Essex and Southend-on-Sea Care Services Directory

The independent guide to choosing and paying for care

in association with

www.carechoices.co.uk
Gifford House

Caring for our elderly

Gifford House is a luxury care home providing accommodation for frail older people together with a specialist unit for older people with dementia.

We are committed to achieving the highest standards of care for your loved ones, as we understand their needs for choice, dignity, independence and quality of life.

We think of ourselves as a “Second family” for all our Residents as we share a common interest in providing the special attention and care that only a family can give.

We are there to share our Residents’ joys and accomplishments and to offer that extra encouragement during difficult times. We know the importance of a kind word, a gentle touch and the warmth of a smile. We match the love and concern with our skills and compassion.

Gifford House is a home for sixty one older people. It is set off the main road amid landscaped gardens.

*If you would like more information about the services we provide, would like to arrange a visit to the home or just want advice about your individual circumstances please contact Susan Hutchinson, the Home Director, on 01268 554330 or our head office on 020 8861 6000 or by email at: sue@amscare.co.uk*
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This Directory is available electronically at [www.carechoices.co.uk](http://www.carechoices.co.uk) where there is a Browsealoud option for those requiring the information in spoken word.

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

Welcome to this edition of the independent Essex and Southend-on-Sea Care Services Directory, which contains information for adults looking for care or support within the areas, whether you are paying for it yourself or receiving support from your local authority.

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

Your first step to accessing services is to arrange an assessment with the Adult Social Care Department of Essex County Council or the Department for People in Southend-on-Sea Borough Council to establish your specific needs. This is free, irrespective of your income, available to all and discussed on page 8. It will lead to determining if you are eligible for some financial support via a personal budget, which allows you to buy in your own support and take control over your situation. Often called personalisation, this model of social care puts you at the centre of the process and is discussed on page 8.

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 27 for those paying for care at home and 59 for those paying for residential care.

Support or care to remain living in your own home may be the option that suits your circumstances best. What you can do to make life easier at home, what is available and how you can access it are explained on pages 9, 10 and 11. A list of local home care providers who can help begins on page 33.

Useful checklists featuring questions to ask providers are included in this edition. The home care checklist is on page 31, another addressing care homes is on page 55 while one covering residential dementia care is on page 58.

Comprehensive lists of care homes and care homes with nursing in Essex and Southend-on-Sea start on page 67.

Important information about care decisions, including finding care in another county, making a comment or complaint about a service and how solicitors can help you starts on page 60.

ESSEX COUNTY COUNCIL
Adult Social Care Department
Tel: 0845 603 7630
Email: contact@essex.gov.uk
Web: www.essex.gov.uk

SOUTHEND-ON-SEA BOROUGH COUNCIL
Department for People
Tel: 01702 215008
Email: council@southend.gov.uk
Web: www.southend.gov.uk

For ease of use, throughout this Directory, Essex and Southend-on-Sea’s respective services are described as coming from ‘Adult Services’.

ADVISERS AND CONTRIBUTORS
Age UK Essex
– Michelle Martin
Essex Independent Care Association
– Julie Ripper
Southend-on-Sea Borough Council
– Karen Peters
South Essex Care and Health Association
– Charles Cormack and Phil Roseman
Designed with the care and comfort of the elderly in mind, Nightingale House offers residents the best facilities and a standard of luxury normally expected from a high class hotel. Our establishment is a registered, 30 bed, residential care home for the elderly and elderly residents with dementia. The Home has the 24 hour services of fully qualified staff whose friendly yet professional, skilled yet understanding, and above all empathetic, caring and gentle manner is reflected in the quality of care, which is of the highest possible standard. All staff have a common goal in maintaining and improving the self respect, health, independence and motivation of residents.

- Situated a very short distance from the seafront and local amenities.
- Luxurious single and shared rooms, all with ensuites and TV/video entertainment facilities.
- Attractive day rooms, beautiful balconies and an elegant Victorian style conservatory overlooking a serene landscaped garden.
- Long or short stay, and residents requiring full state support are all welcome.
- All residents are constantly encouraged to keep their individuality, always maintaining close contacts with family and friends.
- Various activities and excursions arranged to keep residents occupied and stimulated.

With the responsibility of caring for your loved ones falling to us, family and friends can concentrate on their affairs and can rest, confidently knowing that the interests of their loved one has taken priority with the highly dedicated team of staff and management of the home.

No amount of words can give a full picture of Nightingale House and there is no substitute for a visit. So why not give us a call!!

Nightingale House
Residential Care Home
69/71 CROWSTONE ROAD, WESTCLIFF ON SEA, ESSEX SS0 8BG
TEL: 01702 338 552 OR 01702 330 133
FAX: 01702 331 788 MOB: 07956 345 745
EMAIL: nightingale-carehome@hotmail.co.uk
Essex Independent Care Association (EICA) is an independent voluntary ‘not for profit’ organisation which represents the interests of social care providers from Essex, Southend-on-Sea and Thurrock. Care provider members include residential care homes, nursing homes and home care providers. Provider members provide a wide range of services working with older people, those with learning disabilities, children and young people with disabilities and working age adults.

The Association offers members a range of services to meet their needs and a mutual support network. Services include:

- Disclosure and Barring Service for care providers to enable them to recruit their staff safely and with confidence.
- Members’ briefings: regular information sessions for care providers on a wide range of topics to support good practice throughout the social care sector in Essex, Southend-on-Sea and Thurrock.
- A website to keep members abreast of new developments within the sector, whilst signposting them to sources of information which may be helpful to them in running their organisation.
- Information, advice and guidance on staff training and development, as well as funding to help care providers train their staff.
- Support for the My Home Life scheme, which promotes best practice by creating a positive culture in care homes based on a relationship-centered approach. It recognises that caring communities are created through good relationships, first with ourselves and then between work colleagues, residents, family, friends and the wider community. Training managers to create such an environment is essential in establishing such a culture.

Essex Independent Care Association

Tel: 01702 547144 and 01268 565551
Email: office@eica.org.uk
Web: www.eica.org.uk
Choosing a care home or a care service for a relative or a friend is not an easy task. Quite often there is never enough time and trying to interpret someone else’s wishes is difficult. Equally getting to grips with the costs of care and sources of finance can appear to be a minefield.

SECHA members are residential or nursing care home providers covering most of Essex and domiciliary care providers who are dedicated to providing the highest standards of care and value for money.

The Association is active, involved and dedicated. It provides regular training and development programmes for staff and is a Disclosure and Barring Service registered umbrella body enabling DBS checks on all our members’ staff as required.

SECHA administer a bed register of our member homes. You can find this on our website www.secha.org.uk. The register is updated daily on the website and sent to local authorities, PCTs and other placement agencies once a week. Alternatively, contact our administrator who will forward a copy to you.

Please note that all members are marked within the listings with SECHA.

For further information please contact:
The Administrator
South Essex Care and Health Association
Tel: 01268 784501
Email: philroseman@secha.org.uk
Web: www.secha.org.uk

THE ESSEX BED REGISTER
A service for all those seeking to find a place in a home in Essex. The register is updated daily on the website and sent to local authorities, PCTs and other placement agencies once per week by the South Essex Care and Health Association for its members. Copies are available by telephoning the Administrator on 01268 784501.

Alternatively, see the register on our website at www.secha.org.uk

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

Alternatively, call our friendly helpline team on 0800 389 2077 to talk to someone directly.
Personalisation is the term used to describe the way councils now provide services to adults and carers who are considered eligible to receive them. It covers the variety of ways people can receive a mixture of local authority and government money that can be used to pay for care services without involving their local council.

People receive an assessment of their needs and finances by social workers who will also involve and consider the needs of carers. If eligible for support from the council you can be allocated a ‘personal budget’.

The term ‘personal budget’ describes the amount of money that will fund a person’s care and support costs. It is calculated by assessing a person’s needs. It is spent in line with a support plan that has been agreed by both the person and their council. It can be either a full or a partial contribution to such costs. The person may also choose to pay for additional support on top of the budget. Any eventual contractual agreement for services is between the individual and their care provider, not the council.

A personal budget may be taken by an eligible person:

- in the form of a direct (cash) payment, held directly by the person or where they lack capacity, by a ‘suitable person’;
- by way of an ‘account’ held and managed by the council in line with the person’s wishes for example to pay for community care services which are commissioned by the council, or as an account placed with a third party (provider) and accessed by the user in direct negotiation with the provider; or
- as a mixture of the above.

At the time of writing, personal budgets cannot be used to pay for residential care. For information on managing a personal budget see page 29.

