public transport due to a disability or mobility issue, CallConnect or community transport can offer a number of different ways to help you get to local amenities. The Lincolnshire Transport Helpline team can provide information on all available transport options, and discuss the best transport solution for the journey you need to make.

If CallConnect is the best solution for you, the team will complete the registration and explain how you can book journeys with the service. If not, you will be given public transport information or the contact details for your nearest voluntary car scheme and information about any costs involved.

**Public transport information**
Tel: 0871 200 2233

**Lincolnshire Transport Helpline**
Tel: 01522 550129

**CallConnect**
Tel: 03452 343344

**Lincoln Dial-a-Ride**
Tel: 01522 544983

**Blue Badge scheme**
The aim of the Blue Badge scheme is to help disabled people who have severe mobility issues to access goods, services and other facilities by allowing them to park close to their destination. The scheme provides a national range of on-street parking concessions for Blue Badge holders who are travelling either as a driver or passenger.

**Blue Badge**
Tel: 01522 782232
Email: DisabledCarParking@lincolnshire.gov.uk

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Visit [www.lincolnshire.gov.uk/adultcare](http://www.lincolnshire.gov.uk/adultcare) for help and information
Living with dementia

Support for people living with dementia

Throughout the UK, there is an estimated 850,000 people with dementia and the challenge of living with dementia continues to confront increasing numbers of people as our population ages. Most people with dementia are over 65 years of age, but dementia can affect younger people too.

Dementia affects everyone differently and can cause a wide range of symptoms. These can include issues with memory, thinking, concentration and language. People may become confused or struggle with how they perceive things. Dementia can also cause changes in mood or emotions and affect how someone behaves.

As GPs are usually the first point of contact for people with memory issues, they are working to increase the number of people getting a formal diagnosis. The GP may refer you to a Memory Assessment Service to help make a diagnosis of dementia.

Following a diagnosis of dementia, your GP may refer you to a specialist such as a Consultant in Old Age Psychiatry, a Community Psychiatric Nurse or an Occupational Therapist specialising in dementia care.

A Memory Assessment Service: diagnosis and early intervention
A Memory Assessment Service comprises specialist staff skilled in the assessment, early support, intervention and treatment of people experiencing dementia, including consultant psychiatrists, mental health nurses, Occupational Therapists, psychologists, social workers and dedicated support workers.

The Memory Team work together to provide specialist assessments to determine whether dementia is present in cases where other common causes have been excluded by the GP.

If dementia is diagnosed, the Memory Team will provide appropriate early intervention, which may include advice and signposting to appropriate services.

The assessments provided build upon the tests and history started by the GP. Where required, additional investigations are requested such as head scans or further blood tests to support the process of diagnosis and inform the type of care and information required.

Following assessment, if dementia is not confirmed, the Memory Team will then either signpost you on to other appropriate services or discharge back to the GP. The GP will be informed of the findings to ensure continuity of care and signposting to appropriate support networks and organisations for post-diagnosis support.

Support for dementia carers
If you are caring for someone with dementia you also need to make sure you look after yourself. A good first point of contact is The Lincolnshire Carers Service – see page 36 for more information about having a carer’s assessment and a Carer’s Emergency Response Plan. The Lincolnshire Carers Service can help you identify appropriate support and can supply you with a Dementia Carers’ Handbook.

Lincolnshire Partnership NHS Foundation Trust offers Cognitive Stimulation Therapy, aimed at those in the early stages of dementia. This also offers a parallel course for family carers.

Alzheimer’s Society Lincolnshire provides information, advice and support to people with dementia, their families and family carers through its dedicated Dementia Family Support Service. It runs a number of Dementia Cafés across the county, more details of which start on page 46. These provide a relaxed and welcoming opportunity to meet other people, share experiences and obtain information and advice.

Alzheimer’s Society also runs Singing for the Brain groups (details on page 46) which, as well as being beneficial for the person with dementia, are highly enjoyable as something for family members caring for a person with dementia and friends to do together.

The Dementia Cafés, Singing for the Brain and Carers’ Support and activity groups offer valuable
opportunities for social contact and to build new networks of support and friendship.

Alzheimer’s Society’s Side by Side service helps people with dementia to keep doing the things they love, with the support of a volunteer. The Society has also developed a pioneering service at Pilgrim Hospital in Boston, where dedicated staff based in the hospital offer information, advice, and support for people with dementia and their families, carers and friends. This helps improve the experience of admission and the stay in hospital and also assists with discharge.

You can contact Alzheimer’s Society at:
Lincoln House,
15 Sixfield Close (off Skellingthorpe Road),
Lincoln LN6 0EJ
Tel: 01522 692681
Email: lincoln@alzheimers.org.uk (for general enquiries) or LincolnshireDFSS@alzheimers.org.uk for the Dementia Family Support Service
Web: www.alzheimers.org.uk

Dementia Support South Lincs
Dementia Support South Lincs supports around 200 families in South Lincolnshire, helping to improve the quality of life of people living with dementia and their carers and reduce the sense of social isolation associated with the condition.

Services include one-to-one advice and information, emotional support from a memory health care worker and peer support at monthly meetings where members can share experiences or take part in an activity. They also have a very active group of younger people with dementia, who enjoy getting together every month for a pub lunch.

Details of the main groups start on page 46.
For more information, contact Kate Marshall on:
Tel: 07867 635611
Email: k.marshall18@btinternet.com
Web: www.dementiasupportsouthlincs.co.uk

Age Care Advice – Dementia Companion Service
This is a small independent company run by a qualified social worker that can provide a care co-ordinator or companion to support individuals and families with dementia. This can help ensure that care is appropriate, safe and adapted as care needs change. It can help family carers who need to take a break or a holiday by monitoring the care of the person with dementia, providing peace of mind. The service offers much more besides, including assistance with attending health appointments, help with stays in hospital, and being a contact for the Carers’ Emergency Response Plan and Lifeline Alarm Service. Charges apply.

For more information, email agecareadvice@gmail.com or call 07772 992732 or 01476 552137.

All About Me – planning ahead for going into hospital or care
All About Me is an easy to use planning tool, designed to be used by families and friends to plan ahead for hospital admissions or going into a care setting.

First created by United Lincolnshire Hospitals NHS Trust (ULHT), All About Me is a detailed document containing key information about a person’s routine, interests and preferences. It helps health and social care staff provide attentive and personalised care, based on a sound understanding of the person’s needs, communication, likes and dislikes.

The document covers:
• any medication the person is taking or they are allergic to
• any support they may need with eating and drinking
• any mobility aids they require or issues that may affect their movement

Visit www.lincolnshire.gov.uk/adultcare for help and information
Dedicated support for families living with dementia continued

- their normal sleeping routine
- anything that might make them nervous, angry or sad or things that calm them down
- any interests, hobbies or things that are important to that person

Physical copies are available from any Patient Advice Liaison Service (PALS) office at a Lincolnshire NHS Hospital. For more information about the All About Me document, email patient.experience@ulh.nhs.uk or call 01476 464560.

Dementia Family Support Service
The Dementia Family Support Service (DFSS) is provided by Alzheimer’s Society and funded by Lincolnshire County Council to help people with a dementia diagnosis, their families and carers. The service is available countywide and delivered by a specialist team of Family Support Workers.

Family Support Workers provide a wide range of information and advice on various topics including how to live well with the condition and live independently at home for as long as possible. They can also help to navigate local support networks to find the right support for people with dementia, their families and carers.

Anyone with a dementia diagnosis can use the DFSS. The service is also available to family members and carers. The DFSS aims to work closely with GPs and clinics to make sure good support is offered to people as soon as they need it following a diagnosis. The DFSS has also extended its scope to include people in the acute hospitals at Lincoln, Boston, and Grantham and to Lincolnshire patients in Peterborough City Hospital. This will involve DFSS staff working with hospital teams to help support patients with dementia and their families during a hospital stay, offering specialist knowledge to assist the process of discharge planning.

The service has also been extended to people in the main Lincolnshire hospitals. People can contact the DFSS directly or may be referred by a health or social care professional.

For more information or to make a referral, contact Alzheimer’s Society’s Lincolnshire office:
Tel: 01522 692681
Email: LincolnshireDFSS@alzheimers.org.uk

Local dementia support groups

Joining in new activities and sharing experiences with other people can be a positive and rewarding experience for those with dementia.

Boston

Boston Alzheimer’s Carers’ Group
Boston Body Hub, Unit 2,
20 Wide Bargate,
Boston PE21 6RF
Tel: Hugh MacKay on 01205 351254
Email: mackay.06@btinternet.com

Boston Caring Companions Carers Support Group
15 Edinburgh Crescent, Kirton, Boston PE20 1JT
Tel: Stanley Naylor on 01205 722594
Email: stannayk37@talktalk.net

Boston Dementia Café
Run by Alzheimer’s Society.
Len Medlock Centre, St Georges Road,
Boston PE21 8YB
Tel: Alzheimer’s Society Lincoln on 01522 692681
Email: lincoln@alzheimers.org.uk
Web: www.alzheimers.org.uk
Local dementia support groups continued

East Lindsey

**Alford Dementia Support Group**
Alford War Memorial Hall, Chauntry Road, Alford LN13 9HW
Tel: 01507 463262 ext. 226

**Horncastle Memory Music**
Horncastle Community Centre, Manor House Street, Horncastle LN9 5HF
Tel: 01522 829013
Email: memorymusic13@gmail.com

**Horncastle Sellwood Gardens Memory Support Group**
Sellwood Gardens Community Room, Horncastle LN9 6EJ
Tel: 01507 523468
Email: keithbag@hotmail.co.uk

**Humbug Club Louth**
Club for people with early stage dementia.
Elizabeth Court, Church Street, Louth LN11 9BP
Tel: 07824 757433
Email: jo1776@live.co.uk

**Louth Memories Matter Dementia Café**
Trinity Centre, Eastgate, Louth LN11 8DJ
Tel: 01507 605803

**Mablethorpe Singing Group**
Orchard House Care Centre, Grosvenor Road, Mablethorpe LN12 1EL
Tel: Linda West on 01507 472203

**Recollections Dementia Café**
Coastal Centre, Victoria Road, Mablethorpe LN12 2AQ
Tel: 01507 479165
Email: mdementiacafe@aol.com

**Skegness Dementia Café**
Run by Alzheimer’s Society.
St Paul’s Church Hall, (Mustard Seeds Café), Beresford Avenue, Skegness PE25 3HY
Tel: Alzheimer’s Society Lincoln on 01522 692681
Email: lincoln@alzheimers.org.uk
Web: www.alzheimers.org.uk

Spilsby Memory Support Café
Run by Orders of St John Care Trust.
Eresby Hall, Ancaster Avenue, Spilsby PE23 5HT
Tel: 01790 752495

**Lincoln**

**Lincoln Dementia Café**
Run by Alzheimer’s Society.
Bracebridge Community Centre, Maple Street, Lincoln LN5 8QT
Tel: Alzheimer’s Society Lincoln on 01522 692681
Email: lincoln@alzheimers.org.uk
Web: www.alzheimers.org.uk

**North Kesteven**

**Lincoln Singing for the Brain Group**
Run by Alzheimer’s Society.
Holy Cross Church Hall, Skellingthorpe Road Lincoln LN6 7RB
Tel: Alzheimer’s Society Lincoln on 01522 692681
Email: lincoln@alzheimers.org.uk
Web: www.alzheimers.org.uk

**North Hykeham Dementia Friendly Swimming**
Run by Alzheimer’s Society.
North Kesteven Sports Centre, Moor Lane, North Hykeham LN6 9AX
Tel: 01522 692681
Email: lincoln@alzheimers.org.uk
Web: www.alzheimers.org.uk

**Sleaford Dementia Café**
Run by Alzheimer’s Society.
The Source, Southgate, Sleaford NG34 7RY
Tel: Alzheimer’s Society Lincoln on 01522 692681
Email: lincoln@alzheimers.org.uk
Web: www.alzheimers.org.uk

**South Holland**

**Crowland and District 55+ Carers’ Group**
Lunch group 11.00am to 3.00pm on first Monday of the month.
The Methodist Church, Reform Street, Crowland PE6 0AN
Tel: 01733 210326
Email: maragaret_taylor15@btinternet.com

Visit www.lincolnshire.gov.uk/adultcare for help and information
Local dementia support groups continued

Holbeach Here-4-U
WI Hall, Park Road, Holbeach PE12 7EE
Tel: 01775 421290 / 07443 628489
Email: rita.mitchell1@sky.com

Spalding Age UK
1 The Meadows, Spalding PE11 1XR
Tel: 01775 761951
Email: kellyfovargue@ageukspalding.co.uk
Web: www.ageuk.org.uk/spaldingdistrict/

South Kesteven

Bourne Dementia Support South Lincs
Room 34, Wake House, 41 North Street,
Bourne PE10 9AE
Tel: 01778 426756 or Kate Marshall on 07867 635611
Email: k.marshall18@btinternet.com
Web: www.dementiasupportsouthlincs.co.uk

Deepings Sports and Social Club
Outgang Road,
Market Deeping PE6 8LQ
Tel: 01778 426756 or Kate Marshall on 07867 635611
Email: k.marshall18@btinternet.com
Web: www.dementiasupportsouthlincs.co.uk

Grantham Dementia Café
Run by Alzheimer’s Society.
Grantham Alive Church, Castlegate,
Grantham NG31 6TA
Tel: Alzheimer’s Society Lincoln on 01522 692681
Email: lincoln@alzheimers.org.uk
Web: www.alzheimers.org.uk

Stamford Dementia Support South Lincs
Run by Dementia Support South Lincs.
Tel: 01778 426756 or Kate Marshall on 07867 635611
Email: k.marshall18@btinternet.com
Web: www.dementiasupportsouthlincs.co.uk

West Lindsey

Assist Dementia Support Group
Cherry Willingham, Reepham, Fiskerton
Tel: 01522 370164
Email: contact@assistlincs.org.uk
Web: www.assistlincs.org.uk

Gainsborough Memory Support Café
Run by Orders of St John Care Trust. Supported by Admiral Nursing.
Foxby Court, Middlefield Lane,
Gainsborough DN21 1QR
Tel: 01427 613376

Gainsborough Dementia Café and Singing for the Brain Group
Run by Alzheimer’s Society.
Marshall’s Sports Club Community Hall,
Middlefield Lane, Gainsborough DN21 1XR
Tel: 01522 692681
Email: lincoln@alzheimers.org.uk
Web: www.alzheimers.org.uk

Market Rasen Dementia Café
Run by Alzheimer’s Society.
Festival Hall, Caistor Road,
Market Rasen, Lincoln LN8 3HT
Tel: Alzheimer’s Society Lincoln on 01522 692681
Email: lincoln@alzheimers.org.uk
Web: www.alzheimers.org.uk

Peggy’s Place
Run by Admiral Nursing,
Trinity Arts Centre, Trinity Street,
Gainsborough DN21 2AL
Tel: Tilly Brock on 01652 648335
Disabilities, sensory impairments, autism, and mental health

Specialist help for people with sensory impairments

**Lincolnshire Sensory Services**
Lincolnshire Sensory Services provides specialist services for anyone in Lincolnshire living with sight and/or hearing loss. The service is delivered on behalf of Lincolnshire County Council by Action on Hearing Loss in partnership with South Lincolnshire Blind Society and Lincoln and Lindsey Blind Society.

