Suffolk
Care Services Directory

The independent guide to choosing and paying for care
The Willows is a brand new, purpose-built care home, registered to provide care for the elderly and those with dementia. The Home has been built to a very high specification and includes many new and modern facilities, such as a coffee shop and cinema room. At the rear of the Home is a beautiful professionally landscaped garden, and there is also a tranquil and relaxing courtyard situated in the middle of the Home, and accessible to all.

We aim to provide the highest standard of care to our residents, whilst encouraging them to live as independently as possible by receiving care and support consistent with their needs.

We have accommodation for 66 residents in beautifully decorated single rooms, all with en-suites. All bedrooms and communal areas are fitted with a nurse-call system and smoke alarm. All bedrooms are fully furnished, but residents are welcome to bring with them items of their own furniture by arrangement.

Come visit our new Residential Home

The Willows is located in the beautiful town of Ipswich, in Suffolk, and is a 5 minute drive from the town centre.

57 Crabbe Street, Ipswich, Suffolk IP4 5HS

Call us now for more information 01473 372166
or email us at info@sohal.healthcare
www.sohal.healthcare
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All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and Care Choices Ltd cannot be held liable for any errors or omissions.

To obtain extra copies of this Directory, free of charge, call Care Choices on 01223 207770.
Welcome to this edition of the independent Suffolk Care Services Directory, which contains information for adults looking for care or support within the county, whether they are paying for it themselves or receiving support from the council.

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

If you feel you need support to remain independent, first look to your community. There’s a host of organisations and voluntary services that could help you.

If you think you need more formal care and support, arrange an assessment with your local Adult Social Care department to establish your specific needs. This is free, irrespective of your income and available to all those who appear to need care and support. More details are provided on page 12. The assessment will determine whether you are eligible for financial support via a Personal Budget, which may allow you to buy in your own support and take control of your situation.

Alternatively, your circumstances may mean you are classed as a ‘self-funder’, with the means to pay for your care. This is discussed on page 22 for those paying for care at home and 40 for those paying for residential care.

Support or care to remain living in your own home may be the option that best suits your circumstances. Ideas to make life easier at home start on page 5 and a list of local home care providers begins on page 23.

If you are unable to remain at home, you may want to consider a housing with care scheme (see page 31) or residential care. Comprehensive lists of care homes and care homes with nursing in Suffolk start on page 47.

There’s also important information about care decisions, including finding care in another county, making a comment or complaint about a service and how solicitors can help you.

Customer First is the first point of contact for Adult and Community Services in Suffolk. A web chat is available Monday to Friday, 8.00am to 6.00pm, excluding bank holidays.
Tel: 0808 800 4005
Email: customer.first@suffolk.gov.uk
Web: www.suffolk.gov.uk/adult-social-care-and-health

SEARCHING FOR CARE OPTIONS IN YOUR AREA?
With so many providers to choose from, where do you start?
• find care providers quickly and easily  • search by location and care need
• information on care quality  • links to inspection reports
• additional care provider information, photos and direct website links
• brochure requests
Developed by the publisher of this Directory

Alternatively, call our friendly team on 0800 389 2077 to talk to someone directly.
The Suffolk Association of Independent Care Providers Limited (SAICP) was founded in June 2006, with membership open to any independent or voluntary care service provider in Suffolk. The Association is a not-for-profit support mechanism, established by care providers, for care providers, offering support, information and guidance throughout the social care sector in Suffolk.

Since inception, the Association has successfully supported providers of care through partnership working, by engaging with not only the local authority, but also with other statutory bodies such as the Care Quality Commission, NHS Suffolk and the clinical commissioning groups in Suffolk.

We hope to carry on with our work to ensure that the elderly and vulnerable people of Suffolk who require help from the social care system are able to receive a high quality of care, delivered by care staff who have access to training. We also intend to continue to support owners and managers of care services to help resolve any problems they may encounter.

For further information, please go to the SAICP website at www.saicp.org.uk

Helping you to stay independent

Services developed in partnership with the voluntary sector

Adult and Community Services works with voluntary and community organisations to supply preventative care services. These are a vital form of support and help to maintain independence and social inclusion, and delay or avoid the need for more statutory interventions.

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

Day care centres

Many people can feel lonely or isolated without an opportunity to fill their days with meaningful activities. Research has shown that one way to alleviate loneliness and promote wellbeing and independence is to provide regular social contact and a focus for activities.
Day care centres give people the chance to change their routine, meet new people, take up an activity or receive specialist services such as chiropody or hairdressing. There is a wide variety around the county, catering for older people, people with mental health conditions, learning disabilities and dementia.

Centres can be as important for carers as those attending as they allow for a regular break from caring.

You can find local day opportunities by searching ‘day centres’ at www.suffolk.gov.uk/infolink

Meals on wheels

Some services are able to deliver frozen or freshly cooked meals to your home. Frozen meals can be delivered in bulk and kept in your freezer until required, while hot meals should be eaten immediately.

You may find a service by word of mouth or using the internet – your local library may be able to help here. For a list of meals on wheels services operating in Suffolk, visit www.suffolk.gov.uk/infolink and search ‘meals on wheels’.

Adapting your home

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

Home Improvement Agencies (HIAs)

HIAs are local organisations funded and supported by local and central government. They work professionally and sensitively with older and disabled homeowners, providing advice, support and assistance to help them repair, improve, maintain or adapt their homes to meet their changing needs.

Most HIAs provide three main services, including: information and advice on repairs or adaptations you may be considering – this usually entails a visit to your home and is often free; a handyperson service for small jobs and repairs – typically, the HIA will employ its own handypersons and charge you an hourly rate for their services; and a home adaptations service for more major works.

The HIA will work with you to specify the adaptations needed, and they will normally offer to get estimates from one or more of their regular contractors. Subject to your acceptance, the HIA will then offer to manage the works contract for you for an agreed fee.

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

For further information about, and contact details for, local HIAs, visit www.housingcare.org or visit www.suffolk.gov.uk/infolink and search ‘home improvement agency’.
### Making life easier in your home

In the living room

**WHAT IS DIFFICULT?**

<table>
<thead>
<tr>
<th>GETTING IN/OUT OF CHAIRS</th>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</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 ready-made chair raisers</td>
<td>• Buy a chair at the right height</td>
<td></td>
</tr>
<tr>
<td>• Buy a chair at the right height</td>
<td>• Take regular, gentle exercise</td>
<td></td>
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<tr>
<td>• Take regular, gentle exercise</td>
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</tbody>
</table>

**OPENING/CLOSING WINDOWS**

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

**CONTROLLING THE HEATING**

| • Change the switches for ease of use | • Fit a timer switch |
| • Change the switches for ease of use | • Purchase a standalone heater |
| • Fit a timer switch | • Install the heating controls |
| • Purchase a standalone heater | • Install new or additional heating system |

**KEEPING WARM**

| • Use a trolley to transport the fuel for your fire | • Insulate your house |
| • Replace the fire with a heater | • Swap to a cheaper heating system |
| • Apply for a winter fuel payment | • Change to a simpler heating system |

**TURNING LIGHTS ON/OFF**

| • Install a light switch toggle | • Move the light switches |
| • Purchase a socket extension | • Replace the light switches |
| • Purchase handi-plugs | • Install environmental controls |

**HEARING THE TV**

| • Use subtitles | • Request an assessment for a hearing aid |
| • Purchase wireless headphones | • Install a room loop |

Visit www.carechoices.co.uk for further assistance with your search for care
### In the bedroom

**Pillow raisers**

**Easy grip scissors**

**Bed raisers**

**Pill dispenser**

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#### WHAT IS DIFFICULT?  
**SIMPLE SOLUTIONS** | **COMPLEX SOLUTIONS**
--- | ---

**GETTING IN AND OUT OF BED**
- Learn new ways of moving safely
- Purchase a leg lifter
- Raise the bed
- Fit grab rails
- Use a transfer board
- Buy an electric adjustable bed
- Install a hospital bed
- Use a hoist

**SITTING UP IN BED, TURNING OR ROLLING OVER**
- Change to less heavy bedding
- Learn new ways of moving safely
- Purchase a pillow raiser
- Change the mattress
- Buy a bed cradle/bed ladder
- Use a bed lever
- Buy a specialised mattress
- Install a drop-down rail
- Install an over-bed pole

**KEEPING WARM IN BED**
- Buy a heavier duvet
- Buy thermal clothing
- Buy an electric blanket (make sure it’s tested regularly)

**GETTING DRESSED**
- Learn new ways of dressing
- Buy alternative/adaptive clothing
- Buy simple gadgets: long-handed shoe horn; dressing stick; button hook
- Contact [see below] for an assessment
- Consider home support

**CUTTING YOUR NAILS**
- Buy easy grip scissors
- See a podiatrist

**TAKING YOUR TABLETS**
- Ask for an easy-open bottle
- Keep a note of when you take a tablet
- Get a pill dispenser
- Get an automatic pill dispenser
- Ask someone to prompt you

**READING THE TIME**
- Buy a clock with large numbers
- Buy a clock that ‘speaks’

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*Customer First: 0808 800 4005*
### WHAT IS DIFFICULT?  SIMPLE SOLUTIONS  COMPLEX SOLUTIONS

#### REACHING INTO CUPBOARDS
- Rearrange your cupboards/surfaces
- Buy an Easi-Reacher or Handi-Reacher
- Alter the spring in the doors
- Lower or raise the cupboards

#### USING TAPS AND SWITCHES
- Fit tap turners
- Purchase Handi-Plugs
- Change switches
- Raise or reposition taps
- Fit lever taps or new taps
- Alter the kitchen

#### PREPARING/COOKING FOOD
- Sit at a table
- Consider kitchen gadgets including:
  - knife with a thick handle;
  - chopping board with spikes;
  - pan handle holder;
  - teapot tipper;
  - lid gripper
- Use a food processor
- 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
- Use a non-slip mat
- Use a lightweight cup/mug
- Use a cup with two handles
- Contact [carechoices.co.uk](http://www.carechoices.co.uk) (see below) for an assessment
- Buy a trolley
- Consider home support for meal times

#### LAUNDRY/IRONING
- Install a wall-fixed ironing board
- Raise/lower washing machine

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

Customer First: 0808 800 4005
In the bathroom

![Diagram of bathroom with various accessibility aids]

### WHAT IS DIFFICULT?  SIMPL e SOLUTIONS  COMPLEX SOLUTIONS

| **WASHING HANDS, FACE AND BODY** | - Install tap turners  
- Buy a long-handled sponge  
- Purchase a flannel strap  
- Contact [see below] for an assessment | - Install lever taps or new taps  
- Purchase a stool  
- Raise or lower basin  
- Consider home support |
|---------------------------------|-------------------------------------------------|
| **HAVING A BATH**              | - Purchase a non-slip mat  
- Buy a long-handled sponge  
- Use a half-step  
- Install grab rails  
- Use a bath board or bath seat | - Install a bath lift  
- Use a hoist  
- Replace the bath with a shower  
- Convert to a wet room  
- Consider home support |
| **DRYING YOURSELF**            | - Use a non-slip mat  
- Purchase a towelling gown | - Change the floor covering  
- Purchase a hot air body dryer |
| **USING THE TOILET**           | - Install a raised toilet seat  
- Use a combined toilet seat and support frame  
- Install a flush lever extension  
- Contact [see below] for an assessment | - Review mobility equipment  
- Consider home support |
| **CLEANING TEETH**             | - Purchase a toothbrush gripper  
- Buy an electric toothbrush  
- Use a stool | |
| **HAVING A SHOWER**            | - Have a strip wash  
- Use non-slip mats  
- Purchase a half-step  
- Contact [see below] for an assessment | - Use a shower board  
- Use a shower chair or stool  
- Replace shower controls  
- Consider home support |

*Customer First: 0808 800 4005*
How can Daily Living Aids keep you independent for longer in Suffolk?

Daily living aids allow you to perform a task easily and safely with little or no assistance. From making a hot drink to enabling easier access to your bath, we offer a wide range of products to help you everyday.

Medequip work with Suffolk County Council and the NHS to provide assistive living equipment in your area. Medequip also provide a retail service for those who wish to purchase or rent equipment themselves.

To purchase equipment visit our partner stores:

**AGA**
Unit 2B Williamsport Way, Lion Barn Industrial Estate, Needham Market, IP6 8RW
Mon - Fri: 9.00am - 5.00pm
Saturday: 10:00am - 2:00pm
01449 720809
www.agamobility.co.uk

**Rehability**
7, Bridge Street, Halesworth, Suffolk IP19 0AE
Mon, Tues, Wed, Fri:
9.30am - 4.30pm
Thurs, Sat: 9:30am - 1:00pm
01986 873803
www.rehability.co.uk

**felgains**
33 Knightsdale Road, Ipswich, Suffolk IP1 4JJ
Mon, Tues, Wed, Fri:
9.30am - 4.30pm
Thurs, Sat: 9.30am - 1:00pm
01473 741144
www.felgains.com

Please note: prices and product ranges may vary at our partner stores.