The key to accessing all this begins with an assessment of your care needs and your financial circumstances by your council.

Your Assessment

You have a legal right to an assessment of your care needs and finances. Councils are statutorily obliged to provide this to you regardless of whether you access their services. The assessment (which is free) will consider your personal circumstances such as:

- how you can best be supported to live as independently as possible;
- your home and how you are coping in it;
- your emotional well-being;
- your diet;
- any health and medical treatments you need; and
- your financial status and any benefits you may be claiming.

Your local Adult Services are responsible for the assessment process, you will need to contact the Adult Social Care Department in Essex on 0845 603 7630 or Department for People in Southend-on-Sea on 01702 215008.

Once your council has an understanding of your care and financial needs, the next stage is to determine what services you are eligible for and who will pay for them.

Information on paying for care can be found on page 27 for those receiving home care and 57 for those moving into a care home.
Assessments from hospital

If you have been admitted to hospital and either you, your family, your carers or the ward staff think you need care on discharge they may refer you to the discharge team for an assessment. The team is multi-professional, made up of social workers, carers’ officers, mental health workers and housing officers.

Your assessment will take place on the ward and a plan of care developed with you and your family or carer to facilitate your discharge. Whatever services you need on discharge, your council will work with you, your family and carers to either restart services already in place prior to admission or provide the appropriate service to enable discharge.

Sometimes interim care packages are set up to facilitate your discharge and will be reassessed by a community social worker within 4 to 6 weeks. Adult Services do not normally arrange for people to go into residential care straight from hospital as this needs to be a considered option and arrangements planned, but if you need a care home, your council will ask their brokerage team to identify appropriate homes for you and your family to view. If your home of choice has no vacancies then sometimes an interim placement may be appropriate until you can move to your permanent home.

If you have been referred to Adult Services by the hospital, and you meet the eligibility criteria, you will go through Adult Services’ enablement service which aims to deliver benefits to older people with physical and/or mental health conditions by helping people to live as independently as possible, preferably in their own home.

Helping you to stay independent

Services developed in partnership with the voluntary sector

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

Examples include:

- day services, lunch clubs and social groups;
- befriending, visiting and telephone contact services;
- support schemes to help people being discharged from hospital;
- support for carers;
- respite care;
- advocacy, information and advice; and
- handyperson schemes.

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

This aims to give recovery and rehabilitation support to help older people regain their independence when they come out of hospital or, just as importantly, prevent them going unnecessarily into hospital. By reducing the strain on hospitals and their therapy resources, intermediate care means older people will not have to move into residential care permanently (at least in the short term) or stay longer than desirable in hospital.

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

Intermediate care, including any care home fees, is provided by the NHS and is free. It is usually limited to a maximum of six weeks.

Age UK Essex provides dedicated information and advice to support patients who have been discharged from hospital. For more information call 01245 345106 or see page 106 in ‘Useful local contacts’ for more details.

Day care centres

Many older people can feel lonely or isolated without an opportunity to fill their days with meaningful activities. Research has shown that one way to alleviate loneliness and promote wellbeing and independence is to provide regular social contact and a focus for activities.

Day care centres give people the chance to have a change to their routine, meet new people, take up an activity or receive specialist services such as chiropody or hairdressing. There is a wide variety around the county, catering for older people, people with mental health conditions, learning disabilities and dementia. Transport to and from centres can be arranged through Adult Services or Age UK Essex amongst others, see information on community transport on page 17. Centres can be as important for carers as those attending as they allow for a regular break from caring. Attendance can be free, although transport and meals must usually be paid for.

If you are eligible, you may be able to have a personal budget (discussed on page 8).

Meals on Wheels

Delivery of ready meals to your home may be available. There are services that provide delivery of frozen meals, or delivery of freshly cooked hot meals. Frozen meals can be delivered in bulk and kept in your freezer until required, though the delivery of hot meals is for immediate consumption. Councils can arrange meals delivered to your door, or meals on wheels, though you would have to meet their eligibility criteria for older people and it wouldn’t necessarily be free. National and local commercial organisations also provide meals delivered to your door at a charge.

To find out about meals on wheels in your area, contact Essex’s Adult Social Care Department on 0845 603 7630, or Southend-on-Sea’s Department for People on 01702 215008.

A number of commercial companies can also provide this service. A meals on wheels listing is available at www.essex.gov.uk (search for ‘meals on wheels’), being commercial companies they may also deliver to Southend-on-Sea.

Adapting your home

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

Of course, these things can be daunting, especially if it’s a case of having to bring in
someone to do jobs you used to happily take on yourself. But there are reliable tradespeople to be found – ask around. And there are also non-profit organisations known as Home Improvement Agencies that work specifically for older people and can tackle, or help you tackle, most kinds of home maintenance, repairs and adaptations.

**Home Improvement Agencies (HIAs)**

HIAs are local not-for-profit organisations funded and supported by local and central government. They pride themselves on working professionally and sensitively with older and disabled homeowners, providing advice, support and assistance to help them repair, improve, maintain or adapt their home to meet their changing needs.

Most HIAs provide three main services:

- Information and advice on repairs or adaptations you may be considering. This usually entails a visit to your home, and is often free.

- A ‘handyperson service’ for small jobs and repairs. Typically the HIA will employ its own handyperson, and charge you an hourly rate for their services.

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

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

For more information on Home Improvement Services operating in Essex and Southend-on-Sea, contact one of the following organisations:

**Caring and Repairing in Epping Forest (CARE)**

Private Sector Housing
Civic Offices, High Street, Epping CM16 4BZ

Tel: 01992 564086
Web: www.eppingforestdc.gov.uk

**Hanover AtHome**

Braintree Council Environmental Services
Causeway House, Braintree, Essex
Tel: 01376 557761 • Web: www.hanover.org.uk

**Papworth Trust Home Solutions**

Southend-on-Sea
Papworth Trust Home Solutions, Lancaster House,
Aviation Way, Southend-on-Sea SS2 6UN
Tel: 01702 530300
Email: homesolutionssouthend@papworth.org.uk
Web: www.papworth.org.uk/homesolutions

South Essex
Papworth Trust Home Solutions, Brentwood Office, 3rd Floor, Town Hall, Ingrave Road,
Brentwood Essex CM15 8AY
Tel: 01277 225352

West Essex
Papworth Trust Home Solutions, Bishops Stortford Office, Office Number One, Unit 2,
Woodside, Bishops Stortford, Herts CM23 5RG
Tel: 01279 710710

Papworth Housing
Lattion Bush Centre, Southern Way, Harlow Essex
Tel: 01279 454328

**Swan Care and Repair**

Email: care@swan.org.uk • Web: www.swan.org.uk

Braintree
C/O Wellington House
Room 304, 90-91 Butt Road, Colchester CCO3 3DA
Tel: 01277 844235

Colchester
Suite 304, Wellington House, 90-92 Butt Road,
Colchester, Essex CO3 3DA
Tel: 01277 844235

Tendring
61 Frinton Road, Clacton-on-Sea, Essex CO15 SUH
Tel: 01255 814410
# 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>
<tbody>
<tr>
<td>Get in and out of chairs</td>
<td>• Standing up from sitting is difficult</td>
<td>• Block of foam in chair base</td>
<td>• Ready made chair raisers if your chair is low</td>
<td>• Buy electric riser chair</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Buy a new chair – get professional help to make sure the height is right</td>
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<td></td>
<td></td>
<td>• Regular gentle exercise</td>
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<td></td>
<td></td>
<td>• Get up regularly, to keep mobile</td>
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<tr>
<td>Open and close windows</td>
<td>• Can’t reach windows</td>
<td>• Move furniture out of the way</td>
<td>• Remove window opener</td>
<td>• Environmental controls</td>
</tr>
<tr>
<td></td>
<td>• Not secure to leave windows open</td>
<td>• Gadget to open/close window</td>
<td>• Install extractor fan</td>
<td></td>
</tr>
<tr>
<td>Control heating</td>
<td>• Can’t reach controls for fire or heating</td>
<td>• Change switches</td>
<td>• Move heating controls</td>
<td>• Install new or additional heating system</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Fit timer switch</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Switch lights on and off</td>
<td>• Can’t reach switch</td>
<td>• Light switch toggle</td>
<td>• Move light switches</td>
<td>• Environmental controls</td>
</tr>
<tr>
<td></td>
<td>• Switch is difficult to use</td>
<td>• Socket extension</td>
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<tr>
<td></td>
<td></td>
<td>• Handi-plugs</td>
<td></td>
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</tr>
<tr>
<td>Keep warm</td>
<td>• Affording the fuel</td>
<td>• Insulate your home</td>
<td>• Replace the fire</td>
<td>• Get a grant</td>
</tr>
<tr>
<td></td>
<td>• Carrying the fuel</td>
<td>• Ask for a winter fuel payment</td>
<td></td>
<td>• Change to a cheaper heating system</td>
</tr>
<tr>
<td></td>
<td>• Control heating</td>
<td>• Use a trolley – if you can safely lift the fuel into the trolley</td>
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<tr>
<td>Watch TV</td>
<td>• Hear the sound of the TV</td>
<td>• Use subtitles</td>
<td>• See GP</td>
<td>• Get a room loop</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Request an assessment for a hearing aid</td>
</tr>
</tbody>
</table>
### In the bedroom