The service works with anyone with a sight and/or hearing loss, to assist them to lead independent and fulfilling lives. They also work with families, carers, and professionals to increase their understanding of the impact of sensory loss and help improve access to activities and services.

Services available include:

- registration of sight, hearing, and dual sensory loss
- rehabilitation support to assist in daily living skills
- mobility training for safe, independent travel
- equipment provision and demonstration to help with daily living tasks
- support and advice to assist people with access to activities in their local community
- referral/signposting to other services, voluntary organisations, and groups for longer-term support
- benefits advice

For more information, please contact:
Lincolnshire Sensory Services,
14 Finkin Street, Grantham NG31 6QZ
Tel: 01476 589513
Text: 07710 155104
Email: contact@lincolnshiresensoryservices.org.uk
Web: www.lincolnshiresensoryservices.org.uk

**South Lincolnshire Blind Society**
South Lincolnshire Blind Society is a registered charity which provides a wide range of person-centred services to help people with sight loss to make their lives easier and remain independent whatever their age or personal circumstances.

For more information, please contact:
South Lincolnshire Blind Society
14 Finkin Street, Grantham NG31 5QZ
Tel: 01476 592775
Email: slbs@blind-society.org.uk
Web: www.blind-society.org.uk

**Lincoln and Lindsey Blind Society**
Lincoln and Lindsey Blind Society’s aim is to enhance the quality of life for blind, partially sighted and visually impaired people, whatever your age or personal circumstances.

It gives practical help and assistance, which includes a home visiting service, a befriending service and a children’s activity service.

For more information, please contact:
Lincoln and Lindsey Blind Society,
Bradbury House, Ramsgate, Louth LN11 0NB
Tel: 01507 605604
Fax: 01507 608802
Email: info@llbs.co.uk
Web: www.llbs.co.uk

**Action on Hearing Loss**
Action on Hearing loss is a national charity that provides support for people with hearing loss and tinnitus. It provides day-to-day care for people who are deaf and have additional needs as well as offering communication services and advice to help people protect their hearing.

For more information, please contact:
Tel: 0808 808 0123
Text: 07800 000360
Email: informationline@hearingloss.org.uk
Web: www.actiononhearingloss.org.uk
Serenity Care is based in Lincolnshire and offers tailored support for adults with disabilities. We believe that the assistance we provide offers vulnerable people the chance to live as independently as possible as well as giving peace of mind to their families and loved ones.

We pride ourselves on having highly skilled support workers who are strengthened by a knowledgeable and committed staff team who ensure that they are able to do their jobs to the best of their ability. We work by a process of continual assessment and feedback to ensure that the support we offer is appropriate and adapts to our client’s changing need.

Serenity offer a ‘one-stop’ service in that we are able to provide everything from accommodation to supported living and community support. We work closely with Lincolnshire County Council, health services and other stakeholders to ensure that the assistance we provide is enabling as well as supportive.

It is well known that there is a housing shortage for people with support needs; which is why we work proactively with local commissioners and housing providers to widen the choices available for housing and appropriate support options.

For more information please call us on **01476 404976** or email **serenity.care.company@gmail.com**  
**www.serenity-communityliving.com**

Serenity Care, 30 Arnold Avenue, Gonerby Hill Foot, Grantham, Lincolnshire NG31 8HN

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**SERENITY CARE**  
COMMUNITY SUPPORTED LIVING

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**What do we offer?**

**Finding a place to live:**
We support people to choose where they live, working in partnership with housing providers to make this happen. Whether you are looking for shared occupancy or are more suited to an individual house/flat we can find the solution. All our properties are bespoke and fit for purpose.

**Person-centred Support:**
When developing a support package, we always start with the person and develop an appropriate service around them. We support people with complex needs who may have a learning disability, mental health support need or a combination of support needs. The support team work to a supported living philosophy and the emphasis is on enabling people to live full lives with choice and control.

**Expertise in delivering support:**
‘Every day we get the chance to make a difference to the lives of those who need our support.’ Serenity is about enabling people to live fulfilling lives in whatever circumstances people choose. We support people to be as independent as possible to achieve what they want to with their lives. Our support packages meet individual needs and range from a few hours a week to 24/7 care and support.

**Philosophy of Care:**
At Serenity Care we believe that all support provided to those whose lives are affected by disability, should be done so in accordance with the principles of: rights, choice, independence, inclusion and fulfilment. Our philosophy is to facilitate each service user to maximise their access to mainstream services and to be fully included in the local community.
Specialist help for people with learning disabilities

The needs of people with a learning disability, their families and informal carers are met in a variety of ways.

Any support or services you may be eligible for will depend on the outcome of your Adult Care assessment, described on page 11.

Support includes:

- professional support from Lincolnshire County Council’s Assessment and Care Management team
- help to live in your home, including personal care or support to access your local community
- day opportunities, which could be a building based service or individual support to assist you to access community based activities, including leisure, work and education
- respite care to give your informal carers a break. This could take place in a residential setting, a shared lives placement, in your own home or away from home with support
- a shared lives placement, where you can stay for a short break or on a long-term basis in a shared lives carer’s home
- community supported living – if you are eligible for adult care services, you can have a personal budget to live more independently within the community
- residential care if your needs cannot be safely met with a community based support package
- advocacy, information and advice
- specialist therapy services – our Assessment and Care Management teams work in partnership with health colleagues who deliver a wide range of specialist learning disability therapy services

For further information, please contact the Customer Service Centre on 01522 782155 or email customer_services@lincolnshire.gov.uk

What do you think about this publication?

We’re here to help you do just that. ubu provide high-quality support to people with learning disabilities, challenging behaviour and complex needs.

We put you at the centre of everything we do by listening and acting to help you achieve what you want for yourself.

ubu believe that everyone can do great things. We work to ensure that you have the right opportunities to enjoy a full, independent and active lifestyle.

We provide as much or as little specialised support as you need. ubu can help you to manage your behaviours, improve life skills, gain qualifications and build relationships.

For more information on ubu support and our innovative, person-led model of care, please visit our website: www.ubu.me.uk

Complete our short questionnaire

www.carechoices.co.uk/reader-survey

Visit www.lincolnshire.gov.uk/adultcare for help and information
Autism services

Autism is a lifelong condition. It is a spectrum disorder, which means that everyone that has autism experiences it differently and is affected in different ways. All autistic people share certain difficulties around social communication, social interaction and social imagination. However, they will often experience very individual sensory difficulties. These can include over/under-sensitivity to sounds, touch, tastes, smells, light, or colours.

Many people with an autism spectrum disorder may never come to the attention of services because they have learned strategies to overcome any difficulties and are able to live independent lives. However, autistic people are more likely to experience higher levels of stress and an increased likelihood of mental health issues. Some people will also have learning disabilities or other conditions.

Any support or services you may be eligible for will depend on the outcome of your Adult Care assessment. This will establish if you have any eligible care and support needs. A formal diagnosis of autism will not necessarily indicate your eligibility to receive services.

Support that may be available can include:
- advocacy
- information and advice
- help to live in your home and support to access your local community
- day opportunities
- respite care
- community supported living or residential care
- specialist therapy services

For further information, please contact the Customer Service Centre on 01522 782155 or email customer_services@lincolnshire.gov.uk

Local autism support groups
There are opportunities for autistic people and their families to share experiences, information and advice with other people and to join in with activities in their local community.

CANadda
A Community Adult Network support group for adults with an autism spectrum disorder, dyslexia, dyspraxia and attention-deficit hyperactivity disorder.
Queens Park Community Hub,
South Park, Lincoln LN5 8EW
Tel: 01522 716899
Email: debbie.canadda@yahoo.co.uk
Web: www.canadda.org.uk

Circles of Support
A free service available for all people with a diagnosis of autism or learning disabilities. It provides a person-focused support network to help people achieve their personal goals in life.
Emma Rogers, Project Manager:
Tel: 07857 625792
Email: rogers1emma@sky.com

Family Focus Lincolnshire
An independent community organisation offering a SHARE (support, help, advice, respite, encouragement) support group and guidance service for the families of children and adults who are autistic.
The Showroom, Tritton Road, Lincoln LN6 7QY
Tel: 07930 194175
Web: www.familyfocuslincolnshire.org.uk

GAIN (Grantham Autistic Information Network)
Supports families with children and adults on the autistic spectrum in Grantham and the surrounding area.
Belton Lane Children and Community Centre, off Princess Drive, Grantham NG31 9PP
Tel: 01476 855070
Email: mailus@gain-grantham.co.uk
Web: www.gain-grantham.co.uk

GAPS (Gainsborough Autism Parent Support Group)
A voluntary group that provides information, advice and support for parents and carers who have children with autism and young people with autism.
Mercer Wood Academy, Ropery Road,
Gainsborough DN21 2PD
Tel: 07504 543074
Email: gainsboroughgaps@gmail.com

Visit www.carechoices.co.uk for further assistance with your search for care
**LAAFS (Louth Area Autism Family Support)**  
A support group dedicated to offering help, information, care and support to parents and carers of children and young people who have been diagnosed with autism spectrum disorder.  
Trinity Centre, Eastfield Road, Louth LN11 8DJ  
Email: contact@laafs.org  
Web: www.laafs.org

**Sharing Minds**  
A support group for parents of children with additional, special and complex needs including learning difficulties.  
Sunset House, Main Road, Friskney, Boston PE22 8QS  
Tel: 01754 820821  
Email: emmaslack22@yahoo.co.uk

**PAACT (Parents and Autistic Children Together)**  
A Lincoln-based support group for families with children with autism and young people who are autistic, aiming to help people access advice, support and activities in the local area.  
Email: paactsupport@hotmail.co.uk

**Help for people with mental health needs**

Mental health issues range from reactions to normal life events, such as bereavement, relationship breakdowns and depression, to more complex conditions such as schizophrenia.

You can find services such as self-help and psychological therapies, crisis resolution, home treatment and acute inpatient care by contacting the Lincolnshire Partnership Foundation NHS Foundation Trust.

For more information, please contact:  
Single Point of Access Contact Centre,  
Sycamore Unit, Beacon Lane,  
Grantham NG23 9DF  
Tel: 0303 123 4000  
Email: lincs.spa@nhs.net  
Web: www.lpft.nhs.uk

**Managed Care Network**  
Lincolnshire’s Managed Care Network for mental health aims to help people who have already experienced mental health issues, or who are having their first experience of mental illness.

The network is funded by the Mental Health Promotion Fund which was established by Lincolnshire County Council and is managed by Lincolnshire Partnership NHS Foundation Trust.

For more information, please contact:  
Community Partnerships team, Lincolnshire Partnership NHS Foundation Trust, Unit 8,  
The Point, Lions Way, Sleaford NG34 8GG  
Tel: 01529 222223  
Email: mcn@lpft.nhs.uk  
Web: www.lpft.nhs.uk/MCN
Keeping people safe

Adult safeguarding – what it is and why it matters

’Safeguarding’ means protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop the risks and experience of abuse or neglect, whilst making sure that the person’s wellbeing is promoted, including having regard to their views, wishes, feelings and beliefs in deciding on any action.

We will always promote your wellbeing in our safeguarding arrangements. Professionals in Lincolnshire will work with you to establish what being safe means to you and how that can be best achieved. We want to make safeguarding personal to you.

The six key principles which underpin all our adult safeguarding work are:

1. **Empowerment** – people being supported and encouraged to make their own decisions and informed consent.
   ‘I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.’

2. **Prevention** – it is better to take action before harm occurs.
   ‘I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.’

3. **Proportionality** – the least intrusive response appropriate to the risk presented.
   ‘I am sure that the professionals will work in my interests as I see them and they will only get involved as much as needed.’

4. **Protection** – support and representation for those in greatest need.
   ‘I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent I want.’

5. **Partnership** – local solutions through services working with their communities.

Communities have a part to play in preventing, detecting and reporting neglect and abuse.

‘I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.’

6. **Accountability** – accountability and transparency in delivering safeguarding.

‘I understand the role of everyone involved in my life and so do they.’

**What are abuse and neglect?**

There are various ways that people can be harmed. A person can be harmed once or multiple times and the abuse can affect one or more people. Abuse can be long-term in the context of an ongoing family relationship, such as domestic violence or persistent psychological abuse, or opportunistic abuse where money or jewellery has been left lying around.

**How can we help you?**

As professionals, we can help you think about your life and what you want to do to help you to be safer.

We use the six objectives that we have been given by legislation to help us guide your and our thinking about the risks in your life and what you want to do about them. We may do this with or without professional partners (if they can assist you), and the scope and nature of our involvement will be determined by the needs and risks that are presented. We will work in partnership with you and help you decide about taking any actions in your life.

The six objectives of an enquiry into abuse or neglect are to:

1. **Establish the facts.**
2. **Ascertain your views and wishes and the outcome you want.** In Lincolnshire, we have also included the word ‘outcome’ here, as we want to talk to you about the outcome that you want to achieve from the outset. This is so that we know what it is that
you want to ‘come out’ of our conversations with you. We can then together:

3. Assess the need for protection, support and redress and how they might be met.

4. Protect you from abuse and neglect in accordance with your wishes.

5. Make decisions as to what follow-up action should be taken with regard to you or the organisation responsible for the abuse or neglect.

6. Enable you to achieve resolution and recovery.

Who should I contact?
The Customer Service Centre is the first point of contact for any member of the public concerned about any issue regarding the safeguarding of adults. The Customer Service Centre will contact the local Safeguarding team as appropriate.

You can contact the Customer Service Centre on 01522 782155, 8.00am to 6.00pm weekdays. Outside of this time, you can contact the Emergency Duty team on 01522 782333, 5.00pm to 8.45am Monday to Thursday and from 4.45pm on Fridays through to 8.45am on Mondays with a 24-hour service on Bank Holidays.

You should contact the police on 101 for anything that is not an emergency or dial 999 if you think that someone is in immediate danger.

Making your voice count

If you feel something is not right or you are unhappy and need further support and advice, there are many ways to get your voice heard. Some of these are listed here.

Independent advocacy

Social care and mental health advocacy
Having someone to speak on your behalf, help you secure your rights and represent your interests is often known as independent advocacy. Advocacy can help safeguard people who are vulnerable by speaking up for them. It empowers people with physical or learning disabilities, older people, those with mental health issues and carers to make informed choices and decisions about their own health and social care. Advocacy is completely independent from organisations that provide social care services.

