Cambridgeshire
Adult Care & Support Services Directory 2014

The comprehensive guide to choosing and paying for care

- Home support • Specialist care • Useful contacts • Care homes
Caring for Adults and Children of All Ages Across Cambridgeshire

- All Personal Care, Domestic Chores and Support Services
- Visits from ¼ Hour up to 24 Hour Live-In Care
- Fully Flexible, Tailored Care Packages to Suit your Individual Needs

Specialist Areas Include:
- Physical Disabilities
- Dementia Care
- Degenerative Conditions
- Neurological Conditions
- End Of Life Care
- Learning Disability Support

Contact Us For a No-Obligation Assessment

0333 700 80 80
enquiries@carebyus.com • www.carebyus.com

Care Quality Commission and Cambridgeshire County Council Accredited
Members of the United Kingdom Home Care Association
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Alternative formats
This Directory is available electronically at www.carechoices.co.uk. There is also a Browsealoud option for those requiring the information in the spoken word.

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

We know that making decisions about help, support and care for you or someone you care for can be daunting particularly if you’ve had no involvement with social care before. This Directory and Cambridgeshire County Council’s website Your Life, Your Choice (www.yourlifeyourchoice.org.uk) provides you with information and support to enjoy the best quality of life for as long as possible, by guiding you through the care options available.

The first step to accessing services is to arrange an assessment by Adult Social Care to establish your specific needs. This is free, irrespective of your income and available to all. It will lead to determining if you are eligible for a Personal Budget, which allows you to buy in your own support and take control over your situation. This is explained further on page 6.

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 37 where you will find any benefits available to you explained in full.

Changes in the NHS

As part of the changes to the NHS, Primary Care Trusts (PCTs) and Strategic Health Authorities (SHAs) ceased to exist on 31st March 2013. Their responsibilities were taken over by Clinical Commissioning Groups (CCGs) and the NHS Trust Development Authority. The Local CCGs have responsibility for planning and commissioning healthcare and will work with local people and organisations, including councils and the providers of health and social care, to plan and pay for health services in the area.

Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) is made up of eight Local Commissioning Groups which are groups of practices which have come together to commission (buy) health services for their local population.

Local Commissioning Groups are enabled and supported by the CCG to make local change happen and manage resources through delegated budgets and they report into the governing body of the CCG.

By having a Local Commissioning Group structure we can ensure that the CCG is led locally by clinicians in partnership with their community, commissioning quality services that ensure value for money and the best possible outcomes for those who use them.
In an emergency

How do I report the abuse of a vulnerable person?
There are a number of steps that should be followed if you have an adult safeguarding concern:
• Listen carefully to what the person is telling you and reassure them that you are taking what they say seriously. Make a note of your concerns, of what has happened, and of any action you have taken.
• If you feel that the person is in immediate danger then you should contact the police by telephoning 999.
• You can also report your concerns or get advice about how to report the concern by contacting Customer Services on 0345 045 5202 between 9am and 5pm, Monday to Friday.
• If you urgently need to make contact outside office hours, telephone 01733 234724.
• Do not be afraid to voice your concerns, the vulnerable person may need urgent protection and help.

Further information can be found on page 43.

Making a comment, compliment or complaint

If you have a comment, compliment or complaint about Adult Social Care then you can provide feedback by:
• telling any member of staff you feel comfortable with;
• calling Customer Services on 0345 045 5202;
• emailing us at: socialcare.complaints@cambridgeshire.gov.uk;
• contacting your County Councillor;
• writing to us at Customer Care, Box CC1313, Castle Court, Cambridge CB3 0AP; or
• contacting the Care Quality Commission – details are on page 45.

Visit www.carechoices.co.uk for further assistance with your search for care
Areas covered by this Directory

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Where do I start?

**Information and advice - Your Life, Your Choice**

Your Life, Your Choice is Cambridgeshire’s Adult Social Care information and advice website where you will find information about living safely and independently at home, getting out and about and being a carer. Information about employment and volunteering and independent advice about money is also included.

You can access Your Life, Your Choice from home or in libraries where staff and volunteers have been trained to help people look for information. [www.yourlifeyourchoice.org.uk](http://www.yourlifeyourchoice.org.uk)

**Assessing your needs**

**First steps - making contact**
Customer Services are the initial point of contact for all social care enquiries. The trained staff know about the services available and can offer advice on who else may be able to help. Call **0345 045 5202**.

Alternatively, you can send an enquiry from the ‘Your Life, Your Choice’ website. It will ask for some basic information about your situation and someone will ring you back. Visit [www.yourlifeyourchoice.org.uk](http://www.yourlifeyourchoice.org.uk).

If you think you need help with mental health issues you should contact your GP in the first instance who may refer you to the Cambridgeshire and Peterborough NHS Foundation Trust (CPFT). See page 40 for more information about mental health services.

**What happens next? Assessments and eligibility for support**
When you contact Customer Services you will be asked for some basic details, including basic financial information. The aim is to maximise your independence and ensure you receive the support you need. This could include information and advice, short-term support to remain independent, or a social care assessment.

**Staying independent**
There is short-term support available designed to help people become as independent as possible following an illness or operation. It is tailored to individual needs to help people learn (or re-learn) the important tasks they need for everyday life, and gives them the best opportunity to regain skills and confidence and not need to rely on longer term support (see page 17).
Assessing your needs continued

Social care assessment
If, following discussion with staff in Customer Services, short term support is not suitable, an information pack will be sent to you or a nominated person and your details passed to your local care team.

Eligibility for support
A social care worker from your local team will contact you to arrange a time to meet you to talk about your circumstances, identify your social care needs and discuss if you are eligible to receive support. This decision is based on the government’s ‘eligibility for adult social care’ criteria (‘Prioritising need in the context of putting people first: A whole system approach to eligibility for social care – Guidance on eligibility for adult social care,’ 2010).

In Cambridgeshire, Adult Social Care currently meets needs assessed as ‘substantial’ or ‘critical’ under this guidance. If your social care worker identifies you as having ‘substantial’ or ‘critical’ needs, requiring on-going care and support, this will be provided through a personal budget, explained on page 36.

Services and support in Cambridgeshire

Alarms and detectors

Telehealth
Cambridgeshire Community Services now provide ‘Telehealth monitoring’ for chronic long-term conditions. This means that Cambridgeshire Community Services are able to monitor patients’ vital signs from afar which will hopefully lead to greater self-management and fewer hospital admissions providing the most intensive care in the least intensive setting - the patient’s own home.

Cambridgeshire Community Services can be contacted on 01223 883756 or email ccs-tr.att@nhs.net and they will deal with your referral as well as offering additional support.

Community alarms
There are various community alarm services in Cambridgeshire. A community alarm is a pendant alarm in your home which, when pressed, contacts a response centre to notify the service that you need help. A community alarm service can contact the emergency services, and arrange for a GP, district nurse, next of kin, or named key holder to visit or help you.

Help is available at the press of a button whenever you need it 24 hours a day, every day of the year, which will help you remain living independently in your own home.

Community alarms are a valuable source of help for people of any age. Many people can benefit from the service, including people with long-term health needs, disabilities, restricted mobility, who live alone or who have special needs of any kind.

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

<table>
<thead>
<tr>
<th>Area</th>
<th>Service Provided</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cambridge</td>
<td>City Council Emergency Alarm Service</td>
<td>Tel: 01223 457648 Email: <a href="mailto:independent.living@cambridge.gov.uk">independent.living@cambridge.gov.uk</a></td>
</tr>
<tr>
<td>East Cambridgeshire</td>
<td>Hereward Housing</td>
<td>Tel: 0800 9161422</td>
</tr>
<tr>
<td>Huntingdonshire</td>
<td>Luminus Group Lifeline Community Alarm</td>
<td>Tel: 01480 428562</td>
</tr>
<tr>
<td>Peterborough and Fenland</td>
<td>Cross Keys Homes</td>
<td>Tel: 01733 385100</td>
</tr>
<tr>
<td>South Cambridgeshire</td>
<td>Community Lifeline Service</td>
<td>Tel: 0345 045 0051</td>
</tr>
</tbody>
</table>

Other providers

BT In Touch 2000 Careline
If you are an existing In Touch Careline customer and you have a problem with your In Touch 2000 phone and pendant, please call 0800 800 151.
If you want to organise services for yourself, please use our online service called AskSARA on www.cambridgeshire.gov.uk/asksara. AskSARA is an online guide providing a quick and easy advice service which will help anyone who finds they have difficulties with everyday tasks. AskSARA will guide you through some questions about your health, home and daily activities and then offer you a range of solutions to choose from. Customer Services also holds a list of retail outlets and other services which can be sent to you on request by calling 0345 045 5202.

Wheelchair service
For requests and enquiries about re-assessment, reviews, appointments or general enquiries, contact the wheelchair service directly on 0300 123 1403 or email wheelchairservices2@nhs.net.

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

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

For further advice please contact Customer Services on 0345 045 5202.
Making life easier in the home

In the living room

<table>
<thead>
<tr>
<th>WHAT YOU HAVE TO DO</th>
<th>WHAT IS DIFFICULT FOR YOU</th>
<th>SIMPLE SOLUTIONS</th>
<th>MORE COMPLEX SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
</table>
| Get in and out of chairs | Standing up from sitting is difficult | • Block of foam in chair base  
• Buy a new chair – get professional help to make sure the height is right  
• Regular gentle exercise  
• Get up regularly, to keep mobile | Ready made chair raisers if your chair is low | Buy electric riser chair |
| Open and close windows | • Can't reach windows  
• Not secure to leave windows open | • Move furniture out of the way  
• Gadget to open/close window | • Remove window opener  
• Install extractor fan  
• Install new windows | Environmental controls |
| Control heating | Can't reach controls for fire or heating | • Change switches  
• Fit timer switch | • Move heating controls | • Install new or additional heating system |
| Switch lights on and off | • Can't reach switch  
• Switch is difficult to use | • Light switch toggle  
• Socket extension  
• Handi-plugs | • Move light switches  
• Replace light switches | Environmental controls |
| Keep warm | • Affording the fuel  
• Carrying the fuel  
• Control heating | • Insulate your home  
• Ask for a winter fuel payment  
• Use a trolley – if you can safely lift the fuel into the trolley | Replace the fire | • Get a grant  
• Change to a cheaper heating system |
| Watch TV | Hear the sound of the TV | Use subtitles | See GP | • Get a room loop  
• Request an assessment for a hearing aid |

Customer Services: 0345 045 5202

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

#### WHAT YOU HAVE TO DO

<table>
<thead>
<tr>
<th>WHAT IS DIFFICULT FOR YOU</th>
<th>SIMPLE SOLUTIONS</th>
<th>MORE COMPLEX SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get in and out of bed</td>
<td>• Standing up from sitting on the bed</td>
<td>• Move bed/furniture</td>
<td>• Fit grab rails</td>
</tr>
<tr>
<td></td>
<td>• Difficult to move from wheelchair to bed</td>
<td>• Leg lifter</td>
<td>• Buy a new bed mattress</td>
</tr>
<tr>
<td></td>
<td>• Bed is hard to reach</td>
<td>• Raise bed</td>
<td>• Transfer board</td>
</tr>
<tr>
<td></td>
<td>• Bed is too soft</td>
<td>• Learn new techniques for moving safely</td>
<td>• Hospital bed</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Buy an electric adjustable bed</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Mobile hoist</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Ceiling track hoist</td>
</tr>
<tr>
<td>Sit up in bed, turn or roll over</td>
<td>• Bed is too soft</td>
<td>• Change bedding</td>
<td>• Buy a bed cradle</td>
</tr>
<tr>
<td></td>
<td>• Bedding is too heavy</td>
<td>• Learn new techniques for moving safely</td>
<td>• Buy a bed ladder</td>
</tr>
<tr>
<td></td>
<td>• Nothing to lean on</td>
<td></td>
<td>• Bed lever</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Pillow raiser</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Change mattress</td>
</tr>
<tr>
<td>Keeping warm in bed</td>
<td>Checking the safety of your electric blanket</td>
<td>• Contact (see key below) for further information</td>
<td>• Buy a specialised mattress</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Drop-down rail</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Monkey pole</td>
</tr>
<tr>
<td>Getting dressed</td>
<td>Difficult to reach all of your body</td>
<td>• Contact (see key below) for further information</td>
<td>Buy simple gadgets: long handled shoe horn; elastic shoe laces; dressing stick; button hook; stocking aids</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Consider care in your own home</td>
</tr>
<tr>
<td>Cut your nails</td>
<td>• Can’t reach feet</td>
<td>Easy grip scissors</td>
<td>See a podiatrist</td>
</tr>
<tr>
<td></td>
<td>• Hard to hold scissors</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Take your tablets</td>
<td>• Opening bottles</td>
<td>Ask pharmacist for an easy to open bottle</td>
<td>Get a pill dispenser with days and times marked</td>
</tr>
<tr>
<td></td>
<td>• Remembering to take tablets</td>
<td>• Keep a note when you have taken a tablet</td>
<td>Ask someone to prompt you</td>
</tr>
<tr>
<td>Read the time</td>
<td>See the clock to tell the time</td>
<td>Buy a clock with larger numbers</td>
<td>Buy a clock that ‘speaks’</td>
</tr>
</tbody>
</table>