**OR YOU CAN BUY DAILY LIVING AIDS ONLINE AT:**

Manage At Home's range of products are designed to promote independence at home and manage daily living more easily. We stock a wide selection of over 3,000 mobility and disability aids to help you stay safe and independent at home.

**ORDER BY PHONE**
Freephone: 0800 910 1313

**FREE DELIVERY**
When you spend over £50.00

**SELF HELP GUIDE**
Find solutions to your problems

Shop online at: www.manageathome.co.uk

kept people independent for longer
Telecare

Telecare is equipment that can detect falls, inactivity, smoke, flooding, gas or extreme temperatures in the home. Sensors, when activated, will connect to a response centre where trained operators will contact the individual through their home unit. They will take the most appropriate action, such as contacting a nominated responder, family member, carer, neighbour, doctor or the emergency services.

Telecare can allow users to regain confidence in their homes and remain independent.

Relatives and carers are also reassured, safe in the knowledge that should an incident occur, they will know about it. Some devices can also help monitor particular health conditions and reduce the need for hospital admission.

You can buy telecare and assistive technology from private companies and organisations or, if you’re eligible through an assessment (see below), Suffolk County Council may be able to provide it for you. For further information, please visit www.suffolk.gov.uk/infolink – search ‘telecare’ and click on ‘assistive technology’.

Support from the council

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

If you approach the council for social care support, your needs and finances will be assessed. If you have a carer, they can be involved and have their needs assessed too.

Your assessment

If you appear to have care or support needs, you have the legal right to an assessment of your care needs and finances. Councils are statutorily obliged to provide this to you, regardless of whether you access their services. The assessment (which is free) will consider:

• how you can best be supported to live as independently as possible;
• your home and how you are coping in it;
• your emotional wellbeing;
• your diet; and
• any health and medical treatments you need.

You will need to contact Adult Social Care to arrange an assessment. Call 0808 800 4005 or you can fill in a self-assessment form at www.suffolk.gov.uk

Once Adult Social Care has an understanding of your care and financial needs, the next stage is to determine what services you may be eligible for and who will pay for them. The council will give you more information on eligibility and the national eligibility criteria it uses at the time of your assessment. Information on paying for care can be found on page 22 if you are receiving home care and page 40 if you are moving into a care home.
Personal Budgets

If you are eligible for support from the council, you may be given a Personal Budget.

A Personal Budget is the amount of money that the council calculates it will cost to meet the support needs of eligible people. If you are eligible for a Personal Budget, the actual amount you receive will depend on your eligible needs and your finances. The money should be spent in line with a support plan that has been agreed by both you and the council and can be either a full or a partial contribution to such costs. You may also choose to pay for additional support on top of the budget. Any eventual contractual agreement for services is between you and your care provider, not the council.

If you are eligible, a Personal Budget may be taken:

- in the form of a Direct (cash) Payment, held directly by you or, where you lack capacity, by a ‘suitable person’;
- by way of an account held and managed by the council in line with your wishes; or
- as a mixture of the above.

A Direct Payment means that any council contribution towards your Personal Budget is paid directly to you. You can choose how to spend your Direct Payment, as long as the money is used to meet the eligible needs set out in your support plan. Direct Payments cannot currently be used to pay for residential care.

Assessments from hospital

If you have been admitted to hospital and you might need care on discharge, you may be referred to the discharge team for an assessment, which will take place on the ward. The team may be made up of social workers, carers’ officers, mental health workers and housing officers.

Whatever services you need on discharge, Adult Social Care will work with you, your family and carers to either restart services already in place prior to admission or to provide the appropriate services if you are eligible.

Sometimes interim care packages are set up to facilitate your discharge and you will be reassessed by a community social worker within four to six weeks.

Reablement

Reablement is an intensive short-term service that helps people regain skills and confidence, for example, after a fall or hospital stay.

Reablement helps people to learn or re-learn daily living skills. It is not about doing things for you, it’s about giving you the skills and confidence to do things for yourself. It can also mean that you do not start to depend on support that could cost you money. For example, a reablement worker could help you regain your confidence following a fall, or provide support that enables you to prepare a meal if there has been a change in circumstances that means you need to cook. They may also identify pieces of equipment that could support you to regain or maintain your independence for as long as you can.
Speak to your GP, hospital staff or Adult Social Care if you think you might benefit from reablement. They can put you in touch with the right services if they feel that reablement will help you.

**Intermediate care**

This aims to give recovery and rehabilitation support to help people regain their independence when they come out of hospital or, just as importantly, prevent them going unnecessarily into hospital.

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

Intermediate care, including any care home fees where relevant, is provided by the NHS and is free. It is usually limited to a maximum of six weeks. If, after this, you have ongoing care or support needs, the council may conduct an assessment and help you arrange any services you might need. There may be a charge for these services.

**NHS Continuing Healthcare**

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

People eligible for NHS Continuing Healthcare will have been assessed to have a ‘primary health need’ and are likely to have complex medical needs and substantial or intense ongoing care needs. See page 41 for more information.

**Personal health budgets**

A personal health budget is an amount of money to support a person’s identified health needs. It is planned and agreed between the person and their local NHS team. The aim is to enable people with long-term conditions and disabilities to have greater choice, flexibility and control over the healthcare and support they receive.
Who is a carer?

Carers regularly look after, help or support someone who wouldn’t be able to manage everyday life without their help. A carer doesn’t have to be living with the person they care for, and the help they give doesn’t have to be physical. The carer may be caring for a partner, another relative, a friend or a neighbour. For example, it may be someone who:

- is over 60;
- is living with dementia;
- has a physical or learning disability or a mental health condition;
- has sight, hearing or communication difficulties;
- has a long-term health condition; or
- misuses drugs or alcohol.

The carer may be helping with:

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

A carers’ assessment is an opportunity for people to tell the council what they need as a carer, and to find out what support might be available. The assessment is an essential first step for carers to get the support they may need. It looks at:

- the care the carer provides and how this affects their life;
- any support they are getting now and what else would help; and
- what they would like their support to achieve.

The assessment can also give lots of information about other services that might help, and other ideas for support. The carer’s assessment will show if the carer qualifies for support from Adult Social Care.

Carers’ Personal Budgets

The carers’ Personal Budget is a single payment that can be used towards the cost of something specific that will support carers in their caring role. For example, it could be used for leisure activities, education or training, or just to take a short break from caring.

When Adult Social Care considers a carers’...
Personal Budget, it gives priority to situations where there is a significant risk of the carer not being able to continue to provide care if they do not get some support. The amount a carer could get depends on their needs identified by their carers’ assessment. The money is not taxed and it will not affect any benefits.

Respite at home

Home-based respite services give carers a break from their caring responsibilities. A care worker can come in to look after the person being cared for, so the carer can have some time to themselves. The breaks could be regular or just when needed.

Respite at home is considered to be a service for the person who is being cared for. If they have a Personal Budget for their own needs (see page 13) they could use that money to pay for it. A financial assessment of the person being cared for will confirm whether they need to pay towards the cost of this service.

Benefits

Carers may want to explore whether they are entitled to Carer’s Allowance – currently £62.70 per week but this may change over the life of this Directory.

Carers may also qualify for Carer’s Premium or Carer’s Credit depending on their eligibility. The Government’s website, [www.gov.uk](http://www.gov.uk) has more information on benefits, including carers’ benefits. Alternatively, contact a local carers’ organisation which may be able to help undertake a benefit check.

You can find out more about what organisations support carers in Suffolk by exploring [www.suffolk.gov.uk/infolink](http://www.suffolk.gov.uk/infolink)

Age UK Suffolk
Offers a range of services to support family carers.
Tel: [01473 351234](tel:01473%20351234)
Email: [enquiries@ageuksuffolk.org](mailto:enquiries@ageuksuffolk.org)
Web: [www.ageuk.org.uk/suffolk/services-and-information/family-carers](http://www.ageuk.org.uk/suffolk/services-and-information/family-carers)

Suffolk Carers
Offers advice, support and help to carers.
Email: [info@suffolk-carers.org.uk](mailto:info@suffolk-carers.org.uk)
Web: [www.suffolk-carers.org.uk](http://www.suffolk-carers.org.uk)

Suffolk Family Carers
Aims to minimise the challenges family carers face, raise awareness of family carers and ensure their voices are heard.
Tel: [01473 835477](tel:01473%20835477)
Web: [www.suffolkfamilycarers.org](http://www.suffolkfamilycarers.org)

Resource for those supporting disabled children

My Family, Our Needs is an online resource providing impartial information for parents, carers and practitioners supporting children from birth to 25 years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships.
Visit [www.myfamilyourneeds.co.uk](http://www.myfamilyourneeds.co.uk)
Care in your own home

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

Why choose home care?

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

After a stay in hospital someone may carry out an assessment of your situation to see if home care will benefit you. You and your family will be fully involved in looking at what will suit you best if you’d like them to be.

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

How home care can help you

The level of home care provided can be tailored to meet your needs – from a visit once a day to a much greater amount of support.

Even those with quite significant and debilitating medical conditions can get skilled personal care that can enable them to stay in their own homes. Some agencies will provide live-in care, where a care worker will stay with you at home to support you throughout the day and night.

A list of all home care agencies operating in Suffolk starts on page 23.

Finding the right support

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 country. 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. Call 0800 389 2077 or visit www.carechoices.co.uk

The Care Quality Commission (www.cqc.org.uk) is responsible for checking that any care provided meets essential standards of quality and safety. Further information is on page 44.

The United Kingdom Homecare Association (UKHCA) requires its members to comply with a code of practice. This code includes a...
commitment to treat customers with dignity and respect and operate at a level above the legal minimum required in legislation.

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

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

Living with dementia at home

If you are concerned about persistent forgetfulness or memory difficulties, it is important to consult a GP. They can undertake an initial examination and refer you to a memory clinic for further investigation if necessary.

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

Family support

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

The more support you can give someone, the better life with dementia can be, especially in the early years. Focus on what the person can do, not what they cannot do, help with little errands or with cooking, listen to the person with dementia, and find out more about the condition.

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

For assistance with finding care and support, call Care Choices on 0800 389 2077
Dementia Friends

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

Respite care

Spouses, partners and relatives who care for a person with dementia may require a break from their caring responsibilities. This is known as ‘respite care’ and may be a regular break of a few hours a week or a period of a few weeks. It may be planned or be required in an emergency and can involve the person with dementia attending a day centre or a care worker visiting the person’s home to enable the carer to have a break. Contact the council to see if you are eligible for support with arranging these services, see page 12 for information on assessments.

Care at home

It can often be best for a person with dementia to stay living in their own home for as long as possible. This may mean that they require some support services at home.

The person living with dementia will respond best to the same care staff who know them well. Continuity of care can be provided by either care agencies or carers employed directly by the person or his or her family.

Specialist dementia day centres

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

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

Attendance at day centres can be offered from just a few hours a week to a number of days. Contact the council or your local Alzheimer’s Society office for more details, see ‘Useful local contacts’ on page 62.

Alzheimer’s Society

This leading charity works to improve the quality of life of people affected by dementia. If you have concerns about any form of dementia, please contact your local office for information and support and access to local services. See page 62 for contact details.

Alzheimer’s Society’s National Dementia Helpline is available on 0300 222 1122 and can provide information, support, guidance and signposting to other appropriate organisations. The Helpline is open from 9.00am to 5.00pm, Monday to Friday and 10.00am to 4.00pm, Saturday and Sunday.

For more information on care homes for people with dementia, see page 38.
Here at A Class Care we aim to provide you with the highest standards of care enabling you to remain in your home for longer.

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

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

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

<table>
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<th>Agency 1</th>
<th>Agency 2</th>
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<tr>
<th>Fees per week</th>
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We suggest that you have paper with you when speaking with home care agencies so you can make notes.

### About the agency

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

### Staff

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

### Accommodating your needs

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

### Regulation

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

### Notes

*See page 44.

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

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

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

The council calculates charges in accordance with national eligibility criteria set by the Government. This ensures people are only required to pay what they can afford, taking into account capital, income and expenditure.

Your assessment looks at how much money you have coming in, gives an allowance (set by the Government) for everyday living expenses and makes allowance for disability-related expenditure. This is the extra amount you spend as a result of your disability or illness. Adult Social Services can help you to identify these costs. They will also carry out a full benefit check and, if you want them to, assist you with claiming your full entitlement. Figures mentioned here may change over the lifetime of this Directory.

Non-means tested care and support

Care provided by the NHS is free; for example, services provided by a community or district nurse. Some people do not have to pay towards care services. For example, aftercare services provided under section 117 of the Mental Health Act are free of charge.