Independent advocacy services in Lincolnshire are provided by Total Voice Lincolnshire. This is a partnership of organisations which includes Voiceability (providing advocacy for adult users of social care and mental health services), Barnardos (advocacy for children and young people) and Age UK Lincoln (advocacy for older people who use residential care services). Total Voice has partnered with Lincs2Advice who manage the referral process, giving a single point of access for all types of advocacy.

Some of the services Total Voice Lincolnshire provides have certain qualifying criteria. If you feel you might want the support of an advocate, the first step is to contact Total Voice for an informal chat.
Independent advocacy continued

If the service can help, an advocate will talk to you about your concerns, help you explore your options and choices, and assist you to find the right information and advice. If it is appropriate, and with your agreement, your advocate will support you to express your views and opinions at care meetings, during an assessment and at other times when you want to be heard.

For all enquiries, contact Total Voice Lincolnshire.
Tel: 01529 400479
Text: 07860 018887
Email: TVL@voiceability.org
Web: www.totalvoicelincolnshire.org

NHS complaints advocacy
Advocacy is also available if you need help to express your concerns and you wish to complain about the care or treatment you have received from the NHS. This free, independent and confidential advocacy service, which is open to anyone who needs help to make a complaint, is provided in Lincolnshire by POhWER.

Tel: 0300 456 2370 (charged at local rate)
Minicom: 0300 456 2364
Text: send the word ‘pohwer’ with your name and number to 81025
Email: pohwer@pohwer.net
Web: www.pohwer.net
Skype: pohwer.advocacy
Fax: 0300 456 2365
Write to: POhWER, PO Box 14043, Birmingham B6 9BL

Lincolnshire NHS Patient Advice and Liaison Service (PALS)

PALS is a confidential service that helps patients, their families, and carers to find answers to questions or concerns regarding the care or treatment received from NHS Trusts in Lincolnshire.

PALS listens to people’s concerns, suggestions or queries and helps to sort out concerns or problems quickly. It provides information about local services, and aims to use the patient experience to help shape and improve local health services.

Making a comment or complaint about care services

At Lincolnshire County Council, we aim to give people an excellent level of customer service. As a public authority, we want to make sure that people are satisfied with our services all the time and ensure that we provide professional services to meet people’s needs. To help make this happen, we want to hear from you. Your comments are vital in helping to bring about real improvements in our services.

It is always best to raise a concern directly with the manager of the service concerned. This way, issues can be resolved at an early stage.
Making a comment or complaint about care services continued

If the care you receive is arranged or funded through Lincolnshire County Council and you are not satisfied with the response you receive from the care provider, you can speak to your social worker or raise your concern with us.

Tel: 01522 782060
Email: feedback@lincolnshire.gov.uk
Fax: 01522 516137
Web: fill in an online feedback form at www.lincolnshire.gov.uk/feedbackform
Write to:
Serco Local & Regional Government, PO Box 841, Lincolnshire County Council LN1 1ZE

If the care you are receiving is regulated, for example in a care home or where personal care is provided at home, this will be subject to standards set by the Care Quality Commission. If you are unhappy with

the outcome of your complaint to Adult Care, or if you pay for your care yourself, you can contact the Local Government Ombudsman.

Tel: 0300 061 0614
Web: www.lgo.org.uk

Healthwatch Lincolnshire

Healthwatch is your independent consumer champion for health and social care in Lincolnshire, putting you at the heart of health and social care services. Its role is to give local people a voice to influence and challenge how health and social care services are provided locally. It does this by listening to and talking with residents from all parts of the community and by holding service providers to account. It is here to make sure your views are heard by the key decision makers.

Healthwatch Lincolnshire can help you to get the best out of health and care services by:

• providing you with information about your local services and how you can access the help you need
• listening to your views about what is and isn’t working well
• signposting you when you need to make a complaint about care
• working with the organisations that pay for your health or care services and making sure they are aware of the concerns and issues raised by local people
• following up any concerns or issues raised by residents to ensure they are responded to and working to ensure they have an impact on how services are run
• influencing the way services are set up and commissioned

Healthwatch has legal powers to look into specific areas of concern and, as a result, to make recommendations on how services can be improved. Where appropriate, they will be able to alert healthcare providers and regulators to concerns that have been raised about specific services, health or care matters.

Tel: 01205 820892
Email: info@healthwatchlincolnshire.co.uk
Web: www.healthwatchlincolnshire.co.uk
Twitter: @healthwatchlinc
Facebook: www.facebook.com/healthwatchlincolnshire

Visit www.lincolnshire.gov.uk/adultcare for help and information
When we arrange services for you, you may be asked to contribute towards the cost of care at home or in a care home, depending on your personal circumstances.

### Financial assessment

To determine whether or not you will need to contribute towards the cost of your support, we will conduct a financial assessment. This will look at your capital, savings, and income. Most people are likely to have to contribute something towards the cost of their care. The value of your home is included as part of your capital in this assessment if you are moving into residential care, except in limited circumstances. It is not included if you are receiving care in your own home. If you choose not to have a financial assessment, you will be responsible for paying the full cost of your care and support.

If you have capital and savings of less than £14,250, you may be asked to contribute part of your income towards your care costs and Lincolnshire County Council may meet the shortfall.

If you have capital and savings between £14,250 and £23,250, you are likely to have to contribute towards the cost of your care. You may need to contribute part of your income, and a sliding scale operates whereby you contribute £1 for each £250 you have in capital and savings above the lower figure.

If your capital and savings amount to more than £23,250, you will likely have to pay the full cost of your care yourself. However, you are still entitled to an assessment of your needs by Lincolnshire County Council and you may be able to get some support with funding your care, see page 59.

These figures may change during the lifetime of this directory.

If you are eligible for support from us and you are moving into a care home or care home with nursing, you will be given a choice of homes that charge the amount we would usually pay for someone with your needs. If the home you choose charges a fee in excess of the funding limit, you will need to find someone else to meet the additional amount. This is often referred to as a ‘third party payment’ or ‘top-up’ (explained further on page 60).

### Lincolnshire County Council’s contribution to care costs

We will pay the following rates if we are supporting you in a care home or care home with nursing and are contributing towards the cost of your care. The rates shown will be reviewed in April 2018 and include a person’s assessed contribution as well as our contribution.

<table>
<thead>
<tr>
<th>Category of care</th>
<th>New Placements (per week)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Older People Residential</td>
<td>£456</td>
</tr>
<tr>
<td>Older People High Dependency</td>
<td>£497</td>
</tr>
<tr>
<td>Older People Nursing</td>
<td>£485</td>
</tr>
<tr>
<td>Mental Health Residential</td>
<td>£475</td>
</tr>
<tr>
<td>Mental Health Nursing</td>
<td>£485</td>
</tr>
<tr>
<td>Learning Disability Residential/Nursing</td>
<td>£534</td>
</tr>
<tr>
<td>Physical Disability Residential/Nursing</td>
<td>£588</td>
</tr>
</tbody>
</table>
Running out of money

If your capital and savings are likely to reduce to £23,250 through payment of care fees, you must let us know well in advance. We will undertake an assessment of your circumstances before deciding if we will make a contribution.

If you become eligible for support with funding your care, and the home you are living in charges more than our fee levels, you must find someone to help pay the difference. This is known as a ‘top-up’ or ‘third party payment’, see page 60 for more information. If funds for a top-up are not available, you will need to find accommodation which can meet your needs at our fee level.

Understanding your rights before moving into care is essential. There are several financial products and specialist companies that may be able to help.

It is important to seek independent financial and legal advice before committing yourself to anything. See page 60 for more information.

Non-means tested support

Some support may be available to you without Lincolnshire County Council needing to look into your finances.

Benefits
Attendance Allowance, Disability Living Allowance, and Personal Independence Payments are non-means-tested and non-taxable benefits from the Department for Work and Pensions. There are different rates depending on the level of your needs. Everyone who needs care should consider claiming these benefits; however, they will not be paid if you are, or become, a permanent resident in a care home.

If you are entitled to the mobility component of Disability Living Allowance or Personal Independence Payment, this payment will not stop once you are in a care home and is not included in your financial assessment.

You may also want to consider applying for Universal Credit (if you are under pension age) or Pension Credit (if you are over pension age).

NHS Continuing Healthcare
NHS Continuing Healthcare is fully-funded care and support, provided and paid for by the NHS. To be eligible, your needs must be primarily health-related and are likely to be severe. If you are eligible for NHS Continuing Healthcare, you can receive the services in any setting, including your own home or in a care home. The NHS will pay if you need healthcare from a community nurse or a therapist as well as personal care to help you at home.

Self-funding your care

Paying for care can be an expensive and long-term commitment, so we strongly recommend that you seek specialist information and advice before entering into any arrangements. It is important that you seek specialist advice from appropriately qualified and regulated financial advisers, see page 61 for suggested contacts.

Twelve-week property disregard
If your former home is included in your financial assessment but your other capital and savings are less than £23,250, and your income is not enough to meet your care home fees, Lincolnshire County Council may share the cost of the first twelve weeks of permanent care, provided it agrees that care is needed.

Deferred Payment Agreements
After the twelve-week property disregard period, you may be offered a Deferred Payment Agreement. This allows you to delay selling your former home during your lifetime. Any fees paid by the council will be charged against the value of your home and must be repaid once the house is sold or from your
Self-funding your care continued

Third party payments

If you are eligible for support, you will be offered a choice of homes that meet the funding rates. If you decide to live in a more expensive home and someone can make an additional payment for you, they will have to pay Lincolnshire County Council the difference between its rate and the amount the home charges. This additional payment is called a ‘top-up’ or ‘third party payment’.

You are not allowed to make this additional payment yourself, except in limited circumstances, so the responsibility usually falls to a family member, friend, or charity.

Before anyone agrees to pay your top-up, they should be aware that the amount may increase, usually once a year, and they need to be confident that they can sustain the payments for as long as they are required. They will need to sign a contract with Lincolnshire County Council to confirm that they are able to do this.

If the additional payments stop being paid for any reason, then you should seek help and advice from Lincolnshire County Council. You may have to move to a cheaper home within the funding levels.

If you are already resident in a care home, and no top-up was required at the time you became a resident, the home may seek to introduce one at a later date, which would need to be agreed first with Lincolnshire County Council. This may happen if a change to your arrangements is made at your request or with your agreement.

It is important to note that Lincolnshire County Council has a duty to offer you a place at a home that accepts their funding rates. If no such place is available, a top-up should not be charged.

More information about third party payments can be found in the Financial Information Pack at www.lincolnshire.gov.uk/adultcare

Seeking financial advice

Planning for your future care and support needs can be complicated and funding care can be expensive. Professional advice may be helpful in enabling you (and your family) to identify the most suitable and cost-effective solution.

Everyone is encouraged to seek unbiased, expert advice from independent financial advisers to help work out how to pay for long-term care. Independent financial advisers are regulated by the Financial Conduct Authority (FCA) and must take shared responsibility for the suitability of any product they recommend.
Unlike advisers who are tied to particular providers, specialist care-fees advisers can offer advice on products from across the whole market.

A list of independent financial advisers who are accredited by the Society of Later Life Advisers can be found at [www.societyoflaterlifeadvisers.co.uk](http://www.societyoflaterlifeadvisers.co.uk) or you can call 0333 202 0454.

There are also a number of organisations that will provide free advice about funding care and support. These are a good place to start if you are looking for information and want to see what sort of options are available.

**Age UK**
Tel: 0800 678 1174  
Web: [www.ageuk.org.uk/moneymatters](http://www.ageuk.org.uk/moneymatters)

**Citizens Advice Bureau**
Web: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

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

### How solicitors can help

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

LPAs allow you to appoint someone you trust to make decisions on your behalf for when you are unable to do so yourself. An LPA for Welfare can only make decisions about your personal welfare, which includes your healthcare and giving consent to medical treatment. An LPA for Property and Finance can only make decisions about your property and financial affairs. An LPA is only valid once registered with the Office of the Public Guardian.

The Court of Protection can issue Orders directing the management of your property and financial affairs if you are incapable of managing your own affairs and you do not have an LPA.

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

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

You may feel that you have exhausted all the options to remain living at home and that it is time to look at moving into more purpose-built accommodation with support provided.

This section describes the housing options available to you and the different levels of care you may need if you decide to move to a residential environment.

Extra care

Extra care housing supports you to live independently for as long as possible. Extra care provides a secure environment, with care services available 24-hours a day. Each apartment has a kitchen, bathroom, up to two bedrooms and a living room. Extra care housing developments provide communal facilities such as restaurants, hair salons, and areas for regular social activities.

Although there are variations from scheme to scheme, there is the opportunity to rent, part purchase or fully own an apartment. Whichever of these options you choose; your apartment will be your home. Should you currently benefit from financial help paying your rent or receiving support, this will still be available subject to your circumstances.

In Lincolnshire, there are extra care schemes in Louth, Lincoln, Bourne, Sleaford, Grantham, Boston, Skegness and Sutton-on-Sea. The schemes are managed by registered social landlords and we are working with developers to increase the number of schemes.

Extra care housing provides peace of mind that someone is always on hand to help if required and is something we are seeking to increase the availability of throughout Lincolnshire.

Extra care is a chargeable service. If you are eligible, you will be offered a financial assessment to ensure you are not asked to contribute more than you can afford. For more information, see page 58.

Care home contracts for self-funding residents

If you are self-funding your care and have a contract with your care provider, it is important to speak to solicitors with experience in this field. Any contract should explain:

- the cost of care
- what services are included in the price and how often this is reviewed
- what complaints procedure is in place
- what your rights are and the obligations of the care provider under the contract
- the procedure for cancelling a contract
- the administering of medication

How solicitors can help continued

>> Solicitors for the Elderly

Solicitors for the Elderly (SFE) is an independent, national organisation of lawyers who provide specialist legal advice for older and vulnerable people, their families and carers.

Email: admin@sfe.legal
Web: www.sfe.legal
NB: Please be aware the SFE administration team are not qualified to give legal advice, but can help you to locate a solicitor who may be able to help you.

Visit www.carechoices.co.uk for further assistance with your search for care
Sheltered housing and retirement housing

Sheltered or retirement housing is suitable if you like living independently but want the reassurance of knowing that assistance is on hand if there is an emergency, or if you expect to be away from home for long periods and want to know that your home is safe. Often called retirement housing, there are many types of sheltered housing schemes, available to rent or buy. Schemes usually consist of between 15 and 40 dwellings, which may be bed-sit rooms, self-contained flats, bungalows or luxury apartments.

Some schemes are simply housing designed to meet the needs of older people. The majority of schemes have a scheme manager or warden and a community alarm.
Service. There are often communal facilities such as a lounge, laundry, guest flat and garden. Meals are not normally provided, but a few schemes include a restaurant and may arrange hot meals. Sheltered housing is offered by independent housing and care organisations throughout the county.

Sheltered or retirement housing that is available to buy is usually built by a private developer. Make sure you only buy from a builder who is registered with an accredited body, such as the National House Building Council.