- **Customer Services:** 0345 045 5202

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**This Directory’s helpline 0800 389 2077 – information on choosing and paying for care**
### In the kitchen

<table>
<thead>
<tr>
<th>WHAT YOU HAVE TO DO</th>
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<th>MORE COMPLEX SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
</table>
| Reach cupboards     | • Cupboards are too high or low  
                        • Cupboards are too deep  
                        • Cupboard doors are too heavy | • Re-arrange things in cupboards/on surfaces  
                        • Buy Easi-Reacher or Handi-Reacher | Alter spring in door closers | Lower or raise cupboards |
| Use taps and switches | • Taps or switches are too awkward  
                        • Can’t reach taps or switches | Fit tap turners | • Change switches  
                        • Raise or reposition taps  
                        • Fit lever taps or new taps | Alter kitchen |
| Cutting, chopping, preparing and cooking food | • Work surface too high or low  
                        • Hard to grip packets or jars  
                        • Hard to grip knife  
                        • Pans or kettles too heavy to lift | • Sit at a table  
                        • Range of kitchen gadgets available: knife with a thick handle; chopping board with spikes; pan handle holder; teapot tipper; lid gripper | • Food processor  
                        • Perching/high stool  
                        • Buy a trolley | • Change height of work surface  
                        • Make space under work surface for knees when sitting |
| Moving around the kitchen | Not enough space | Re-organise furniture | Review mobility equipment used | Adaptation to kitchen |
| Eating and drinking | • Cutlery is hard to grip  
                        • Food/plate keeps slipping  
                        • Can’t carry food to table  
                        • Can’t lift cup | • Large handled cutlery  
                        • Non-slip mat  
                        • Lightweight insulated cup  
                        • Use a cup with two handles | Buy a trolley |
| Laundry and ironing | • Washing machine is too high or too low  
                        • Putting up ironing board | Wall-fixed ironing board | Raise/lower washing machine | Change washing machine or iron |

Customer Services: 0345 045 5202

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

<table>
<thead>
<tr>
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<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
</table>
| Wash hands, face and body | • Turning the taps  
• Standing at the basin  
• Basin is too low or too high  
• Can't reach all parts of the body | • Tap turners  
• Long-handled sponge  
• Flannel strap  
• Contact * (see key below) for further information | • Lever taps or new taps  
• Stool | • Raise or lower basin  
• Showers |
| Have a bath | • Turning the taps  
• Stepping into the bath  
• Risk of slipping in the bath  
• Getting up out of the bath  
• Difficulty washing your back | • Strip wash  
• Non-slip mat in bath  
• Tap turners  
• Buy a long-handled sponge  
• Half-step | • Grab rails  
• Bath board  
• Bath seat  
• Lever taps or new taps | • Bath lift  
• Mobile hoist  
• Ceiling track hoist  
• Replace bath with shower  
• Convert bathroom to a wet room  
• Consider care in your own home |
| Dry yourself | • Floor is slippery  
• Room is too cold  
• Difficulty in drying body | • Heat bathroom  
• Non-slip mat  
• Towelling gown | Change floor covering  
| Use the toilet | • Toilet is too high or too low  
• Difficult to clean yourself  
• Flush lever is awkward  
• Toilet is hard to get to | • Raised toilet seat  
• Combined toilet seat and support frame  
• Flush lever extension  
• Contact * (see key below) for further information | • Buy a commode  
• Buy a portable urinal  
• Grab rails | • Specialist toilet  
• Alter position of toilet  
• Request short-term loan of commode |
| Clean teeth | • Gripping the toothbrush  
• Standing at the basin | Toothbrush gripper  
| Have a shower | • Difficult to stand for long shower  
• Shower too high  
• Shower controls are awkward  
• Shower is slippery  
• Not enough room to move | • Strip wash  
• Non-slip mats  
• Half-step | • Shower board  
• Shower chair or stool  
• Replace shower controls |

* Customer Services: 0345 045 5202
Day activities to meet your needs

The County Council has a number of places across the county that offer the chance to change your routine, meet new people, take up an activity or receive specialist services that may have been identified in your support plan.

There is a menu of choices that you can pick from. The services on offer have been split into areas so that you can choose a programme of activity that suits your needs and interests. Centres where your activity takes place are welcoming, comfortable and include internet and computer access.

Day Break
Day Break offers support and activity to people with high-support and complex health needs, such as dual sensory impairments. We ensure that we have spaces that are highly adapted to meet your needs, along with friendly staff specially trained in nursing.

Live 2 Learn
This scheme offers more structured packages of activity with individual programmes for people with autism who need greater clarity in their day, offering one-to-one support that promotes choice and control along with predictability and low arousal. Skilled staff break down rigidity and encourage and support lifelong skills development.

Out and about
This programme uses local community activity, including community education development, and promotes independence, travel and personal safety awareness, money management, and how to manage relationships, amongst other activities.

Achieve and Gain
This project is aimed at developing work-based skills to help people work towards either taking on voluntary work or paid employment. It works with people to develop self-confidence and a sense of responsibility, work ethics and behaviours, time keeping and health and safety awareness. It uses sheltered programmes to build skills in gardening, cafe and woodwork projects.

Services for older people
Services for older people are about promoting inclusion and breaking down the isolation associated with old age. The County Council’s Older People’s Services provide a range of therapeutic activities and addresses personal care needs. There are a limited number of specialist placements for people with early onset dementia.

For further information, please contact Customer Services on 0345 045 5202.

Falls prevention advice

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

Falls, slips and trips can lead to broken hips or wrists and other injuries, and are a leading cause of disability among the older population. Falls in the home can result in ill health, lengthy hospital stays, residential care, loss of independence, and greatly affect quality of life. Making elderly people’s homes safer can help prevent them falling and seriously injuring themselves.

Various aspects of the home environment can be improved to reduce the risk of someone having a fall. Family, friends, neighbours and carers can help make things safer for an elderly person while allowing him or her to stay independent and self-sufficient.

Clearing away clutter, ensuring floors and carpets are safe, making sure the home is well lit and installing handrails where necessary are all useful suggestions for improving safety.

Remaining active, eating well, paying attention to foot problems, properly fitting shoes and slippers can all contribute to avoiding falls. Taking steps to improve and maintain health and general wellbeing is an important aspect of falls prevention for elderly people.

Cambridgeshire Community Services’ Falls Prevention Team can be contacted on telephone: 01223 883710.

Looking for care or support?

For independent, impartial information on your care options, call this Directory’s helpline on freephone 0800 389 2077.

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

Are you using your library service to the full?
Cambridgeshire’s Library Service has a network of libraries and mobile libraries that covers the whole county – so there is a service near to you. At every library, as well as the wonderful range of books, large print books, CDs and DVDs to borrow, the staff will be very pleased to tell you about the services on offer, for example, how to:

• request a book;
• look for local information on Cambridgeshire.net;
• find out about local and family history;
• register a housebound person and have a longer loan period;
• register for the Doorstep Delivery Service (for people unable to visit the library);
• join the Postal Tape Service (for people with a visual impairment);
• join a book group;
• join a beginner’s computer course or receive help with using a computer; and
• use the on-line library service from home and access e-books.

As well as:
• information about activities and events in libraries, such as monthly social activities and knitting groups;
• ‘Books on Prescription’ – recommended self-help reading to help combat many mild to moderate mental health problems and some common physical long-term conditions;
• information about Library Friends Groups and volunteering; and
• information about learning centres in libraries.

Please look at the library website for full details of all services, library opening times and mobile library stopping places and times. To view the latest newsletter and for up-to-date information: visit: www.cambridgeshire.gov.uk/library or call 0345 045 5225.

Cambridgeshire ‘Books on Prescription’

What is meant by ‘Books on Prescription’?
• Your GP or health adviser will give you a prescription form for a recommended book.
• You can get this book from your local library for free.
• We hope it will help you to learn more about your health.

What health problems are covered?
• Problems such as depression, stress, most forms of anxiety and self-esteem are all appropriate for this approach, as are some physical problems such as diabetes, asthma, stroke and high blood pressure.
• Libraries also have recommended cancer information titles.

Who chooses the books?
• All the books have been carefully chosen by consultant psychologists and medics.
• Your book prescription will be individually suggested for you by your GP or health adviser.

How do I get the book from the library?
• All the books are in Cambridgeshire Libraries and are free to borrow and to request for everybody in Cambridgeshire or surrounding counties.

• The books can be identified by the green logo.
• You can keep the book for longer than three weeks if needed.
• Which books you borrow will be completely confidential.
• Your ‘Books on Prescription’ form, signed by your GP or health adviser, will give you immediate membership of the library acting as proof of address.

For more information contact:
• The Library Tel: 0345 045 5225
  Email: library.health@cambridgeshire.gov.uk
  Minicom: 01480 376743
• Your GP or health adviser.
Occupational Therapy

Occupational Therapy staff (OTs) are responsible for assessing and providing services that aim to help people remain as independent as possible in their own homes. These services could include:

- prevention advice - the service can provide advice and information on methods of carrying out day-to-day tasks that may help them retain their independence;
- rehabilitation advice - assisting people recovering from illness or injury with advice on carrying out specific activities or exercises regularly. These will be aimed at helping them regain their abilities and independence. The purpose of the activities will be explained to them and their helpers/carers;
- providing daily living equipment to help people maintain their independence;
- adapting the home environment for users with a permanent or chronic disability or illness. Some examples are hand rails at the front and back doors, installing a downstairs toilet or stair lift.

For a referral to Occupational Therapy Services, phone 0345 045 5205.

Respite

You may have a family member or friend living with you, or perhaps living nearby, who helps or provides care for you on a regular unpaid basis. These carers sometimes need a break. This could be for a few hours a week or for a longer period. Their needs and preferences for the type and length of break, along with your own, can be assessed too. There are a number of options:

- support in the home can be arranged to enable the carer to have a break;
- short stays in a residential placement might be the best option if you wish to go into a care home yourself for a week or two; or
- if you have sufficient funds you may wish to arrange home-based respite care where another carer moves into your home for a short period.

There is also an Adult Placement Scheme for people with learning disabilities where the person is matched to a Link Carer (a carer providing support, who is closely matched to the cared-for person’s care needs) and is able to go to their home for short periods. This provides a homely environment and a short break for the carer.

The best option for you will depend upon your needs, the urgency of the situation, and personal choice and cost. If you are thinking about long-term care, but have had no experience of living in a care home, you may wish to book in for a short stay to see what it’s like. This will help you make an informed decision.

If you wish to arrange care for yourself, you can contact the providers listed in this Directory. Care home listings start on page 53. If you have nursing needs (eg require the attention of a registered nurse to administer medication etc), ask for a nursing determination (an assessment of your need for nursing given by a registered nurse), as the NHS will make a contribution to cover the nursing care element of your fees.
Do you need to find a reliable trader?
We all need to find a decent trader from time to time and, if you can’t find one by recommendation, it can be difficult knowing who you can trust to do a good job. The Trading Standards Approved Trader Scheme, ‘Buy with Confidence’, can help. All members on the scheme have been checked thoroughly by Trading Standards and have demonstrated a commitment to high quality service. You can find members of the scheme as follows:
- call the Citizens Advice Consumer Helpline on 0845 404 0506 to be given the three nearest members that best meet your needs;
- look up members on the scheme website: www.buywithconfidence.gov.uk; or
- visit your local library if you don’t have access to a computer at home or ask the library staff to look up members for you.
Although Trading Standards check each trader thoroughly before approving them onto ‘Buy with Confidence’, this does not give a price guarantee, so you should still get three quotes to ensure you are being charged a reasonable price.

Do you have a concern about a trader who has called at your home?
The service has a Response Team to investigate incidents with the police where we believe that people are being conned in their homes. Where appropriate, the offender may be arrested, prosecuted and prevented from taking money from you for shoddy or unnecessary workmanship.