If you need care or support you may be eligible to claim Attendance Allowance (AA), or Personal Independence Payments (PIP). AA and PIP are non-means tested benefits. Provided you are eligible, you can receive AA or PIP regardless of how much income or capital you have. AA is payable to people over the age of 65 and PIP to those aged 16 to 64. There are different rates that can be awarded, dependent on the level and type of help you need. These can be found at www.gov.uk

Other ways to fund your care and support

It is important to seek independent financial advice if you are paying for your own care and support. There are independent financial advisers that focus specifically on care funding advice, often referred to as specialist care fees advisers. They are regulated by the Financial Conduct Authority (FCA) and must stick to a code of conduct and ethics and take shared responsibility for the suitability of any product they recommend.

The Society of Later Life Advisers (SOLLA)
Aims to assist consumers and their families in finding trusted, accredited financial advisers who understand financial needs in later life.
Web: www.societyoflaterlifeadvisers.co.uk

The Money Advice Service
A free and impartial money advice service set up by the Government.
Tel: 0800 138 7777
Web: www.moneyadviceservice.org.uk

Further information on paying for care can be found beginning on page 40.
Home care providers

24/7 CARE PROVIDERS
Newmarket
Tel: 01638 428330

A & A HEALTHCARE SERVICES LTD
Ipswich
Tel: 01473 212089

ABOUT CARE SERVICES
Ipswich
Tel: 01473 741286

ABOVE & BEYOND CARE LTD
Ipswich
Tel: 01473 722772

AFFINITY TRUST DOMICILIARY CARE AGENCY SUFFOLK
Stowmarket
Tel: 01449 774030

ALL HALLOWS HOMECARE – LOWESTOFT
Lowestoft
Tel: 01502 566879

ALLIED HEALTHCARE BECCLES
Beccles
Tel: 01502 714405

ALLIED HEALTHCARE IPSWICH
Hadleigh
Tel: 01473 826326

AMARI CARE SERVICES
Lowestoft
Tel: 01502 537293

ANAMAR-CARE LTD
Saxmundham
Tel: 07807 749806

ANGE STEPS CARE
Mildenhall
Tel: 01638 712414

ANGELS BY CLASSIC (HEALTHCARE AT HOME) LTD
Ipswich
Tel: 01473 655502

ANGEL CARE
Ipswich
Tel: 01473 719185

ANGEL CASE MANAGEMENT LTD
Bury St Edmunds
Tel: 01359 271900

ANGLIA HOME CARE LTD
Lowestoft
Tel: 01502 508443

ANN MASON CARE
Colchester
Tel: 01206 233372

AVENUES EAST – SERVICES
Ipswich
Tel: 01473 836777

AVICAN SUPPORT LTD
Newmarket
Tel: 0333 772 0798

BETTER HEALTHCARE SERVICES (IPSWICH)
Ipswich
Tel: 01473 232999

BEYEA CARE LTD
Ipswich
Tel: 01473 212205

BIGOD CARE
Bungay
Tel: 01986 894046

BLACKBOURNE VIEW
Bury St Edmunds
Tel: 0345 601 0030

BLUEBIRD CARE (IPSWICH)
Ipswich
Tel: 01473 748931

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

Visit www.carechoices.co.uk for further assistance with your search for care
We are committed to offering you and your family total peace of mind.

All our one-to-one care staff receive full in house training and have an enhanced police record check that meets CQC standards before they can start working for us.

Depending on your needs, we can provide support from half an hour a day, to full live in care.

For more information call us on 01473 719185 or email us at info@angliacare.co.uk

www.angliacare.co.uk

Your care is our priority!

What we offer?

- Domiciliary or live-in care
- Personal Care
- Medication
- Light cleaning/washing
- Shopping
- Assistance with daily routine

Able Care can provide:

✔ Carers that you prefer returning to you on a weekly or fortnightly basis
✔ Carers that can assist with personal care
✔ Carers to help you with your household needs
✔ Carers that can provide support from companionship through to palliative care

Call Able Care on 01603 624135
e: enquiries@ablecareagency.co.uk
w: www.ablecareagency.co.uk

Sackville Place, 44/48 Magdalan Street, Norwich NR3 1JU

At Able Care we believe that people are happiest in the familiar surroundings of their own home. We can support you in maintaining your independence by providing a valuable alternative to residential care, whilst easing the reliance upon family, friends and neighbours.

For assistance with finding care and support, call Care Choices on 0800 389 2077

Finding it difficult to live alone?
Christies Care can help you.

Christies Care are a family owned and run agency.

We can provide long term live-in, respite, reablement and end of life care.

With a live-in carer, you have one-to-one help, letting you lead the life you want.

You decide how you wish to live your life and our fully trained Carer will help you to achieve your goals by giving you the levels of independence that you require.

www.christiescare.com

Email: care@christiescare.com
Telephone: 01728 605107

Our offices are open from Monday to Friday, 9.00am until 5.00pm, and a Duty Manager is available out of hours.

Christies Care

Do you need a helping hand?

If you are looking for an alternative to residential care or extra support for those everyday tasks that are becoming difficult for you or a loved one – then we’re here to help in Suffolk from 30 minutes per week to full-time live-in care.

Our care teams have been providing award-winning quality home care since 1989 and can help with: personal care, housekeeping, help getting around or even to provide a break to an existing family member or care-giver.

Looking for care?
0808 274 2935

For more information
www.helpinghands.co.uk

Member of the United Kingdom Home Care Association. Registered with the CQC. Telephone calls are recorded for information and training.
### Home Care Providers Continued

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<tr>
<td>Learning disability, autism</td>
<td>People who misuse alcohol or drugs</td>
</tr>
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</table>

**Visit www.carechoices.co.uk for further assistance with your search for care**
CONSENSUS (2013) LTD – REDAN STREET
Ipswich
Tel: 01473 226399  PD LDA MH SI YA

CONSENSUS COMMUNITY SUPPORT LTD
– REDAN STREET
Ipswich
Tel: 01473 226399  PD LDA MH YA

DEBEN VIEW
Woodbridge
Tel: 01394 384565  OP D PD MH

DEBEN WILLOW CARE
Aldeburgh
Tel: 01728 453677  OP D PD LDA MH SI YA

DISTRICT CARE LTD
Lowestoft
Tel: 01502 566544  OP D

DIVINUS SUPPORT LTD
Brandon
Tel: 01842 813022  OP D PD LDA MH YA

EAST OF ENGLAND HOMECARE CIC
Ipswich
Tel: 01473 228877  OP PD SI YA

ELIMAY HOMECARE
Ipswich
Tel: 07776 208462  OP PD MH YA

EMILY BRAY HOUSE
Ipswich
Tel: 01473 720610  OP D PD MH

FIRST PRIME CARE LTD
Diss
Tel: 01379 643879  OP PD LDA MH YA

FITZROY SUPPORTED LIVING
SUFFOLK
Bury St Edmunds
Tel: 01359 271229  OP LDA YA

FONJOCK'S SOCIAL WORK PRACTICE LTD
Bury St Edmunds
Tel: 01284 764411  LDA MH YA

FOREST HOMECARE
SUFFOLK
Sudbury
Tel: 01787 463222  OP D PD LDA SI YA

FORGET ME NOT HOME SERVICES LTD
Hadleigh
Tel: 01206 299145  OP D

FOUNTAIN OF HEALTH LTD
Ipswich
Tel: 01473 677618  OP D PD LDA YA

FRANTEC
Ipswich
Tel: 01473 604464  OP D PD LDA MH SI YA AD

FUCHSIA HOMECARE
BURY ST. EDMUNDS
Bury St Edmunds
Tel: 01284 728348  OP D PD LDA MH SI YA

FUCHSIA HOMECARE LTD
Ipswich
Tel: 01473 233797  D PD LDA MH SI YA

FUN DOMICILIARY CARE AGENCY
Ipswich
Tel: 01473 822699  LDA

HALES GROUP LTD – IPSWICH
Ipswich
Tel: 01473 732126  OP D PD SI YA

HALES GROUP LTD – LOWESTOFT
Lowestoft
Tel: 01502 530676  OP D PD MH SI YA

HAVERHILL COMMUNITY CARE LTD
Newmarket
Tel: 07379 007008  D PD LDA MH SI

HEADWAY SUFFOLK
Ipswich
Tel: 01473 712225  OP D PD LDA MH YA

HEATHCOTE HOUSE
Brandon
Tel: 0247 643 8085  OP

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<tr>
<th>Service</th>
<th>OP</th>
<th>Older people (65+)</th>
<th>D</th>
<th>Dementia</th>
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<th>Learning disability, autism</th>
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<tr>
<td>User Bands</td>
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<td>Mental health</td>
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<td>Younger adults</td>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
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</table>
A quality service delivered by professionals who care.

We believe that in order to choose the care solutions that are right for you we must work in partnership with you, your family and other relevant organisations. We can provide a range of services in your home to suit your needs.

♦ Personal care
♦ Meal preparation
♦ Domestic services
♦ Medication supervision & Administering
♦ Shopping
♦ Sitting services
♦ Transport to appointments

Contact us now for more information
T: 01728 833899 / 01502 532926
E: enquiries@heritagecareathome.co.uk
www.heritagecareathome.co.uk

Visit www.carechoices.co.uk for further assistance with your search for care
### Home Care Providers

#### INROADS OPEN CARE
Hadleigh  
Tel: 01473 826192

#### JAMIE CANN HOUSE
Ipswich  
Tel: 01473 710880

#### JANE BENNETT CARE SERVICES LTD
Bury St Edmunds  
Tel: 01284 724603

#### L’ARCHE IPSWICH THE CORNERSTONE
Ipswich  
Tel: 01473 216362

#### LEVINGTON COURT
Lowestoft  
Tel: 01502 500683

#### LINK MEDICAL STAFFING SOLUTIONS LTD
HAVERHILL BRANCH
Haverhill  
Tel: 0203 866 1182

#### LOCUMS4CARE LTD
Ipswich  
Tel: 01473 381444

#### MARGERY GIRLING HOUSE
Felixstowe  
Tel: 01394 285871

#### MARRAM GREEN
Lowestoft  
Tel: 01502 744362

#### MEARS CARE – STOWMARKET
Stowmarket  
Tel: 01449 767440

#### MENCAP – EAST SUFFOLK DOMICILIARY CARE AGENCY
Ipswich  
Tel: 01473 564001

#### MENCAP – WEST SUFFOLK DOMICILIARY CARE AGENCY
Bury St Edmunds  
Tel: 07903 281530

#### MID SUFFOLK HOME FIRST
Stowmarket  
Tel: 01449 742848

#### MY CARE AT HOME LTD
Stowmarket  
Tel: 01449 763086

#### NAS COMMUNITY SERVICES (EAST ANGLIA)
Mildenhall  
Tel: 01638 717661

#### NAYLAND CARE AGENCY LTD
Stutton  
Tel: 01473 327925

#### NOLEX CARE LTD
Newmarket  
Tel: 01638 665492

#### NORTH BAY HOME CARE
Lowestoft  
Tel: 01502 572917

#### NORWICH ROAD
Ipswich  
Tel: 01473 747247

#### NURSE PLUS AND CARER PLUS (UK) LTD
Bury St Edmunds  
Tel: 01284 705528

#### OAK HOME CARE, 1
Sudbury  
Tel: 01787 326555

#### ONE TO ONE HOMECARE LTD – HEAD OFFICE
Bury St Edmunds  
Tel: 01502 585363

#### ORBIT GROUP LTD
Bury St Edmunds  
Tel: 01284 705486

#### ORWELL MENCAP GENESIS
Ipswich  
Tel: 01473 723888

#### OXLIPO HOUSE
Bury St Edmunds  
Tel: 01284 764864

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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
### Home care providers continued

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#### Service providers

- **PAPWORTH TRUST CENTRE WAVENEY, THE**
  - Lowestoft
  - Tel: 01502 574526
  - User Bands: OP D PD LDA MH SI YA

- **PAPWORTH TRUST, THE – IPSWICH**
  - Ipswich
  - Tel: 01480 357200
  - User Bands: OP PD LDA MH

- **PARK MANOR**
  - Ipswich
  - Tel: 01473 327005
  - User Bands: OP D MH SI YA

- **PEPPERCORN HOUSE**
  - Ipswich
  - Tel: 01473 603850
  - User Bands: OP D PD MH SI

- **PITCHES VIEW**
  - Reydon
  - Tel: 0345 601 0030
  - User Bands: OP D PD MH

- **PNS DOMICILIARY SERVICES**
  - Bury St Edmunds
  - Tel: 07581 240741
  - User Bands: OP D LDA MH YA

- **POTSFORD CARE SERVICES LTD**
  - Woodbridge
  - Tel: 01728 748322
  - User Bands: OP D PD LDA MH SI YA

- **PREMIER HEALTHCARE AGENCY**
  - Beccles
  - Tel: 01502 711126
  - User Bands: OP PD SI YA

- **PREMIER HOMECARE EAST LTD**
  - Newmarket
  - Tel: 01638 668867
  - User Bands: OP D PD MH YA