Before buying any retirement housing, make sure you find out about running costs, such as service charge, ground rent, Council Tax and utility bills.

Sheltered housing is also available to rent from local councils or housing associations (social housing). Some charitable organisations also offer sheltered housing. Residents must apply to their local council (district or borough) or housing association for a place in sheltered housing accommodation.

Properties are generally allocated to those who need it most through a system called ‘choice-based lettings’, so applicants will have their needs assessed against a list of criteria. Different councils and housing associations have their own eligibility criteria.

Care homes

All care providers in the country must be registered with the Care Quality Commission (CQC), which will inspect and rate them for quality and safety of services. These inspection reports and quality ratings are available from the care home or the Care Quality Commission website at www.cqc.org.uk

**Care homes offering personal care only**

These are commonly referred to as ‘residential care homes’. If you are reasonably active but would like greater security and care, subject to a needs assessment, a care home only offering personal care may be the option you choose.

Personal care includes support with bathing, feeding, dressing, and help with mobility.

Listings of care homes in Lincolnshire begin on page 77.

**Care homes with nursing**

These used to be known as ‘nursing homes’. A care home with nursing provides the same care and support as a care home offering personal care, but with 24-hour nursing staff on hand. If you think you may need nursing care in a home, you will need to be visited by Adult Care to assess the care you may need. This visit might be in your own home or in hospital if you have been ill. You will be fully involved in planning your care needs. It is important that you get your nursing assessment done before you go into the home. You can contact the nurse case management teams for your area through the clinical commissioning group that your GP belongs to.

The cost of the nursing care part of your fees is paid by the NHS directly to the home. This is called NHS-Funded Nursing Care and the amount is set nationally. Currently, this is a flat rate of £155.05 per week.

Personal care is not paid for by the NHS and must be paid for by you if your capital/savings exceed £23,250. See page 58 for further information about paying for care and page 11 for an explanation about being assessed for care services.

If a care home providing nursing care is the best solution for you, we will give you information to help you find a home that meets your requirements.

Listings of care homes with nursing begin on page 77.

Figures mentioned here may change over the lifetime of this directory.
Choosing a care home

Moving to a care home is a major step. Support options are developing all the time and it is important to be sure that you have explored all the options available to support you to remain in your own home. Contact the Customer Service Centre on 01522 782155 or explore www.lincolnshire.gov.uk/adultcare

Once you are sure that a care home really is the right option, you might want to consider visiting your choice of home more than once, perhaps at different times of the day, and reading the Care Quality Commission reports. Copies of the inspection reports are available at www.cqc.org.uk or by telephoning 03000 616161.

You will also need to find out about the cost of living at the home. There may be additional costs which are greater than the amount the council is able to contribute. See page 58 for further information about paying for care and page 60 for an explanation of third party payments.

NHS Continuing Healthcare

NHS Continuing Healthcare, also known as 'NHS continuing care' or 'fully funded NHS care', is a package of care that can be provided in a variety of settings outside of hospital, and is arranged and funded solely by the NHS. It is awarded when a person has been assessed as having a primary health need.

The National Framework for Continuing Healthcare and NHS-funded Nursing Care (November 2012 Revised) sets out the eligibility criteria and the assessment process for accessing NHS Continuing Healthcare funding. Following a multi-professional assessment of your needs, the clinical commissioning group that your GP is registered with will decide whether or not you are eligible for NHS Continuing Healthcare. Decisions on how and where services will be provided are made with you.

Reviews

As your needs can change, regular reviews will be undertaken which may result in changes to the provision and funding of your care. You can also request a review of your care needs if you feel they have changed.

CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077
VISIT THE CARE SELECT WEBSITE WWW.CARESELECT.CO.UK

Visit www.lincolnshire.gov.uk/adultcare for help and information
Wellbeing Care Group provides a host of elderly care services tailored and designed around your needs.

Residential, Respite and Day Care
Your wellbeing is paramount, our range of facilities are designed to give you independence and security with our dedicated carer support. A short term stay can be a well-deserved break, a chance to meet new people, or simply a change of scenery whilst in a supported caring environment.

End Of Life Care
With the support from our compassionate carers and the end of life facilities, we offer expertise, empathy, emotional support and companionship to the resident and their families. To find out more about arranging dignified end of life care for your loved one, please call our homes directly.

Home Care
A flexible care package in your own home to meet your needs, offering personal care, such as washing and dressing, cooking or preparing meals and companionship are some of the services available.

Southernwood House
20 Matmore Gate
Spalding, Lincolnshire
PE11 2PN
e. mail@southernwoodhouse.co.uk
t. 01775 760 563

Chevington House
36 North Road
Bourne, Lincolnshire
PE10 9AS
e. mail@chevingtonhouse.co.uk
t. 01778 421 821

Wellbeing Home Care
t. 0800 048 4172
www.wellbeinghomecare.co.uk

“Looking after your future wellbeing”

www.wellbeingcaregroup.com
### Staff

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the minimum number of staff that are available at any time?</td>
<td></td>
</tr>
<tr>
<td>Are staff respectful, friendly and polite?</td>
<td></td>
</tr>
<tr>
<td>Do staff have formal training?</td>
<td></td>
</tr>
<tr>
<td>Are the staff engaging with residents?</td>
<td></td>
</tr>
</tbody>
</table>

### Activities

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is there an Activities Co-ordinator?</td>
<td></td>
</tr>
<tr>
<td>Can you get involved in activities you enjoy?</td>
<td></td>
</tr>
<tr>
<td>Does the home organise any outings?</td>
<td></td>
</tr>
<tr>
<td>Are residents escorted to appointments?</td>
<td></td>
</tr>
<tr>
<td>Do the residents seem entertained?</td>
<td></td>
</tr>
<tr>
<td>Does the home have a varied activities schedule?</td>
<td></td>
</tr>
</tbody>
</table>

### Life in the home

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the home adapted to suit your needs?</td>
<td></td>
</tr>
<tr>
<td>Can you bring your own furniture?</td>
<td></td>
</tr>
<tr>
<td>Are there enough plug sockets in the rooms?</td>
<td></td>
</tr>
<tr>
<td>Are there restrictions on going out?</td>
<td></td>
</tr>
<tr>
<td>Is there public transport nearby?</td>
<td></td>
</tr>
<tr>
<td>Does the home provide any transport?</td>
<td></td>
</tr>
<tr>
<td>Can you make/receive calls privately?</td>
<td></td>
</tr>
<tr>
<td>Can you decide when to get up and go to bed?</td>
<td></td>
</tr>
<tr>
<td>Does the home allow pets?</td>
<td></td>
</tr>
</tbody>
</table>

### Personal preferences

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the home too hot/cold? Can you control the heating in your room?</td>
<td></td>
</tr>
<tr>
<td>Is the décor to your tastes?</td>
<td></td>
</tr>
<tr>
<td>Are there restricted visiting hours?</td>
<td></td>
</tr>
<tr>
<td>Is there somewhere you can go to be alone?</td>
<td></td>
</tr>
<tr>
<td>Does the home feel welcoming?</td>
<td></td>
</tr>
</tbody>
</table>

### Catering

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does the menu change regularly?</td>
<td></td>
</tr>
<tr>
<td>Can the home cater for any dietary requirements you may have?</td>
<td></td>
</tr>
<tr>
<td>Can you eat when you like, even at night?</td>
<td></td>
</tr>
<tr>
<td>Can you have food in your room?</td>
<td></td>
</tr>
<tr>
<td>Is there a choice of food at mealtimes?</td>
<td></td>
</tr>
<tr>
<td>Is alcohol available/allowed if you want it?</td>
<td></td>
</tr>
<tr>
<td>Can visitors join you for meals?</td>
<td></td>
</tr>
</tbody>
</table>

### Fees

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do your fees cover all of the services and activities?</td>
<td></td>
</tr>
<tr>
<td>Are fees likely to change regularly?</td>
<td></td>
</tr>
<tr>
<td>Is the notice period for cancellation of the contract reasonable?</td>
<td></td>
</tr>
<tr>
<td>Could you have a trial period?</td>
<td></td>
</tr>
<tr>
<td>Can you keep your room if you go into hospital?</td>
<td></td>
</tr>
<tr>
<td>Can you handle your own money?</td>
<td></td>
</tr>
</tbody>
</table>

We suggest that you take paper with you when visiting care homes so that you can make notes.
Alysia Caring Luxury Care Homes are proud to present Cherry Blossom Care Home & Day Centre

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

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

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

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

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

• 24 Hour Care
• Meals
• Hotel and Laundry Services
• Activities
• Hairdresser
• Chiropody
• Ground floor garden terraces
• State-of-the-art nurse call system
• Specialist baths & ensuite wet rooms
• Fees are all inclusive - assessment prior to admission
• Wifi throughout the premises
• Library
• Overhoist Tracking
• Bistro

Why not have a trial stay with us as a temporary client to see if a care home is the right choice for you?
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 homes checklist on page 67.

**Residential dementia care checklist**

**Design**
- Are there clear signs throughout the home? [ ] [ ] [ ]
- Has the home been designed or adapted for people with dementia? [ ] [ ] [ ]
- Are the home and grounds secure? [ ] [ ] [ ]
- Are there prompts outside the residents’ rooms to help people identify their own? [ ] [ ] [ ]
- Is the décor familiar to your loved one? [ ] [ ] [ ]

**Choices**
- Do residents get choice in terms of what they wear each day? [ ] [ ] [ ]
- Are residents encouraged to be independent? [ ] [ ] [ ]
- Can residents decide what to do each day? [ ] [ ] [ ]
- Can residents have a say in the décor of their room? [ ] [ ] [ ]

**Activities**
- Are residents able to join in with household tasks like folding washing? [ ] [ ] [ ]
- Are there activities on each day? [ ] [ ] [ ]
- Can residents walk around outside on their own? [ ] [ ] [ ]
- Are residents sitting in front of the TV or are they active and engaged? [ ] [ ] [ ]
- Are there rummage boxes around? [ ] [ ] [ ]

**Health**
- Can residents get help with eating and drinking? [ ] [ ] [ ]
- How often does the home review residents’ medication? [ ] [ ] [ ]
- Does the home offer help if a resident needs assistance taking medication? [ ] [ ] [ ]
- Do GPs visit the home regularly? [ ] [ ] [ ]

**Staff**
- Are staff trained to identify when a resident might be unwell? [ ] [ ] [ ]
- Are staff trained to spot when someone needs to go to the toilet? [ ] [ ] [ ]
- Do the staff have any dementia specific training/experience? [ ] [ ] [ ]
- Will your loved one have a member of staff specifically responsible for their care? [ ] [ ] [ ]

**Approach to care**
- Does the home follow a specific approach to dementia therapy, for example, validation therapy? [ ] [ ] [ ]
- Will the home keep you informed about changes to your loved one’s care? [ ] [ ] [ ]
- Does the home have a specific approach to end of life care? [ ] [ ] [ ]
- Does the home keep up to date with best practice in dementia care? [ ] [ ] [ ]

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Visit [www.lincolnshire.gov.uk/adultcare](http://www.lincolnshire.gov.uk/adultcare) for help and information
Useful contacts

Action on Elder Abuse (AEA)
Works to protect, and prevent the abuse of, vulnerable older adults.
PO Box 60001, SW16 9BY
Tel: 0808 808 8141
Email: enquiries@elderabuse.org.uk
Web: www.elderabuse.org.uk

Adult Care
For all enquiries and referrals relating to Adult Care, contact our Customer Service Centre 8.00am to 6.00pm weekdays.
Tel: 01522 782155
Email: customer_services@lincolnshire.gov.uk
In an emergency, outside of these hours, call the Emergency Duty team.
Tel: 01522 782333

Adults Supporting Adults
Charitable organisation offering a range of community based services, including daytime provision, respite and extended-stay visits to learn new skills.
Railton House, Sleaford Business Park,
Sleaford NG34 7EQ
Tel: 01529 416270
Email: enquiries@asaorg.co.uk
Web: www.asaorg.co.uk

Age Care Advice
An independent social worker-led company specialising in the care and support of individuals and families living with dementia.
Tel: 01572 756666, 01476 552137 or 07772 992732
Email: agecareadvice@gmail.com
Web: www.agecareadvice.co.uk

Age UK
The country’s largest charity dedicated to helping everyone make the most of later life.
Tel: 0800 678 1174
Web: www.ageuk.org.uk

Age UK Boston & South Holland
William Garfitt House, 116 High Street,
Boston PE21 8TG
Tel: 01205 364161
Email: admin@ageukbsh.org.uk
Web: www.ageuk.org.uk/bostonandsouthholland

Age UK Lincoln and Kesteven
36 Park Street, Lincoln LN1 1UQ
Tel: 01522 696000
Email: info@ageuklk.org.uk
Web: www.ageuk.org.uk/lincolnandkesteven

Age UK Lindsey
The Old School House, Manor House Street,
Horncastle LN9 5HF
Tel: 01507 524242
Email: info@ageuklindsey.co.uk
Web: www.ageuk.org.uk/lindsey

Age UK Spalding District
1 The Meadows, Spalding PE11 1XR
Tel: 01775 720305
Email: kellyfovargue@ageukspalding.co.uk
Web: www.ageuk.org.uk/spaldingdistrict

Alzheimer’s Society Lincolnshire
Alzheimer’s Society is an organisation which works to improve the quality of life of people affected by dementia in England, Wales and Northern Ireland. Lincolnshire Alzheimer’s Society holds various support groups and services across the county.
15 Sixfield Close, Lincoln LN6 0EJ
Tel: 01522 692681
Email: lincoln@alzheimers.org.uk
Web: www.alzheimers.org.uk

Association of Charitable Organisations
A national umbrella body for benevolent charities.
2nd Floor, Acorn House, 314-320, Grays Inn Road, London WC1X 8DP
Tel: 0207 255 4480
Email: info@aco.uk.net
Web: www.aco.uk.net

British Institute of Learning Difficulties (BILD)
Committed to improving the quality of life for people with a learning disability.
Birmingham Research Park, 97 Vincent Drive,
Edgbaston, Birmingham B15 2SQ
Tel: 0121 415 6960
Email: enquiries@bild.org.uk
Web: www.bild.org.uk

Visit www.carechoices.co.uk for further assistance with your search for care
**British Red Cross**
The British Red Cross provides a wide range of services including first aid, emergency response, mobility aids, finding missing family, preparing for disasters, refugee support, and support at home. Unity House, 22 Tollemache Road (South), Grantham NG31 7UH
Tel: 0345 054 7171
Email: adminlincs@redcross.org.uk
Web: www.redcross.org.uk

**The Butterfly Hospice Trust**
Provides palliative care to anyone over the age of 18 in the Boston area with a progressive life-limiting illness. The Hospice provides palliative care and holistic support to patients and their families, working in partnership with Lincolnshire Community Health Services and the local community.
Rowan Way, Boston PE21 9DH
Tel: 01205 311222
Email: enquiries@butterflyhospice.org.uk
Web: www.butterflyhospice.co.uk