**WHAT YOU HAVE TO DO** | **WHAT IS DIFFICULT FOR YOU** | **SIMPLE SOLUTIONS** | **MORE COMPLEX SOLUTIONS** | **COMPLEX SOLUTIONS**
--- | --- | --- | --- | ---
Get in and out of bed | • Standing up from sitting on the bed  
• Difficult to move from wheelchair to bed  
• Bed is hard to reach  
• Bed is too soft | • Move bed/furniture  
• Leg lifter  
• Raise bed  
• Learn new techniques for moving safely | • Fit grab rails  
• Buy a new bed mattress  
• Transfer board | • Hospital bed  
• Buy an electric adjustable bed  
• Mobile hoist  
• Ceiling track hoist

Sit up in bed, turn or roll over | • Bed is too soft  
• Bedding is too heavy  
• Nothing to lean on | • Change bedding  
• Learn new techniques for moving safely | • Buy a bed cradle  
• Buy a bed ladder  
• Bed lever  
• Pillow raiser  
• Change mattress | Buy a specialised mattress  
• Drop-down rail  
• Monkey pole

Keeping warm in bed | • Checking the safety of your electric blanket | Contact [see key below](#) for further information | | Consider care in your own home

Getting dressed | • Difficult to reach all of your body | Contact [see key below](#) for further information  
• Learn new techniques for dressing  
• Buy clothes with different fastenings | Buy simple gadgets: long handled shoe horn; elastic shoe laces; dressing stick; button hook; stocking aids | | 

Cut your nails | • Can’t reach feet  
• Hard to hold scissors | Easy grip scissors | See a podiatrist | |

Take your tablets | • Opening bottles  
• Remembering to take tablets | Ask pharmacist for an easy to open bottle  
• Keep a note when you have taken a tablet | Get a pill dispenser with days and times marked | Ask someone to prompt you

Read the time | • See the clock to tell the time | Buy a clock with larger numbers | Buy a clock that ‘speaks’ | |

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

- Essex County Council – Adult Social Care Department 0845 603 7630
- Southend-on-Sea Borough Council – Department for People 01702 215008
### In the kitchen

<table>
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<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>
| 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 |

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* Essex County Council – Adult Social Care Department 0845 603 7630
* Southend-on-Sea Borough Council – Department for People 01702 215008

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

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

- ☒️ Essex County Council – Adult Social Care Department 0845 603 7630
- ☒️ Southend-on-Sea Borough Council – Department for People 01702 215008

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

There is a range of equipment available to make life easier and to improve safety and independence in the home, such as stair rails, raised toilet seats, shower stools etc. These simple items are often referred to as ‘Simple Aids for Daily Living’. If you would like more information, please contact Adult Services.

Wheelchair hire

Some organisations offer wheelchairs for short and long-term hire either for a small charge or a donation. The British Red Cross, for example, offers a volunteer-led medical equipment service that provides wheelchair hire and short-term loans of equipment. It has a number of branches in your area that offer wheelchair hire. You can search its website for your nearest service at www.redcross.org.uk. The Essex Independent Living Centre also helps to arrange wheelchair services, see page 18 for contact details.

Living Made Easy

Living Made Easy offers help and advice on daily living as well as details of equipment that is on the market that could help you. It is run by the Disabled Living Foundation and works in conjunction with AskSARA.
Web: www.livingmadeeasy.org.uk

AskSARA

AskSARA helps you find useful advice and products that make daily living easier. Depending on your need, there are a number of yes/no questions you can answer, it then generates a report of advice and products that could help make a difference to you. Part of the Disabled Living Foundation, AskSARA is an easy-to-use, award-winning online self-help guide that is particularly useful if you are not sure what practical items might help you.
Web: http://asksara.dlf.org.uk

Disability Equipment Register

The Disability Equipment Register is a not-for-profit organisation providing a service to buy and sell items of used disability equipment. It is an information provider and gives no guarantee as to the suitability or quality of the equipment.
Web: www.disabreg.pwp.blueyonder.co.uk

Local disability services

Oakseed

Helps disabled people fulfill their potential. Membership is open to people with physical, sensory and learning impairments.
Maw Hill Rawstorn Road
Colchester
Essex
Tel: 01206 577776
Email: oakseed.secretary@ntlworld.com

Essex Coalition of Disabled People

Aims to improve the quality of life for people with physical, sensory, learning or mental disabilities.

Ivan Peck House
1 Russell Way
Chelmsford
Essex CM1 3AA
Tel: 01245 392 300
Email: info@ecdp.org.uk
Web: www.ecdp.org.uk

Disability Essex

Pioneers of the concepts of local support, self-help groups and clubs. Services include disability helpline, insurance for member clubs, record of over 150 clubs, which cater to all tastes, suppliers of RADAR keys etc.

Centre for Disability Studies
34 Rocheway
Rochford
Essex
Tel: 0844 412 1771
Fax: 01245 346730
Email: info@disabilityessex.org
Web: www.disabilityessex.org

Southend-on-Sea Blind Welfare Organisation

For blindness/visual problems, helps with independent living issues – provides information and equipment.

117 Hamlet Court Road
Westcliff-on-Sea
Essex
Tel: 01702 342 131
Email: SBWO@tesco.net
On Sight Projects
Aids people with visual impairment maintain independence and reduce social isolation by providing volunteers to assist with access to shopping facilities in Basildon and Wickford.

Basildon
Essex
Tel: 01268 282247
Fax: 01268 294091
Email: sharon@bbw cvs.org.uk

Deafblind UK-Essex
Meeting the needs for deafblind people. Services include holistic home assessment, advocacy and assistance with remaining independent, social club, regular volunteer visitor, support with accessing health appointments etc.

Essex Adult Sensory Team
County Hall
PO Box 11
Chelmsford
Essex
Tel: 01245 392343
Email: faye.gatenby@essex.gov.uk
Web: www.deafblind.org.uk

Essex Blind Charity
Essex Blind Charity’s services include: permanent residential care and respite breaks for the elderly visually impaired, equipment centres demonstrating ‘aids to daily living’, hospital eye clinic support groups etc.

Unit 11 Colchester Business Centre
1 George Williams Way
Colchester
Essex
Tel: 0870 240 5418
Email: info@essexblind.co.uk
Web: www.essexblind.co.uk

RAD-Royal Association for Deaf People-
Southend-on-Sea Centre
The Royal Association for Deaf People (RAD) promotes the welfare and interests of deaf people (whose first or preferred language is sign language).

St Mellitus Centre for Deaf People
12 Oakhurst Road,
Southend-on-Sea

Essex
Tel: 01702 613656
Fax: 01702 461108
Email: southend@royaldeaf.org.uk
Web: www.royaldeaf.org.uk

Hearing Help-Essex
Aims to prevent vulnerable, elderly, hard of hearing people from becoming depressed, isolated and excluded. Also provides equipment such as amplified telephones and flashing doorbells. Day care centres in mid Essex also run.