Do you want to discourage cold callers?
‘No Cold Calling’ areas discourage cold callers. ‘No Cold Calling’ zones are established (after adhering to strict criteria) in locations that are targeted by rogue traders and unwanted doorstep callers. They act as deterrents. If your area is plagued by cold callers and would like to apply to become a zone, please contact 0345 045 5206.

Do you need advice on faulty goods and poor services?
To obtain advice, contact our partner agency on the Citizens Advice Consumer Helpline 0845 404 0506. They will provide information and advice on basic rights when buying goods or services, especially where something has gone wrong with them. In some circumstances Trading Standards officers may be able to intervene directly.

Looking for care or support?
Need more information on care, housing with support, funding and rights? Want to talk it over with someone? This Directory’s free helpline offers you independent information on all aspects of looking for care and support. We can generate a personalised report with details of care homes or housing with care schemes that meet your needs and send you additional information on choosing and funding care too.

One call to the Freephone number 0800 389 2077, will enable our operators to build a profile of exactly what type of care you’re looking for according to your needs.

Call 0800 389 2077
Home from hospital

Promoting independence and improving your quality of life

A package called re-ablement is designed to help people become as independent as possible following an illness, an operation or, if they have a long term condition, through learning or re-learning the skills necessary for daily living. For example, a person may need support with personal care or to prepare a meal. Rather than someone visiting to carry out these tasks for them, as in traditional social care, a member of the Re-ablement Team will visit that person at home to discuss what they would like to achieve and how we can make it easier for them to do the things that they want.

The Re-ablement Team includes therapy professionals, such as Occupational Therapists and physiotherapists, support workers/carers, assistive technology specialists, and mental health professionals.

Many people who participate in the programme find that afterwards they can cope very well on their own, without the need for further support and their quality of life is significantly improved.

GPs and other professionals can refer patients for re-ablement, or people can discuss their care needs with Customer Services, who can offer advice on the benefits of re-ablement, on 0345 045 5202. Re-ablement programmes last for as little as a couple of days up to a maximum of six weeks depending on the benefit to the individual.

Continuing care

Many people, especially older people, need care services when they are discharged from hospital. You may no longer have medical needs but you might well need some short or long term help, either in your own home or elsewhere.

Finding out your needs

The hospital staff in charge of your health care will have a view about whether or not you will need care services when you leave hospital. They will ask you if you would like someone from the Social Care Team to talk with you about this. If you are agreeable then a worker from that team will visit you to discuss what you think your care needs are likely to be when you leave hospital – we call this an ‘assessment’. You can ask for any relatives or carers to be involved in these discussions if you want (and your carer, if you have one, can ask for a separate assessment of their own needs).

Planning your care

The information gathered during your assessment will firstly show whether or not you are eligible for a full referral for NHS Continuing Healthcare (care fully funded by the NHS if an individual has a primary health need). You can ask your healthcare professional or the person undertaking your social care assessment for more information about how people qualify to receive it.

If you are not eligible for fully funded NHS Continuing Healthcare after you leave hospital, you could still be eligible for a range of NHS services (free of charge) or social care services (for which there may be a cost) to meet your personal needs. Staff will discuss with you what services could help you. These could include:

Services provided free of charge by the NHS

Re-ablement: short term support designed to help you become as independent as possible through learning (or re-learning) how to do important tasks on your own e.g. perhaps you need support with your personal care or to prepare a meal.

Rehabilitation: short term support provided by physiotherapists, Occupational Therapists, speech and language therapists, nurses and others. Rehabilitation helps people achieve their maximum levels of physical, psychological and social function. Occupational Therapists can also advise on equipment to make things easier for you, eg bath seats, grab rails, ramps as well as adaptations such as walk-in/wheel-in showers.

Community health services: treatment and support from NHS staff, such as district nurses, specialist nurses, community matrons, dieticians, podiatrists and others.

Services for which there may be a charge

Home (domiciliary) care: if you have long term needs following a period of re-ablement or rehabilitation, support workers may visit you at home to help you with your personal care eg getting up and going to bed, washing and bathing, going to the toilet, getting dressed. For more information about home care see page 19.

Visit www.carechoices.co.uk for further assistance with your search for care 17
Continuing care continued

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

Community meals: should you find cooking for yourself difficult, you might want to get meals delivered by the community meals service. These are in the form of frozen meals; you can also get help to prepare them if you can’t do so yourself.

Day services: day centres offer a chance to get out of the house and meet other people. They also provide meals and a range of social activities.

Residential or nursing home care: this is likely to be the answer for people who can no longer manage in their own homes. If you and everyone else agree that a residential or nursing home is the best care option for you, you will need to think carefully about the home you want to live in. You have rights around choosing the home you want. Adult Social Care produce a booklet, ‘Information for People Going into a Care Home’, which offers detailed advice on matters like funding and paying for care, property issues and managing your finances.

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

Once Adult Social Care has agreed with you what services you will get when you leave hospital, we will put this into a care plan and give you a copy. The plan will set out what care you will get, who from, when and at what cost (if any).

If you have a continuing need for social care Adult Social Care will also discuss ‘Self-Directed Support’ with you.

For further information on care homes see page 31, Self-Directed Support or paying for care please see page 36 or visit www.yourlifeyourchoice.org.uk.

Care Network’s ‘Help at Home’ (incorporating Welcome Home from Hospital)

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

‘Help at Home’ also offers help with small one-off jobs like changing a light bulb or cutting back an overhanging shrub (we welcome donations for these one-off tasks).

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

Anyone can refer to ‘Help at Home’. Contact the scheme if you would like to discuss this service. A member of staff will visit and discuss the client’s needs, gain their consent and, if agreed, link them with a police (DBS) checked and trained volunteer who can visit for up to 3 weeks. The service covers the whole of Cambridgeshire.

Care Network is a charity serving Cambridgeshire residents and adjoining areas.

You can call ‘Help at Home’ or ask your health or social care professional to call us.

Your local service:
Help at Home – East Cambridgeshire
– 01353 772169
Help at Home – South Cambridgeshire
– 01223 714433
Help at Home – Huntingdonshire and Fenland
– 01354 694413

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

Web: www.rallyroundme.com/welcome.

Looking for care or support?
For independent, impartial information on your care options, call this Directory’s helpline on freephone 0800 389 2077
In order to enable people to live in their own home for as long as possible a range of home care services are available. A range of help is on offer from day-to-day tasks such as cleaning, shopping and food preparation/cooking through to personal care that helps with tasks like dressing, bathing, toileting and prompting the taking of medication. Carers need to be properly trained particularly in moving and handling and the use of hoists for some tasks.

**Daily care support**

Carers can call in on a daily basis to assist with any of the tasks described above. Depending on the level of help required their visits can be just half an hour or up to several hours. Generally, visits are available from 7am until 10pm. Some people will need multiple visits per day. Night services can also be provided. The hourly rate for these types of services depend on the services required, the time of day and the location. Rural areas may present particular difficulties and a travel charge will probably be made in addition to the normal hourly rate.

**Live-in care**

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

In some cases it’s preferable and more economic to have a carer actually living in the home. This can be for a short period eg a week, or on an on-going basis. Typical charges for this service depend on the amount of care and the particular skills required. Live-in care is also available to people with permanent physical or mental disabilities who require long-term on-going care.

All home care providers are regulated and inspected by the Care Quality Commission who publish inspection reports on their website [www.cqc.org.uk](http://www.cqc.org.uk). When considering a service it’s always a good idea to check their report.

Before you make any decisions regarding the provision of care, be sure to contact several providers and ask for a ‘Service User’s Guide’ and their charges and if you are self-funding, a draft contract between you and the care provider.

For more information call Customer Services on 0345 045 5202.
Being able to live at home can be one of the most important comforts in an older person’s life, and because family and friends can’t always be there Home Instead Senior Care are here to help.

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

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

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

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

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

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

Cambridge Nursing Agency Ltd

Our personal care services are available 7 days a week and vary from short visits to round the clock, 24 hour care. We provide both personal care and domestic services including washing, cooking and cleaning.

For more information or to discuss your needs call
01487 741127 or 07841 622 939

Covering St Ives, Huntingdon and the surrounding areas

8 East Street, Bluntisham, Huntingdon, Cambridgeshire PE28 3LS

Live-in Care from £675 per week

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

Agincare
Caring in Your Community

08000 121 247 | www.liveincare.info
Cambridge - 01223 581 508
All domiciliary agencies listed here are registered by the regulatory body the Care Quality Commission (CQC). However, Cambridgeshire County Council has contracts with certain providers with whom it trades regularly, these are indicated with a **C**.

### A CLASS CARE LIMITED
Waterbeach  
Tel: 01223 864066  
*OP D MH YA*

### ABACUS CARE
Cambridge  
Tel: 01223 213937  
*Advert page 20 OP D PD LDA MH SI YA*

### ABBEYFIELD GIRTON – CARE AT HOME SERVICE
Cambridge  
Tel: 01223 277744  
*OP*

### ABSOLUTE CARE SOLUTIONS
Cambridge  
Tel: 01223 269429  
*Advert page 26 OP D PD LDA MH SI YA*

### ADVANTAGE HEALTHCARE
Cambridge  
Tel: 0800 694 4555  
*OP D PD LDA MH SI YA*

### AFFINITY TRUST CAMBRIDGESHIRE C
Chatteris  
Tel: 01354 696009  
*PD LDA MH*

### ALLIED HEALTHCARE CAMBRIDGE C
Sawston  
Tel: 0844 736 8435  
*OP D PD LDA MH SI AD*

### ALLIED HEALTHCARE GROUP LTD C
- **Cambridge Branch (Trading in Huntingdon)**  
  St Ives  
  Tel: 01480 464445  
  *OP D PD LDA MH SI YA AD*
- **Peterborough Branch**  
  Peterborough  
  Tel: 01733 233484  
  *OP D PD LDA MH SI YA AD*

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March  
Tel: 01354 705012  
*Advert page 24 OP D PD MH SI YA*

### AVALL C
Cambridge  
Tel: 01223 308815  
*OP D PD LDA MH SI YA AD*

### AXIOM CROSSROADS CARE C
Peterborough  
Tel: 01733 347135  
*OP PD LDA*

### BEAUMONT HEALTHCARE LTD C
Eaton Socon  
Tel: 01480 218300  
*OP D PD LDA MH SI YA AD*

### BETTER HEALTHCARE SERVICES C
Cambridge  
Tel: 01223 464999  
*OP D PD LDA MH SI YA AD*

### BETTER HOME CARE
Lower Cambourne  
Tel: 01954 710330  
*OP PD YA*

### BLUEBIRD CARE LTD
 **(CAMBRIDGE AND SOUTH CAMBS)**  
Hardwick  
Tel: 01954 212881  
*Advert page 22 OP D PD LDA YA*

### BLUEBIRD CARE LTD
 **(HUNTINGDONSHIRE)**  
Huntingdon  
Tel: 01480 414888  
*Advert page 22 OP D PD LDA YA*

### CAERUS CARE LTD
Wisbech  
Tel: 01945 464733  
*PD LDA MH SI YA*

### CAMBRIDGE CITY COUNCIL CARE
Cambridge  
Tel: 01223 457199  
*OP D PD LDA SI*

### CAMBRIDGESHIRE AND PETERBOROUGH DOMICILIARY CARE AGENCY
Cambridge  
Tel: 01223 395590  
*LDA*

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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

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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Our staff
Our staff are caring, trained to give medication and police checked.