**Carers Trust**
32-36 Loman Street,
London, SE1 0EH
Tel: 0300 772 9600
Email: support@carers.org
Web: www.carers.org

**Carers UK**
The voice of carers.
Tel: 0808 808 7777
(Monday to Friday, 10.00am to 4.00pm)
Email: advice@carersuk.org
Web: www.carers.org

**Dementia UK**
A national charity, committed to improving quality of life for all people affected by dementia. Provides mental health nurses specialising in dementia care, called Admiral Nurses.
Second Floor, 356 Holloway Road,
London N7 6PA
Tel: 0207 697 4160
Email: info@dementiauk.org
Web: www.dementiauk.org

**Elderly Accommodation Counsel (EAC)**
Helping older people make informed choices about meeting their housing and care needs.
89 Albert Embankment, London SE1 7TP
Tel: 0800 377 7070
Email: info@firststopadvice.org.uk
Web: www.eac.org.uk

**Friends of the Elderly**
A charity that supports older people who have a range of practical needs.
40-42 Ebury Street, London SW1W 0LZ
Tel: 0207 730 8263
Email: enquiries@fote.org.uk
Web: www.fote.org.uk

**Headway Lincolnshire**
The UK’s leading brain injury charity.
The Len Medlock Centre, St George’s Road, Boston PE21 8YB
Helpline: 0808 800 2244 • Tel: 07546 592526
Email: info@headwaylincolnshire.org.uk
Web: www.headwaylincolnshire.org.uk

**Healthwatch Lincolnshire**
Unit 12, 1-2 North End, Swineshead, Boston PE20 3LR
Tel: 01205 820892
Email: info@healthwatchlincolnshire.co.uk
Web: www.healthwatchlincolnshire.co.uk

**Independent Age**
A growing charity helping older people to live more fulfilling lives through the ‘ABC’ of advice, befriending and campaigning.
18 Avonmore Road, London W14 8RR
Advice Line: 0800 319 6789 • Tel: 0207 605 4200
Email: charity@independentage.org
Web: www.independentage.org

**Lincoln and District Stroke Club**
Ancaster Day Centre, Boundary Street, Lincoln LN5 8PF
Tel: 01522 537301

**Lincoln and Lindsey Blind Society**
Enhances the quality of life of blind, partially sighted and visually impaired people whatever their age or circumstances in life.
Bradbury House, Ramsgate, Louth LN11 0NB

Visit [www.lincolnshire.gov.uk/adultcare](http://www.lincolnshire.gov.uk/adultcare) for help and information
Lincolnshire Association of People with Disabilities (LAPD)
LAPD was formed in 1994 by a group of disabled people in order to encourage, support and assist disabled people to make changes, both in their personal lives and in their communities that enable them to live their lives to the full.
Boundary Street, Lincoln LN5 8PF
Tel: 01522 530301
Email: manager@lapd.uk.com
Web: www.lapd.uk.com

Lincolnshire Carers Service
For all referrals and general enquiries regarding support for carers, contact Lincolnshire County Council Carers Support Service from 8.00am to 6.00pm, Monday to Friday (except on public holidays).
Tel: 01522 782224
Email: CarersService@lincolnshire.gov.uk
In an emergency, outside of these hours, call the Emergency Duty team.
Tel: 01522 782333

Lincolnshire Home Independence Agency (LHIA)
A local, independent charity that operates countywide to deliver support, home improvements, repairs and adaptations to elderly or disabled adults and the parents and carers of disabled children to enable vulnerable people to live independently.
Suite 3, Saracen House, Crusader Road, City Office Park, Tritton Road, Lincoln LN6 7AS
Tel: 01522 516300
Email: info@lincshia.org
Web: www.lincshia.org

Lincolnshire Independent Living
Assisting disabled people and those associated with all matters relating to advice across benefits and services which may improve a user’s life.
20 Abel Smith Gardens, Branston, Lincoln LN4 1NN
Tel: 07749 982114
Email: admin@lincolnshireindependentliving.co.uk
Web: www.lincolnshireindependentliving.org.uk

Lincolnshire Integrated Community Equipment Service (ICES)
Orchard House, Orchard Street, Lincoln LN1 1BA
Tel: 01522 553959 or 01522 554175
Email: ICES.LCC@lincolnshire.gov.uk

Lincolnshire Sensory Services
1 Finkin Street, Grantham NG31 6QZ
Tel: 01476 589513 • Text: 07710 155104
Email: contact@lincolnshiresensoryservices.org.uk
Web: www.lincolnshiresensoryservices.org.uk

Macmillan
Improves the lives of people affected by cancer.
Provides practical, medical, emotional and financial support and pushes for better cancer care.
Tel: 0808 808 0000
Web: www.macmillan.org.uk

Lincoln
The Macmillan Cancer Information and Support Centre, Lincoln County Hospital, Greetwell Road, Lincoln LN2 5QY
Tel: 01522 573799
Email: macmillan.infosupport@ulh.nhs.uk
Web: www.ulh.nhs.uk

Grantham
The Macmillan Cancer Information and Support Centre, Outpatients Department, Grantham and District Hospital, 101 Manthorpe Road, Grantham NG31 8DG
Tel: 01476 464978
Email: macmillan.infosupport@ulh.nhs.uk
Web: www.ulh.nhs.uk

Boston
The Macmillan Cancer Information and Support Centre, Pilgrim Hospital, Sibsey Road, Boston PE21 9QS
Tel: 01205 446392
Email: macmillan.infosupport@ulh.nhs.uk
Web: www.ulh.nhs.uk

Mencap
Tel: 0808 808 111
Email: helpline@mencap.org.uk
Grantham Office
The Cree Centre, Aire Road, Grantham NG31 7QP
Tel: 01467 566050
Email: annette.tweedie@granthammencap.co.uk
Web: www.granthammencap.co.uk
Useful contacts continued

Lincoln Office
Community Centre, Croft Street, Lincoln LN2 5AX
Tel: 01522 536765
Email: help@mencap.org.uk

Boston Office
18 Glen Drive, Boston PE21 7QB
Tel: 01205 356277
Email: jroney@talktalk.net

Lincoln Office
Community Centre, Croft Street, Lincoln LN2 5AX
Tel: 01522 536765
Email: help@mencap.org.uk

Boston Office
18 Glen Drive, Boston PE21 7QB
Tel: 01205 356277
Email: jroney@talktalk.net

MS Society
The UK’s leading MS charity. Since 1953, they’ve been providing information and support, funding research and fighting for change.
MS National Centre (MSNC), 372 Edgware Road, London NW2 6ND
Helpline: 0808 800 8000 • Tel: 0208 438 0700
Email: helpline@mssociety.org.uk
Web: www.mssociety.org.uk

Boston and South Holland Branch
Tel: 01205 724550
Email: bostonsolland@mssociety.org.uk

Lincoln and District Branch
Tel: 01522 838220
Email: Sarahjanebarnett@hotmail.com

National Activity Providers Association (NAPA)
Promotes the importance of activities for older people.
1st Floor, Unit 1, Fairview Industrial Estate, Raans Road, Amersham HP6 6JY
Tel: 0207 078 9375
Email: info@napa-activities.co.uk
Web: www.napa-activities.com

PALS
(Lincolnshire Patient and Advice Liaison Service)
Email: pals@ulh.nhs.uk
Text: 07815 707746

Grantham and District Hospital
Located adjacent to Ward 6
Tel: 01476 464861

Lincoln County Hospital
Located near Main Reception
Tel: 01522 707071

Pilgrim Hospital
Located in Main Reception
Tel: 01205 446243

Parkinson’s Society
Parkinson’s UK, 215 Vauxhall Bridge Road, London SW1V 1EJ
Tel: 0808 800 0303
Email: hello@parkinsons.org.uk
Web: www.parkinsons.org.uk

Penderels Lincolnshire
Aims to assist people with all aspects of independent living.
Haverholme Priory Offices, Haverholme Park, Haverholme, Ewerby, Sleaford NG34 9PF
Tel: 01526 833803
Email: lincolnshire@penderelstrust.org.uk
Web: www.penderelstrust.org.uk

Registered Nursing Home Association (RNHA)
Campaigns for high standards in nursing home care.
Derek Whittaker House, Tunnel Lane, Kings Norton, Birmingham B30 3JN
Tel: 0121 451 1088
Freephone: 0800 074 0194
Email: frankursell@rnha.co.uk
Web: www.rnha.co.uk

The Relatives and Residents Association
Exists for older people needing or living in residential care and their families and friends.
1 The Ivories, 6-18 Northampton Street, London N1 2HY
Tel: 0207 359 8148
Email: info@relres.org
Web: www.relres.org

Rethink Carers
Support for families living with mental ill health.
Carers’ support services. Supported living for people with mental ill health.
Tel: 0300 500 0927
Web: www.rethink.org

Visit www.lincolnshire.gov.uk/adultcare for help and information
Care Select delves further into the subject of arranging support for a loved one, including detailed information on different types of care and support, as well as:

• Understanding their needs
• Choosing care
• Broaching difficult conversations

Your companion through the emotional and practical aspects of choosing and funding care for an ageing relative.

Care Select delves further into the subject of arranging support for a loved one, including detailed information on different types of care and support, as well as:

• Understanding their needs
• Choosing care
• Broaching difficult conversations

What if I make the wrong choice?
What if Mum doesn't agree?
Can we afford it?
What are the care options?
How will I know which to choose?

To claim your free copy of Care Select, call 0800 389 2077*

*While stocks last.
RNIB
Supporting people with sight loss.
BNIB Peterborough, Midgate House, Midgate,
Peterborough PE1 1TN
Tel: 0303 123 9999
Email: helpline@rnib.org.uk
Web: www.rnib.org.uk

Samaritans
Available 24-hours a day to provide confidential emotional support for people who are experiencing feelings of distress, despair or suicidal thoughts.
17 Hungate, Lincoln LN1 1ES
Tel: 01522 528282
Email: jo@samaritans.org
Web: www.samaritans.org

Shine Network
Award-winning network of people and organisations involved in mental health.
Queens Park Community Hub, South Park,
Lincoln LNS 8EW
Tel: 07969 872804
Email: info@lincsshine.co.uk
Web: www.lincsshine.co.uk

The Silver Line
The only national free confidential helpline providing information, friendship and advice to older people, open 24-hours a day, every day of the year.
19-23 Featherstone Street, London EC1Y 8SL
Tel: 0800 470 8090
Email: info@thesilverline.org.uk
Web: www.thesilverline.org.uk

South Lincolnshire Blind Society
A major provider of services for blind and partially sighted people and their carers, who live in the districts of North Kesteven, South Kesteven, Boston Borough and South Holland.
14 Finkin Street, Grantham NG31 6QZ
Tel: 01476 592775
Email: slbs@blind-society.org.uk
Web: www.blind-society.org.uk

St Barnabas Hospices
Provides specialist palliative and end of life care so that everyone can access and receive the support they need to live well and ease the process of dying.
In-Patient Unit, 36 Nettleham Road,
Lincoln LN2 1RE
Tel: 01522 511566
Email: enquiries@stbarnabashospice.co.uk
Web: www.stbarnabashospice.co.uk

Stroke Association
Provides practical advice, essential information and emotional support for stroke survivors, carers and families.
Stroke Association House, 240 City Road,
London EC1V 2PR
Tel: 0303 303 3100 • Text: 18001 0303 3033 100
Email: info@stroke.org.uk
Web: www.stroke.org.uk

Total Voice Lincolnshire
Lincs2Advice, 5 Mill House, Carre Street,
Sleaford NG34 7TW
Tel: 01529 400479
Email: TVL@voiceability.org
Web: www.totalvoicelincolnshire.org

Visit www.lincolnshire.gov.uk/adultcare for help and information
Meadows Edge aims to develop individualised care plans to meet the needs of each of our clients. The purpose of our care plans is to help clients maintain their physical and mental well being, with a view to encouraging their own independence.

We provide homely surroundings and encourage clients to bring in their own possessions for their added comfort and happiness.

We have no restrictions on visiting times as we fully understand that this is our clients’ home.

Meadows Edge makes efforts to encourage the family and friends to participate in the social activities provided for the clients.

Meadows Edge gives the opportunity to have the freedom of choice and freedom of expression within safe practise to all clients staying with us for either short or long term care.

Wyberton West Road, 
Boston, 
Lincolnshire PE21 7JU

t: 01205 353271

e: enquiries@meadowsedge.co.uk

www.meadowsedge.co.uk
Boston

Service category information is obtained from CQC and historic information recorded by the Council. These categories change regularly and you should contact the provider for current information on care they provide.

Boston care homes

ASHRIDGE
14 Tower Road, Boston PE21 9AD
Tel: 01205 366922

FRAMPTON HOUSE RESIDENTIAL CARE HOME ●
West End Road, Frampton, Boston PE21 1BT
Tel: 01205 724216

GARDENS RESIDENTIAL HOME, THE
88 Sleaford Road, Boston PE21 8EY
Tel: 01205 359797

MANOR GATE CARE HOME
190 Causeway, Wyberton, Boston PE21 7BS
Tel: 01205 366260

MINSTRELS RESIDENTIAL HOME, THE
Main Road, Wrangle, Boston PE22 9AJ
Tel: 01205 870910

OLD RECTOR Y, THE
Main Road, Stickney, Nr Boston PE22 8AY
Tel: 01205 480885

SKIRBECK COURT (OSJCT) ●
55a Spilsby Road, Boston PE21 9NU
Tel: 01205 361444 Advert page 7

VAUXHALL COURT CARE HOME ●
Vauxhall House, Freiston Road, Boston PE21 0JW
Tel: 01205 354911

WILLOUGHBY GRANGE CARE HOME
Willoughby Road, Boston PE21 9EG
Tel: 01205 357836

WOODLANDS COURT CARE HOME
Boston Road, Kirton, Boston PE20 1DS
Tel: 01205 723355

Advert inside back cover

Boston care homes with nursing

ELMWOOD HOUSE NURSING HOME ●
88 Sleaford Road, Boston PE21 8EY
Tel: 01205 369235

GEORGIAN S (BOSTON) LTD, THE ●
50 Wide Bargate, Boston PE21 6RY
Tel: 01205 364111

HUNTERS CREEK CARE HOME WITH NURSING ●
130 London Road, Boston PE21 7HB
Tel: 01205 358034 Advert inside back cover

MEADOWS EDGE CARE HOME LTD ●
Wyberton West Road, Wyberton, Boston PE21 7JU
Tel: 01205 353271 Advert page 76

RALPH LAND CARE HOME
Ralphs Lane, Frampton West, Boston PE20 1QU
Tel: 01205 722332

ST JOHN’S NURSING HOME
White House Lane, Boston PE21 0BE
Tel: 01205 366059

WESTFIELD NURSING HOME
34 Sleaford Road, Boston PE21 8EU
Tel: 0843 506 9452 Advert page 20

WHITE GABLES CARE HOME ●
21 Willington Road, Kirton, Boston PE20 1EP
Tel: 01205 723874

WILLOUGHBY GRANGE CARE HOME
Willoughby Road, Boston PE21 9EG
Tel: 01205 357836

WOODLANDS COURT CARE HOME
Boston Road, Kirton, Boston PE20 1DS
Tel: 01205 723355

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
Lincolnshire Care Association member - see page 9

Visit www.lincolnshire.gov.uk/adultcare for help and information
Bramhall Residential Home

New Extension Opening in September 2017

Bramhall is a family run residential care home currently housing 22, but soon to be 38 with the introduction of our new luxury extension. The lovely en-suite rooms (including some with their own verandas) have built in sensory equipment to ensure safety and comfort. These rooms look out on to the beautifully crafted gardens, which are designed to be peaceful yet stimulating.