- **PRESTIGE NURSING HALESWORTH**
  - Halesworth
  - Tel: 01986 899075
  - User Bands: OP D PD LDA MH SI YA AD

- **PRESTIGE NURSING IPSWICH**
  - Ipswich
  - Tel: 01986 899075
  - User Bands: OP D PD LDA MH SI YA AD

- **PRIMARY HOMECARE LTD**
  - Ipswich
  - Tel: 01473 833533
  - User Bands: OP D PD LDA MH SI YA

- **QUALITY CARE HOMEGIVERS LTD**
  - Stowmarket
  - Tel: 01449 780480
  - User Bands: OP D PD LDA SI YA

- **ROSE CARE SUFFOLK LTD**
  - Felixstowe
  - Tel: 01394 670281
  - User Bands: OP D PD MH SI YA

- **ROYAL MENCAP SOCIETY – DRUMMOND COURT**
  - Bury St Edmunds
  - Tel: 01284 767445
  - User Bands: OP LDA YA

- **SAFE AND SOUND HOMECARE LTD**
  - Ipswich
  - Tel: 07908 397349
  - User Bands: OP D PD SI YA

- **SANCTUARY HOME CARE LTD – EXNING**
  - Exning
  - Tel: 01638 578020
  - User Bands: OP D PD LDA MH SI

- **SANCTUARY SUPPORTED LIVING – SUFFOLK DOMICILIARY CARE**
  - Ipswich
  - Tel: 01473 603133
  - User Bands: PD LDA SI YA

- **SARAH’S CARERS**
  - Woodbridge
  - Tel: 01235 606200
  - User Bands: OP D PD LDA SI YA

- **SAVILE COURT**
  - Felixstowe
  - Tel: 01394 284601
  - User Bands: LDA

- **SECKFORD ALMSHOUSES**
  - Woodbridge
  - Tel: 01394 386520
  - User Bands: OP PD SI

- **SIMPLY TOGETHER LTD**
  - Lavenham
  - Tel: 01787 333001
  - User Bands: OP D PD MH SI YA

- **SOUTH SUFFOLK SUPPORTED LIVING AND DOMICILIARY**
  - Sudbury
  - Tel: 01787 464380
  - User Bands: OP PD LDA YA

- **ST ELIZABETH CARE AGENCY**
  - Ipswich
  - Tel: 01473 707900
  - User Bands: OP D PD LDA MH SI YA

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
For assistance with finding care and support, call Care Choices on 0800 389 2077

**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

**User Bands**
- OP Older people (65+)
- D Dementia
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- MH Mental health
- SI Sensory impairment
- YA Younger adults
- AD People who misuse alcohol or drugs

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**Live-in Care**
from £695 per week

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

**Agincare**
Caring in Your Community

08000 121 247 | www.liveincare.info

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**STEEPLE VIEW**
Stowmarket
Tel: 01449 678514

**SUE RYDER – BIXLEY**
Ipswich
Tel: 01473 295200

**SUFFOLK COASTAL HOME CARE SERVICE**
**HOME FIRST**
Saxmundham
Tel: 01728 652442

**SUFFOLK HOME FIRST SOUTH**
Ipswich
Tel: 01473 263271

**SUFFOLK HOME FIRST SOUTH**
Bury St Edmunds
Tel: 01284 702002

**SWANN HOUSE**
Saxmundham
Tel: 01728 603916

**SYDNEY BROWN COURT**
Hadleigh
Tel: 01473 827040

**SYGMACARE**
Ipswich
Tel: 01473 719999

**TIME2CARE (BSE) LTD**
Newmarket
Tel: 0333 121 2126

**TRINITY CARESTAFF SOLUTIONS LTD**
Bury St Edmunds
Tel: 01284 701944

**TRU CARE LTD**
Saxmundham
Tel: 01728 603495

**UNITED RESPONSE – IPSWICH DCA**
Ipswich
Tel: 01473 836160

**VANGE PLACE**
Haverhill
Tel: 07817 975307

**VITAL HEALTHCARE SERVICES LTD**
Ipswich
Tel: 01473 212089

**VIVID COMMUNITY CARE LTD**
Colchester
Tel: 0207 140 0112

**WAVENEY CARE LTD – 124 DENMARK ROAD**
Lowestoft
Tel: 01502 530380

**WAVENEY HOME FIRST**
Lowestoft
Tel: 01502 448709

**WELLBEING CARE SUPPORT SERVICES**
Lowestoft
Tel: 01502 446600

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Housing with care

Housing with care combines independent living in a home with security of tenure, along with care services arranged according to need. Schemes may be run by housing associations, the local authority, voluntary organisations or private companies. Properties may be available for rent, mixed tenure or to purchase.

Supported Living

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

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

Supported Living refers to the way in which accommodation and support are organised, rather than the amount of support. This will be tailored to individual need and can include access to support 24-hours a day if assessed as necessary, although many people do not require this – particularly with the use of assistive technology (discussed further on page 12).

To find a Supported Living scheme near you, go to www.suffolk.gov.uk/infolink and search ‘supported living’.

Shared Lives

Shared Lives is a care service for adults with learning or physical disabilities and for older people. It is family-based care provided by individuals and families.

Shared Lives carers are local people recruited and trained to make sure they have the right qualities to provide care and support.

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

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

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

**Extra care housing**

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

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

To find out more about housing with care in your area, contact your district council.

**Babergh and Mid-Suffolk**  
Tel: 0300 123 4000  
Web: www.babergh.gov.uk

**Forest Heath District and St Edmundsbury**  
Tel: 01638 719345 or 01284 757178  
Email: customer.services@westsuffolk.gov.uk  
Web: www.westsuffolk.gov.uk

**Ipswich**  
Tel: 01473 433370  
Web: www.ipswich.gov.uk

**East Suffolk**  
Tel: 01502 523480  
Email: housing@eastsuffolk.gov.uk  
Web: www.eastsuffolk.gov.uk

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**Specialist services**

**Learning disability**

If you are living with a learning disability in Suffolk, you should contact your local council for support. They might be able to signpost you to local services and assess your needs in case they can help you.

The council aims to keep people independent in their own homes wherever possible, but if you need to move somewhere with care and support, you might like to consider a housing with care scheme, see page 31.

If your needs are such that you require support in a care home, this Directory contains a list of all care homes in Suffolk. Any learning disability providers are denoted with **LDA**.
You may also find the organisations listed here useful.

**Suffolk Infolink**
Contains a list of local services for people with learning disabilities in Suffolk.
Web: [www.suffolk.gov.uk/infolink](http://www.suffolk.gov.uk/infolink)

**Mencap**
Supporting people with learning disabilities to feel valued equally, listened to and included.
Tel: 0808 808 1111
Email: [helpline@mencap.org.uk](mailto:helpline@mencap.org.uk)
Web: [www.mencap.org.uk](http://www.mencap.org.uk)

**Scope**
Offers free, impartial and expert information, advice and support to disabled people and their families, 9.00am to 5.00pm weekdays.
Tel: 0808 800 3333
Email: [helpline@scope.org.uk](mailto:helpline@scope.org.uk)
Web: [www.scope.org.uk](http://www.scope.org.uk)

**Mental health**

If you are worried about your mental health, it’s important to remember that you aren’t alone. Lots of people have issues with their mental health and there’s help and advice available in Suffolk to support you.

Your GP should be your first point of contact if you want confidential advice or services, or you can contact one of the organisations listed here for free help and support.

**Suffolk Libraries**
Offers a mental health and wellbeing service for Suffolk residents.
Web: [www.suffolklibraries.co.uk/health](http://www.suffolklibraries.co.uk/health)

**Suffolk MIND**
Provides support to people with mental health needs and offers one-to-one counselling, courses, peer support and more.
Tel: 0300 111 6000
Email: [info@suffolkmind.org.uk](mailto:info@suffolkmind.org.uk)
Web: [www.suffolkmind.org.uk](http://www.suffolkmind.org.uk)

**Cruse Suffolk**
Helps people in Suffolk who have been bereaved.
Web: [www.suffolkcruse.co.uk](http://www.suffolkcruse.co.uk)

**Suffolk Coastal**
Tel: 01394 670770

**West Suffolk**
Tel: 01284 767674

**Relate Norfolk and Suffolk**
Supports people who have had a change to their relationships, whether with family or partners.
Tel: 01473 254118
Web: [www.relate.org.uk/norfolk-suffolk](http://www.relate.org.uk/norfolk-suffolk)

**Physical disability**

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

**Sensory services**

Sensing Change works in Suffolk to assess people’s sensory needs. It also offers other services, including:

- registration of any sensory loss;
- rehabilitation to help you develop daily living skills;
- daily living equipment, including demonstration and advice;
- training to help you remain independent; and
- advice and information.

For more information, contact Sensing Change.
Stone Lodge Community Centre, Hawthorn Drive, Ipswich IP2 0QY
Tel: 01473 260030
Text: 07739 249056
Minicom: 01473 711825
Email: info@sensingchange.org.uk
Web: www.sensingchange.org.uk

**Advocacy**

Advocates can give advice, support and information to people of any age. They help you to voice your concerns and guide you through difficult or challenging times. You should consider using the services of an advocate if you feel unsure or concerned when you are faced with making an important decision about your care.

**Wheelchair Access Vehicle Hire from Ransome Mobility Solutions**

**WHY CHOOSE US**

We’re offering a range of wheelchair access vehicles for hire for the elderly and less abled, as well as for carers, care homes and family members in Suffolk, Essex, Norfolk, Cambridgeshire, and across the UK.

We have a range of vehicles to meet your requirements from 3 seater + wheelchair to larger 5 seater vehicles and would be happy to give you a quotation to find a vehicle to meet your needs.

Call **01473 727263** today for a **FREE** quotation
www.ransomemobility.co.uk

Ransome Mobility Solutions, Airport Garage, 474 Felixstowe Road, Ipswich, Suffolk IP3 8SU

For assistance with finding care and support, call Care Choices on 0800 389 2077
Advocates are not there to tell you what to do or to make decisions for you, but to help you express your views and make your own decisions. Councils are obligated to provide an advocate to you if you need one at any stage of your care and support planning with them.

Total Voice Suffolk
Tel: 01473 857631
Email: TVSpartnership@voiceability.org
Web: www.totalvoicesuffolk.org

Planning for end of life

Although the subject of dying is often painful to contemplate, planning for the end of life can be a good way to share your wishes and help your family to know what you would like. Good planning for all your needs should mean that you can convey your wishes, including where you would like to die if you choose. You may wish to remain in your own home or care home in your last days and not be admitted to hospital.

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

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

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

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

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

Planning for your funeral

While you are thinking about the future, you may want to consider writing down your wishes for your funeral. This can help to alleviate pressures on your family. They may appreciate knowing your wishes and that they can make sure they are considered at your funeral. By detailing your wishes, your family can be comforted by the fact that they don’t need to make all the decisions about what you would have liked or wonder whether they are making the right choices. Things to consider are included in ‘My Funeral Wishes’, a form produced by Dying Matters and the National Association of Funeral Directors. Visit www.dyingmatters.org/page/my-funeral-wishes

You do not have to instruct a funeral director, but if you do, ensure that the director you choose is a member of the National Association of Funeral Directors or The National Society of Allied and Independent Funeral Directors. These associations have strict guidelines that members must adhere to.

See page 65 for details of organisations that may be able to help you plan for the end of your life or your funeral.
Care homes

All care homes and agencies providing care at home in England must be registered with the independent regulator, the Care Quality Commission (CQC). The CQC inspects every care home and home care agency, publishing a report along with a rating. CQC quality ratings must be displayed at the operator’s premises and on its website. You can also find inspection reports and ratings for all services on the CQC’s website (www.cqc.org.uk).

Types of care home

Care homes (personal care only)
If you need someone to look after you 24-hours a day, but don’t need nursing care, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving. It is a good idea to have a needs assessment before you choose a care home to ensure it is the best way to meet your needs, see page 12 for more on assessments.

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

If, after a needs assessment, a care home providing nursing care is the best solution for you, a social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees may be paid by the NHS to the home directly: the current amount is £155.05 per week. This figure may change over the lifetime of this Directory, check with Adult Social Care.

For help with finding care homes and care homes with nursing in your area, call this Directory’s independent service on 0800 389 2077.

Activities in care homes

The word ‘activity’ can imply many different things but, in the context of a care home, it should mean everything a resident does from when they open their eyes in the morning until they go to sleep at night.

Activities should stimulate residents emotionally, physically and mentally and, in a good care home, should encompass all aspects of daily life.

They can range from choosing what to wear, to helping with tasks around the home or garden, to listening to the radio or joining in with an art or exercise class.

Above all, activities provide a point of interest, fun and challenge to each day. They should enable people to participate in daily life, be engaged and maintain hobbies or activities they have enjoyed throughout their life, as well as offering the opportunity to try something new, if they wish.

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

Ensure you speak to any potential providers about the activities they provide in their care home.
We suggest that you take paper with you when visiting care homes so that you can make notes.