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

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

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

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

Cambridge & South Cambs
Tel: 01954 212881
Email: cambridgeshire@bluebirdcare.co.uk

Newmarket & East Cambs
Tel: 01638 718855
Email: newmarketandfenland@bluebirdcare.co.uk

www.bluebirdcare.co.uk
CARE BY US C
Cambridge
Tel: 0333 700 8080
Advert inside front cover OP D PD LDA MH SI YA AD

CHS HOMECARE C
Melbourne
Tel: 01763 260564 Advert page 44 OP D

CIRCLE SUPPORT CAMBRIDGE HOMECARE C
Histon
Tel: 01223 257700 OP D PD LDA MH SI

CITY CARE SERVICES
Great Shelford
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COMMUNITY SUPPORT SERVICE
Huntingdon
Tel: 01480 379800 PD LDA SI

CORDERCARE OFFICE
Wisbech
Tel: 01945 475438 OP D PD SI YA

CRAEGMOOR SUPPORTING YOU IN CAMBRIDGESHIRE
Chatteris
Tel: 01354 691611 PD LDA MH YA

CRESCENT TRUST CARE SERVICES LTD
Newmarket
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CROSSROADS CARE CAMBRIDGESHIRE C
St Ives
Tel: 0845 241 0954 / 01480 499090 OP D PD LDA SI YA
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Cambridge
Tel: 01223 415600 OP D PD LDA MH SI AD

DCA
Cambridge
Tel: 0203 535 2165 OP PD LDA MH

DIMENSIONS C
Cambridge
Tel: 01954 206140 LDA

EDINA COURT
Wisbech
Tel: 01945 463419 OP D PD LDA MH SI

EDMUND HOUSE
Cambridge
Tel: 01223 883130 LDA YA

ELITE HOMECARE SERVICES
Peterborough
Tel: 01733 704328 OP D PD MH SI

FITZROY SUPPORTED LIVING C
Huntingdon
Tel: 01487 773547 PD LDA SI AD

FPS (PETERBOROUGH) LIMITED C
Peterborough
Tel: 01733 223426 OP D PD MH SI YA

FUTURE CARE SOLUTIONS
Fulbourn
Tel: 01223 269387 OP D PD LDA MH SI

GRAYS QUALITY HOME CARE LTD
Cambourne
Tel: 01954 719952 OP

GUYATT HOUSE
Burwell
Tel: 01638 610109 LDA YA

HALES GROUP LTD
Huntingdon
Tel: 01480 270420 OP D PD LDA MH SI YA

HILLS INDEPENDENT HOMECARE SERVICE
St Neots
Tel: 01480 353227 OP

HOME CARE SOLUTIONS
St Neots
Tel: 01480 223190 OP D PD MH SI YA

HOME CHOICE CARE C
Great Shelford
Tel: 01223 840113 OP D PD LDA MH SI YA

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

Visit www.carechoices.co.uk for further assistance with your search for care
At MiHomecare, we help people to live a happier and more independent life in the comfort of their own home.

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

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

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

T: 01354 778320
E: ely@mihomecare.com
www.mihomecare.com
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<tr>
<th>Service</th>
<th>User Bands</th>
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<td>Dementia</td>
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<td>AD</td>
<td>People who misuse alcohol or drugs</td>
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**HOME CHOICE CARE**
- **C**
- **St Ives Branch**
  - St Ives
  - Tel: 01480 356219

**HOME INSTEAD SENIOR CARE**
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- **Huntingdon**
  - Tel: 01480 454293
  - Advert page 20

**JARK HEALTHCARE LTD**
- Cambridge
  - Tel: 01223 227999

**JASMINE HOUSE**
- Ely
  - Tel: 01353 662261

**LAURELS, THE**
- Huntingdon
  - Tel: 01480 450596

**LOCAL CARE GROUP, THE**
- Waterbeach
  - Tel: 01223 864329

**LUCMONT LIMITED T/A**
- **HOME INSTEAD SENIOR CARE**
  - St Ives
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- **DOMICILIARY CARE SERVICE**
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  - Tel: 01353 863194

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  - **St Neots Branch**
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- Cambridge
  - Tel: 0844 736 0268

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- Huntingdon
  - Tel: 01487 822715

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- **C**
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    - Tel: 01480 831298

**POPYYFIELDS**
- St Neots
  - Tel: 0800 280 2575

**PRESTIGE NURSING**
- Peterborough
  - Tel: 01733 555511

**PURELY CARE**
- Norfolk
  - Tel: 01603 407707

Visit www.carechoices.co.uk for further assistance with your search for care
We aim to deliver
Your care
Your way

We offer the very best in compassionate care for the elderly and vulnerable adults. It is our goal to improve the physical, emotional and spiritual wellbeing of our care receivers. We pride ourselves on providing care your way in your own home with a regular and familiar team of carers. With a number of services and experienced caregivers we can tailor a care package specifically for the needs of each care receiver.

Some of the services we offer are:
- Home care
- Personal care (assistance with bathing/showering)
- Companionship
- Live-in home care
- Meal preparation
- Visiting friends and family or hospital appointments
- Transportation – shopping trips or errands

Please contact us to enquire about other services

351-353 Newmarket Road • Cambridge • CB5 8JG
Email: info@absolutecaresolutions.co.uk
Web: www.absolutecaresolutions.co.uk   Tel: 01223 269429

Are you looking after someone?
Who looks after you? Would you like a break?
Are you concerned for someone in need of help and support?

Carers Trust Cambridgeshire provides support and services* for
- Family carers / young carers – anyone supporting a family member or friend
- Children with disabilities
- Adults with care needs including people with dementia, plus day care and end of life services
- Support with planning in case of a family carer emergency

Carers Trust Cambridgeshire, 4 The Meadow, Meadow Lane, St. Ives PE27 4LG
T: 0845 241 0954 or 01480 499090
E: care@carerstrustcambridgeshire.org   W: www.carerstrustcambridgeshire.org

*Many services are free and some may also be purchased privately
Charity No. 1091522. Registered as a company limited by guarantee in England and Wales No. 43799448
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Duxford
Tel: 01223 830257 Advert page 24

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Papworth Everard
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• Ramsey
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Cambridge
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SAGA HOMECARE C
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  Tel: 0800 068 8535
• Cambridge
  Tel: 0800 068 8535
• Peterborough
  Tel: 0800 068 8535

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Tel: 01353 624800

SANCTUARY HOME CARE LTD (CAMBRIDGE) C
Doddington
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SCOPE INCLUSION CAMBRIDGESHIRE
Meldreth
Tel: 01763 268111

SUNSHINE
Wisbech
Tel: 01945 474700

SURECARE (CAMBRIDGE)
Fenstanton
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TAYLORED CARE LIMITED
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Huntingdon
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Tel: 01945 870968

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Ely
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Cambridge
Tel: 01223 324922

WOODLANDS COURT
Cambridge
Tel: 01223 324444

YEW TREE COTTAGE DOMICILIARY CARE
Bottisham
Tel: 01223 812999

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

Advert page 24

Advertisers are highlighted

Visit www.carechoices.co.uk for further assistance with your search for care
Hello, we are Availl. We are a local nursing agency aiming to make a real difference in adult care and support. We believe everybody deserves respect, dignity and as much independence as possible.

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

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

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

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

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

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

Housing providers

The City and District Councils in Cambridgeshire have statutory responsibilities for housing and are known as housing authorities. Their duties include the provision of housing for rent and working with housing associations to supply housing for general and special needs.

Housing authorities also give advice and information on accommodation queries for the range of housing including sheltered housing, housing association homes, hostels, privately rented, owner-occupied and adaptations to meet special needs. Sheltered housing is also available for rent or purchase in the private sector and advice can be obtained from organisations listed in the next section.

District Council housing contacts

Cambridge City Council
Mandela House, 4 Regent Street, Cambridge CB2 1BY
Tel: 01223 457918
Email: housing.advice@cambridge.gov.uk

East Cambridgeshire District Council
Housing Advice Service
The Grange, Nutholt Lane, Ely CB7 4PL
Tel: 01353 665555

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

Huntingdonshire District Council
Pathfinder House, St Mary’s Street
Huntingdon PE29 3TN
Tel: 01480 388388
Email: housingservices@huntsdc.gov.uk

South Cambridgeshire District Council
South Cambridgeshire Hall
Cambourne Business Park
Cambourne, Cambridge CB3 6EA
Tel: 0345 045 0051
Email: cbl@scambs.gov.uk

Housing advice is also available from a range of independent organisations and the list which follows includes general and specialist sources of advice.

Elderly Accommodation Counsel (EAC)
3rd Floor, 879 Albert Embankment, London SE1 7TP
Tel: 0207 820 1343
www.eac.org.uk

Papworth Trust Home Solutions
The Papworth Trust, The Bernard Sunley Centre, Papworth Everard, Cambridge CB23 3RG
Tel: 0800 952 5000 (advice for people with disabilities)
www.papworth.org.uk

Shelter – Eastern Counties Housing Aid Centre (covers Cambridgeshire)
Whitefriars House, 50 Fishergate, Norwich NR3 1SE
Tel: 0844 515 1860

Visit www.carechoices.co.uk for further assistance with your search for care
Extra Care – how do you access it?

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

Extra Care includes private accommodation, e.g. a bungalow or flat, with access to support, meals and recreation facilities. Extra Care housing provides a flexible approach to care with security and 24-hour support from social and health care teams. Applications can be made to the housing provider (often a Housing Association) or the local authority.

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

Housing Associations contacts

**Abbeyfield Society**  
53 Victoria Street, St Albans AL1 3UW  
www.abbeyfield.com  
Tel: 01727 857536

**Accent Nene**  
Manor House, 57 Lincoln Road, Peterborough PE1 2RR  
www.accentgroup.org/nene  
Tel: 01733 295400

**Anchor Trust**  
(Housing for over 55s – rent or purchase.)  
www.anchor.org.uk  
Tel: 0845 1402020

**Argyle Street Housing Co-operative**  
3 Fletchers Terrace, Cambridge CB1 3LU  
www.ast.coop  
Tel: 01223 411615

**Axiom Housing Association**  
Axiom House, Maskew Avenue, Peterborough PE1 2SX  
www.axiomha.org.uk  
Tel: 01733 347135

**Bedfordshire Pilgrims Housing Association**  
Pilgrims House, Horne Lane, Bedford MK40 1NY  
www.bpha.org.uk  
Tel: OneCall: 0330 100 0272

**Cambridge Housing Society**  
Endurance House, Chivers Way, Histon CB24 9ZR  
www.chsrgroup.org.uk  
Tel: 0300 111 3555

**Cambridge YMCA**  
Queen Anne House, Gonville Place, Cambridge CB1 1ND  
www.theymca.org.uk  
Tel: 01223 273840

**English Churches Housing Group**  
www.echg.org.uk  
Tel: 01223 352718

**Genesis**  
The Malthouse Project, 8 Elsey’s Yard, Risbygate Street, Bury St Edmunds, Suffolk IP33 3AA  
www.genesisha.org.uk  
Tel: 01284 732550

**Habinteg Housing**  
Holyer House, 20-21 Red Lion Court, London EC4A 3EB  
www.habinteg.org.uk  
Tel: 0207 822 8700

**Hanover Housing Group**  
Nelson House, Alington Road, Eynesbury, St Neots, Cambs PE19 6RE (Housing for over 60s.)  
www.hanover.org.uk  
Tel: 0800 280 2575

**Home Group**  
39 Broadway, Peterborough PE1 1SQ  
www.homegroup.org.uk  
Tel: 0845 230 2074

**Housing 21**  
www.housing21.co.uk  
Tel: 0370 192 4000

**Hundred Houses Society**  
51 Scotland Road, Cambridge CB4 1QW  
www.hhs.org.uk  
Tel: 01223 315036

**Jephson Housing Association**  
5 Mill Square, Featherstone Road, Wolverhampton Mill South, Milton Keynes, Bucks MK12 5ZD  
www.jephson.org.uk Tel: 01908 226555
**Care homes**

All care providers in the country must be registered with the Care Quality Commission (CQC). All services are inspected by the CQC, who report on their findings. These inspection reports are available from the care service or the CQC (visit [www.cqc.org.uk](http://www.cqc.org.uk)). Further information about the CQC can be found on page 45.

There are two types of care home:

**Care homes offering personal care only**

If you are reasonably active, but would like greater security and care, subject to a needs assessment, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving and must be paid for if your capital/savings exceed £23,250.

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Care homes with nursing
If you think you may need nursing care in a home, you will need to be visited by a social worker or a care manager to work out what care you will need. This visit might be in your own home, or in hospital if you’ve been ill, or in a care home. You will be fully involved in planning your care needs.

If a care home providing nursing care is the best solution for you, the social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees is paid by the NHS to the home directly; the amount at the time of publication was £109.79 per week.

The figures mentioned above may change after April 2014, check with Adult Social Care after this date. See page 36 for more information on paying for your care.

Please note: if the person requiring care in either a care home or care home with nursing has a diagnosis of dementia, please ensure the home is registered with the Care Quality Commission to meet these needs.

When considering potential care homes please see the care homes checklist on page 35 and for homes specialising in dementia also use the residential dementia care checklist on page 41.
Feel right at home
with Barchester care homes

Did you know? We have a wide range of activities so you can learn new hobbies or continue with ones you love!

At Barchester, people always tell us they feel right at home as soon as we welcome them through our doors, and that's music to our ears. After all, we pride ourselves on our genuine warmth and friendliness – it's all part of the first-class care and support that we provide to the people of Cambridgeshire.