Unit 3 Lockside Marina Off Navigation Road
Chelmsford
Essex
Tel: 01245 348440
Fax: 01245 345924
Email: hearing-help-essex@lineone.net
Web: www.hearinghelpessex.org.uk

Transport

Community transport
Community transport is a scheme to help you get around if you can’t use existing transport. It is arranged by your local council. To find out more, contact one of the following:

Chelmsford Community Transport
Tel: 01245 477750
Web: www.chelmsforddialaride.org.uk

Colchester Community Voluntary Services
Tel: 01206 505250
Web: www.ccvs.org

Harwich Community Transport
Tel: 01255 552010
Web: www.harwichconnexion.co.uk

Southend-on-Sea Community Transport
Tel: 01702 215003
Web: www.southend.gov.uk/info/200022/community_transport_services

Tendring Community Transport
Tel: 01255 436962
Web: www.dial-a-ride.org

Uttlesford Community Travel
Tel: 01371 875787
Web: www.uttlesfordcommunitytravel.org
Wyvern Community Transport
Rochford Tel: 01268 753513
Castle Point Tel: 01268 754936
Web: www.wyverncommunitytransport.org.uk

Motability
The Motability Scheme enables disabled people to use their government-funded mobility allowance to lease a new care, scooter or powered wheelchair. If you are in receipt of the Higher Rate Mobility Component of the Disability Living Allowance, Enhanced Rate of the Mobility Component of Personal Independence Payment or the War Pensioners’ Mobility Supplement, you’re eligible to join the Motability Scheme. To find out more visit www.motability.co.uk

Free bus pass
If you live in England, you may be entitled to a bus pass giving free off-peak travel on local buses. Off-peak is between 9.30am and 11pm Monday to Friday, all weekends and Bank Holidays. You will be entitled to your bus pass when you reach ‘eligible’ age. You can apply for your bus pass by contacting your council. See ‘Useful local contacts’ on page 106.

Blue Badge scheme
If you have severe mobility problems you may be able to apply for a Blue Badge to enable you to park close to where you need to go. You can apply online via the GOv.UK website www.gov.uk.

Electronic aids for hire
The Disabled Living Foundation (DLF)
This is a national charity providing impartial advice, information and training on independent living. Simple electronic aids can be borrowed from them for free for up to two weeks including: gadgets that remind you of things you need to do; safety alarms and sensors; magnifiers and telephones with big buttons. A small deposit is required.

DLF factsheets provide general advice on topics such as features to look for when choosing a wide range of items of daily living equipment. These can be viewed and downloaded from the website: www.dlf.org.uk
Helpline: 0300 999 0004

Telecare
Telecare is equipment that can detect falls, inactivity, smoke, flooding, gas or extreme temperatures in the home. Sensors, which are placed in the home, are triggered, and an alert is received either by trained operators at a 24 hour call centre, or directly by a relative or carer. Telecare can allow users to remain independent and relatives and carers are reassured, safe in the knowledge that should an incident occur, they will know about it. Some devices can also help monitor particular health conditions and reduce the need for hospital admission.

Telecare can help restore confidence for people who feel vulnerable in their own homes for a variety of reasons – that could be because of living alone, frailty or the need to summon help in an emergency. It could also be as a short-term measure during a period of convalescence.

Telecare can seldom replace care and assistance from people – it usually enables existing care and support to respond more effectively and can sustain carers in their role.

Telecare can only be used where there are sufficient carers or care support available to respond quickly when an alarm is raised.

In order to receive the service, you can approach Adult Services or one of your local Careline service providers independently. An occupational therapist can advise you and assess you for all equipment. New developments in telecare are happening all the time and your local independent living centre will have demonstrations of available equipment.

Essex Independent Living Centre Catalyst House 1 Newcomen Way
Severalls Business Park, Colchester, Essex CO4 9YL
Tel: 01206 518888
Monday – Thursday (9.30am – 4.00pm)
Friday (9.30am – 3.30pm)
Carelines

Basildon, Castlepoint, Rochford
Tel: 01268 465151
Email: careline@sgch.org.uk

Braintree and Maldon
Tel: 01376 551600
Email: carecall@midessexpct.nhs.uk

Brentwood
Tel: 01277 848975
Email: housing@brentwood.gov.uk

Chelmsford
Tel: 01245 613000
Email: enquiries@chelmerhp.org.uk

Colchester
Tel: 01206 282277
Email: chris.turton@colchester.gov.uk

Epping
Tel: 0208 508 8596
Email: careline@eppingforddc.gov.uk

Harlow
Tel: 01279 446361
Email: contact@harlow.gov.uk

Southend-on-Sea
Tel: 01702 236195
Email: careline@seh.southend.gov.uk

Tendring
Tel: 01255 222727
Email: careline@tendringdc.gov.uk

Uttlesford
Tel: 01799 510510
Email: njackson@uttlesford.gov.uk

Telecare responders

You can nominate a relative, carer, neighbour or friend to be a responder. A responder needs to be able to get to the location of the alarm if the response centre contacts them. They must be able to take appropriate action and live within 45 minutes’ drive of the alarm location.

If you qualify for support from Adult Services and it is agreed that Telecare is the best option for you then a Tunstall engineer will arrange a time to come and install the equipment. The engineer will show you how the equipment works and how to use it. They will provide you with an information leaflet and also carry out an environmental assessment in your home to assess if any additional items are required.

Looking for care or support?

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

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.
Who is a carer?

You are a carer if you regularly look after, help or support someone who wouldn’t be able to manage everyday life without your help. You don’t have to live with the person, and the help you give doesn’t have to be physical. You may be caring for a partner, another relative, a friend or a neighbour. For example, it may be someone who:

• is an older person (over 60);
• is living with dementia;
• has a physical disability, learning disability, or a mental-health condition;
• has sight, hearing or communication difficulties;
• has a long-term health condition; or
• has a drug or alcohol problem.

You may be helping them with:

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

Having a carer’s assessment

If you provide, or intend to provide, regular unpaid support to someone who could not manage without your support, the law says you have a right to have your own needs assessed, even if the person you care for has refused support services or an assessment of their own needs.

This assessment, called a ‘carer’s assessment’, gives you the chance to tell us what you need as a carer, and to find out what support might be available to help you. The carer’s assessment is an essential first step in getting the support you may need. It looks at:

• the care you provide and how your caring responsibilities affect your life;
• any support you are getting now and what else you think would help you; and
• what you would like your support to achieve.

The assessment can also give you lots of information about other services that might help you, and other ideas for supporting you in your caring role. Your carer’s assessment will show if you qualify for support services from Adult Services.

Carers’ personal budgets

The carer’s personal budget is a single payment that can be used towards the cost of something specific that will support you in your caring role. For example, you could use it for leisure activities, education or training, improving your own health or wellbeing, or just to take a short break from caring.

When Adult Services consider a carer’s personal budget, they give priority to situations where there is a significant risk of the carer not being able to continue providing care if they do not get some support. The amount you could get will depend on your needs identified by your carer’s assessment. You will not pay tax on the money and it will not affect any benefits you get.

You cannot use the payment to buy personal care for the person you care for, such as help to wash, dress or use the toilet. You cannot use it to pay for goods or services you have already bought, or for everyday living costs such as food, heating, lighting, council tax, rent or mortgage payments.

For information on managing a personal budget see page 29.

Respite at home

The home-based respite service gives carers a break from their caring responsibilities.

A care worker would come in to look after the person you care for, so you can have some time to yourself. The breaks could be regular or just when you need them.

Respite at home is considered to be a service for
the person you care for. So if they have a personal budget for their own needs (see page 8) they could use that money to pay for it. A financial assessment of the person being cared for will confirm whether they need to pay towards the cost of this service.

When Adult Services talk to you about your needs (at the carer’s assessment), they will look at whether they can offer this service.

**Benefits you may be entitled to**

If you care for someone for at least 35 hours a week (and you are over 16) you may be entitled to Carer’s Allowance. This can be payable if the person you care for is receiving Attendance Allowance or Constant Attendance Allowance (paid with Industrial Injuries Disablement Benefit or a War Pension), if they are over 65 and receiving Disability Living Allowance care component (at the highest or middle rate), or if they are aged between 16 and 64, and receiving the new Personal Independence Payment. The Carer’s Allowance rate for 2013/14 is £59.75 a week. This figure may change over the life of this Directory.

However, you cannot claim it if you are in full-time education or employment, and it can affect other benefits or pension you receive.

If you are over 65 you may qualify for Carer’s Premium. This can entitle you to an increased amount of income-related benefits (such as Pension Credit, Council Tax Benefit and Housing Benefit).

Carer’s Credit is a National Insurance credit which will let carers build up qualifying years for the basic State Pension and additional State Pension. This means that there will be no gaps in your National Insurance record if you have to take on caring responsibilities.

You may be able to get Carer’s Credit if:

- you provide care for one or more disabled person(s) for a total of 20 hours or more each week; and
- you are not already getting Carer’s Allowance.

There are a number of local voluntary organisations providing information, advice and support to carers.

**Essex Carers Support**

Essex Carers Support is an independent organisation, supporting informal, unpaid and family carers in Essex. They provide information, advice and guidance to carers in Colchester, Tendring and Castle Point districts. They provide advocacy to carers in Braintree, Epping, Harlow, Basildon and Rochford.