**Staff**

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

**Activities**

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

**Life in the home**

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

**Personal preferences**

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

**Catering**

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

**Fees**

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

*See page 44.
Care homes and dementia

A good care home will follow the concept of a person-centred approach to care for people with dementia. This means that the unique qualities and interests of each individual will be identified, understood and accounted for in any care planning.

The person with dementia will have an assessment and an ongoing personalised care plan, agreed across health and social care. This should identify a named care co-ordinator and addresses their individual needs.

They must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Powers of Attorney and Preferred Priorities of Care. For more information on these, see pages 43 and 35.

It is important that care and support options are tailored to the needs of the individual. Make sure staff know the person you care for by providing life story books, telling staff about their likes and dislikes and providing belongings that bring comfort and have meaning for them.

Within the home, much is down to the attitude and skills of the manager and the staff. Do they provide an environment that enables a person with dementia to exercise choice and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home? Further questions to consider are included in the residential dementia care checklist on page 39.

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

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

Staff training
Dementia-specific training is essential to ensure that care home staff understand how best to support and care for people with dementia. Ask to speak with the Dementia Champion and question the placement if the home does not have a specific Dementia Lead.
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 37.

### Design

<table>
<thead>
<tr>
<th>Question</th>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
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<tbody>
<tr>
<td>Are there clear signs throughout the home?</td>
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<tr>
<td>Has the home been designed or adapted for people with dementia?</td>
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<tr>
<td>Are the home and grounds secure?</td>
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<tr>
<td>Are there prompts outside the residents’ rooms to help people identify their own?</td>
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<tr>
<td>Is the décor familiar to your loved one?</td>
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### Choices

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<th>Question</th>
<th>Home 1</th>
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<tbody>
<tr>
<td>Do residents get choice in terms of what they wear each day?</td>
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<tr>
<td>Are residents encouraged to be independent?</td>
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<tr>
<td>Can residents decide what to do each day?</td>
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<tr>
<td>Can residents have a say in the décor of their room?</td>
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### Activities

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<th>Question</th>
<th>Home 1</th>
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<tbody>
<tr>
<td>Are residents able to join in with household tasks like folding washing?</td>
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<tr>
<td>Are there activities on each day?</td>
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<tr>
<td>Can residents walk around outside on their own?</td>
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<tr>
<td>Are residents sitting in front of the TV or are they active and engaged?</td>
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<tr>
<td>Are there rummage boxes around?</td>
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### Health

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<tr>
<th>Question</th>
<th>Home 1</th>
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<th>Home 3</th>
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<tbody>
<tr>
<td>Can residents get help with eating and drinking?</td>
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<tr>
<td>How often does the home review residents’ medication?</td>
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<tr>
<td>Does the home offer help if a resident needs assistance taking medication?</td>
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<tr>
<td>Do GPs visit the home regularly?</td>
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### Staff

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<th>Question</th>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
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</thead>
<tbody>
<tr>
<td>Are staff trained to identify when a resident might be unwell?</td>
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<tr>
<td>Are staff trained to spot when someone needs to go to the toilet?</td>
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<tr>
<td>Do the staff have any dementia specific training/experience?</td>
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<tr>
<td>Will your loved one have a member of staff specifically responsible for their care?</td>
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### Approach to care

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<th>Question</th>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
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<tbody>
<tr>
<td>Does the home follow a specific approach to dementia therapy, for example, validation therapy?</td>
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<tr>
<td>Will the home keep you informed about changes to your loved one’s care?</td>
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<tr>
<td>Does the home have a specific approach to end of life care?</td>
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<tr>
<td>Does the home keep up to date with best practice in dementia care?</td>
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*See page 44.
When a local authority provides or arranges 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, the council 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 and the local authority 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 the council and you may be able to get some support with funding your care, see page 41.

These figures may change during the lifetime of this Directory.

If you are eligible for support from the council 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 the council would usually pay for someone with your needs. If the home you choose charges a fee in excess of the local authority’s 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 41).

**Running out of money**

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

If you become eligible for the council’s support with funding your care, and the home you are living in charges more than the council’s fee levels, you must find someone to help pay the difference. This is known as a ‘top-up’ or ‘third party payment’, see page 41 for more information. If funds for a top-up are not available, you will need to find accommodation which can meet your needs at the local authority fee level.

Understanding your rights before moving into care is essential. There are a number of financial products and specialist companies that may be able to help. It is important to seek independent financial and legal advice before committing yourself to anything. See page 42 for more information.

**Non-means-tested support**

Some support may be available to you without the council needing to look into your finances.
Benefits
Attendance Allowance and Personal Independence Payments are non-means-tested, 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 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 the council strongly recommends 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 42 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, the 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 estate. Interest is payable throughout the period of the loan and there is also a one-off fee to join the scheme which covers all legal and administrative costs for the lifetime of the loan.

The council may limit the amount of the loan, depending on the equity in your property.

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

Third party payments
If you are eligible for the council’s support, you will be offered a choice of homes that meet the local authority’s funding rates. If you decide to live in a more expensive home and someone is able to make an additional payment for you, they will have to pay the local authority 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 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 your council. You may have to move to a cheaper home within the local authority’s 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 the local authority. This may happen if a change to your arrangements is made at your request or with your agreement, for example you move to a nicer room.

It is important to note that councils have 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.

---

**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 is 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.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

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

How solicitors can help

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

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

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

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

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

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

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

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

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

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

If your local authority has arranged and funded a place for you in a care home or has contributed to a home care service, another option is to speak to your social care department. You can complete a form online (visit www.suffolk.gov.uk and search ‘complaints’) or call 0345 266 1821, email customerrights@suffolk.gcsx.gov.uk or write to Suffolk County Council Complaints Team, Endeavour House, 8 Russell Road, Ipswich IP1 2BX.

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

Inspecting and regulating care services

Health and social care services must be registered to show that they meet a set of standards.

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. It registers care providers and inspects and rates services. When things go wrong, the CQC can also take action to protect people who use services.

After an inspection of a care home or home care agency, the CQC publishes a report of what it found. The report looks at how well the service meet the CQC’s five key questions: Is the service safe? Effective? Caring? Responsive to people’s needs? Well-led?
Each care home and home care agency will get an overall rating of outstanding, good, requires improvement or inadequate. It will also get ratings for each key question. The ratings mean you can easily see where a service is performing well, and where it needs to improve.

It’s always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC’s website (www.cqc.org.uk). Care providers must also display their latest rating at their premises and on their website.

You can also tell the CQC about your experiences of care – good or bad. It can use your information to see where it should inspect next, and what to look out for when it does. If you want to share your experience of care, visit www.cqc.org.uk/share

### Out-of-county care

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

If your care home place is state-funded, speak to the local authority about who is responsible for your care fees, especially if you choose a care home in another region. Any home you choose must be suitable for your assessed needs and comply with the paying authority’s terms and conditions.

You should seek further advice before making your decision.

For help finding care providers in Suffolk and other regions, contact this Directory’s phone service on 0800 389 2077 with details of your requirements.

### Protecting vulnerable adults

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

**What is adult abuse?**

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

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

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

**Who might be causing the abuse?**
The person who is responsible for the abuse may be known to the person abused and could be:
- a paid carer or volunteer;
- a health worker, social care or other worker;
- a relative, friend or neighbour;
- another resident or service user;
- an occasional visitor or someone who is providing a service; or
- someone who deliberately exploits vulnerable people.

If you think someone is being abused, call Customer First on **0808 800 4005**. Your concerns will be taken seriously and will receive prompt attention, advice and support. You can also call the police on **101**, or **999** if it is an emergency.

If the abuse is also a crime such as assault, racial harassment, rape or theft you should involve the police to prevent someone else from being abused. If the police are involved Adult Social Care will work with them and with you to support you.

If you are worried about contacting the police you can contact Customer First on **0808 800 4005** to talk things over first. If immediate action is needed dial **999**.

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

**The Disclosure and Barring Service (DBS)**
There is a barring system for all those intending to work, or working with children and vulnerable adults.

This service combines the criminal records checking and barring functions. For disclosure information and services, visit [www.gov.uk/dbs](http://www.gov.uk/dbs). Care home owners, home care agencies and employment agencies that supply care workers are required to request checks as part of a range of pre-employment checks, including disclosures from the DBS.

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

This Directory is divided into geographical areas listed on this map. Home care providers can be found on page 23.

Visit www.carechoices.co.uk for further assistance with your search for care.
## West Suffolk care homes

<table>
<thead>
<tr>
<th>Name of Care Home</th>
<th>Address</th>
<th>Telephone Number</th>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beeches Residential Home, The</td>
<td>39-43 High Street, Ixworth, Bury St Edmunds IP31 2HJ</td>
<td>01359 230773</td>
<td>OP D</td>
<td>LDA YA</td>
</tr>
<tr>
<td>Cambridge House</td>
<td>11 Bryony Close, Haverhill CB9 9DJ</td>
<td>01440 704719</td>
<td>PD</td>
<td>LDA</td>
</tr>
<tr>
<td>Cathedral View</td>
<td>The Vinefields, Bury St Edmunds IP33 1YU</td>
<td>01284 765046</td>
<td></td>
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<tr>
<td>Cedar Lodge</td>
<td>Culford, Bury St Edmunds IP28 6DX</td>
<td>01284 728744</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crossways</td>
<td>North Terrace, Mildenhall IP28 7AE</td>
<td>01638 515556</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fornham House Residential Home</td>
<td>Fornham St Martin, Bury St Edmunds IP31 1SR</td>
<td>01284 768327</td>
<td>LDA</td>
<td></td>
</tr>
<tr>
<td>Grange Residential Home, The</td>
<td>30 Vinery Road, Bury St Edmunds IP33 2JT</td>
<td>01284 769887</td>
<td>OP LDA YA</td>
<td></td>
</tr>
<tr>
<td>Hay Wain, The</td>
<td>Brybank Road, Hanchett Village, Haverhill CB9 7YL</td>
<td>01440 712498</td>
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</tr>
<tr>
<td>Hillcrest Residential Home</td>
<td>14 Northgate Avenue, Bury St Edmunds IP32 6BB</td>
<td>01284 760774</td>
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<tr>
<td>Kingfisher House Care Home</td>
<td>St Fabians Close, Newmarket CB8 0EJ</td>
<td>01638 669919</td>
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</tr>
<tr>
<td>Manson House</td>
<td>111 Northgate Street, Bury St Edmunds IP33 1HP</td>
<td>01284 753106</td>
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</tr>
<tr>
<td>Martins, The</td>
<td>Vinefields, Bury St Edmunds IP33 1YA</td>
<td>01284 753467</td>
<td>OP D</td>
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<tr>
<td>Meadows Care Home, The</td>
<td>Brybank Road, Hanchett Village, Haverhill CB9 7YL</td>
<td>01440 712498</td>
<td>OP D PD</td>
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<tr>
<td>Middlefield Manor</td>
<td>The Street, Barton Mills, Bury St Edmunds IP28 6AW</td>
<td>0117 974 8400</td>
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<td>LDA</td>
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<tr>
<td>Montana Residential Home, The</td>
<td>East Barton Road, Great Barton, Bury St Edmunds IP31 2RF</td>
<td>01284 787321</td>
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</tr>
<tr>
<td>North Court Care Home</td>
<td>108 Northgate Street, Bury St Edmunds IP33 1HS</td>
<td>01284 763621</td>
<td>OP D PD YA</td>
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</tr>
<tr>
<td>Pines, The</td>
<td>Culford Road, Fornham St Mary IP28 6TN</td>
<td>01284 705062</td>
<td>LDA</td>
<td></td>
</tr>
<tr>
<td>Royal Mencap Society – Drummmond Court</td>
<td>Mill Road South, Bury St Edmunds IP33 3NN</td>
<td>01284 767445</td>
<td>OP LDA YA</td>
<td></td>
</tr>
<tr>
<td>St Peter’s House</td>
<td>29 Out Risbygate Street, Bury St Edmunds IP33 3RJ</td>
<td>01284 706603</td>
<td>OP D MH</td>
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</tr>
<tr>
<td>Swallows Residential Care Home, The</td>
<td>Helions Bumpstead Road, Haverhill CB9 7AA</td>
<td>01440 714745</td>
<td>OP</td>
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</tr>
<tr>
<td>Willows, The</td>
<td>Corders Farm, Bury Road, Lawshall, Bury St Edmunds IP29 4PJ</td>
<td>01284 830665</td>
<td>OP</td>
<td></td>
</tr>
<tr>
<td>Wings</td>
<td>17 The Grove, Beck Row, Mildenhall IP28 8DP</td>
<td>01638 583934</td>
<td>D PD LDA MH SI YA</td>
<td></td>
</tr>
</tbody>
</table>
ASHMORE NURSING HOME
Barningham Road, Stanton,
Bury St Edmunds IP31 2AD
Tel: 0151 549 2020