We have a range of services and facilities to suit all care needs, however specialist:

- Nursing care
- Residential care
- Dementia care
- Respite care
- Activities programme
- Beautiful gardens

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

Hickathrift House
Wisbech,
PE14 8JB
01945 223 130

Hilton Park
Bottisham,
CB25 9BX
01223 633 505

Longueville Court
Peterborough,
PE2 7DN
01733 821 654

Rose Lodge
Wisbech,
PE13 3EP
01945 223 132

Werrington Lodge
Peterborough,
PE4 7ZF
01733 821 653
You can contact the homes directly for a brochure and more information or telephone our regional office on **01480 498067**

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

*Care that is as individual as the people for whom we provide care*
## First impressions
- Were you met when you first arrived?
- Do staff seem warm, friendly and polite?
- Do the residents seem happy, active and sociable?
- Does the home feel homely and welcoming?
- Is the home fresh, clean and comfortably furnished?

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

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

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

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

## Life within the home
- Are there any rules and restrictions (e.g. going out, time of return etc)?
- Can you choose when to get up and retire every day?
- How are residents involved in decisions about life in the home?
- Is there a telephone where you can make and take calls in private and comfort?
- Is alcohol served or permitted?
- Are there smoking and non-smoking areas?
- Are there arrangements for religious observance?
- Can you handle your own money?
- If not, what arrangements are in place?
- Does a hairdresser/chiropodist visit?
- Are residents accompanied on visits to the GP or hospital?

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

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

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

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

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

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

**Personal Budgets**

A Personal Budget – an upfront sum of money designed to help you take control over your life, identify your needs and the things you want to do and, if you wish, to manage your own support. This will follow an assessment of your needs and financial situation to determine if you are eligible (explained on page 5, 6 and 7).

Your Personal Budget can be paid either directly to you or managed by your Council on your behalf to purchase the services and support you choose. There are some constraints on how you use your Personal Budget, and it must be legal and meet your assessed needs outlined in your support plan. It cannot be used to pay for residential care.

**Direct Payments**

A Direct Payment is an amount of money for you to arrange and purchase your care and support yourself. Direct Payments are available to people who meet the County Council’s eligibility criteria and must be used to achieve the outcomes recorded in an individual’s Support Plan (see page 7).

Cambridgeshire Direct Payments Support Service (Cambs DPSS)

If you would like to find out more about Direct Payments, Penderels Trust is contracted by the County Council to provide a Direct Payments Support Service (Cambs DPSS). Cambs DPSS is an independent support organisation paid for by the County Council to advise people interested in taking up Direct Payments and supporting them to set up the services they need.

If you would like to know more about Direct Payments, your social care worker can put you in contact with Penderels Trust on 0845 600 0684, or you can visit the ‘Your Life, Your Choice’ Direct Payments web page: www.yourlifeyourchoice.org.uk/direct-payments.aspx

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Free information and access to advice on paying for care

For older people, their families, friends and carers faced with the cost of paying for care.

Call us free on: 0808 208 9994

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Telephone calls may be recorded for training and monitoring purposes.

PayingForCare Limited, a not-for-profit company. Registered office: Regent House, 1-3 Queensway, Redhill, Surrey RH1 1QT. Company No. 07866192. PayingForCare Limited is part of the Partnership Group of companies, which includes Partnership Life Assurance Company Limited, an authorised insurer.
Self-funding advice
If you have capital or savings of more than £23,250 you will have to pay for any care services you require but you are still entitled to an assessment of your needs by Adult Social Care.

If you have assets of less than £14,250, your contribution will be assessed only on your income and Adult Social Care meets the shortfall subject to local funding limits. Between these two figures, a sliding scale operates whereby you must pay £1 per week for each £250 you have above the lower figure.

Assuming you will be moving into care, you may be entitled to some of the following financial assistance and support, subject to an assessment of need.

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

Deferred Payment Agreements
After the twelve-week property disregard period, any financial help from the County Council will be charged against the value of your home and recovered once your house has been sold. However, the County Council may limit how much they will pay and it may affect your entitlement to pension credit if your property is not seen to be on the market and becomes treated as capital by the Department of Work and Pensions (DWP).

Attendance Allowance
This is a non-means tested, non-taxable benefit from the DWP paid at the lower rate of £53.00 per week for those needing care by day or night, and at the higher rate of £79.15 per week for those needing care both during the day and night.

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 NHS Nursing Care Contribution (£109.70 per week for the standard rate at the time of publication) towards the cost of your nursing care. This is paid directly to the home.

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

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

Running out of money
If your capital is likely to reduce to £23,250, you must let the County Council know well in advance as they may step in to help with your care fees. The County Council must conduct an assessment of your situation and may make a contribution - described on page 38.

If the home you have chosen charges more than this, you must find someone to help pay the difference – a ‘top-up’ payment. Whoever does this, whether family or a benevolent charity, they should realise that they may have to pay this for some time. Alternatively, you would have to find a cheaper home. More information about top-ups is on page 38.

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

What will you have to pay for your care?
Do you have capital or savings in excess of £23,250? The value of your home is included when assessing capital unless:
• your partner, or
• a relative who is over 60 or incapacitated, or
• a child under 16 who you or a former partner maintain still lives there.

Yes...
Arrange for a Community Care Assessment with Adult Social Care to define your care needs. Whichever homes you consider must be able to meet your assessed care needs.
If, apart from your property, your savings are less than £23,250, Adult Social Care can help with your care costs for the first twelve weeks. After this time, any money from them will be regarded as a loan and will need to be repaid once your house is sold.

Whatever your circumstances...
Remember:
• Your assessment will be made up of two elements, a care part and a financial one.
• A nursing home will generally be more expensive than a residential home offering personal care only.
• If your partner still lives at home, they will not be means-tested.
• If your spouse wishes to claim 50% of your occupational pension, they can. However, it may not be in their interest to do so. The Finance and Benefits Assessors at Cambridgeshire County Council can advise you on what is best for you.

Consider claiming:
• Income support
• Pension Credit
• Attendance Allowance, worth either £53.00 or £79.15 per week depending on your care needs.

Moving into a nursing home?
• You may be eligible for the NHS Nursing Care Contribution – £109.79 per week at the time of publication.

Always seek advice:
Independent help is available to guide you through your financial options. There may be a number of solutions to retaining your capital whilst paying for care.

Some of the figures mentioned here may change after April 2014. Please check with Customer Services after this date for current figures (tel: 0345 045 5202) or visit www.yourlifeyourchoice.org.uk.

Third party payments
If the care home you eventually choose costs more than the rate Adult Social Care usually pays for a person with your needs, someone will have to make up the difference. This extra payment is often referred to as a ‘top-up’ or ‘third party top-up’.

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

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

#### Physical disability

The Physical Disability Team is a countywide team working with adults aged 19-64 who have a ‘substantial’ or ‘critical’ need arising from their physical disability or illness. Services for which the team may assess include assistance with personal care, meals, supporting disabled parents, social inclusion and support for carers. They aim to keep people in their communities for as long as possible, but if necessary can assist and advise with residential and nursing home placements.

The team also offers support to families and carers and can provide a separate assessment to carers of disabled people. See page 42.

For more information call Sensory Services on 0345 045 5202.

#### Learning disability

Cambridgeshire Learning Disability Partnership Teams include both social care staff and specialist health professionals. They assess the needs of individuals and provide information about the support, facilities and opportunities people can access and use in the community. This support aims to maximise individuals’ choice, control and independence in their community.

In line with support for other adults, people meeting the Council’s eligibility criteria can access Self-Directed Support and the use of Personal Budgets. This puts them and their carers at the centre of how they choose their support.

For more information call Customer Services on 0345 045 5202.

#### Sensory needs

**Services for people with a sensory impairment**

The Sensory Services Team works with adults over the age of 19 who:

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

The Team can offer advice and information covering a wide range of issues surrounding sensory loss. Once you have been referred to a sensory worker the Team will offer an assessment of your abilities and social care needs. If eligible, they will work with you to decide which services/equipment will meet your needs.

The Team also offers support to families and carers and can provide a separate assessment to carers of disabled people. If you need services that are provided by other teams (eg personal care or day activities), we will work together to meet eligible needs holistically. The Team also work closely with the voluntary sector and offers support to families and carers and can provide a separate assessment to carers of people with sensory impairment. See page 42.

For more information call Sensory Services on 0345 045 5221.

**Sensory support providers**

**Cambridgeshire Deaf Association**

Cambridge Deaf Centre
8 Romsey Terrace, Cambridge CB1 3NH
Tel: 01223 411801 (Text Phone)
Tel: 18002 01223 246237 (Voice, via TypeTalk)
Tel: 01223 411701 (Fax)
Web: www.cambsdeaf.org

**Camread**

167 Green End Road, Cambridge CB4 1RW
Tel: 01223 424220
Web: www.camsight.org.uk/camread

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

Your GP should be your first point of contact if you have mental health issues. He or she will consider whether they can provide the help and treatment you need from staff who work in the primary care setting, or whether you should be referred to the secondary mental health services.

The local NHS mental health service provider is the Cambridgeshire and Peterborough NHS Foundation Trust. They provide an integrated health and social care service.

Dementia care

If you’re worried about dementia, your GP, as well as discussing your concerns, will be able to carry out a series of tests which will establish the nature of your condition and advise whether treatment is possible.

Some forms of dementia are not permanent and can be caused by a range of emotional, physiological and physical ailments, which bring on dementia-like symptoms. It is important that any diagnosis eliminates the possibility of a reversible dementia before a medical prognosis is made. Following a diagnosis of dementia, your GP may refer you to a specialist like a Consultant in Old Age Psychiatry, a Community Psychiatric Nurse or an Occupational Therapist with a special interest in dementia care.

Support in the community

As it can be best for the person with dementia to stay in their own home for as long as possible, a

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Support in the community

As it can be best for the person with dementia to stay in their own home for as long as possible, a
Residents
The best indication of a good home is that the residents appear happy and responsive.
- Are residents involved in activities or chatting?
- Are residents clean and comfortably dressed?
- Do they seem alert and interested?
- Do they talk to you as you walk around?
- Are they encouraged to do as much for themselves as they can? Can you see any examples of this?

Access
If the person with dementia needs or is likely to need equipment or adaptations you may want to check whether:
- The corridors and toilets are wide enough for a walking frame or wheelchair.
- There are suitably adapted toilets and baths.
- There are ramps or a lift.
- There is adequate signage and cues for different parts of the home such as dining room and bathroom.

Bedrooms
You may want to find out whether the person with dementia can have a single room and whether:
- Residents are encouraged to bring in some of their own furniture and possessions to increase familiarity.
- The bedrooms are bright and pleasant.
- Residents can go to their rooms when they wish to be alone.
- Residents are able to keep pets in their room or in other areas of the home.
- Staff respect the right to privacy and knock on bedroom doors.

Toilets
Getting to the toilet in time can sometimes be a problem as dementia progresses.
- Are there enough toilets within easy reach of the bedrooms and living areas?
- Are staff trained to spot the signs when someone needs to go to the toilet?
- Are staff cheerful and tactful about helping residents use the toilet and changing them if they are incontinent?

Living areas
Look to see whether chairs are arranged in groups to encourage talking rather than placed in a circle round the outside of the room.
- Is there a TV or radio left on when no one is watching or listening?
- Is there more than one room where residents can sit or where they can be quiet or see visitors?
- Is there a garden where residents can walk safely?

Health
You will want to know what happens if residents are unwell or need medication.
- Which doctor or doctors can residents see?
- Can a relative stay overnight if a resident is unwell?
- What happens if residents need help with taking medication?
- Are changes in medication discussed with the family carers?

Visitors
- You will want to make sure that there is good communication between relatives and the home and that phone calls and visits are encouraged.
- Are visitors welcome at any time?
- Are visitors encouraged to take residents out or join them for a meal?
- Are children made to feel at home?
- Are relatives involved in care planning and the general life of the home?

Activities
Residents should be stimulated without feeling stressed.
- Are there opportunities for residents to help staff with small tasks if they wish?
- Are the activities individualised and people's likes/dislikes recorded in care plans?
- Are activities available each day?
- Are residents left to sit in front of the TV?
- Are reminiscence activities available?
- Are residents able to compile memory boxes?

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

Manager/head of home
A manager who is caring as well as efficient can make all the difference to a home.
- Does the manager have a friendly manner with staff and residents?
- Do they answer your questions openly and seem to understand your concerns?
- Do they have a knowledge of dementia and can they deal with difficulties that may arise in an understanding way?
- Is there a full assessment at home before a resident is admitted?
- Does each resident have a care plan and are their needs regularly reviewed?
- Is the family carer consulted about the care plan and about any proposed changes to it?
range of community care services is available to facilitate this. Adult Social Care, for example, can provide access to: home care (see page 19); meals in the home; sitting services (which provide a break for any carer); advice on equipment and adaptations; day care centres and respite care.