Bramhall Residential Home offers a variety of facilities to directly meet the needs of our residents, including our:

- **Dementia wing** – supervised 7 days a week by a fully trained activity co-ordinator, the aim is to occupy our Dementia residents with tasks to encourage well-being and give them purpose.
- **Hair salon and foot care specialist room** – for those who require the service or just a little pampering.
- **Dining areas** – catering for all special diets with fresh food made on the premises.
- **Day care room** – provides various entertainments from arts and crafts to tea dances and even has a projector for films and shows.
- **Quiet areas** – should that all seem a little busy for you, we have some lovely quiet areas to sit, both inside and outside in our gardens.

All this with 24 hour care from fully trained staff, focusing on care planning to the best interest of each individual resident and making their lives happy and meaningful.

For enquiries call 01526 342632 or email admin@mercercare.co.uk

www.mercercare.co.uk

1 Butt Lane | Tattershall | Lincolnshire | LN4 4NL

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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
<table>
<thead>
<tr>
<th>Nightingale House Care Centre</th>
<th>Tanglewood Care Home with Nursing</th>
<th>Toray Pines Care Home</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Road, Bucknall, Lincoln LN10 5DT</td>
<td>36 Louth Road, Horncastle LN9 5EN</td>
<td>School Lane, Coningsby LN4 4SJ</td>
</tr>
<tr>
<td>Tel: 01526 388261</td>
<td>Tel: 01507 527265</td>
<td>Tel: 01526 344361</td>
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<thead>
<tr>
<th>South Wold Nursing Home</th>
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<tbody>
<tr>
<td>South Road, Tetford, Horncastle LN9 6QB</td>
<td>OP D PD YA</td>
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<tr>
<td>Tel: 01507 533393</td>
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| Advert inside back cover |

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<tr>
<th>Louth care homes</th>
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<tbody>
<tr>
<td>Alderson House</td>
</tr>
<tr>
<td>Saltfleet Road, Theddlethorpe, Mablethorpe LN12 1PH</td>
</tr>
<tr>
<td>Tel: 01507 338584</td>
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| Ashtree House   |
| Church Lane, Withern, Alford LN13 0NG | OP D |
| Tel: 01507 450373 |

<table>
<thead>
<tr>
<th>BEECHES, THE</th>
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<tbody>
<tr>
<td>28 South Street, Louth LN11 9JT</td>
</tr>
<tr>
<td>Tel: 01507 603862</td>
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<thead>
<tr>
<th>Boulevard House</th>
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<tbody>
<tr>
<td>1 The Boulevard, Mablethorpe LN12 2AD</td>
</tr>
<tr>
<td>Tel: 01507 473228</td>
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<tr>
<th>CHIMNEYS CARE HOME, THE</th>
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</thead>
<tbody>
<tr>
<td>1 Station Road, Alford LN13 9HY</td>
</tr>
<tr>
<td>Tel: 01507 462789</td>
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<table>
<thead>
<tr>
<th>DOULTON COURT CARE HOME</th>
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<tbody>
<tr>
<td>Alford Road, Sutton-on-Sea LN12 2HF</td>
</tr>
<tr>
<td>Tel: 01507 441026</td>
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<tr>
<th>FIR CLOSE</th>
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<tbody>
<tr>
<td>2 Westgate, Louth LN11 9YH</td>
</tr>
<tr>
<td>Tel: 01507 603882</td>
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<table>
<thead>
<tr>
<th>FOTHERBY HOUSE</th>
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<tbody>
<tr>
<td>Louth Road, Fotherby, Louth LN11 0UG</td>
</tr>
<tr>
<td>Tel: 01507 607237</td>
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<tr>
<th>GABLES, THE</th>
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<tbody>
<tr>
<td>Willoughby Road, Cumberworth, Alford LN13 9LF</td>
</tr>
<tr>
<td>Tel: 01507 490661</td>
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<tr>
<th>LINK HOUSE</th>
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<tbody>
<tr>
<td>Main Road, Withern LN13 0NB</td>
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<tr>
<td>Tel: 01507 450403</td>
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</table>

<table>
<thead>
<tr>
<th>LIVINGSTONE COURT</th>
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</thead>
<tbody>
<tr>
<td>Stanley Avenue, Mablethorpe LN12 1DP</td>
</tr>
<tr>
<td>Tel: 01507 479333</td>
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<table>
<thead>
<tr>
<th>NEWHAVEN RESIDENTIAL HOME</th>
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</thead>
<tbody>
<tr>
<td>Mumby Road, Huttoft, Alford LN13 9RF</td>
</tr>
<tr>
<td>Tel: 01507 490294</td>
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</tbody>
</table>

Ashtree House provides a homely environment in which the elderly with varying forms of dementia are cared for and enabled to maximize their capacity to enjoy life by meeting their physical, social, cultural, emotional and spiritual needs. All staff are trained to deliver first class individualised care, meeting the changing needs of our residents. We offer permanent, respite and day care within a homely, family orientated environment where the quality of care is reflected in the happiness of our residents. Contact us should you require any further information.

Visit www.lincolnshire.gov.uk/adultcare for help and information
Louth care homes continued

**OAK LODGE**
Stanley Avenue, Mablethorpe LN12 1DP
Tel: 01507 479782

**RIVERSIDE**
Ramsgate Road, Louth LN11 0NJ
Tel: 01507 608311

**ROWANS, THE**
266 Eastgate, Louth LN11 8DJ
Tel: 01507 608081

**SCOTTS VIEW AT SOUTH FARM**
Huttoft Road, Sutton-on-Sea, Mablethorpe LN12 2RU
Tel: 01507 443746 Advert below

**SEATON HOUSE**
153 Eastgate, Louth LN11 9AJ
Tel: 01507 611071

**SENSE – MONKS DYKE ROAD, 54**
Louth LN11 9AN
Tel: 01507 609332

**SENSE – MONKS DYKE ROAD, 56**
Louth LN11 9AN
Tel: 01507 610877

**SENSE – OLD MILL PARK, 25**
Louth LN11 0NY
Tel: 01507 608052

**SUMMERFIELD REST HOME**
10-12 Park Road East, Sutton-on-Sea, Mablethorpe LN12 2NL
Tel: 01507 441969

**SWALLOWDALE**
5 Bilsby Road, Alford LN13 9EW
Tel: 01507 463833

**SYCAMORES, THE**
45 South Street, Alford LN13 9AN
Tel: 01507 463225

**VICTORIA HOUSE RESIDENTIAL HOME**
31 Station Road, Alford LN13 9JB
Tel: 01507 463292

**WAVERLEY**
164 High Street, Mablethorpe LN12 1EJ
Tel: 01507 473071

**WILLOUGHBY HOUSE**
Willoughby Road, Sutton-on-Sea LN12 2NF
Tel: 01507 442555

**WYNGATE RESIDENTIAL CARE HOME**
Alford Road, Mablethorpe LN12 1PX
Tel: 01507 477531

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**APEX CARE CENTRE**
Ruskin Road, Mablethorpe LN12 1BP
Tel: 01507 478856

**DOULTON COURT CARE HOME**
Alford Road, Sutton-on-Sea LN12 2HF
Tel: 01507 441026

**ELMS CARE HOME, THE**
Elm Drive, Louth LN11 0DE
Tel: 01507 350100

**FOUNTAINS CARE CENTRE, THE**
Church Lane, Tetney, Grimsby DN36 5JX
Tel: 01472 210456

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

Louth care homes with nursing

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

ASHBY COURT
1-6 Ashby Road, Spilsby PE23 5DR
Tel: 01790 753432
LDA

ASPER LODGE CARE HOME
Yarborough Road, Skegness PE25 2NX
Tel: 01754 610320
OP D PD MH YA

BEECH LODGE – MABLETHORPE
Stanley Avenue, Mablethorpe LN12 1DP
Tel: 01507 479781
LDA

BYRON HOUSE
104 Drummond Road, Seacroft, Skegness PE25 3EH
Tel: 01754 768909
MH YA

DESBORO HOUSE
Toynant All Saints, Spilsby PE23 5AE
Tel: 01790 753049
LDA

DUNSFORD
24a Partney Road, Spilsby PE23 5EH
Tel: 01790 753106
LDA

ERESBY HALL (OSJCT)
Ancaster Avenue, Spilsby PE23 5HT
Tel: 01790 752495 Advert page 7
OP D

KEAL VIEW
Toynton All Saints, Spilsby PE23 5AE
Tel: 01790 759426
PD LDA YA

MANOR CARE CENTRE
Fen Road, East Kirkby, Spilsby PE23 4DB
Tel: 01790 763381 Advert inside front cover OP D LDA

MEADOWS COURT CARE HOME
West End, Hogsthorpe, Skegness PE24 5PA
Tel: 01754 872302
OP D

MEADOWS SANDS CARE HOME
98 South Parade, Skegness PE25 3HR
Tel: 01754 762712
OP D

MELODY LODGE
West Keal Hall, Hall Lane, West Keal, Spilsby PE23 4BJ
Tel: 01790 752700
LDA

NOSS MAYO RESIDENTIAL HOME
2 High Street, Burgh Le Marsh, Skegness PE24 5DY
Tel: 01754 810729
OP D

OLD HALL RESIDENTIAL CARE HOME, THE
Northorpe Road, Halton Holegate, Spilsby PE23 5NZ
Tel: 01790 753503
OP D PD
Skegness care homes continued

ORBY HOUSE
Gunby Road, Orby PE23 5SW
Tel: 01754 811002
LDA YA

PALMS, THE
147 Drummond Road, Skegness PE25 3BT
Tel: 01754 768067
LDA

PHOENIX CARE CENTRE
Ancaster Avenue, Chapel St Leonards, Skegness PE24 5SN
Tel: 01754 872645

RAYLEIGH HOUSE ●
17 Derby Avenue, Skegness PE25 3DH
Tel: 01754 764382
OP D

ROSSLYN
41 Algitha Road, Skegness PE25 2AJ
Tel: 01754 767106
LDA YA

SANDBECK HOUSE RESIDENTIAL HOME ●
77-81 Sandbeck House, Skegness PE25 3JX
Tel: 01754 766585
OP D

SCREMBY GRANGE
Scremby, Near Spilsby PE23 5RW
Tel: 01754 890521
LDA

SEATHORNE COURT RESIDENTIAL HOME
Winthorpe Avenue, Winthorpe, Skegness PE25 1RW
Tel: 01754 765225
OP

SPENCERS LODGE
Toynton All Saints, Spilsby PE23 5AE
Tel: 01790 752499
LDA

ST ANDREWS DRIVE
87 St Andrews Drive, Skegness PE25 1DL
Tel: 01754 898858
PD LDA SI YA

SYNE HILLS CARE HOME LTD ●
Syne Avenue, Skegness PE25 3DJ
Tel: 01754 764329
OP D LDA

VALE VIEW
Toynton All Saints, Spilsby PE23 5AE
Tel: 01790 755504
LDA YA

WAINFLEET CARE HOME
Rumbold Lane, Wainfleet, Skegness PE24 4DS
Tel: 01754 610372
Advert inside front cover

WELHAM HOUSE
Hundleby Road, Spilsby PE25 3LP
Tel: 01790 752989
LDA YA

WESTCOTES RESIDENTIAL CARE HOME
70 South Parade, Skegness PE25 3HP
Tel: 01754 610616
OP

WOODSIDE CARE HOME ●
Lincoln Road, Skegness PE25 2EA
Tel: 01754 768109
OP D PD

Skegness care homes with nursing

ASPEN LODGE CARE HOME ●
Yarborough Road, Skegness PE25 2NX
Tel: 01754 610320
OP D PD MH YA

SEACROFT COURT NURSING HOME
Seacroft Esplanade, Skegness PE25 3BE
Tel: 01754 610372
OP D

Please see page 40 for a list of day care services and day centres.

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

Lincolnshire Care Association member - see page 9

Advertisers are highlighted

Visit www.carechoices.co.uk for further assistance with your search for care
Brantley Manor
Brantley Manor lies just two miles south of one of England’s most historic cathedral cities, Lincoln. The property is close to local amenities and is surrounded by mature trees and hedges.

- Daycare
- Respite Care
- Older person needs met
- Staff qualified and experienced in Alzheimer’s/Dementia
- Attractively decorated rooms
- 24 hour call systems
- Wheelchair Access
- Fresh, varied menu for all diets
- Group activities
- Highly qualified & friendly staff

Address: Brantley Manor Care Home, Brant Road, Lincoln, Lincolnshire, LN5 8RX
Telephone: 01522 543866  Web: www.pearlcare.co.uk  Email: brantleymanor@pearlcare.co.uk

Visit www.lincolnshire.gov.uk/adultcare for help and information
Lincoln care homes continued

<table>
<thead>
<tr>
<th>REDCOTE HOUSE</th>
<th>Tamar House</th>
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<tbody>
<tr>
<td>Redcote Drive, Lincoln LN6 7HQ</td>
<td>5 Riseholme Road, Lincoln LN1 3SN</td>
</tr>
<tr>
<td>Tel: 01522 500796</td>
<td>Tel: 01522 524093</td>
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<tr>
<th>RIDGEWAY CARE CENTRE</th>
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<tbody>
<tr>
<td>2-6 The Avenue, Lincoln LN1 1PB</td>
<td>2a Church Hill, Washingborough, Lincoln LN4 1EH</td>
</tr>
<tr>
<td>Tel: 01522 530552</td>
<td>Tel: 01522 797947</td>
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<tr>
<th>RUCKLAND COURT CARE HOME</th>
<th>West Dean Care Home</th>
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<tbody>
<tr>
<td>1 Ruckland Court, Ruckland Avenue, Lincoln LN1 3TP</td>
<td>77-79 Yarborough Road, Lincoln LN1 1HS</td>
</tr>
<tr>
<td>Tel: 0843 506 9452</td>
<td>Tel: 01522 568248</td>
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<tr>
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<td>OP LDA MH YA</td>
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<thead>
<tr>
<th>SCORER STREET, 122</th>
<th>Redcote House</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lincoln LN5 7SX</td>
<td>RESIDENTIAL CARE HOME</td>
</tr>
<tr>
<td>Tel: 01522 804167</td>
<td>Redcote Drive, Lincoln LN6 7HQ</td>
</tr>
<tr>
<td>LDA</td>
<td>Tel: 01522 500796</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STONES PLACE</th>
<th>Swallow Lodge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skellingthorpe Road, Lincoln LN6 0PA</td>
<td>Fen Lane, North Hykeham, Lincoln LN6 8UZ</td>
</tr>
<tr>
<td>Tel: 01522 684325</td>
<td>Tel: 01522 300430</td>
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<tr>
<td>OP</td>
<td>OP D PD LDA SI YA</td>
</tr>
</tbody>
</table>

Bupa care homes

For a choice of elderly care options in Lincoln

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 Lincoln could be something for you to think about. And, you don’t need to be a Bupa customer to stay with us.