BRANDON PARK RESIDENTIAL AND NURSING HOME
Brandon Country Park, Bury Road,
Brandon IP27 OSU
Tel: 01842 812400

CLEVES PLACE
Cleves Place, Millfields Way, Haverhill CB9 0JB
Tel: 0333 321 1985
Advert inside back cover

CORNWALLIS COURT
Hospital Road, Bury St Edmunds IP33 3NH
Tel: 01284 768028 Advert below

DAVERS COURT
Shakers Lane, Bury St Edmunds IP32 7BN
Tel: 0333 321 1982
Advert inside back cover

EASTCOTTS CARE HOME WITH NURSING
Eastcotts Farm Cottage, Calford Green, Kedington,
Haverhill CB9 7UN
Tel: 01440 703178

GLASTONBURY COURT
Glastonbury Road, Bury St Edmunds IP33 2EX
Tel: 0333 321 1989
Advert inside back cover

GRACEWELL OF KENTFORD
Jeddah Way, Kennett,
Newmarket CB8 8JY
Tel: 01638 555090

GROVE COURT
Beech Way, Woodbridge IP12 4BW
Tel: 01394 446500

KINGFISHER HOUSE CARE HOME
St Fabians Close,
Newmarket CB8 0EJ
Tel: 01638 669919

MABBS HALL CARE HOME
45 High Street, Mildenhall IP28 7EA
Tel: 01638 712222

MEADOWS CARE HOME, THE
Brybank Road, Hanchett Village,
Haverhill CB9 7YL
Tel: 01440 712498

MILDENHALL LODGE
St John’s Close,
Mildenhall IP28 7NX Advert inside back cover
Tel: 0333 321 1971

NORTH COURT CARE HOME
108 Northgate Street,
Bury St Edmunds IP33 1HS
Tel: 01284 763621

PINFORD END HOUSE NURSING HOME
Church Road, Hawstead,
Bury St Edmunds IP29 5NU
Tel: 01284 388874

RISBY HALL NURSING HOME
Hall Lane, Risby, Bury St Edmunds IP28 6RS
Tel: 01284 810921

RISBY PARK NURSING HOME
Hall Lane, Risby, Bury St Edmunds IP28 6RS
Tel: 01284 811921

STOWLANGTOFT HALL NURSING HOME
Kiln Lane, Stowlangtoft,
Bury St Edmunds IP31 3JY
Tel: 01359 230216

Cornwallis Court, Bury St. Edmunds
Hospital Road, Bury St. Edmunds, IP33 3NH
We provide residential care, nursing and dementia support.
T: 01284 768 028
E: cornwalliscourt@rmbi.org.uk

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

Service  OP Older people (65+)
User Bands  MH Mental health
D Dementia
PD Physical disability
LDA Learning disability, autism
SI Sensory impairment
YA Younger adults
AD People who misuse alcohol or drugs
Most people wish to look after their own daily needs but some may need more care than others. In all cases, to know that the utmost professional support is there at all times is greatly reassuring.

**Cotman House** Felixstowe, IP11 7PU
Offering residential care.

**Hillside and Mellish House** Sudbury, CO10 0EH
Sister homes offering residential and residential dementia care.

**Rendlesham**
Rendlesham, IP12 2TP
Offering residential, nursing and dementia care.

0808 223 5356
carechoices@caringhomes.org

Sometimes we all need a helping hand

CareChoices

What do you think about this publication?

Complete our short questionnaire

www.carechoices.co.uk/reader-survey
BARLEYCOMBE
Sudbury Road, Long Melford, Sudbury CO10 9HE
Tel: 01787 880203

BRETT VALE RESIDENTIAL HOMES LTD
Granary Barn, Sullesys Hill, Lower Raydon, Ipswich IP7 5QQ
Tel: 01473 827497

BRIARS RESIDENTIAL CARE HOME, THE
23 Hunts Hill, Glemsford, Sudbury CO10 7RP
Tel: 01787 282249

BROOKWOOD MANOR
Holbrook Hall Park, Little Waldingfield, Sudbury CO10 0TH
Tel: 01787 248062

CANTERBURY HOUSE
Gallows Hill, Hadleigh, Ipswich IP7 6JQ
Tel: 01473 824242

CATCHPOLE COURT CARE HOME
Walnut Tree Lane, Sudbury CO10 1BD
Tel: 01787 882023

DELL, THE
Cats Lane, Sudbury CO10 2SF
Tel: 01215 236596

DEVONSHIRE HOUSE
High Street, Cavendish, Sudbury CO10 8AS
Tel: 01787 283240

GIRLING STREET
34 Girling Street, Sudbury CO10 1PG
Tel: 01787 882082

HAZELL COURT
Acton Lane, Sudbury CO10 1QN
Tel: 01787 373542

HILLSIDE CARE HOME
20 Kings Hill, Great Cornard, Sudbury CO10 0EH
Tel: 0808 223 5356 Advert page 50

LODGE, THE
Old London Road, Copdock, Ipswich IP8 3JD
Tel: 01473 730245

MAGDALEN HOUSE CARE HOME
Magdalen Road, Hadleigh, Ipswich IP7 5AD
Tel: 01473 829411

MELLISH HOUSE RESIDENTIAL HOME
Kings Hill, Great Cornard, Sudbury CO10 0EH
Tel: 0808 223 5356 Advert page 50

NAYLAND HOUSE
Off Bearstreet, Nayland, Colchester CO6 4LA
Tel: 01206 263199

RED HOUSE WELFARE & HOUSING SOCIETY, THE
Meadow Lane, Sudbury CO10 2TD
Tel: 01787 372948

SOUTH SUFFOLK CARE HOMES
Barleycombe
Sudbury Road, Long Melford, Sudbury CO10 9HE
Tel: 01787 880203

BRETT VALE RESIDENTIAL HOMES LTD
Granary Barn, Sullesys Hill, Lower Raydon, Ipswich IP7 5QQ
Tel: 01473 827497

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Tel: 01787 282249

BROOKWOOD MANOR
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Tel: 01787 283240

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Tel: 01787 882082

HAZELL COURT
Acton Lane, Sudbury CO10 1QN
Tel: 01787 373542

HILLSIDE CARE HOME
20 Kings Hill, Great Cornard, Sudbury CO10 0EH
Tel: 0808 223 5356 Advert page 50

Visit www.carechoices.co.uk for further assistance with your search for care
Situated in a quiet village location with beautiful gardens, offering residential and full nursing care for elderly people.

A highly trained team of nursing sisters and care staff provide excellent nursing.

A warm welcome is always extended to all visitors. All rooms are well appointed with en-suite facilities.

Nurse Call System, Passenger Lifts, Various Public Rooms.

This nursing home was established over 25 years ago by the current proprietor and family with ongoing input and management.

* Long or short term respite care available *

T: 01787 247340 / 495  E: enquiries@laxfieldhouse.co.uk
www.laxfieldhouse.co.uk

Laxfield House, Cundys Lane, Brent Eleigh, Sudbury, Suffolk CO10 9PL
Member of the Registered Nursing Home Association
CATCHPOLE COURT CARE HOME
Walnut Tree Lane, Sudbury CO10 1BD
Tel: 01787 882023

CHILTON CROFT NURSING HOME
Newton Road, Sudbury CO10 2RN
Tel: 01787 374146

HADLEIGH HALL
Friars Road, Hadleigh, Ipswich IP7 6DF
Tel: 01502 502702

HAZELL COURT
Acton Lane, Sudbury CO10 1QN
Tel: 01787 373542

LAXFIELD HOUSE
Cundys Lane, Brent Eleigh, Sudbury CO10 9PL
Tel: 01787 247340 Advert page 52

MELFORD COURT CARE HOME
Hall Street, Long Melford, Sudbury CO10 9JA
Tel: 01787 880545

ORWELL, THE
Vicarage Lane, Wherstead, Ipswich IP9 2AE
Tel: 01473 602892

Mid Suffolk care homes

CHILTON COURT
Gainsborough Road, Stowmarket IP14 1LL
Tel: 01449 675320

COMBS COURT
Edgecomb Road, Stowmarket IP14 2DN
Tel: 01449 673006

FINBOROUGH COURT
Pilgrims Way, Great Finborough, Stowmarket IP14 3AY
Tel: 0300 303 1450

HILLESCROFT HOUSE
Finborough Road, Stowmarket IP14 1PW
Tel: 01449 774633

LIMES RETIREMENT HOME, THE
Earlsford Road, Mellis, Eye IP23 8DY
Tel: 01379 788114

SHORT BREAK RESPITE UNIT
7a Finborough Road, Stowmarket IP14 1PN
Tel: 01473 406777

UVEDALE HALL RESIDENTIAL HOME
Coddenham Road, Needham Market, Ipswich IP6 8AX
Tel: 01449 722250

WESTBOROUGH HALL
The Street, Westhorpe, Stowmarket IP14 4SS
Tel: 01449 781691

WOODFIELD COURT
21 Temple Road, Stowmarket IP14 1AT
Tel: 01449 614114

YAXLEY HOUSE
Church Lane, Yaxley, Eye IP23 8BU
Tel: 01379 783230

See page 37 for a list of questions to ask when visiting care homes.

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

Visit www.carechoices.co.uk for further assistance with your search for care
BUPA CARE HOMES
Church Lane, Barham, Ipswich IP6 0PS
Tel: 01473 830247

BARHAM CARE CENTRE LTD
Church Lane, Barham, Ipswich IP6 0PS
Tel: 01473 830247

BARKING HALL NURSING HOME
Barking, Needham Market IP6 8BJ
Tel: 01449 720793

BAYLHAM CARE CENTRE LTD
Upper Street, Baylham, Ipswich IP6 8JR
Tel: 01473 830267

CEDRUS HOUSE
Creeting Road East, Stowmarket IP14 5GD
Tel: 0333 321 1987

CHILTON MEADOWS CARE HOME
Union Road, Onehouse, Stowmarket IP14 1HL
Tel: 01449 798334

DEPPERHAUGH, THE
Chickering Road, Hoxne IP21 5BX
Tel: 01379 384236

HARTISMERE PLACE
Castleton Way, Eye IP23 7BH
Tel: 0333 321 1988

For a list of useful organisations operating in Suffolk, see page 62.
Ipswich care homes

ASHCOTT HOUSE
12 Tokio Road, Ipswich IP4 5BE
Tel: 01473 273590

BEECHLAWN RESIDENTIAL HOME
Elton Park Hadleigh Road,
Ipswich IP2 0DG
Tel: 01473 251283

BELSTEAD VILLA
52 Belstead Road, Ipswich IP2 8BB
Tel: 01473 786620

BETHESEDA EVENTIDE HOMES
– IPSWICH
59a Henley Road, Ipswich IP1 3SN
Tel: 01473 211431

BURGESS HOUSE
236 Felixstowe Road, Ipswich IP3 9AD
Tel: 01473 718964

CHRISSIAN RESIDENTIAL HOME LTD
526-528 Woodbridge Road,
Ipswich IP4 4PN
Tel: 01473 718652

FAIRWAYS
Fullers Field, Swan Lane, Westerfield,
Ipswich IP6 9AX
Tel: 01473 214966

HAZELDELL RESIDENTIAL HOME
Elton Park, Hadleigh Road,
Ipswich IP2 0DG
Tel: 01473 252933

JEIAN CARE HOME
322 Colchester Road,
Ipswich IP4 4QN
Tel: 01473 274593

MONTROSE HOUSE
10 Renfrew Road, Ipswich IP4 3EZ
Tel: 01473 710033

NORWOOD
14 Park Road, Ipswich IP1 3ST
Tel: 01473 257502

ORMONDE CHRISTIAN HOME
FOR THE ELDERLY
44 Westerfield Road, Ipswich IP4 2UT
Tel: 01473 215073

PARK MANOR
21 Tuddenham Road,
Ipswich IP4 2SN
Tel: 01473 327005

PRINCE OF WALES HOUSE
18 Prince of Wales Drive,
Ipswich IP2 8PY
Tel: 01473 687129

SHAFTESBURY HOUSE
RESIDENTIAL CARE HOME
5 Cowper Street, Ipswich IP4 5JD
Tel: 01473 271987

SHERRINGTON HOUSE
71 Sherrington Road,
Ipswich IP1 4HT
Tel: 01473 464106

THORNBANK
6 Westerfield Road, Ipswich IP4 2UJ
Tel: 01473 253346

THURLESTON RESIDENTIAL HOME
Whitton Park, Thurleston Lane,
Ipswich IP1 6TJ
Tel: 01473 240325

WARREN HEATH
RESIDENTIAL HOME LTD
593-595 Felixstowe Road,
Ipswich IP3 8SZ
Tel: 01473 711264

WESTERFIELD HOUSE CARE LTD
Humber Doucy Lane,
Ipswich IP4 3QG
Tel: 01473 232974

WISTERIA HOUSE
492 Nacton Road, Ipswich IP3 9QB
Tel: 01473 726326

Service  OP  Older people (65+)
User Bands  MH  Mental health  SI  Sensory impairment  YA  Younger adults  AD  People who misuse alcohol or drugs

Visit www.carechoices.co.uk for further assistance with your search for care
PARK VIEW
– CARE HOME –

Park View is a state of the art, luxurious care home overlooking the magnificent gardens and grounds of Chantry Park near Ipswich.