These services can be provided directly by registered providers to those who do not require Adult Social Care financial help. However Adult Social Care will still be willing to offer an assessment of need. You may have a choice of which agency you receive your care from whether or not Adult Social Care assists with the funding of your service.

Support for carers

Many people do not recognise themselves as carers. A carer is anyone who provides or intends to provide practical or emotional support to a relative, friend or neighbour who is ill or disabled. The help they provide is unpaid. Carers who provide (or intend to provide) a substantial amount of care on a regular basis can ask for an assessment. The Carers (Equal Opportunities) Act 2004 extended the scope of carers’ assessments to include consideration of a carer’s work, education, training or leisure interests. No two caring situations are the same, a carer’s assessment is an opportunity to reflect upon your needs as a carer, access information and advice and identify support.

The carer’s assessment may be carried out by a worker from the Social Care Team that supports the friend or family member that you care for or if the cared for person is not receiving adult social care services the Carers Support Team can offer this support. For eligible carers this could mean accessing support such as the Individual Carer’s Emergency Respite Service which offers short-term, stand-in care in the event of unexpected carer emergency or a one off Direct Payment which can help carers to purchase specified services or resources which will help them continue to care. Other carers benefit from accessing carer’s breaks where community care support is provided to the person who is being cared for, so that the carer can have time off.

The Carers Support Team also offer:
- Carers’ resources
- Annual events
- Carers’ support directory
- Drop in sessions

The Cambridgeshire Carers Support Directory and magazine are available from:

Carers Support Team, Cambridgeshire County Council, Box Number: D3C, Compass Point Business Park, Stocks Bridge Way, St Ives PE27 5JL

General enquiries
Email: CarersSupportTeam@cambridgeshire.gov.uk
Tel: 01480 377616

Dementia care continued

Questions to ask of any home registered for someone with dementia would include: who is the senior clinician who can act as a single point of contact for people to approach for information and advice? What training programmes do staff participate in? Does the home offer a person-centred approach to their care planning? Is the home designed with the needs of its clients in mind, especially safety and accessibility? Is there plenty of natural light? Is moving around helped by easily-understood signage? How is technology employed to help alleviate falls and help orientation? Further questions can be found in the residential dementia care checklist on page 41.

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

Please be aware when wording emails that using this method may not be a secure way to share sensitive or confidential information.

Carers Direct
A one-stop information and advice service for carers who look after ill, frail or disabled friends and relatives.

Carers Direct includes:
• details of assessments, benefits, direct payments, Personal Budgets and time off;
• help to maintain, leave or return to employment;
• help in education or training;
• advice on how carers maintain or improve their social and emotional well-being and their physical and mental health;
• access to health and social care for the person being cared for;
• how to access information about, and support from, health and social care services for the person being cared for.

For further information, visit: www.nhs.uk/carersdirect or call the 7 days a week helpline on freephone 0808 802 0202.

Essential information

Safeguarding vulnerable adults

Cambridgeshire is a place where people should be able to live life free from harm and where communities have a culture that does not tolerate abuse, work together to prevent abuse and know what to do when abuse happens.

Suspected abuse or neglect of a vulnerable adult
Adult Social Care believes that every adult has the right to be treated with dignity, have their choices respected and live a life free from fear.

Disability, illness or frailty means that many adults over the age of 18 have to rely on other people to help them in their day-to-day living.

What is abuse?
Abuse is a violation of an individual’s human and civil rights by another person or persons. It may consist of a single act or repeated acts. It may be planned or unplanned. It may be the result of deliberate intent, negligence or ignorance. It may happen when a vulnerable adult is persuaded to enter into a transaction to which they have not consented or cannot consent.

Abuse can take many forms including:
• Physical abuse: for example, hitting, pushing, shaking, over mediating or causing physical harm.
• Sexual abuse: for example, unwanted touching, kissing or sexual activity. Or where the vulnerable adult cannot or does not give consent.
• Psychological abuse: for example verbal abuse, bullying or the use of threats.
• Financial or material abuse: for example the repeated deprivation of help or care that a vulnerable adult needs which, if withdrawn, will cause him or her to suffer.
• Neglect is behaviour that results in a vulnerable adult’s needs not being met.
"CHS is all about people - We provide high quality, good value affordable housing together with support, care and community services designed with older people in mind"

Residential, Extra Care & Sheltered Housing across Cambridgeshire

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

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

Residential Care:
Alex Wood House - Arbury
Langdon House - Chesterton
Vera James House - Ely

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

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

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

- Discriminatory abuse: for example racism, sexism, religious and ageism, based on a person’s disability and other forms of harassment.
- Domestic abuse and violence: is best described as the use of physical and/or emotional abuse or violence, including undermining of self-confidence, sexual violence or the threat of violence, by a person who is or has been in a close relationship.
- Professional abuse: is the misuse of power and abuse of trust by professionals, the failure of professionals to act on suspected abuse/crimes, poor care practice or neglect in services.
- Institutional abuse: involves the collective failure of an organisation to provide an appropriate and professional service to vulnerable people.

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

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

If you are concerned that a vulnerable adult is experiencing abuse or neglect you can phone Customer Services on 0345 045 5202, in an emergency outside office hours call 01733 234724 or contact the police on 101 or dial 999 in an emergency.

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

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

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

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

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

Since October 2010, all care providers must be registered.

CQC hold and publish up-to-date information about the compliance of adult social care providers with essential standards of safety and quality. Following an inspection, each provider is given a report on how it rates against national essential standards of quality and safety. Each service’s report can be seen on the CQC website: www.cqc.org.uk

The focus of an inspection is on the standards of care that people who use the service receive and whether they are happy with their care. Virtually all inspections are unannounced. For care homes and care homes with nursing, the inspectors look at outcomes which place an emphasis on what people who use services should experience.

For any enquiries contact CQC by telephone: 03000 616161 or by email: enquiries@cqc.org.uk

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

When considering care services, it’s always a good idea to check a service’s inspection report and its star rating on the Care Quality Commission’s comprehensive website: www.cqc.org.uk
How solicitors can help

A solicitor can give you impartial advice about wills, making 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.

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.

Lasting Powers of Attorney (LPA) 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 for 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 should they not have a LPA. The Court procedure is presently very slow and the fees are quite expensive so preparing a 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.

Long-term care: whether you remain in your own home or move into sheltered or residential care, you may qualify for financial assistance in the form of social care and NHS-funded care and welfare benefits.

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Long-term care: whether you remain in your own home or move into sheltered or residential care, you may qualify for financial assistance in the form of social care and NHS-funded care and welfare benefits.

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 time scales 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 offer an advice service and will be able to recommend solicitors in your area.

Solicitors for the Elderly (SFE) is a national association committed to providing and promoting high-quality legal services for older people.
Tel: 0870 067 0282
Web: www.solicitorsfortheelderly.com

Useful local contacts

Advocacy services

Advocates can give advice, support and information to people of any age, helping them to voice their concerns and guiding them through difficult or challenging times. Consider using the services of an advocate if you feel unsure or concerned when you are faced with making an important decision about your care choices. They can be especially useful if you have a disability and you need to make your voice heard.

For organisations providing advocacy in Cambridgeshire, go to the Your Life, Your Choice website and look at ‘Someone to speak on your behalf’: www.yourlifeyourchoice.org.uk

Cambridgeshire Alliance for Independent Living

Cambridgeshire Alliance for Independent Living is an organisation set up by and for people in Cambridgeshire with support needs, as well as their carers. It was previously called Cambridgeshire User Led Organisation (Cambs ULO).

The organisation exists to bring together people with shared experiences of disability or impairment, who work together to ensure that disabled people have the choice and control they need to live the life they choose.

Its current activities include mobilising peer support networks, building and representing a stronger disabled voice at local and countywide level, and raising awareness and increasing the uptake of Self-Directed Support. Its
Cambridgeshire Alliance for Independent Living continued

current services include free online Direct Employer, PA and Care Share searchable databases and forums, as well as Self-Directed Support focused training and resources.

For more information about the Cambridgeshire Alliance and access to its online services please visit the website: www.cambridgeshirealliance.org.uk or email info@cambridgeshirealliance.org.uk

Community navigators

Cambridgeshire’s team of volunteer community navigators can help improve the health, wellbeing and independence of older people by providing information about, and referring you to, relevant services and activities. They can help you to overcome barriers to using activities and services and identify where more activities and services are needed, working with local people and other organisations to provide these.

The community navigators will seek out more isolated people as well as responding to enquiries, and have detailed knowledge of activities and services available in their local area.

The community navigators project has offices in each local authority district:

**SOUTH CAMBRIDGESHIRE**
Broadway House, 149-151 St Neots Road,
Hardwick CB23 7QJ
Email: southcambs.navigators@care-network.org.uk
Tel: 01954 212100 or 07436 808627

**HUNTINGDONSHIRE**
Saxongate Centre, Bradbury Place,
Huntingdon PE29 3RR
Email: hunts.navigators@care-network.org.uk
Tel: 01480 423065 or 07436 809265

**EAST CAMBRIDGESHIRE**
41e Forehill, Ely CB7 4AA
Email: eastcambs.navigators@care-network.org.uk
Tel: 01353 659639 or 07436 809260

**FENLAND**
Octavia Hill Birthplace House, 7 South Brink,
Wisbech PE13 1JB
Email: fens.navigators@care-network.org.uk
Tel: 01945 589953 or 07436 809266

HealthWatch Cambridgeshire

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

**The Maple Centre, 6 Oak Drive, Huntingdon PE29 7HN**
Tel: 01480 420628
Web: www.healthwatchcambridgeshire.co.uk

Patient Advice and Liaison Service (PALS)

As a patient, relative or carer you may sometimes need to turn to someone for on-the-spot help, advice and support about local NHS services.

This is where PALS can help.

**PALS will:**
• offer confidential help and advice to resolve problems quickly;

• provide information about local health services and support groups;

• signpost to other organisations such as independent advocacy;

• give guidance on the NHS complaints procedure.

PALS also aims to improve the quality of patient care by providing feedback on common themes and
Tell Us Once service

When someone dies, the last thing the loved ones left behind want to be landed with is extra paperwork and red tape. But from now on, thanks to a new Tell Us Once service being rolled out across the country, it will be easier for families to notify government authorities about the changes in their circumstances.

Tell Us Once enables key local and central government departments and services to be notified simply through one single appointment with your local registrar.

Other sources of information

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

As well as raising their own funds, many groups receive grant aid from the County Council and other local authorities. Some volunteer organisations are run entirely by people giving their own spare time to help others. The larger voluntary organisations may employ professional staff to run their affairs and provide specialist services. The co-ordinating bodies listed can provide details.

Also listed are Citizens Advice Bureaux together with sources for carers, people with disabilities and useful freephone numbers.
Other sources of information continued

Care Network Cambridgeshire
5 Broadway House, 149-151 St Neots Road, Hardwick, Cambridge CB23 7QJ. Tel: 01954 211919
Email: admin@care-network.org.uk
Web: www.care-network.org.uk

Care Networks Cambridgeshire support volunteers, encourage independence and develop good neighbour projects. They also run the ‘Home from Hospital’ service.

Care Quality Commission
Web: www.cqc.org.uk

Citizens Advice Bureau (CAB)
Offices offer information, advice and assistance in confidence for everyday problems including debt counselling, law surgeries and welfare rights advice. These offices are not open all the time so please check the office will be open before visiting. The CAB website lists CAB branches in Cambridgeshire: www.cambridgescab.org.uk

- Addenbrookes Hospital (Outreach Centre)
Hills Road, Cambridge CB2 0QQ

- Cambridge
66 Devonshire Road, Cambridge CB1 2BL
Tel: 0844 848 7979

- Ely
70 Market Street, Ely, Cambridgeshire CB7 4LS
Tel: 0845 130 6442

- Huntingdon
6 All Saints Passage, Huntingdon, Cambridgeshire PE29 3LE
Tel: 01480 388900

- St Neots
28 New Street, St Neots PE19 1AJ
Tel: 01480 388905

Cambridgeshire.net
Cambridgeshire.net can provide you with information about events and activities happening in your area; groups, clubs and organisations near to you; opportunities for learning and study and much more.

You can find Cambridgeshire.net and start searching for the support you need at www.cambridgeshire.net.