To find out more, call our Elderly Care Support Line seven days a week on 01522 719 536

We may record or monitor our calls.

For elderly care. For Living

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

**ALTHAM COURT CARE HOME**
Altham Terrace, Lincoln LN6 7SP
Tel: 01522 719513  [Advert page 84]

**BUNKERS HILL CARE HOME**
1 Ross Close, off Carlton Boulevard, Lincoln LN2 4WQ
Tel: 01522 575139

**CATHEDRAL NURSING HOME**
23 Nettleham Road, Lincoln LN2 1RQ
Tel: 01522 528715

**CHERRY TREE LODGE NURSING HOME**
133 Macaulay Drive, Lincoln LN2 4ET
Tel: 01522 545580

**EASTHOLME CARE HOME**
74-75 South Park, Lincoln LN5 8ES
Tel: 01522 521956

**ECCLESHARE COURT**
Ashby Avenue, Lincoln LN6 0ED
Tel: 0843 506 9452  [Advert page 20]

**GREETWELL HOUSE NURSING HOME**
70 Greetwell Close, Lincoln LN2 4BA
Tel: 01522 521830

**GROSVENOR HALL CARE HOME**
Newark Road, Lincoln LN5 8QJ
Tel: 01522 528870

**HARVEST HOUSE NURSING HOME**
126 Carholme Road, Lincoln LN1 1SP
Tel: 01522 513202

**HOMER LODGE CARE CENTRE**
23-26 Monson Street, Lincoln LN5 7RZ
Tel: 01522 530108  [Advert inside front cover]

**ROMAN WHARF NURSING HOME**
1 Roman Wharf, Lincoln LN1 1SN
Tel: 01522 524808

**ST CLAIRE’S NURSING HOME**
Birchwood Avenue, Doddington Park,
Lincoln LN6 0QT
Tel: 01522 684945

**SWANHOLME COURT**
Eccleshare Court, Ashby Avenue,
Lincoln LN6 0ED
Tel: 01522 689400  [Advert page 20]

---

**North Kesteven**

**North Hykeham care homes**

**AN DARACH HOUSE**
22 School Lane, North Scarle LN6 9EY
Tel: 01522 778851

**BECKFIELD HOUSE RESIDENTIAL HOME**
Station Road, Heighington, Lincoln LN4 1QJ
Tel: 01522 790314

**BROUGHTON HOUSE AND COLLEGE**
12 High Street, Brant Broughton, Lincoln LN5 0SL
Tel: 01400 272929

**COTTAGE RESIDENTIAL HOME, THE**
Nocton Hall, Nocton, Lincoln LN4 2BA
Tel: 01526 320887

**HAVEN CARE HOME, THE**
19 Lincoln Road, Metheringham, Lincoln LN4 3EF
Tel: 01526 322051

**HOLMLEIGH CARE HOME**
Lincoln Road, Navenby, Lincoln LN5 0LA
Tel: 01522 810298

**CANWICK HOUSE CARE HOME**
Hall Drive, Canwick, Lincoln LN4 2RG
Tel: 01522 522275

**NEALE COURT**
Neale Road, North Hykeham, Lincoln LN6 9UA
Tel: 0843 506 9452  [Advert page 20]

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**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

Lincolnshire Care Association member - see page 9

Visit www.lincolnshire.gov.uk/adultcare for help and information
ST MICHAELS
High Street, Waddington, Lincoln LN5 9RF
Tel: 01522 723292

WELBOURN MANOR CARE CENTRE
High Street, Welbourn, Lincoln LN5 0NH
Tel: 01400 272221

TIGH COILEAN
5 Thorpe Lane, South Hykeham, Lincoln LN6 9NW
Tel: 01522 690525

Please see page 31 for a list of care and support providers.

North Hykeham care homes with nursing

BASSINGHAM CARE CENTRE
2 Lincoln Road, Bassingham, Lincoln LN5 9HE
Tel: 01522 788215

BECKSIDE (OSJCT)
Middle Street, North Hykeham, Lincoln LN6 9QX
Tel: 01522 693461

CHESTERFIELD HOUSE
411 Newark Road, North Hykeham, Lincoln LN6 9SP
Tel: 01522 692607

COURTLANDS LODGE
25 Langley Road, North Hykeham, Lincoln LN6 9RX
Tel: 01522 693800

EAGLE NURSING HOME
The Old Rectory, High Street, Eagle, Lincoln LN6 9DL
Tel: 01522 868403

ST PAUL’S CARE HOME
High Street, Waddington, Lincoln LN5 9RF
Tel: 01522 721764

WELBOURN HALL NURSING HOME
Hall Lane, Welbourn, Lincoln LN5 0NN
Tel: 01400 272771

WHITE GABLES
Lincoln Road, Skellingthorpe, Lincoln LN6 5SA
Tel: 01522 693790

WOODVIEW
127 Lincoln Road, Branston, Lincoln LN4 1NT
Tel: 01522 790604

Sleaford care homes

ASHDENE CARE HOME
89 Eastgate, Sleaford NG34 7EE
Tel: 01529 304872

BYARDS KEEP
Greylees, Sleaford NG34 8XT
Tel: 01529 488931

BARN, THE
Heath Farm, Heath Road, Ashby de la Launde LN4 3JD
Tel: 01526 322444

CHERRY TREE LODGE
34 Station Road, Ruskington, Sleaford NG34 9DA
Tel: 01526 830803

WELCOME TO BASSINGHAM CARE CENTRE...
Now owned by My Care, we provide long and short-term support for a wide range of physical and mental health needs. Situated in a well-serviced village within beautiful grounds is a choice of homely but welcoming accommodation in our bungalows, community hall and victorian rectory. Registered Nurses are on site constantly.

Family and friends are welcomed as an essential part of the care home’s life.

We know that the decision to seek help for yourself or your loved ones is not easy. Sometimes the paperwork and the funding systems seem complex. We can provide professional support and advice to make this process easier for you.

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

CHESTNUTS RETIREMENT HOME ●
Station Road, Ruskington NG34 9DE
Tel: 01526 832174

COTTAGE, THE ●
Heath Farm, Heath Road, Ashby de la Launde LN4 3JD
Tel: 01526 322444

CROFT, THE ●
Heath Farm, Heath Road, Ashby de la Launde LN4 3JD
Tel: 01526 322444

FARMHOUSE, THE ●
Heath Farm, Heath Road, Ashby de la Launde LN4 3JD
Tel: 01526 322444

FIVE BELLS RESIDENTIAL CARE HOME ●
28 Market Place, Folkingham, Sleaford NG34 0SF
Tel: 01529 497412

GREENACRES CARE HOME ●
71 Cameron Street, Heckington, Sleaford NG34 9RP
Tel: 01529 460935

HOLT, THE ●
Heath Farm, Heath Road, Ashby de la Launde LN4 3JD
Tel: 01526 322444

KIRK HOUSE ●
2 Lincoln Road, Dorrington, Lincoln LN4 3PT
Tel: 01526 833569

ORCHARD LODGE
Kirk House, 2 Lincoln Road, Dorrington, Lincoln LN4 3PT
Tel: 07792 738804

PADDOCKS, THE ●
Heath Farm, Heath Road, Ashby de la Launde LN4 3JD
Tel: 01526 322444

REEDS, THE
2 Lincoln Road, Dorrington, Lincoln LN4 3PT
Tel: 01479 676724

ROXHOLM HALL CARE CENTRE
Roxholm, Sleaford NG34 8ND
Tel: 01526 832128

SUILEAN HOUSE
77 Sleaford Road, Heckington, Sleaford NG34 9QP
Tel: 01529 461066

VILLAGE FARM
Norton Disney, Lincoln LN6 9JS
Tel: 01522 789354

YORK HOUSE
15 Waterside, Billinghay LN4 4BU
Tel: 01526 860378

Sleaford care homes with nursing

ASHFIELD LODGE
Ashfield Road, Sleaford NG34 7DZ
Tel: 01529 307330

BLAIR HOUSE
Skirth Road, Billinghay, Lincoln LN4 4AY
Tel: 01526 860432

CROFT, THE ●
Heath Farm, Heath Road, Ashby de la Launde LN4 3JD
Tel: 01526 322444

FARMHOUSE, THE ●
Heath Farm, Heath Road, Ashby de la Launde LN4 3JD
Tel: 01526 322444

FIVE BELLS RESIDENTIAL CARE HOME ●
28 Market Place, Folkingham, Sleaford NG34 0SF
Tel: 01529 497412

GREENACRES CARE HOME ●
71 Cameron Street, Heckington, Sleaford NG34 9RP
Tel: 01529 460935

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VILLAGE FARM
Norton Disney, Lincoln LN6 9JS
Tel: 01522 789354

YORK HOUSE
15 Waterside, Billinghay LN4 4BU
Tel: 01526 860378

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
● Lincolnshire Care Association member - see page 9

Visit www.lincolnshire.gov.uk/adultcare for help and information
South Holland

Spalding care homes

ABBEYGATE REST HOME ●
North Street, Crowland PE6 0EG
Tel: 01733 211429

ABBEYGATE RETIREMENT HOME ●
High Street, Moulton, Spalding PE12 6QB
Tel: 01406 373343

ANTON HOUSE – CARE HOME LEARNING DISABILITIES ●
11 Windmill Close, Holbeach, Spalding PE12 7NX
Tel: 01406 426809

BANCROFT RESIDENTIAL HOME LTD, THE ●
50 Market Street, Long Sutton, Spalding PE12 9DF
Tel: 01406 362734

BANK HOUSE CARE HOME
Gosberton Bank, Gosberton, Spalding PE11 4PB
Tel: 01775 840297

BAY LODGE
36 Fen Road, Holbeach PE12 8QA
Tel: 01406 424197

BRUN LEA CARE ●
21 Surfleet Road, Pinchbeck, Spalding PE11 3XY
Tel: 01775 680576

BUNGALOW RETIREMENT HOME, THE ●
156 Park Road, Spalding PE11 1QZ
Tel: 01775 724995

CAPRICORN COTTAGE
88 Eastgate, Fleet, Holbeach, Spalding PE12 8ND
Tel: 01406 425067

CEDAR HOUSE ●
Off Pinchbeck Road, Spalding PE11 1QF
Tel: 01775 711375

FIELD HOUSE
Fleet Hargate, near Holbeach, Spalding PE12 8LL
Tel: 01406 423257

GENESIS RESIDENTIAL HOME ●
2 Station Street, Donington, Spalding PE11 4UQ
Tel: 01775 820431

MAYFIELD RESIDENTIAL HOME
Fleet Street, Holbeach, Spalding PE12 7AG
Tel: 01406 426063

NESE LODGE RETIREMENT HOME ●
224 Bridge Road, Sutton Bridge, Spalding PE12 9SG
Tel: 01406 351000

NUTTEN STOVEN RESIDENTIAL HOME
81 Boston Road, Holbeach PE12 8AA
Tel: 01406 424941

PATCHETT LODGE (OSJCT) ●
Stukeley Road, Holbeach PE12 7LJ
Tel: 01406 422012 Advert page 7

SENSE – 38 CHURCH STREET
Pinchbeck, Spalding PE11 3UB
Tel: 01775 711103

SENSE – 21A & 21B JOHNSON AVENUE
Spalding PE11 2QE
Tel: 01775 767472

SENSE – 18 WATER GATE
Quadring, Spalding PE11 4PY
Tel: 01775 821957

SOUTHERNWOOD HOUSE
20 Matmore Gate, Spalding PE11 2PN
Tel: 01775 760563 Advert page 66

SOUTHFIELD HOUSE (OSJCT) ●
Woolram Wygate, Spalding PE11 1PS
Tel: 01775 724612 Advert page 7

ST JOHN’S CARE HOME
66 Hawthorn Bank, Spalding PE11 1JQ
Tel: 0843 506 9452 Advert page 20

STONEHAVEN
117 Main Road, Quadring, Spalding PE11 4PJ
Tel: 01775 820885

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

User Bands:
Lincolnshire Care Association member - see page 9

Adverters are highlighted

Visit www.carechoices.co.uk for further assistance with your search for care.
ASHWOOD NURSING HOME – SPALDING
43 Spalding Common,
Spalding PE11 3AU
Tel: 0843 506 9452 Advert page 20

BEECH LODGE NURSING HOME
Frogs Abbey Gate, Holbeach,
Spalding PE12 8QJ Tel: 0843 506 9452 Advert page 20

CEDAR FALLS CARE HOME ●
Little London Road,
Spalding PE11 2UA Advert inside back cover
Tel: 01775 713233

GOSBERTON HOUSE CARE HOME ●
11 Westhorpe Road, Gosberton,
Spalding PE11 4EW Tel: 01775 840581 Advert adjacent

HOLBEACH AND EAST ELLOE HOSPITAL TRUST ●
Boston Road North, Holbeach, Spalding PE12 8AQ
Tel: 01406 422283

HOVENDEN – CARE HOME WITH NURSING
PHYSICAL DISABILITIES ●
Lowgate, Fleet,
Spalding PE12 8LP Tel: 01406 423037

KIMBERLEY CARE VILLAGE
23 London Road, Long Sutton,
Spalding PE12 9EA Tel: 01406 364309

OSBERTON HOUSE CARE HOME
NURSING AND RESIDENTIAL HOME
Residential, Convalescent, Palliative
and Terminal Care
01775 840581

Daycare - come and join us for the day. We can collect and return you home. Enjoy a
home cooked 2 course hot lunch. Participate in our daily activities, from crafts to quizzes,
something for everyone.
Daycare from Monday to Friday, 10 am to 3 pm. Bathing facilities also available.
Pre-bookable Respite Room - Our spacious respite room can be booked in advance
from 1 night to 2 weeks or more.
For further information on any of the above please call and ask for Sandra.