Our philosophy is quite simple; to provide the very highest standard of care and quality of life to each person at Park View.

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

- State of the Art Development
- Residential, Nursing & Dementia Care
- Private Dining/Hospitality Services
- Short & Long Term Care
- Beautiful Accommodation Throughout
- Individualised Care Plans
- Specialist Care Design Features
- Internet Wifi
- Activities, Hobbies and Clubs
- Stunning Landscaped Gardens

To find out more about our care home please contact Carol Rhind - Home Manager

Freephone 0808 139 6020
## Ipswich care homes with nursing

**Service** - OP (Older people), 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)

### ANGLESEA HEIGHTS CARE HOME
Angelsea Road, Ipswich IP1 3NG  
Tel: 01473 852805  *Advert page 54*

### ASTERBURY PLACE
76 Aster Road, Ipswich IP2 0NR  
Tel: 0333 321 1990  *Advert inside back cover*

### BELHAVEN
303 Belstead Road, Ipswich IP2 9EH  
Tel: 01473 603005  
*MH*

### HANDFORD HOUSE CARE HOME
27a Cumberland Street, Ipswich IP1 3PA  
Tel: 01473 231111  
*OP D PD YA*

### MONMOUTH COURT CARE HOME
Monmouth Close, Ipswich IP2 8RS  
Tel: 01473 851469  
*OP D PD YA*

### PARK VIEW CARE HOME
1 Chantry Close, Ipswich IP2 0QR  
Tel: 0808 139 6020  *Advert page 56*

### PRINCE GEORGE HOUSE
102 Mansbrook Boulevard, Ipswich IP3 9GY  
Tel: 0333 321 1986  *Advert inside back cover*

### SIDEGATE LANE NURSING HOME
248 Sidegate Lane, Ipswich IP4 3DH  
Tel: 01473 274141  
*MH*

### SUE RYDER – THE CHANTRY
Chantry Park, Hadleigh Road, Ipswich IP2 0BP  
Tel: 01473 295200  
*OP D PD SI YA*

### WESTERFIELD HOUSE CARE LTD
Humber Doucy Lane, Ipswich IP4 3QG  
Tel: 01473 232974  
*OP D PD SI YA*

### BRIERFIELD RESIDENTIAL HOME
58 High Road, Trimley St Mary, Felixstowe IP11 0SY  
Tel: 01394 283422  *Advert below*

## Coastal Suffolk care homes

**Service** - OP (Older people), 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)

### ABBEYFIELD DEBEN EXTRA CARE SOCIETY LTD
Highlands, Fitzgerald Road, Woodbridge IP12 1EN  
Tel: 01394 386204  
*OP*

### ALLONSFIELD HOUSE
Church Farm, Campsea Ashe, Woodbridge IP13 0PX  
Tel: 01728 747095  
*OP D YA*

### BRIERFIELD RESIDENTIAL HOME
58 High Road, Trimley St Mary, Felixstowe IP11 0SY  
Tel: 01394 283422

---

**Brierfield Residential Home**

Brierfield is set in the peaceful and historic village of Trimley St Mary in Felixstowe. The home is run by an experienced team who have remained at the home for many years. Brierfield treats every resident as if they were family and the home always keeps residents’ privacy and dignity intact. Carers are focused on making the home as user friendly as possible with lots of innovative ideas to help residents find their way around.

**Tel:** 01394 283422  
**Email:** jshealthcareltd@yahoo.co.uk  
**Website:** www.jshealthcare.co.uk

---

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
<table>
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<tr>
<th>Coastal Suffolk care homes continued</th>
<th>Advertisers are highlighted</th>
</tr>
</thead>
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| **CONISTON HOUSE**  
77 Orwell Road, Felixstowe IP11 7PY  
Tel: 01394 276201 | MAYNELL HOUSE  
High Road East, Felixstowe IP11 9PU  
Tel: 01394 272731 |
| **COTMAN HOUSE**  
Garfield Road, Felixstowe IP11 7PU  
Tel: 0808 223 5356 Advrt page 50 | MERRYFIELDS  
7 Mill Lane, Felixstowe P11 7RL  
Tel: 01394 285528 |
| **FIRS RESIDENTIAL HOME, THE**  
186 Grange Road, Felixstowe IP11 2QF | PADDOCKS, THE  
Church Road, Weybread, Diss IP21 5TR  
Tel: 01379 852415 |
| **FOXGROVE RESIDENTIAL HOME**  
High Road East, Felixstowe IP11 9PU  
Tel: 01394 274037 | PARK HOUSE  
72 Constable Road, Felixstowe IP11 7HW  
Tel: 01394 284021 |
| **GARRETT HOUSE RESIDENTIAL HOME**  
43 Park Road, Aldeburgh IP15 5EN  
Tel: 01728 453249 | SILVERDALE RESIDENTIAL HOME  
8 Buregate Road,  
Felixstowe IP11 2DE  
Tel: 01394 278424 |
| **GLEBE HOUSE RETIREMENT HOME**  
Rectory Road, Hollesley,  
Woodbridge IP12 3JS  
Tel: 01394 410298 | SMYTH HOUSE  
106 High Street, Leiston IP16 4BZ  
Tel: 01728 831373 |
| **JUBILEE HOUSE**  
Seckford Street, Woodbridge IP12 4NB  
Tel: 01394 382399 | WESTCLIFF CARE HOME, THE  
51 Leopold Road, Felixstowe IP11 7NR  
Tel: 01394 285910 |
| **KESGRAVE BUNGALOW**  
11 Edmonton Close, Kesgrave,  
Ipswich IP5 1HD  
Tel: 01473 406777 | WHITE GABLES RESIDENTIAL CARE HOME  
16 Stanley Road, Felixstowe IP11 7DE  
Tel: 01394 282620 |
| **LEISTON OLD ABBEY RESIDENTIAL HOME**  
Leiston IP16 4RF  
Tel: 01728 830944 | WOODBRIDGE LODGE RESIDENTIAL HOME  
5 Burkitt Road, Woodbridge IP12 4JJ  
Tel: 01394 380289 |

**Coastal Suffolk care homes with nursing**

| **ALDRINGHAM COURT**  
Aldeburgh Road, Aldringham,  
Leiston IP16 4QF  
Tel: 01728 832191 | **BROAD ACRES**  
Leiston Road, Knodishall,  
Saxmundham IP17 1UQ  
Tel: 01728 830562 |
| **ALICE GRANGE**  
St Isidores Way, Ropes Drive, Kesgrave,  
Ipswich IP5 2GA  
Tel: 01473 877490 Advrt page 61 | **BUCKLESHAM GRANGE**  
141 Bucklesham Road, Purdis Farm,  
Ipswich IP3 8UB  
Tel: 01473 237338 |

<table>
<thead>
<tr>
<th>Service</th>
<th>OP</th>
<th>Older people (65+)</th>
<th>D</th>
<th>Dementia</th>
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<th>LDA</th>
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<th>YA</th>
<th>Younger adults</th>
<th>AD</th>
<th>People who misuse alcohol or drugs</th>
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<td>User Bands</td>
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<td>Mental health</td>
<td>SI</td>
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CHANCERY HOUSE RESIDENTIAL AND NURSING HOME  
Chantry Road, Saxmundham IP17 1DJ  
Tel: 01728 603377  
OP D PD MH SI

FOXEARTH LODGE NURSING HOME  
Little Green, Saxtead, Woodbridge IP13 9QY  
Tel: 01728 685599  
OP D PD YA

HAUGHGATE HOUSE NURSING HOME  
Haugh Lane, Woodbridge IP12 1JG  
Tel: 01394 380201

HIGHLIFE HOUSE NURSING HOME  
10 Cobbold Road, Felixstowe IP11 7HQ  
Tel: 01394 671114

LEOPOLD NURSING HOME  
17 Leopold Road, Felixstowe IP11 7NP  
Tel: 01394 670196

MILL LANE NURSING AND RESIDENTIAL HOME  
79 Garrison Road, Felixstowe IP11 7RW  
Tel: 01394 279509

MILLS MEADOW  
Fore Street, Framlingham IP13 9DF  
Tel: 0333 321 1983  
Advert inside back cover

MONTAGUE ROAD NURSING HOME  
14 Montague Road, Felixstowe IP11 7HF  
Tel: 01394 670111

OAKWOOD HOUSE RESIDENTIAL AND NURSING HOME  
Stollery Close, off Ropes Drive, Grange Farm, Kesgrave, Ipswich IPS 2GD  
Tel: 01473 612300

PRIORY PADDocks NURSING HOME  
Priory Lane, Darsham, Saxmundham IP17 3QD  
Tel: 01728 668244

RENDLESHAM CARE CENTRE  
1a Suffolk Drive, Woodbridge IP12 2TP  
Tel: 0808 223 5356  
Advert page 50

SAINT MARY’S NURSING HOME  
Undercliff Road East, Felixstowe IP11 7LU  
Tel: 01394 274547

WITNESHAM NURSING HOME  
The Street, Witnesham, Ipswich IP6 9HG  
Tel: 01473 785828

Lowestoft & Waveney care homes

AMBER LODGE – LOWESTOFT  
394-396 London Road South, Lowestoft NR33 0BQ  
Tel: 01502 572586

ASHURST, THE  
1 Kirkley Cliff, Lowestoft NR33 0BY  
Tel: 01502 519222

BEECH HOUSE – HALESWORTH  
Beech Close, Halesworth IP19 8BY  
Tel: 01986 872197

BLYFORD RESIDENTIAL HOME  
61 Blyford Road, Lowestoft NR32 4PZ  
Tel: 01502 537360

BROADLANDS  
Borrow Road, Oulton Broad, Lowestoft NR32 3PW  
Tel: 01502 512895

CARLTON HALL RESIDENTIAL HOME  
Chapel Road, Carlton Colville, Lowestoft NR33 8AT  
Tel: 01502 513208

CHERRY LODGE  
23-24 Lyndhurst Road Lowestoft NR32 4PD  
Tel: 01502 560165

CHEVINGTON LODGE  
Flixton Road, Bungay NR35 1HQ  
Tel: 01986 892710

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

| Service  | OP | Older people (65+) | D | Dementia | PD | Physical disability | LDA | Learning disability, autism | SI | Sensory impairment | YA | Younger adults | AD | People who misuse alcohol or drugs |
| DELL, THE | MARLBOROUGH HOUSE |
| 45 Cotmer Road, Oulton Broad, Lowestoft NR33 9PL | 54 Kirkley Cliff Road, Lowestoft NR33 0BF |
| Tel: 01502 446600 | Tel: 01502 501284 |
| | LDA |
| EASTVIEW RESIDENTIAL HOME | MILLBRO House |
| 406 London Road South, Lowestoft NR33 0BH | 1 The Forge, Mill Road, Rumburgh, Halesworth IP19 0NT |
| Tel: 01502 565442 | Tel: 01986 785565 |
| | LDA |
| ESTHERENE HOUSE | NORTH BAY HOUSE |
| 35 Kirkley Park Road, Lowestoft NR33 0LQ | Borrow Road Oulton Broad, Lowestoft NR32 3PW |
| Tel: 01502 572805 | Tel: 01502 512489 |
| | OP D |
| GROVE, THE | OAKLANDS HOUSE RESIDENTIAL HOME |
| 235 Stradbroke Road, Lowestoft NR33 7HS | Oaklands House, Blackwater Covert, Reydon, Southwold IP18 6RD |
| Tel: 01502 569119 | Tel: 01502 724955 |
| | LDA |
| HARLESTON HOUSE | ROYAL AVENUE |
| 115 Park Road, Lowestoft NR32 4HX | 77-83 Royal Avenue, Lowestoft NR32 4HJ |
| Tel: 01502 574889 | Tel: 01502 572057 |
| | LDA |
| HIGHFIELD CARE HOME | SHAFTESBURY COURT RESIDENTIAL HOME |
| London Road, Halesworth IP19 8LP | Rectory Road, Lowestoft NR33 0DQ |
| Tel: 01986 888654 | Tel: 01502 511168 |
| | PD |
| HOLMWOOD RESIDENTIAL HOME | SQUIRREL LODGE |
| 37 Upper Olland Street, Bungay NR35 1BE | 541 London Road South, Lowestoft NR33 0PD |
| Tel: 01986 892561 | Tel: 01502 501642 |
| | OP D PD |
| IMBER HOUSE | ST BARNABAS SOUTHWOLD |
| 412 London Road South, Lowestoft NR33 0BH | Godyll Road, Southwold IP18 6AJ |
| Tel: 01502 500448 | Tel: 01502 722264 |
| | OP D PD SIYA |
| JOHN TURNER HOUSE | ST GEORGES CARE HOME |
| Rotterdam Road, Lowestoft NR32 2EZ | St Georges Road, Beccles NR34 9YQ |
| Tel: 01502 580844 | Tel: 01502 716700 |
| | OP D |
| LAURELS, THE | ST MARY’S HOUSE |
| 116 Yarmouth Road, Lowestoft NR32 4AQ | 54 Earsham Street, Bungay NR35 1AQ |
| Tel: 01502 585459 | Tel: 01986 892444 |
| | OP D PD MH |
| LILAC LODGE & LAVENDER COTTAGE | STRADBROKE COURT |
| 9-11 Gorleston Road, Oulton Broad, Lowestoft NR32 3AA | Green Drive, Lowestoft NR33 7JS |
| Tel: 01502 581920 | Tel: 01603 270600 |
| | OP D MH |