If you are a provider of social care services, you can register for free on Cambridgeshire.net at www.cambridgeshire.net/SignUp.aspx.

Carers’ support – for adults or young people who look after family or friends who may need extra help.

Cambridge branch of the Alzheimer’s Society
Tel: 01223 884031

Cambridge City and South Cambridgeshire Carers Support Team
Tel: 01480 373281

Carers Support Team Fenland
Tel: 01354 750010

Carers UK (Ely)
Tel: 01353 663928

Crossroads Young Carers
Tel: 0845 241 2125 / 01480 499098
(Huntingdonshire & Fenland)
Web: www.cambsyoungcarers.org.uk

Crossroads Care Cambridgeshire
Tel: 0845 241 0954

Huntingdon Care Support Team
Tel: 01480 377616

Young Carers Project Worker
Tel: 01223 307488
(South and East Cambridgeshire, Cambridge City)

Voluntary organisations

Age UK Cambridgeshire
Age UK Cambridgeshire have the information and support you need for the later life you want.

Fact sheet information on a variety of subjects is available free of charge from the national advice line on freephone 0800 169 6565 – lines are open 365 days, 8am – 7pm.

Information and rights based advice on a variety of subjects relevant to the everyday life of older people – provided across the county. Tel: 0300 666 9860
Email: informationservices@ageukcambridgeshire.org.uk
Web: www.ageuk.org.uk/cambridgeshire/

- Advocacy for Cambridgeshire – assistance to have rights, choices and wishes acted upon and heard.
  Tel: 01354 696541
  Email: advocacy@ageukcambridgeshire.org.uk

- Insurance products, legal services – wills and funeral plans.
  Tel: 01354 691899

Visit www.carechoices.co.uk for further assistance with your search for care
As we get older we all need extra care and support but we still want to enjoy doing the things we love.

At the brand new Field Lodge care home each resident will receive the highest standard of tailored nursing, residential, specialist dementia and respite care, while being supported to continue to live a happy and fulfilled life.

Opening in Cambridgeshire in early 2014, Field Lodge is one of a number of new care homes operated by award winning care provider Care UK.

Field Lodge
London Road, St Ives
Cambridgeshire PE27 5EX
0333 321 0922
careuk.com/field-lodge
Other sources of information continued

- **Day care services** – day out of the house to enjoy companionship and hot meals. Contact the county office on 01354 696650
- **Home help service** – help with domestic chores. Tel: 01354 696650
- **Visiting scheme** – befriending to older people who are not easily able to get out of the house and need companionship. For more information about the scheme covering the county, contact the visiting scheme administrator on 0845 521 3481.
- **Community wardens** – daily check calls to provide reassurance and sense of security. Contact the county office on 01354 696650 for further details.
- **Safer Homes Services (Huntingdonshire, Fenland, Cambridge City and South Cambridgeshire).** This service aims to improve safety and security in older people’s homes in Huntingdonshire, Cambridge City and South Cambridgeshire by providing basic practical help with small household jobs up to a set financial limit per household. Tel: 01480 700205

**Alzheimer’s Society**
Web: www.alzheimers.org.uk

- **East Anglia and Central Area office**
  Heron Court, Ida Darwin, Fulbourn, Cambridgeshire CB21 5EE
  Tel: 01223 884031
  Email: sue.norman@alzheimers.org.uk

- **Alzheimer’s Society Dementia Adviser**
  Unit 8 Flag Business Exchange, Vicarage Farm Road, Fengate, Peterborough PE1 5TX
  Tel: 01733 893853

- **Cambridge and Ely Office**
  Unit 2, Sunrise Business Centre, Ely Road, Waterbeach, Cambridge CB25 9QZ
  Tel: 01223 884031

- **National Dementia Helpline**
  Tel: 0300 222 1122

**Cambridgeshire Acre**
Tel: 01353 860850
Web: www.cambsacre.org.uk

**Cambridgeshire Alliance for Independent Living**
Run by people with disabilities, for people with disabilities. Lower Pendrill Court, Ermine Street North, Papworth Everard, Cambridge CB23 3UY
Tel: 0300 111 2301
Web: www.cambridgeshirealliance.org.uk

**Disability Cambridgeshire**
Disability Cambridgeshire is an advice and information service for disabled people and/or older people and their carers. They serve people of all ages in South and East Cambridgeshire, Fenland and Cambridge City.
Advice line: 01480 839192
Email: info@disability-cambridgeshire.org.uk
Web: www.disabilitycambridgeshire.org.uk

**Hunts Forum of Voluntary Organisations**
Provides information, guidance, and support to help voluntary and community groups to set up, develop and grow.
Tel: 01480 420601
Web: www.huntsforum.org.uk

**Further useful numbers/web pages**
For information on welfare benefits for people with disabilities and their carers, call the Department of Work and Pensions helpline, which is a confidential advice helpline for people with disabilities and their carers and representatives, offering a range of information on social security benefits available and how to claim them. The line also offers help with claim form completion for certain benefits.
- **Benefit Enquiry Line** Tel: 0800 88 22 00
- **Textphone tel:** 0800 24 33 55
- **For information and advice for older people call the Age UK Advice Line** Tel: 0800 169 6565

For advice on keeping warm use the NHS’s ‘Keep warm, keep well’ site.
Web: http://www.nhs.uk/Livewell/winterhealth/Pages/KeepWarmKeepWell.aspx

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

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

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

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

**ALEX WOOD HOUSE c**
3a Fortescue Road, Cambridge CB4 2JS
Tel: 01223 578602  Advert page 44

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

**BROOK HOUSE CARE CENTRE c**
45 Seymour Street, Cambridge CB1 3DJ
Tel: 01223 247864  Advert page 34

**BROWN’S FIELD HOUSE c**
25 Sherbourne Close, Cambridge CB4 1RT
Tel: 01223 426337

**BUCHAN HOUSE c**
Buchan Street, Cambridge CB4 2XF
Tel: 01223 712111  Advert page 44

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

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

**FEN ROAD, 71–73**
Chesterton, Cambridge CB4 1UN
Tel: 01223 425634

**HOLLIES CARE HOME, THE c**
11 Queen Edith’s Way, Cambridge CB1 7PH
Tel: 01223 249924

**LANGDON HOUSE c**
20 Union Lane, Cambridge CB4 1QB
Tel: 01223 578601  Advert page 44

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

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

**PRIMROSE CROFT CARE CENTRE**
Primrose Street, Cambridge CB4 3EH
Tel: 01223 354773  Advert page 34

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

**RUSSELL STREET, 40–44**
Cambridge CB2 1HT
Tel: 01223 712261

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

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

Cambridge City care homes with nursing

**BUCHAN HOUSE**
Buchan Street, Cambridge CB4 2XF
Tel: 01223 712111  Advert page 34

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

**CHERRY HINTON NURSING HOME c**
369 Cherry Hinton Road, Cambridge CB1 8DB
Tel: 01223 210070

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

**FEN ROAD, 71–73**
Chesterton, Cambridge CB4 1UN
Tel: 01223 425634

**HINTON GRANGE c**
442 Bullen Close, Cambridge CB1 8YU
Tel: 0333 321 0937  Advert page 52

**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

Advertisers are highlighted

Visit www.carechoices.co.uk for further assistance with your search for care
Caring for the elderly with nursing needs

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

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

C: Contracted to the Local Authority

Woodlands Care Centre
Hawkins Road, Cambridge CB4 2RD
Tel: 01223 324444 Advert page 52

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

Ensuring care from home to home

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

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

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

ONLY CARE Ltd
<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<tbody>
<tr>
<td>OP</td>
<td>Older people (65+)</td>
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<td>D</td>
<td>Dementia</td>
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<td>PD</td>
<td>Physical disability</td>
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<td>LDA</td>
<td>Learning disability, autism</td>
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<td>MH</td>
<td>Mental health</td>
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<td>Younger adults</td>
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<td>AD</td>
<td>People who misuse alcohol or drugs</td>
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**East Cambridgeshire care homes**

<table>
<thead>
<tr>
<th>Care Home</th>
<th>Address</th>
<th>Phone Number</th>
<th>Bands</th>
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</thead>
<tbody>
<tr>
<td><strong>JASMINE HOUSE</strong></td>
<td>1a Uphers Lane, Ely CB6 1BA</td>
<td>01353 662261</td>
<td>OP D LDA YA</td>
</tr>
<tr>
<td><strong>LABURNUM LODGE</strong></td>
<td>2 Victoria Street, Littleport, Ely CB6 1LX</td>
<td>01353 860490</td>
<td>OP D PD</td>
</tr>
<tr>
<td><strong>LILY HOUSE</strong></td>
<td>Lynn Road, Ely CB6 1SD</td>
<td>01353 666444</td>
<td>OP D YA</td>
</tr>
<tr>
<td><strong>OLD VICARAGE, THE</strong></td>
<td>32 Church Lane, Littleport, Ely CB6 1PS</td>
<td>01353 865200</td>
<td>OP D PD LDA</td>
</tr>
<tr>
<td><strong>QUEENS COURT</strong></td>
<td>2 Downing Close, Bottisham CB25 9DD</td>
<td>01223 811905</td>
<td>OP D</td>
</tr>
<tr>
<td><strong>ROBINSON HOUSE</strong></td>
<td>24c Fordham Road, Soham, Ely CB7 5AQ</td>
<td>01353 624330</td>
<td>LDA YA</td>
</tr>
<tr>
<td><strong>VERA JAMES HOUSE</strong></td>
<td>Chapel Street, Ely CB6 1TA</td>
<td>01353 661113</td>
<td>OP</td>
</tr>
<tr>
<td><strong>WATERBEACH LODGE</strong></td>
<td>Ely Road, Waterbeach, Cambridge CB25 9NW</td>
<td>01223 862576</td>
<td>OP D PD LDA MH SI</td>
</tr>
<tr>
<td><strong>LIMES 1, THE</strong></td>
<td>5 Church Lane, Littleport, Ely CB6 1PS</td>
<td>01353 863194</td>
<td>D</td>
</tr>
<tr>
<td><strong>HILTON PARK CARE CENTRE</strong></td>
<td>Bottisham CB25 9BX</td>
<td>01223 8633505</td>
<td>OP D PD MH YA</td>
</tr>
<tr>
<td><strong>HILTON PARK CARE CENTRE – OAKLANDS</strong></td>
<td>Bottisham CB25 9BX</td>
<td>01223 8633505</td>
<td>OP D PD MH YA</td>
</tr>
<tr>
<td><strong>SOHAM LODGE</strong></td>
<td>Qua Fen Common, Soham, Ely CB7 5DF</td>
<td>01353 720775</td>
<td>OP D MH YA</td>
</tr>
</tbody>
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**East Cambridgeshire care homes with nursing**

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<th>Care Home</th>
<th>Address</th>
<th>Phone Number</th>
<th>Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GABLES, THE</strong></td>
<td>93 Ely Road, Littleport, Ely CB6 1HJ</td>
<td>0808 166 1420</td>
<td>D LDA</td>
</tr>
<tr>
<td><strong>HAWTHORN WAY, 16–18</strong></td>
<td>Burwell CB25 0DQ</td>
<td>01638 743931</td>
<td>OP PD LDA MH</td>
</tr>
<tr>
<td><strong>HOLLY COTTAGE LLP</strong></td>
<td>1 Egremont Street, Ely CB6 1AE</td>
<td>01353 661297</td>
<td>LDA</td>
</tr>
<tr>
<td><strong>GABLES, THE</strong></td>
<td>93 Ely Road, Littleport, Ely CB6 1HJ</td>
<td>0808 166 1420</td>
<td>D LDA</td>
</tr>
<tr>
<td><strong>HAWTHORN WAY, 16–18</strong></td>
<td>Burwell CB25 0DQ</td>
<td>01638 743931</td>
<td>OP PD LDA MH</td>
</tr>
<tr>
<td><strong>HOLLY COTTAGE LLP</strong></td>
<td>1 Egremont Street, Ely CB6 1AE</td>
<td>01353 661297</td>
<td>LDA</td>
</tr>
</tbody>
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Service: OP Older people (65+)
User Bands: MH Mental health, SI Sensory impairment, YA Younger adults, AD People who misuse alcohol or drugs

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Fenland care homes

ALDER CLOSE, 20
March PE15 8PY
Tel: 01354 654146

ALIWAR MANOR CARE CENTRE C
Turners Lane, Whittlesey PE7 1EH
Tel: 01733 203347 Advert page 34

BELGRAVE HOUSE
School Road, Terrington St John, Wisbech PE14 7SE
Tel: 01945 880087