Gosberton House Care Home
Westhorpe Road, Gosberton, Spalding, Lincolnshire PE11 4EL
admin@gosbertonhouse.co.uk • www.gosbertonhouse.co.uk

Adverters are highlighted
Lincolnshire Care Association member - see page 9

South Kesteven
Grantham care homes

APPLE TREES CARE &
REABLEMENT CENTRE (OSJCT) ●
Arlington Gardens, Grantham NG31 7GQ
Tel: 01476 542700 Advert page 7

AYER LODGE ●
37 Beacon Lane, Grantham NG31 9DN
Tel: 01476 590674

AYRSHIRE HOUSE ●
24-26 Main Road, Long Bennington, Newark NG23 5EH
Tel: 01400 281971

BELVOIR HOME CARE HOME
Brownlow Street, Grantham NG31 8BE
Tel: 01476 565454

BIRCHWOOD RETIREMENT HOME
6-8 Dudley Road, Grantham NG31 9AA
Tel: 01476 562042

CASTLEGATE HOUSE RESIDENTIAL HOME
49 Castlegate, Grantham NG31 6SN
Tel: 01476 560800

CAYTHORPE RESIDENTIAL HOME
77 High Street, Caythorpe,
Grantham NG32 3DP
Tel: 01400 272552

FAIRVIEW FARM ●
Gloucester Road, Grantham NG31 8RJ
Tel: 01476 570507

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

Visit www.lincolnshire.gov.uk/adultcare for help and information
Orchard Care Homes in Your Area

Rooms available for long or short term stays

Grimsby Grange and Manor Residential & Dementia Care Home
Second Avenue, Grimsby, Lincolnshire DN33 1NU
Tel: 01472 276 566

Cambridge Park Care Home
Peterhouse Road, Grimsby, Lincolnshire, DN34 5UX
Tel: 01472 276 716

Eaton Court Care Home
Augusta Street, Grimsby, Lincolnshire, DN34 4UD
Tel: 01472 341 846

For more information call
01423 859 859
or visit www.orchardcarehomes.com
www.facebook.com/orchardcarehome
Garden Lodge

Your Local Residential & Dementia Care Home in Glinton

Garden Lodge is a small single storey care home with extensive gardens providing a loving family environment for just 9 residents.

To visit us please contact the Home Manager/Proprietor Mrs T H Watts on 01733 252980
m: 07801 273804 | e: gardenlodge37a@aol.com
Address: 37a Lincoln Road, Glinton, Peterborough PE6 7JS

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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.

Braeburn Lodge Care Home
Braeburn Road, Deeping St James, PE6 8GP
Call: 01778 752 527

Newton House Care Home
148 Barrowby Road, Grantham, NG31 8AF
Call: 01476 452 380

Tennyson Wharf Care Home
Park Lane, Burton Waters, LN1 2ZD
Call: 01522 844 151

Wood Grange Care Home
Westminster Lane, Bourne, PE10 9TU
Call: 01778 752 570
Qu’Appelle Care Home
Harrington Street, Bourne PE10 9HA
Tel: 01778 422932

Rose Lodge
35a Church Street, Market Deeping, Peterborough PE6 8AN
Tel: 0843 506 9452 Advert page 20

Sense – 92 Black Prince Avenue
Market Deeping, Peterborough PE6 8LU
Tel: 01778 344215

Sense – 36 Bramley Road
Market Deeping, Peterborough PE6 8JG
Tel: 01778 348125

Sense – 32a Broadgate Lane
Deeping St James, Peterborough PE6 8NW
Tel: 01778 380522

Sense – 25 Horsegate
Deeping St James, Peterborough PE6 8EN
Tel: 01778 347037

Stamford Care Homes with Nursing

Abbey Court Care Home
Falcon Way, Bourne, Peterborough PE10 0GT
Tel: 01778 391390

Braeburn Lodge
Braeburn Road, Deeping St James, Peterborough PE6 8GP
Tel: 01778 752527 Advert page 92

Cedars, The
Church Walk, South Street, Bourne PE10 9UQ
Tel: 01778 421555

Holland House Nursing Home
35 Church Street, Market Deeping, Peterborough PE6 8AN
Tel: 0843 506 9452 Advert page 20

Prior Court
Priory Road, Stamford PE9 2EU
Tel: 01780 766130 Advert page 63

Red House, The
11 Emlyns Street, Stamford PE9 1QP
Tel: 0843 506 9452 Advert page 20

Wood Grange
Westminster Lane, West Road, Bourne PE10 9TU
Tel: 01778 752570 Advert page 92

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

Lincolnshire Care Association member - see page 9

Advertisers are highlighted

Visit www.lincolnshire.gov.uk/adultcare for help and information
Holly Tree Lodge is situated within the heart of the picturesque village of Scotton which is within easy reach of both Scunthorpe and Gainsborough.

It is a two storey detached property that stands within its own gardens and has views of the countryside. The Home is able to offer packages ranging from one day respite to long term care and continuing care. At Holly Tree Lodge, we care for people with nursing needs and also for people with social care needs especially those related to memory loss and dementia.

The Home is well furnished to create a comfortable and homely atmosphere that offers a safe and secure environment. The accommodation is spacious and appropriate. The living area has been adapted to reduce the risks associated with the needs of the residents.

There are four lounges and two dining rooms which have recently been refurbished to provide bright and welcoming communal areas for residents and visitors to the Home.

There are large garden areas which have within it a number of smaller areas offering some privacy for individuals. The gardens are safe and accessible, to our residents.

The approach of the staff within the Home ensures that the person is cared for in an individualised way, promoting freedom of choice.

All people within the Home have comprehensive support plans that are person-centered to meet their individual needs and include individual choices and social inclusion. The support plans are regularly reviewed by the management team and staff. This ensures that the person’s requirements and wishes are taken into account within daily activities.

We welcome telephone enquiries at any time and also invite you to call in at the Home to have a look around.

No appointment is necessary, though if you specifically wish to speak to our Manager Anne, please call beforehand to ensure she is on duty when you intend to visit.
West Lindsey

Gainsborough care homes

CHESTNUT HOUSE
62 High Street, Marton DN21 5AW
Tel: 01427 718272

FOXBY COURT (OSJCT)
Middlefield Lane, Gainsborough DN21 1QR
Tel: 01427 613376 Advert page 7

GROSVENOR HOUSE CARE HOME
19 Back Street, East Stockwith, Gainsborough DN21 3DL
Tel: 01427 616950

KINGSWAY CLAYTON HOUSE
9-11 Lea Road, Gainsborough DN21 1LW
Tel: 01427 613730

MANOR, THE
The Green, Scotter, Gainsborough DN21 3UD
Tel: 01724 764884

Gainsborough care homes with nursing

BLENHEIM CARE CENTRES
Hemswell Cliff, Gainsborough DN21 STJ
Tel: 01427 668175

BLYTON COURT
3 Laughton Road, Blyton, Gainsborough DN21 3LG
Tel: 01427 628791

CHEYE HOUSE NURSING
Main Road, North Carlton, Lincoln LN1 2RR
Tel: 01522 730078

DROVERS CALL CARE HOME
186 Lea Road, Gainsborough DN21 1AN
Tel: 01427 678300 Advert page 96

ELIOT HOUSE
Crooked Billet Street, Morton, Gainsborough DN21 3AH
Tel: 01427 617545

NORTH WARREN HOUSE
North Warren Road, Gainsborough DN21 2TU
Tel: 01427 612171 Advert page 50 OP D PD LDA MH SI

OLD RECTORY, THE
Sturton Road, Saxilby, Lincoln LN1 2PG
Tel: 01522 702346

REDCOTE RESIDENTIAL HOME
23 Gainsborough Road, Lea, Gainsborough DN21 5HR
Tel: 01427 615700

ST OGGS
14 Front Street, Morton, Gainsborough DN21 3AA
Tel: 01427 617173

TIGH BRUADAIR
Summer Hill, Gainsborough DN21 1HQ
Tel: 01427 611541

WISPINGTON HOUSE LTD
41 Mill Lane, Saxilby, Lincoln LN1 2QD
Tel: 01522 703012

Visit www.lincolnshire.gov.uk/adultcare for help and information
Drovers Call Care Home
Gainsborough

A family run care home, dedicated to assisting you in keeping the life you want to live.
residential | nursing | dementia | respite

Contact us to find out more | 01427 678300 | knightscare.com
We look forward to hearing from you

What do you think about this publication?
Complete our short questionnaire

www.carechoices.co.uk/reader-survey

Gainsborough care homes with nursing continued

HOWSON CARE CENTRE ●
Marton Road, Willingham-by-Stow,
Gainsborough DN21 5JU
Tel: 01427 788283

LAUGHTON CROFT CARE HOME WITH NURSING ●
Gainsborough Road, Scotter Common,
Gainsborough DN21 3JF
Tel: 01724 762678

MANOR NURSING HOME, THE ●
Dog & Duck Lane, Morton,
Gainsborough DN21 3BB
Tel: 01427 612796

MIDDLEFIELD HOUSE NURSING HOME
Gainsborough Road, Scotter Common,
Gainsborough DN21 3JF
Tel: 01724 762678

LAUGHTON CROFT CARE HOME WITH NURSING ●
Gainsborough Road, Scotter Common,
Gainsborough DN21 3JF
Tel: 01724 762678

Drovers Call Care Home
Gainsborough

A family run care home, dedicated to assisting you in keeping the life you want to live.
residential | nursing | dementia | respite

Contact us to find out more | 01427 678300 | knightscare.com
We look forward to hearing from you

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

Lincolnshire Care Association member - see page 9

Visit www.carechoices.co.uk for further assistance with your search for care
BLYTHE HOUSE
Lincoln Road, Faldingworth LN8 3SF
Tel: 01522 868279

BRAMBLIES
53 Station Road, Bardney, Lincoln LN3 5UD
Tel: 01526 399868

COTTAGE SPECIALIST RESIDENTIAL SERVICE, THE
31 Norbeck Lane, Welton, Lincoln LN2 3JP
Tel: 01673 862000

GLEBE HOUSE
7 South Dale, Caistor, Market Rasen LN7 6LS
Tel: 01472 851989

GREENACRES CARE HOME
17-19 Grimsby Road, Caistor, Market Rasen LN7 6QY
Tel: 01472 851989

HAWTHORNS, THE
53 Station Road, Bardney LN3 5UD
Tel: 01526 399868

HOLLIES, THE
The Hawthorns, 53 Station Road, Bardney, Lincoln LN3 5UD
Tel: 07817 946026

LITTLE BROCKLESBY HOUSE
51 High Street, Limber, Grimsby DN37 8JL
Tel: 01469 561353

MIDDLEGATE LODGE
Horncastle Road, Caistor, Market Rasen LN7 6JG
Tel: 01472 852282

OAKS, THE
51 Station Road, Bardney, Lincoln LN3 5UD
Tel: 01749 676724

OLD HALL, THE
Chapel Road, Fiskerton LN3 4HD
Tel: 01522 595395

POPLARS, THE (OSJCT)
Chapman Street, Market Rasen LN8 3DS
Tel: 01673 843319 Advert page 7

SAXILBY HOUSE
9-15 Highfield Road, Saxilby LN1 2QP
Tel: 01522 704025

WATERLOO HOUSE
Walesby Road, Market Rasen LN8 3EX
Tel: 01673 842343 Advert below

WILLAN HOUSE
Stainfield, Wragby, Market Rasen LN8 5JL
Tel: 01526 398785

Our residents don’t live in our workplace, we work in their home.

Waterloo House is set in the heart of the Lincolnshire Wolds and is registered for 35 residents. We are supported by a fantastic, dedicated long standing team, and together we strive to provide high quality individual care for all our residents ensuring that they enjoy their stay with us.

We prepare fresh, locally sourced produce in our kitchen every day. We offer a varied daily choice and will also provide for special dietary needs. We will happily meet any special requests that you might have.

We receive lots of positive feedback about the care that we provide, the friendliness of the staff, the home’s cleanliness and the warm feeling that residents and visitors experience. See our latest report by logging on to www.cqc.org.uk.

Walesby Road, Market Rasen, Lincolnshire LN8 3EX
Tel: 01673 842343
Email: waterloocarehome@gmail.com
www.waterloohousecarehome.co.uk

Visit www.lincolnshire.gov.uk/adultcare for help and information
GLENGARRIFF HOUSE NURSING HOME
8 King Street, Market Rasen LN8 3BB
Tel: 01673 844091

HEALTHLINC APARTMENTS
Cliff Road, Welton, Lincoln LN2 3JN
Tel: 01673 862000

HILL HOUSE CARE HOME
Sand Lane, Osgodby, Market Rasen LN8 3TE
Tel: 01673 843407

LAURELS NURSING HOME, THE
Lincoln Road, Holton-cum-Beckering, Market Rasen LN8 5NG
Tel: 01673 858680

NETTLETON MANOR NURSING HOME
Moortown Road, Nettleton, Market Rasen LN7 6HX
Tel: 01472 851230 Advert below

ST LUKE’S NURSING HOME
35 Main Street, Scothern, Lincoln LN2 2UJ
Tel: 01673 862264

TENNYSON WHARF
Park Lane, Burton Waters, Lincoln LN1 2ZD
Tel: 01522 844151 Advert page 92

WILLLOW COURT
Croft Lane, Cherry Willingham, Lincoln LN3 4JW
Tel: 01522 595391

Nettleton Manor Care Home is one of the best care homes in Lincolnshire and is registered for residential and nursing clients, and dementia sufferers. NHS Lincolnshire Care Home Assessment Awarded the home an excellent score of 87%.

We offer 24 hour nursing care, provided by a team of highly qualified Registered Nurses, Care Assistants and support staff. We pride ourselves in being a specialist provider in dementia care and offer holistic services, as well as access to healthcare services to ensure that our service users are able to live a fulfilling and rewarding life. With our dedicated activities team, there is always a variety of things going on, or quiet spaces are available if that is what you would prefer.

Nettleton Manor Care Home: Moortown Road, Nettleton, Market Rasen LN7 6HX
Telephone: 01472 851 230 • Fax: 01472 852 015 • Mobile: 07780 685075
Email: nettletonmanor@gmail.com

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

CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077

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

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

Hunters Creek Care Home
Boston, Lincs, PE21 7HB
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Spalding, Lincs, PE11 2UA
Tel: 01775 713233

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

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

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

- Nursing Care
- Residential Care
- Dementia Care
- Physical Disability Care
- Self contained bungalows
- Choice of menu
- Chambermaid service
- Activities programme
- Respite care available
- Self funding and Local Authority funded clients welcome

For a brochure or more information contact Tanglewood Care Homes, Head Office: 2 Endeavour Park, Boston, Lincolnshire, PE21 7TQ
Tel: 01205 358 888  Email: enquiries@tanglewoodcarehomes.co.uk
www.tanglewoodcarehomes.co.uk
Visit Adult Care’s online information service
www.lincolnshire.gov.uk/AdultCare

Further information
Contact the Adult Care Team on 01522 782155 from 8am to 6pm, Monday to Friday (except public holidays).
In an emergency (out of these hours) phone the Emergency Duty Team on 01522 782333.