Tel: 01255 474410
Email: admin@essexcarerssupport.org.uk
Web: www.essexcarerssupport.org.uk

**Southend Carers’ Forum**

Southend Carers’ Forum aims to support, inform and represent the needs of all carers living within the borough of Southend-on-Sea.

Tel: 01702 393933
Email: info@southendcarers.co.uk

**Carers Trust**

The Princess Royal Trust for Carers and Crossroads Care have merged to create Carers Trust, a new charity designed to improve support, services and recognition for people caring, unpaid, for a family member or friend. On their website, you can find support in your area.

Tel: 0844 800 4361 • Email: info@carers.org
Web: www.carers.org

**Crossroads Care**

Crossroads Care aims to improve the lives of carers by giving them a break from their caring responsibilities and provide a reliable, tailored service for each carer and the person they care for.

Crossroads Care Essex
Tel: 01268 881130

**Carers Direct**

The Carers Direct national helpline can help unpaid carers by providing information, advice and support as well as practical guidance on how to access the services that carers may need.

Carers Direct
Tel: 0808 802 0202
Web: www.nhs.uk/carersdirect
Care in your own home

For many people it is important to stay in their own, familiar surroundings near to friends and family. At the same time, retaining your independence may also be very important to you but that can also mean you need a little extra help. Some carefully chosen home care (sometimes known as ‘domiciliary care’) can often be the perfect solution to getting a little help whilst retaining a good level of personal freedom.

Why choose home care?

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

How you access that home care can also vary. After a stay in hospital someone may carry out an assessment of your situation to see if homecare will benefit you. You and your family will be fully involved in looking at what will suit you best.

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

Councils have a duty to carry out a community care assessment for anyone who might need help, which is very useful for all your subsequent decision-making. It will equip you with information that will be invaluable in finding the right help.

How home care can help you

The level of home care provided can be tailored to meet your needs – from a visit once a day to a much greater amount of help. Home care agencies can help with personal care such as washing and dressing.

You might be surprised to learn that even those with quite significant and debilitating medical conditions can get a level of skilled personal care that can enable them to stay in their own home. Some agencies will provide ‘live-in’ care, where a care worker will stay with you at home to support you throughout the day and night.

Living at home with dementia is discussed on page 23 and a comprehensive list of home care providers in Essex and Southend-on-Sea starts on page 33.

Finding the right support

As Publisher of this Directory, Care Choices’ website: www.carechoices.co.uk allows you to search by postcode or region for care homes, care homes with nursing, home care, supported living (learning disability only) and housing with care providers that meet your requirements across the country. Your search can then be saved and emailed to others.

Alternatively, this Directory’s free helpline provides an independent information and help service encompassing care services and accommodation. A personalised report can be generated for customers providing details of all home care providers that meet their criteria.

Care and support from a trusted local provider

East Thames has over 25 years experience as a registered provider of care and support services.

We provide tailored support to the elderly and the young, those with learning disabilities and mental ill health, and other vulnerable groups.

Phone: 0845 600 0830   Email: info@east-thames.co.uk   Website: www.east-thames.co.uk/care-and-support
One call to the freephone number **0800 389 2077** will enable the service to build a profile of exactly what type of care you’re looking for, while taking into account your personal needs and interests.

The Care Quality Commission (www.cqc.org.uk) is responsible for checking that any care provided meets essential standards of quality and safety. Further information is on page 62.

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

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

You might decide that you want to employ a personal assistant to provide your care privately or have a member of your family who can provide the level of care you need.

However, the benefits of using a regulated agency include:

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

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

For further information and help, call this Directory’s independent helpline: **0800 389 2077**.

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Living with dementia at home

Usually the initial point of contact to access care services for those with dementia is either their GP (for healthcare solutions) or Adult Services (for most other services).

If you are concerned about your persistent forgetfulness - or the memory difficulties of a friend or family member, it is important to consult a GP. He or she can do a simple memory test, a physical examination and order blood tests. They can then refer you to a memory clinic to test your memory in more detail and arrange a brain scan if needed.

The various types of support available to you and your carer are likely to involve NHS services, Adult Services and voluntary agencies. Some examples of services and support to help people live as independently as possible with dementia include:

- specialist day centres;
- respite care or short breaks;
- assistive technology and community alarms;
- home care;

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

- Personal Care
- Live In 24 hour Care
- Hospital Discharges
- Stroke Reablement
- Dementia Support
- Day Visits Available

Why Live in Care?

- Care is provided 24 hours a day 7 days a week
- Care is tailored around your individual needs and is person centered
- The services are available on a long term or short term (respite) basis
- Regular checks are made by registered care managers ensuring quality of service and your safety and security
- You may benefit from greater mobility as many care workers have a driving license and in most cases can help you keep getting around
- Ongoing companionship and support from a friendly care worker
- The cost is comparable to many care homes
- You can stay in your own home with your own care worker
- With one to one care you have greater flexibility and personalisation
- You can continue your chosen lifestyle
- We have an really outstanding CQC inspection report – great for peace of mind

Call a respected and experienced care company:

01245 39 22 99
Email: info@essexhomecare.com
Web: www.essexhomecare.com
• meals at home;
• community equipment;
• extra care sheltered housing; and
• carers’ support groups.

There are some simple practical steps to help with memory problems:

• use a diary and make lists to help you remember appointments;
• keep your mind active by reading or doing crossword puzzles, Sudoku and other mind exercises;
• get regular physical exercise; and
• eat a healthy diet.

**Family support**

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

The more support you can give someone, the better life with dementia can be, especially in the early years.

Too often people fear dementia and this causes them to avoid those with the condition, making them feel isolated and stigmatised. With the right support, the person with dementia can live well with the condition and continue to do the things they enjoy for a number of years following diagnosis. Focus on what the person can do, not what they cannot do, help with little errands or with cooking, listen to the person with dementia, and find out more about the condition.

When someone has dementia, they need:

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

A person with dementia is not being deliberately difficult: often their behaviour is an attempt to communicate. If you can establish what this is, you can resolve their concerns more quickly. Try to put yourself in their place and understand what they are trying to express and how they might be feeling.

**Respite care**

Spouses, partners and relatives who care for a person with dementia are entitled to an assessment and may require a break from their caring responsibilities. This is known as “respite care” and may be a regular break of a few hours a week or a period of a few weeks. It may be planned or be required in an emergency.

Regular respite care might involve the person with dementia attending a day centre or a care worker visiting the person’s home to enable the carer to have a break. If the relative caring for a person wishes to go on holiday or is unable to care because of illness or an emergency, a period of respite care may be provided in a care home or a care worker may provide care in the person’s own home.

**Care at home**

People with dementia often have problems in new environments and may function better and be more contented in the familiar surroundings of their own home.

Care and support needs are assessed as explained on page 8 and a care plan is drawn up. The person with dementia participates in setting up this plan. If the person is unable to participate, family members can assist in planning care.

The person with dementia will respond best to stable care staff who know them well. Continuity
of care can be provided by either care agencies or carers employed directly by the person or his or her family. Staff can be employed if the person pays privately or receives a direct payment from Adult Services to pay for care (discussed on page 8).

**Specialist dementia day centres**

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

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

Attendance at day centres can be offered from just a few hours a week to a number of days. Contact Adult Services on **0845 603 7630** (Essex), **01702 215008** (Southend-on-Sea), or your local Alzheimer’s Society office for more details, see ‘Useful local contacts’ on page 106.

**Alzheimer’s Society**

This leading charity works to improve the quality of life of people affected by dementia.

If you have concerns about Alzheimer’s disease or about any other form of dementia, Alzheimer’s Society National Dementia Helpline on **0300 222 1122** can provide information, support, guidance and signposting to other appropriate organisations.

The Helpline is usually open from 9.00am to 5.00pm Monday to Friday and Saturday and Sunday 10.00am to 4.00pm.
Councils provide upfront information on how much people can expect to pay and how charges are worked out. This information must be made available when a needs assessment is carried out and written confirmation of how the charge has been calculated must be provided after a financial assessment.

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

The council calculates charges in accordance with its Fair Access to Care Services policy. This ensures people are only required to pay what they can afford, taking into account capital, income and expenditure.

The assessment looks at how much money you have coming in, gives an allowance (set by the Government) for everyday living expenses and makes allowance for disability-related expenditure. Disability-related expenditure is the extra amount you spend as a result of your disability or illness. Adult Services can help you to identify these costs. They will also carry out a full benefit check and, if you want them to, assist you with claiming your full entitlement. Most people on a very low income are not required to pay.