BELMONT ROAD, 9 & 10
March PE15 8RQ
Tel: 01354 660623

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

CHATTING INDEPENDENTLY LTD – ORCHARD VIEW
42a Wimblington Road, March PE15 9QN
Tel: 01354 650767

CHATTING INDEPENDENTLY LTD – RECTORY DRIVE
3 Rectory Drive, March PE15 9QR
Tel: 01354 650767

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

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

CONQUEST LODGE
Dagless Way, March PE15 8QY
Tel: 01354 659708

DOVE COURT C
Kirkgate Street, Wisbech PE13 3QU
Tel: 01945 474746

FRIDAY HOUSE
141 March Road, Friday Bridge,
Wisbech PE14 0LP
Tel: 01945 860186

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

HADDON HOUSE
Brickburn Close, Hampton Centre,
Peterborough PE7 8NZ
Tel: 01733 315793

HERMITAGE, THE C
6–12 St Mary’s Street, Whittlesey,
Peterborough PE7 1BG
Tel: 01733 204922

HIGH ROAD, 73
Gorefield, Wisbech PE13 4PG
Tel: 01945 870968

KENEYDON HOUSE C
2 Delph Street, Whittlesey PE7 1QO
Tel: 01733 203444

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

LINDESFARNE
Church End, Leverington PE13 5DB
Tel: 01945 587976

The Gables, Chatteris

Tel: 01354 693858  Web: www.blackswan.co.uk  Email: thegables@blackswan.co.uk
The Gables, 1 East Park Street, Chatteris, PE16 6LA

- Majority single en-suite bedrooms
- Rooms from £525 per week
- All rooms with 32” LED televisions
- Permanent & respite care
- Individual centred care
- Home cooked meals
- Located in the town centre
- Daily activities
- Enclosed, spacious rear garden

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

Advertisers are highlighted
Fenland care homes continued

LYNCROFT CARE HOME C
81 Clarkson Avenue, Wisbech PE13 2EA
Tel: 01945 475229

RIDGEWAY
Chapel Lane, Newton, Wisbech PE13 5EU
Tel: 01638 569430

SPRINGFIELD RESIDENTIAL CARE HOME C
63 The Causeway, March PE15 9N
Tel: 01354 652451

SWIFT CLOSE
16 Swift Close, March PE15 9JL
Tel: 01733 367226

Fenland care homes with nursing

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

ASKHAM HALL C
13 Benwick Road, Doddington, March PE15 0TG
Tel: 01354 740269

ASKHAM HOUSE C
13 Benwick Road, Doddington, March PE15 0TG
Tel: 01354 740269

ASKHAM PLACE
13 Benwick Road, Doddington, March PE15 0TG
Tel: 01354 740269

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

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

ORCHARD HOUSE NURSING HOME

107 Money Bank, Wisbech, Cambridgeshire PE13 2JF

General Manager: Peter Heron RGN.
Tel: 01945 466784 Fax: 01945 588856 Email: orchardhouse@ranccare.co.uk

Orchard House is a 67 bed purpose built care home with nursing, providing general nursing, palliative care and dementia care with nursing. The rooms are single with en-suite facilities. There are a range of lounge and dining facilities affording comfort and choice. The home provides an excellent social care programme and the cuisine is of a high quality with a choice of menu. Special diets are catered for. Care and services are delivered in a caring, professional and imaginative way by a team of skilled and caring staff. Should you require any additional information or would like to arrange a visit then please contact our General Manager who will be pleased to assist you at any time. Visits to the home are actively encouraged.

www.ranccare.co.uk

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

Advertisers are highlighted

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ELMS RESIDENTIAL AND NURSING HOME, THE
2 Arnolds Lane, Whittlesey PE7 1QD
Tel: 01733 202421
OP D PD

GABLES SPECIALIST NURSING HOME, THE
101 Coates Road, Eastrea, Whittlesey PE7 2BD
Tel: 01733 808966
D PD

GLENFIELD CARE CENTRE
Money Bank, Wisbech PE13 2JF
Tel: 01945 581141 Advert page 34
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HERON HOUSE CARE HOME
Coronation Close, The Avenue, March PE15 9PS
Tel: 01354 661551 Advert page 34
OP D PD YA

ORCHARD HOUSE
107 Money Bank, Wisbech PE13 2JF
Tel: 01945 466784 Advert page 34
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ROSE LODGE C
Walton Road, Wisbech PE13 3EP
Tel: 01945 223132 Advert page 33 OP D PD YA

STRATHMORE HOUSE C
Friday Bridge Road, Elm, Wisbech PE14 0AU
Tel: 01945 860569
OP D

SWAN HOUSE CARE HOME C
Swan Drive, New Road, Chatteris PE16 6EX
Tel: 01354 696644 Advert page 60
OP PD

WALDERSEY HOUSE
Friday Bridge, 172 March Road, Wisbech PE14 0LP
Tel: 01945 861910 D PD LDA MH

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

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

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

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

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

EYNESBURY HOUSE
Howitts Lane, Eynesbury, St Neots PE19 2JA
Tel: 01480 218999
LDA MH

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

HARDWICK DENE C
Hardwick Lane, Buckden PE19 5UN
Tel: 01480 322811
OP D

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Tel: 01733 202421
OP D PD

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101 Coates Road, Eastrea, Whittlesey PE7 2BD
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2 Arnolds Lane, Whittlesey PE7 1QD
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101 Coates Road, Eastrea, Whittlesey PE7 2BD
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D PD

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Money Bank, Wisbech PE13 2JF
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Walton Road, Wisbech PE13 3EP
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STRATHMORE HOUSE C
Friday Bridge Road, Elm, Wisbech PE14 0AU
Tel: 01945 860569
OP D

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Swan Drive, New Road, Chatteris PE16 6EX
Tel: 01354 696644 Advert page 60
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Friday Bridge, 172 March Road, Wisbech PE14 0LP
Tel: 01945 861910 D PD LDA MH

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LDA

EYNESBURY HOUSE
Howitts Lane, Eynesbury, St Neots PE19 2JA
Tel: 01480 218999
LDA MH

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

HARDWICK DENE C
Hardwick Lane, Buckden PE19 5UN
Tel: 01480 322811
OP D
HILL HOUSE C
High Street, Ellington, Huntingdon PE28 0AG
Tel: 01480 890324

HILL VIEW C
46 St Judith’s Lane, Sawtry PE28 5XE
Tel: 01487 831709

HILLINGS, THE C
Grenville Way, Eaton Socon PE19 8HZ
Tel: 01480 214020

KINGS LANE, 32
Popewalk House, St Neots PE19 1LB
Tel: 01480 214928

KINGS RIPTON ROAD 24A, B & C
Sapley, Huntingdon PE28 2NT
Tel: 01480 411400

MANOR CARE HOME, THE
Church Road, Brampton PE28 4PF
Tel: 01480 412412

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

OAKLEIGH CARE HOMES LIMITED C
22 North Road, Alconbury Weston,
Huntingdon PE28 4JR
Tel: 01480 890248

OAKLEY HOUSE
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Tel: 01480 407010

OAKLEIGH CARE HOMES LIMITED C
Warboys Road, Oldhurst PE28 3AA
Tel: 01487 822878

OLIVEMEDE
Hawthorn Road, Yaxley PE7 3JP
Tel: 01733 240972

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

RHEOLA CARE CENTRE C
Broad Leas, St Ives PE27 5PU
Tel: 01480 375163  Advert page 34

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Huntingdon PE28 3AT
Tel: 01487 822550

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Tel: 01487 830085 Advert below

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St George’s Glatton Hall
Glatton Ways • Glatton
Cambridgeshire • PE28 5RS
Tel: 01487 830085
Email: glattonhall@stgeorgescare.com • Web: www.stgeorgescare.com

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Huntingdonshire care homes continued

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St. Elizabeth’s
CARE HOME WITH NURSING
Caring for people with epilepsy, autism and other complex needs since 1993

Set in safe and spacious grounds, St. Elizabeth’s offers residential care, respite services and day opportunities to adults 18+ who have epilepsy and related learning and physical disabilities. We offer:
- Robust person-centred planning
- Intensive health, nursing and therapy support
- Full and varied day care programmes both on and off site comprising of over 30 activities
- Four innovative Social Enterprises, providing vocational experience in horticulture, art and ceramics, making and selling jewellery, and producing our own apple juice.

St Elizabeth’s Centre, Perry Green, Much Hadham, Hertfordshire SG10 6EW
Tel: 01279 843451 E: enquiries@stelizabeths.org.uk www.stelizabeths.org.uk

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

Advert page 34

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caring

That’s what we do for our residents every day

We have five care homes in the Cambridgeshire area, providing a safe, comfortable environment with professional care and support. We are able to provide a range of care options including residential, nursing, palliative and dementia care services for both long stay and short stay respite service users.

Contact us to arrange a visit or go to www.fshc.co.uk for more information.
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82 High Street, Huntingdon PE29 3DP
Tel: 01480 411411

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

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

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

MANOR HOUSE RESIDENTIAL AND NURSING HOME
80 Huntingdon Road, Upwood,
Huntingdon PE26 2QQ
Tel: 01487 814333

PRIMROSE HILL CARE HOME
Thames Road, Huntingdon PE19 1QW
Tel: 01480 450099

RED HOUSE RESIDENTIAL AND NURSING HOME, THE
Bury Road, Ramsey PE26 1NA
Tel: 01487 898106

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

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BOXTREE COTTAGE RESIDENTIAL HOME
16 Way Lane, Waterbeach CB25 9NQ
Tel: 01223 863407

BRAMLEY AVENUE, 73
Melbourn, Near Royston SG8 6HG
Tel: 01763 261682

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

CHURCHFIELD AVENUE, 21–23
Sawston CB22 3LA
Tel: 01223 835733

FITZWILLIAM HOUSE
Rooks Street, Cottenham CB24 8QZ
Tel: 01954 273310

FRESHFIELDS
Primrose Lane, Waterbeach CB25 9JZ
Tel: 01223 441452

HATLEY COURT
37 Burgess Road, Waterbeach CB25 9ND
Tel: 01223 863414

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

KAY HITCH WAY, 4
Histon CB24 9YR
Tel: 01223 235406

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

Service
- Older people (65+)
- 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

Visit www.carechoices.co.uk for further assistance with your search for care
At Bramley Court we believe that it’s through taking time to understand each individual, their likes and dislikes and their life stories that we can provide personal care with a real difference.

We not only offer the highest standards of nursing, residential and dementia care, but a vibrant community where our residents can connect and enjoy their time together. It’s just one of the ways we help your loved one lead a better life.

To find out more information or to arrange a visit please contact the home manager by calling 01223 797 096 or email BramleyCourtGM@carebase.org.uk
MAYCROFT CARE HOME C
73 High Street, Meldreth, Royston SG8 6LB
Tel: 01763 260217
OP D PD SI

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

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

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

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

SIX MILE BOTTOM ROAD, 35
West Watting CB21 5NE
Tel: 01223 290279
LDA

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TEVERSHAM ROAD, 11–13
Fulbourn CB21 5EB
Tel: 01223 504072
LDA

THOMAS ROAD, 7
Fulbourn CB21 5EA
Tel: 01223 514418
LDA

WHEATSHEAF HOUSE
5 High Street, Cottenham CB24 8SA
Tel: 01954 250799
D LDA MH

YEW TREE COTTAGE
Padlock Road, West Watting CB21 5LS
Tel: 01223 290600
LDA

YEWDALE FARM
West Fen Road, Willingham CB24 5LP
Tel: 01954 261307
LDA

South Cambridgeshire care homes with nursing

BRAMLEY COURT CARE HOME C
Chivers Way, Histon CB24 9AH
Tel: 01223 797096 Advert page 62
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COTTENHAM COURT RESIDENTIAL & NURSING HOME C
High Street, Cottenham CB24 8SS
Tel: 01954 768098
OP PD

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

ETHELDRED HOUSE CARE CENTRE C
Clay Street, Histon, Cambridge CB24 9EY
Tel: 01223 236079 Advert page 34
OP D

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

HOME CLOSE C
Cow Lane, Fulbourn CB21 5HB
Tel: 01223 880233
OP D

MIDFIELD LODGE C
Cambridge Road, Oakington CB24 3BG
Tel: 01223 232267 Advert page 60
OP D PD YA

MILLFIELD LODGE CARE HOME C
Potton Road, Gamlingay, Sandy SG19 3LW
Tel: 01767 650734
OP D PD SI

SYMONDS HOUSE C
44 Symonds Lane, Linton, Cambridge CB21 4HY
Tel: 01223 891237
OP D

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

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