**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

---

For assistance with finding care and support, call Care Choices on 0800 389 2077
## Lowestoft & Waveney care homes continued

<table>
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<tr>
<th>Residential Care Home</th>
<th>Dementia Care</th>
<th>Physical Disability</th>
<th>Learning Disability, Autism</th>
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<th>Sensory Impairment</th>
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<td>WAINFORD HOUSE RESIDENTIAL CARE HOME</td>
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<td>1-3 Saltgate, Beccles NR34 9AN</td>
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## Lowestoft & Waveney care homes with nursing

### Advertisers are highlighted

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<th>Respite Care &amp; Short Breaks</th>
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<td>ALL HALLOWS NURSING HOME</td>
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<td>BRITTEN COURT</td>
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<td>Love Road, Lowestoft NR32 2NY</td>
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<tr>
<td>Tel: 0333 321 1984</td>
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<td>KIRKLEY MANOR</td>
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<td>3 Kirkley Park Road, Lowestoft NR33 0LQ</td>
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<tr>
<td>Station Road, Brampton, Beccles NR34 8EF</td>
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<td>LOUND HALL</td>
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<td>Union Lane, Oulton Broad, Lowestoft NR32 3AX</td>
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<td>Tel: 01502 322086</td>
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</tbody>
</table>

### Amazing people

...deserve amazing care

Our care homes are wonderful places – filled with amazing 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, visit [www.barchester.com](http://www.barchester.com) or call us anytime to benefit from over 25 years’ experience.

### Nursing Care • Residential Care • Dementia Care • Respite Care & Short Breaks

**Alice Grange Care Home**
- St Isidores, Ropes Drive, IP5 2GA
- Call: 01473 877490

**Oulton Park Care Centre**
- Union Lane, Oulton Broad, NR32 3AX
- Call: 01502 322086

**Visit** [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Useful local contacts

**Age UK Suffolk**  
14 Hillview Business Park, Old Ipswich Road, Claydon, Ipswich IP6 0AJ  
Tel: **01473 351234**  
Email: enquiries@agekusuffolk.org  
Web: www.ageuk.org.uk/suffolk

**Alzheimer’s Society**  
West Suffolk Disability Resource Centre, Papworth House, 4 Bunting Road, Bury St Edmunds IP32 7BX  
Tel: **01284 766433**  
Email: suffolk@alzheimers.org.uk

**Citizens Advice Bureaux**  
**Beccles**  
12 New Market, Beccles NR34 9HB  
Tel: **01502 717715**

**Brandon**  
9a Market Hill, Brandon IP27 0AA  
Tel: **01842 811511**  
Drop-in: Tuesday, Thursday and Friday 9.30am to 1.30pm

**Bungay**  
8 Chaucer Street, Bungay NR35 1DT  
Tel: **01986 895827**

**Bury St Edmunds**  
The Risbygate Centre, 90 Risbygate Street, Bury St Edmunds IP33 3AA  
Tel: **01284 753675**  
Drop-in: Monday to Friday, 9.30am to 12.30pm

**Halesworth**  
Halesworth Volunteer Centre, London Road, Halesworth IP19 8LW

**Haverhill**  
Haverhill House, Lower Downs Slade, Haverhill CB9 9HB  
Tel: **0300 330 1151**  
Drop-in: Monday, Tuesday, Thursday, Friday 10.00am to 1.30pm

**Ipswich**  
19 Tower Street, Ipswich IP1 3BE  
Web: www.citizensadviceipswich.org.uk

**Lowestoft**  
St Margaret’s House, Gordon Road, Lowestoft NR32 1JQ

**Mid-Suffolk**  
5 Milton Road South, Stowmarket IP14 1EZ  
Tel: **01449 676060 / 01449 676280**  
Email: advice@midsuffolkcab.org.uk  
Web: www.midsuffolkcab.org.uk

**Mildenhall**  
Forest Heath District Council Offices, College Heath Road, Mildenhall IP28 7EY  
Tel: **01638 719111**  
Drop-in: Wednesday and Friday 9.30am to 1.30pm

**Newmarket**  
Foley Gate, Wellington Street, Newmarket CB8 0HY  
Tel: **01638 665999**  
Email: adviser@newmarketcab.cabnet.org.uk  
Web: www.newmarketcab.org.uk

**North-East Suffolk**  
Covering Lowestoft, Beccles, Bungay and Halesworth.  
Email: bureau@nescab.cabnet.org.uk  
Web: www.nesuffolkcab.org.uk

For assistance with finding care and support, call Care Choices on **0800 389 2077**
Sudbury
Keyse House, Acton Lane, Sudbury CO10 1QN
Tel: 01787 321400
Email: advice@sudburycab.org.uk
Web: www.sudburycab.org.uk

Suffolk West
Covering Bury St Edmunds, Haverhill, Brandon and Mildenhall.
Adviceline: 0300 330 1151 (Monday to Wednesday, 10.00am to 4.00pm)
Web: www.suffolkwestcab.org.uk

Debenham Project, The
Provides practical and emotional support to people living with dementia and their carers.
Advice and information: 01728 860348
Confidential support: 01728 861865
Email: enquiries@the-debenham-project.org.uk
Web: www.the-debenham-project.org.uk

Suffolk Association of Independent Care Providers
Represents care providers across Suffolk.
Web: www.saicp.org.uk

Infolink Suffolk
A directory of all types of services for adults in Suffolk.
Web: www.suffolk.gov.uk/infolink

Ipswich Blind Society
Helps the blind and visually impaired people of Ipswich live full, independent, and active lives.
19 Tower Street, Ipswich IP1 3BE
Tel: 01473 219712
Email: ipswichblind society@tiscali.co.uk
Web: www.ipswichblind society.org

Family Carers Suffolk
Registered charity working with family carers of all ages.
Tel: 01473 835477
Web: www.suffolkfamilycarers.org

East Suffolk Association for the Blind
Mallard House Business Centre,
The Old Station, Little Bealings,
Woodbridge IP13 6LT
Tel: 01473 611011
Email: info@esab.org.uk
Web: www.esab.org.uk

Healthwatch Suffolk
Tel: 01449 703949
Information and signposting: 0800 44 88 234
Email: info@healthwatchsuffolk.co.uk
Web: www.healthwatchsuffolk.co.uk
Write to: Freepost RTTY-CEUT-LCRH,
Healthwatch Suffolk,
14 Hill View Business Park,
Claydon IP6 0AJ

West Suffolk Blind Association
Helps individuals maintain their independence in the face of the many challenges posed by sight loss.
Disability Resource Centre, 4 Bunting Road,
Moreton Hall Estate,
Bury St Edmunds IP32 7BX
Tel: 01284 748800
Email: info@wsvab.org.uk
Web: www.wsvab.org.uk

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

**Action on Elder Abuse (AEA)**
Works to protect, and prevent the abuse of, vulnerable older adults.
Helpline: 0808 808 8141
Email: enquiries@elderabuse.org.uk
Web: www.elderabuse.org.uk

**Age UK**
Tel: 0800 678 1174
Web: www.ageuk.org.uk

**Alzheimer’s Society**
National Helpline: 0300 222 1122
Monday to Wednesday, 9.00am to 8.00pm; Thursday and Friday, 9.00am to 5.00pm; Saturday and Sunday, 10.00am to 4.00pm
Web: www.alzheimers.org.uk

**Association of Charity Officers**
A national umbrella body for benevolent charities.
Tel: 0207 255 4480
Email: info@aco.uk.net
Web: www.aco.uk.net

**British Institute of Learning Disabilities (BILD)**
Committed to improving the quality of life for people with a learning disability.
Tel: 0121 415 6960
Email: enquiries@bild.org.uk
Web: www.bild.org.uk

**Care Choices**
Free, independent assistance with finding care providers. Searchable website.
Tel: 0800 389 2077
Web: www.carechoices.co.uk

**Care Quality Commission (CQC)**
Independent regulator of care services in England.
Tel: 03000 616161
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk

**Carers Trust**
Works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction issues.
Tel: 0844 800 4361
Email: support@carers.org
Web: www.carers.org

**Carers UK**
The voice of carers.
Tel: 0300 772 9600
Email: info@carersuk.org
Web: www.carersuk.org

**Citizens Advice Bureau**
Practical, reliable, up-to-date information on a wide range of topics.
Tel: 03444 111 444
Web: www.citizensadvice.org.uk

**Elderly Accommodation Counsel**
Help older people make informed choices about meeting their housing and care needs.
Web: www.housingcare.org

**Friends of the Elderly**
A charity that supports older people who have a range of practical needs.
Tel: 0207 730 8263
Email: enquiries@fote.org.uk
Web: www.fote.org.uk

**Independent Age**
Produce a wide range of guides and factsheets for older people, their families and carers.
Tel: 0800 319 6789
Email: advice@independentage.org
Web: www.independentage.org.uk

**My Family, Our Needs**
The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.
Web: www.myfamilyourneeds.co.uk
National Association for Providers of Activities for Older People (NAPA)
Promotes the importance of activities for older persons.
Tel: 0207 078 9375
Email: info@napa-activities.co.uk
Web: www.napa-activities.co.uk

National Association of Funeral Directors
Web: www.nafd.org.uk

National Society of Allied and Independent Funeral Directors
Web: www.saif.org.uk

NHS 111
You should call NHS 111 if you:
• need medical help fast, but it is not a 999 emergency;
• do not know who to call for medical help or you do not have a GP to call; or
• require health information or reassurance about what to do next.

For less urgent health needs, you should still contact your GP in the usual way. The 111 service is also available via ‘Typetalk’ 18001 111.

Registered Nursing Home Association (RNHA)
Campaigns for high standards in nursing home care.

Tel: 0121 451 1088
Email: frankursell@rnha.co.uk
Web: www.rnha.co.uk

Relatives and Residents Association, The
Exists for older people needing, or living in, residential care and the families and friends left behind.
Tel: 0207 359 8136
Email: info@relres.org
Web: www.relres.org

SANE
Saneline: for advice on mental health issues.
Tel: 0300 304 7000, every day between 4.30pm and 10.30pm.
Web: www.sane.org.uk

Silver Line, The
A 24-hour telephone befriending and advice line.
Tel: 0800 470 8090
Web: www.thesilverline.org.uk

United Kingdom Home Care Association (UKHCA)
Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.
Tel: 0208 661 8188
Email: helpline@ukhca.co.uk
Web: www.ukhca.co.uk
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What’s a typical day at one of our Suffolk homes?

Catching up over afternoon tea

Exploring your wild side

Pampering in the salon

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When you know you’re getting the best care, you can relax and live life the way you want. At our purpose-built care homes in Suffolk, we offer a full range of services, from residential care to specialist dementia care, and support residents to enjoy the hobbies they love – from the typical to the not-so-typical.

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Family owned and locally run Purely Care provides excellent care for a wide range of clients in East Anglia. We are passionate about enabling our clients to retain their independence and remain safely and securely in their own homes. Whether you require a few days help on discharge from hospital or permanent specialised care please call us for an informal discussion about how we can help.

We specialise with the following client groups:

- Elderly people
- People with learning difficulties
- People with physical disabilities
- People with dementia
- People living with MS or other debilitating illnesses
- People with AIDS or HIV
- People with Parkinson’s
- Terminally ill people

Care Home or your Home?

The usual assumption is that when someone’s care needs reach a certain point, the only course of action is to move into a residential home. This can mean couples are split up when one of them needs care. Purely Care have an alternative solution. Their live-in carers are successfully keeping couples together at home.

Margaret and Don had been married for 61 years, but found life was getting difficult. Margaret had been an excellent cook, ran the home efficiently and continued to look glamorous. When she became forgetful Don stepped in to do the cooking and housework, but poor sight and a heart condition meant he become exhausted dealing with Margaret’s refusal to wash or change her clothes.

A live-in carer has eased the pressures. Margaret now has a wash every day and keeps active by helping the carer to prepare vegetables and fold the laundry. Don can enjoy quality time with Margaret, relieved of daily chores.

Both Margaret and Don receive a direct payment for their care from the local authority. This is combined to pay for the live-in carer to attend to both their needs.