Some people do not have to pay towards care services. For example, aftercare services provided under section 117 of the Mental Health Act are free of charge.

If you are in need of care or support you may be eligible to claim Attendance Allowance (AA) or Personal Independence Payments (PIP). AA and PIP are non-means tested benefits. This means that when you apply for this type of benefit your financial circumstances are not taken into account. Provided you have the need for care and support you can receive AA or PIP regardless of how much income or capital you have. AA is payable to people over the age of 65 and PIP for those aged 16 to 64. There are different rates that can be awarded, dependent on the level and type of help you need.

Figures mentioned here may change over the lifetime of this Directory.

Non-means tested care and support

Care provided by the NHS is free; for example services provided by a community or district nurse. Intermediate care, sometimes known as ‘reablement’, is also free. This type of care is often provided to avoid hospital admission or given as support following hospital discharge. Reablement can be provided free for up to six weeks. If on-going care needs are identified at any time during this period however, the on-going service is no longer classed as reablement and becomes chargeable.

Other ways to fund your care and support

If you do not qualify for financial assistance from Adult Services there are various ways in which you could consider paying for care and support. It is important that you seek independent financial advice when considering other funding options. There are independent financial advisers that focus specifically on care funding advice, often referred to as specialist care fees advisers. They are regulated by the Financial Conduct Authority (FCA) and must stick to a code of conduct and ethics and take shared responsibility for the suitability of any product they recommend.

The Society of Later Life Advisers (SOLLA) aims to assist consumers and their families in finding trusted accredited financial advisers who understand financial needs in later life. To find a SOLLA fully accredited independent financial adviser a search is available on their website: http://societyoflaterlifeadvisers.co.uk/find-an-adviser/
Equity release

If you cannot get the care or support you need from your local council and do not have sufficient income or savings to pay for services, equipment or adaptations privately you could consider equity release if you own your home. Releasing capital from your home is becoming more popular as property prices have substantially increased over the years.

There are two types of equity release – Home Reversion Plans where you sell part of your home in exchange for a lump sum and/or a regular income and continue living there and Lifetime Mortgages where you borrow against the value of your property and the interest on the loan rolls up, added to the loan and repayable when you sell the property or move out.

Most equity release providers have signed up to be members of SHIP (Safe Home Income Plans). SHIP members adhere to a strict code of conduct meaning they must:

- provide fair, simple and complete presentation of their plans. Clearly setting out the benefits, obligations, variables and limitations in their literature;
- include all costs which the applicant has to bear in setting up the plan, the position on moving, the tax situation and the effect of changes in house values;
- ensure the client’s legal work will always be performed by the solicitor of his or her choice who will be required to sign a certificate to the effect that the contractual terms have been fully explained; and
- all SHIP members’ plans carry a ‘no negative equity’ guarantee so you will never owe more than the value of your home.

The dos and don’ts of equity release:

**Do:**

- Consider the alternatives – family or friends, existing savings, claiming benefits, grants or downsizing.
- Consider the impact on means-tested benefits or council support.
- Involve family members in your decision.
- Ask the right questions: Can the plan be repaid early? Are there early repayment charges? Can I borrow more in the future? How much will the debt be in future years compared to the property value? Can the plan be transferred if I move? Is it SHIP approved?
- Borrow only what you need immediately. If you require future funds, using a drawdown plan means you only pay interest on the money from the date you borrow it.
- Choose an independent solicitor with experience in dealing with equity release and preferably agree a fixed fee.
- Choose an independent financial adviser (IFA) with the relevant equity release qualification, experience and access to all equity release plans on the market.

**Don’t:**

- Borrow money to invest. It is risky to hope that investing money borrowed would provide a return greater than the costs of borrowing it.
- Proceed without specialist advice.

Further information on paying for care can be found beginning on page 27.
Managing a personal budget

If you are eligible for a personal budget from Adult Services there are organisations that can help you to manage this.

**ecdpsolutions**

ecdpsolutions’ aim is to enhance the lives of people by providing an independent support planning service to anyone in receipt of a personal budget. ecdp solutions will guide people through the development and completion of their support plan by ensuring that the right level of support is provided to enable people to live the lives they want with the support needs that meet their lifestyles. If you are funding your own care ecdp solutions offers telephone support to assist with the creation of a support plan.

For people who decide to self-manage their personal budget, and wish to employ a personal assistant, ‘ecdp pass’ provides a personalised payroll service.

**ecdpsolutions**

Tel: 01245 392300
Email: info@ecdp.org.uk
Web: www.ecdp.org.uk

**ILA Ltd**

ILA provides a range of services that supports people to employ a personal assistant. At every step along the way, from advertising through to the recruitment process, ILA will support people to whatever extent they require. In addition, they offer employer and personal assistant training modules, and manage an on-going personal assistant register that holds details of people actively seeking employment as a personal assistant.

ILA also offers advocacy services for anyone requiring support with debt, discrimination, housing, complaints, safeguarding, welfare rights, Court of Protection and Deputyship as well as self-advocacy groups.

**ILA**

Tel: 01245 380888/ 01376 534980
Email: enquiries@ilaessex.co.uk
Web: www.ilaessex.com

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

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

Alternatively, call our friendly helpline team on 0800 389 2077 to talk to someone directly.
Caring for Adults and Children of All Ages Across Essex

- All Personal Care, Domestic Chores and Support Services
- Visits from ¼ Hour up to 24 Hour Live-In Care
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- Dementia Care
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- 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 Essex County Council Accredited
Members of the United Kingdom Home Care Association
Home care agency checklist

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

For care packages which have been arranged by Adult Services, contracts and care plans will have been completed by your care manager and the agencies used will have been accredited to work for Adult Services.

People arranging and funding their own care either privately or through a direct payment or a personal budget are able to choose their own worker or care agency.

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

1
2
3

Home care agencies providing personal care, must be registered and inspected by the Care Quality Commission. Ask to see a copy of their registration certificate.

How long has the agency been operating?

1
2
3

How many carers would the agency assign to care for you and would you see the same one every day? If not, how does the staff rota operate and what happens if your carer goes on holiday or is sick? Will you be notified in advance that a different carer will be attending?

1
2
3

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

1
2
3

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

1
2
3

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

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

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

1
2
3

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

Comments, compliments and complaints
If you would like to make a comment about the service you receive or are unhappy about any aspect of it, you can speak to your home care provider, the local authority, the Care Quality Commission or the Local Government Ombudsman. For more information, please see page 62.
A caring professional service

We have been providing exceptional care services to people living in the community since 1989.

We encourage Service Users to make their own decisions and lifestyle choices supporting person centred care. Our services offer flexibility, providing care from 1/2 hour to 24 hours.

We also welcome ISF, and Direct Payments clients, who may wish to use us on a full time basis or when their regular care worker takes a holiday, ensuring that their care needs are still being met.

- Home Care – Personal Care – Domestic/Shopping services
- Meal Preparation – Comfort/Safety check
- 24 Hr/Live-in Care/Short or Long Term - listed on the Essex best valued ranked list of providers for 24 hour live in services
- Respite & Sitting services – Home from Hospital
- Night Care – Accompanying Services – Specialist services
- Blitz Cleaning – Fully trained staff and DBS checked
- Overall winners of the ‘Best Practice Award’ for dignity
- CQC compliant

Email: thurrock@johnstanleys.co.uk www.manorcourt.co.uk

Part of the Manorcourt Homecare Group John Stanley’s Care Agency Ltd Thurrock • Hornchurch • Harlow • Basildon • Brentwood

Call us for a free, no obligation meeting in your own home to discuss your needs with one of our representatives. Thurrock Office Tel: 01375 485440

• Home Care ~ Personal Care • Domestic/Shopping services • Meal Preparation • Comfort/Safety check • 24 Hr/Live-in Care/Short or Long Term - listed on the Essex best valued ranked list of providers for 24 hour live in services • Respite & Sitting services • Home from Hospital • Night Care • Accompanying Services • Specialist services • Blitz Cleaning • Fully trained staff and DBS checked • Overall winners of the ‘Best Practice Award’ for dignity • CQC compliant

First Class Care Agency

• CQC registered
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• Personal care
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• Local authority & personal budgets welcome
• Independent agency

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DAMORCARE is a reliable friendly care service that offer support in your own home, enabling you to manage living in your home with the peace and security needed. We promote as much Independence as possible whilst assisting with care needs.

We believe in you as individuals, respecting you and your views. Initial assessments are done, where you participate in.

The care is about you...

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www.damorcare.co.uk

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.

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Chelmsford - 01245 708 986
# Essex home care providers

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>Location</th>
<th>Contact Number</th>
<th>User Bands</th>
</tr>
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<tbody>
<tr>
<td>1 STOP REC LIMITED</td>
<td>Colchester</td>
<td>Tel: 01206 616171</td>
<td>OP PD LDA SI YA</td>
</tr>
<tr>
<td>A PL+US CARING SERVICE OFFICE</td>
<td>Witham</td>
<td>Tel: 01376 515686</td>
<td>OP D PD SI YA</td>
</tr>
<tr>
<td>A1 HOME CARE LTD</td>
<td>Chelmsford</td>
<td>Tel: 01245 354774</td>
<td>OP D PD LDA MH SI YA</td>
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<tr>
<td>ABACUS CARE (ESSEX) LTD</td>
<td>Chelmsford</td>
<td>Tel: 01245 409250</td>
<td>OP D PD LDA MH SI YA</td>
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<tr>
<td>ABBEY CARE SOLUTIONS LTD</td>
<td>Waltham Abbey</td>
<td>Tel: 01992 713011</td>
<td>OP D PD SI</td>
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<tr>
<td>ABK CARING SERVICE LTD</td>
<td>Burnham on Crouch</td>
<td>Tel: 01621 782527</td>
<td>OP PD MH SI</td>
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<tr>
<td>ACCURO</td>
<td>Harlow</td>
<td>Tel: 01279 433667</td>
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<tr>
<td>ADVANTAGE HEALTHCARE GROUP</td>
<td>Colchester</td>
<td>Tel: 01206 228333</td>
<td>OP D PD LDA MH SI YA</td>
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<tr>
<td>AFFABLE CARE HEAD OFFICE</td>
<td>Chelmsford</td>
<td>Tel: 01245 350257</td>
<td>OP LDA YA</td>
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<tr>
<td>ALEXANDRA COURT</td>
<td>Dovercourt</td>
<td>Tel: 01255 503340</td>
<td>OP D MH SI</td>
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<tr>
<td>ALL ABOUT U CARE SERVICES LTD</td>
<td>Chelmsford</td>
<td>Tel: 07795 891173</td>
<td>OP D YA</td>
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<tr>
<td>ALL CARE</td>
<td>Colchester</td>
<td>Tel: 01206 366361</td>
<td>OP D PD SI</td>
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<tr>
<td>ALLIANCE CARE AND SUPPORT</td>
<td>Frinton-on-Sea</td>
<td>Tel: 01255 679978</td>
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<tr>
<td>ALLIED HEALTHCARE - BASILDON</td>
<td>Pitsea</td>
<td>Tel: 01268 581170</td>
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<tr>
<td>ALLIED HEALTHCARE - COLCHESTER</td>
<td>Colchester</td>
<td>Tel: 01206 792222</td>
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<tr>
<td>ALLIED HEALTHCARE - HARLOW</td>
<td>Harlow</td>
<td>Tel: 01279 423010</td>
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<tr>
<td>ALPHA CARE SOLUTIONS LTD</td>
<td>Basildon</td>
<td>Tel: 01268 449112</td>
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<tr>
<td>ANGELS NURSING AGENCY LTD</td>
<td>Laindon</td>
<td>Tel: 01268 546688</td>
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<td>ANGLIAN CARE LTD - RANKIN HOUSE</td>
<td>Benfleet</td>
<td>Tel: 01268 795800</td>
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<td>ANN MASON CARE</td>
<td>Colchester</td>
<td>Tel: 01206 233372</td>
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<td>ANNIE’S HOMECARE SERVICES</td>
<td>Mayland</td>
<td>Tel: 01621 773672</td>
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<td>AQS HOMECARE ESSEX</td>
<td>Billericay</td>
<td>Tel: 01277 654444</td>
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<td>ASPIRATIONS SOUTHEAST ADULTS</td>
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<td>Tel: 07940 226332</td>
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<td>BAKERS’ VILLAS</td>
<td>Epping</td>
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<td>BAMBURGH HOUSE</td>
<td>Colchester</td>
<td>Tel: 01206 252491</td>
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<td>BETTER HEALTHCARE SERVICES</td>
<td>Colchester</td>
<td>Tel: 01206 561999</td>
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<tr>
<td>BLOOMSBURY HOME CARE</td>
<td>Thorpe-le-Soken</td>
<td>Tel: 0845 508 4512</td>
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<td>BLUEBIRD CARE</td>
<td>Colchester</td>
<td>Tel: 01206 827605</td>
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<td>BRAINTREE HEALTHCARE LTD</td>
<td>Braintree</td>
<td>Tel: 01376 550432</td>
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<tr>
<td>BROOK DRIVE</td>
<td>Wickford</td>
<td>Tel: 07501 006795</td>
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</tbody>
</table>

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
We believe we are privileged to be allowed into your home to look after you and all your needs, enabling you to retain your independence for as long as you wish.

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- Carers who stay for the allocated time
- Professional, friendly and fully trained staff
- A unique personal service centred around you
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To find out how we can assist you or someone you care about, to receive your FREE brochure or arrange a FREE no obligation assessment, please call our friendly staff on: 01371 811873

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Fax: 08702 245399

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DISTRICT & CHELMSFORD
Braintree
Tel: 01376 529985

CROSSROADS CARE BRENTWOOD
BASILDON & DISTRICTS
Brentwood
Tel: 01277 201789

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Caring Direct Ltd is a domiciliary care agency providing personal care to suit your daily needs and requirements at an affordable rate. We offer a wide range of support and care packages and provide you with caring professionals. Our primary aim is to assist you in your daily routine, allowing you to remain in your own home, retain dignity, comfort and security.

- Domiciliary Care
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24-hour on call service available to all service users

“Mum was recently discharged from hospital with dementia. Caring Direct offered many homecare solutions at affordable rates. We opted for the ‘Community Care Call’ service for less than £1 per day. Mum is now phoned daily by a trained professional and I receive text alerts wherever any concerns are identified. It’s a huge relief to all the family knowing that we can continue our daily routine knowing that mums safety is being monitored.”

01245 698183
www.caringdirect.com
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<td>Mental health</td>
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<td>Younger adults</td>
<td>YA</td>
<td>People who misuse alcohol or drugs</td>
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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
Relatives Relief Limited
Relatives Relief Limited your local Domiciliary care agency providing care
and support in your own home.
We provide respite care for your loved ones
which could include social inclusion visits and
escorted holidays.

Personal Care • Shopping • Medication • Respite Care • Activities

As a family run agency we pride ourselves on our person centred
care and our staff are recruited and trained to reflect this.

Contact us on 01255 225 381 • mobile: 07918 907 541
email: relativesrelief@btconnect.com

Home Instead
There’s no place like it

Services include:
• Companionship
• Personal care
• Meal preparation
• Light housekeeping
• Shopping and errands
• Respite and convalescence support
• Specialist dementia and Alzheimer’s care

And much more!

For more information call 01268 733820
Or visit: www.homeinstead.co.uk/basildon

PEACE OF MIND HOME SUPPORT
Your Care, Your Way

Services include assistance with:
• All aspects of personal care
• Administering and collecting medication
• Domestic chores such as laundry, housework and cooking
• Making and attending appointments
• Collecting benefits and pensions
• Shopping and access the community

Tel: 01255 479411
Email: peaceofmindhomecare2010@live.co.uk
Web: www.peaceofmindhomesupport.co.uk

Lark Care Services (LCS) supports adults of all ages
and abilities to enjoy the benefits of living independently
in their own homes and communities. Operating in Essex
we provide a wide range of care and support services,
tailored to each individual’s requirements.

0800 001 6631
Email: info@larkcareservices.co.uk
Web: www.larkcareservices.co.uk

Excelle Home Care is dedicated to
providing high quality Live-In Carers, Home Carers and Personal Assistants.
We provide Specialist Care to the
elderly, people with physical and
learning disabilities and mental
health problems and dementia.

Our team will deliver a complete service with friendliness,
reliability and attention to detail.

The Range of Care

Personal Care
• Bathing/ Showering
• Toileting
• Continence Care
• Transfers

Support
• Shopping
• Errands
• Escort
• Sitting Service

Domestic Tasks
• Food Preparation
• Laundry
• Cleaning

Groups Care Provided
• Elderly
• Dementia
• Learning Disabilities
• Physical Disabilities
• Mental Health
• Palliative Care at Home

Puting People First
• Respite for friends & relatives
• Long & short term care
• Personal & domestic care with
breakfasts, lunches & evening
meals
• Shopping
• Collection service
• 24/7 care in your own home
• Palliative care
• Elderly care
• Physical disability support
• Learning disability support
• Mental health support

Telephone: 01708 502734
Email: info@excelle.co.uk Web: www.excelle.co.uk

We have over 40 years of experience.
All service users are
given independence &
choice!

Our latest inspection
was rated as Excellent!

For more information
contact our offices or
simply drop by for a cup
of tea and a chat:
59 Station Road,
Clacton-on-Sea,
Essex CO15 1SD
Tel: 01255 223030

Email: montecare@btconnect.com
HIGH STREET, 291
Epping
Tel: 01992 560099

HOME CHOICE CARE LTD
Chelmsford
Tel: 01245 450995

HOME FARM TRUST
Bishops Stortford
Tel: 01279 816165

HOME INSTEAD SENIOR CARE
Chelmsford
Tel: 01245 200780

HOME INSTEAD SENIOR CARE
Colchester Tel: 01206 848427

HOME INSTEAD SENIOR CARE
Epping
Tel: 01992 666777

HOME INSTEAD SENIOR CARE
Sawbridgeworth
Tel: 01279 721443

HOME INSTEAD SENIOR CARE
Wickford
Tel: 01268 733820

HONEY TREE COURT
Loughton
Tel: 0208 502 4958

I & S CARE
Colchester Tel: 01621 815182

IDEAL HOME CARE SOLUTIONS LTD
Maldon Tel: 0845 040 5818

JEAN ALLEN CARE SERVICES LTD T/A
HOME INSTEAD SENIOR CARE
Frinton-on-Sea
Tel: 01255 672269

JOHN STANLEY THURROCK
Grays Tel: 01375 485440

JR CHARLES HOUSING AND SUPPORT LTD
Basildon
Tel: 01268 295984

JUNCTIONS CARE AGENCY LTD
Brentwood
Tel: 01277 211200

J'S HOSPICE, THE
Chelmsford
Tel: 01245 475474

K.T.M. CARE
Colchester
Tel: 01206 233196

KINGSWOOD CARE SERVICES LTD
Basildon
Tel: 01268 419180

LANGLEY SUPPORT SERVICES LTD
Colchester
Tel: 07546 144976

LIVABILITY LIFESTYLE CHOICES EAST ANGLIA
Ingatestone
Tel: 01277 355646

LLOYDS NURSING AGENCY LTD
London Tel: 0207 183 8598

LONDON CARE PLC
Basildon
Tel: 01268 585800

LONDON CARE PLC
Harlow
Tel: 01279 620640

MALCO NURSING AGENCY LTD
Maldon Tel: 01621 859447

MANORCOURT HOMECARE
Clacton on Sea
Tel: 01255 440744

MANORCOURT HOMECARE
Harlow
Tel: 01279 799514

MANSION HOUSE RESIDENTIAL HOME
Althorne
Tel: 01621 742269

MAYFAIR CARE SERVICES LTD
Canvey Island
Tel: 01268 696055

MEARS CARE - BASILDON
Basildon
Tel: 01268 525020

MEARS CARE - LOUGHTON
Loughton
Tel: 0208 502 3140

MEARS CARE - NEW FUTURES
Laindon
Tel: 01268 545631

MEDIC2 UK LTD BASILDON
Basildon
Tel: 01268 590695

MEDICAL PARTNERSHIPS LTD
Hockley Tel: 01702 206173

MID ESSEX MIND
Maldon
Tel: 01621 853211

Visit www.carechoices.co.uk for further assistance with your search for care
Our aim is to provide quality care by sensitive and skilled staff, in service users’ own homes at a level appropriate to each person’s needs - thus enabling people to remain in their own home or with family or other loved ones in familiar surroundings.

24hr Manned Telephone Lines accessible to all our clients

We offer a wealth of experience in providing care to special needs groups such as the elderly, people with learning difficulties or with mental health problems, and the physically disabled. Services include full personal care and bathing, including toileting, plus medication - meal preparation - home from hospital support - care of your own pet - daily checking calls - sitting services - shopping - and the flexibility to increase or change services as required (e.g. ill health or family on holiday).

Contact us Today on 01708 856444 (office hours)
We are happy to visit you (without any obligation) to discuss your requirements and devise a package of care that balances your needs and finances.
### Essex home care providers continued

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Location</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>MIKE RIGLIN NURSING</td>
<td>Maldon</td>
<td>Tel: 01621 843485</td>
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<tr>
<td>MONTECARE SOLUTIONS LTD</td>
<td>Clacton-on-Sea</td>
<td>Tel: 01255 223030</td>
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<td>MONTECARE SOLUTIONS LTD</td>
<td>Harwich</td>
<td>Tel: 01255 242789</td>
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<tr>
<td>NETTSEWELL RECTORY</td>
<td>Harlow</td>
<td>Tel: 01279 446000</td>
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<td>NEW PARTNERSHIPS (LYNNRAY AND PEACH COTTAGE)</td>
<td>Braintree</td>
<td>Tel: 01376 329437</td>
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<tr>
<td>NIGHTINGALE HOME CARE</td>
<td>Braintree</td>
<td>Tel: 01376 584150</td>
</tr>
<tr>
<td>NIGHTOWLS CARE LLP</td>
<td>Colchester</td>
<td>Tel: 01206 521008</td>
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<tr>
<td>NORTH LONDON HOME CARE &amp; SUPPORT LTD</td>
<td>Romford</td>
<td>Tel: 0208 443 3380</td>
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<tr>
<td>NPSL T/A ALLIED HEALTHCARE COLCHESTER</td>
<td>Colchester</td>
<td>Tel: 01206 710748</td>
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<tr>
<td>NPSL T/A GOLDSBOROUGH MALDON</td>
<td>Maldon</td>
<td>Tel: 01621 850162</td>
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<tr>
<td>NURSE PLUS &amp; CARER PLUS UK LTD COLCHESTER</td>
<td>Colchester</td>
<td>Tel: 01206 845069</td>
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<tr>
<td>OUTLOOK CARE</td>
<td>Billerica</td>
<td>Tel: 01277 633163</td>
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<tr>
<td>PALMERSTONE HOMEcare LTD</td>
<td>Harlow</td>
<td>Tel: 01279 456685</td>
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<tr>
<td>PALS LIMITED - ADMIN OFFICE</td>
<td>Witham</td>
<td>Tel: 0845 428 0790</td>
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<tr>
<td>PATHWAYS CARE GROUP</td>
<td>Colchester</td>
<td>Tel: 01621 810427</td>
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<td>PEACE OF MIND HOMEcare</td>
<td>Clacton-on-Sea</td>
<td>Tel: 01255 479411</td>
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<td>PEOPLE IN PARTNERSHIP LTD</td>
<td>Hadleigh</td>
<td>Tel: 01702 555668</td>
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<tr>
<td>PERSONAL CHOICE CARERS AT HOME LTD</td>
<td>Hockley</td>
<td>Tel: 07817 968727</td>
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<tr>
<td>PLOUGH CORNER</td>
<td>Little Clacton</td>
<td>Tel: 01255 863095</td>
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<tr>
<td>PREMIER CHILDREN AND YOUNG PEOPLES CARE AND PROTECTION SERVICES LTD</td>
<td>Hadleigh</td>
<td>Tel: 01702 389555</td>
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<td>PRESTIGE NURSING AND CARE - CHELMSFORD</td>
<td>Great Dunmow</td>
<td>Tel: 01371 879203</td>
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<tr>
<td>PRIMARY CARE UK LTD</td>
<td>Clacton-on-Sea</td>
<td>Tel: 01255 224680</td>
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<td>QUINN DOMICILIARY AGENCY LTD</td>
<td>Maldon</td>
<td>Tel: 07814 328096</td>
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<tr>
<td>REABILITY AND HOME CARE SERVICES</td>
<td>Chelmsford</td>
<td>Tel: 01245 392299</td>
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<tr>
<td>REAL PEOPLE LTD</td>
<td>Hadleigh</td>
<td>Tel: 01702 551622</td>
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<tr>
<td>RELATIVES RELIEF LIMITED</td>
<td>Clacton-on-Sea</td>
<td>Tel: 01255 225381</td>
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<tr>
<td>RIGHT CARE (DOMICILIARY CARE AGENCY) LTD</td>
<td>Colchester</td>
<td>Tel: 01206 369900</td>
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<tr>
<td>ROSE BELLE</td>
<td>Witham</td>
<td>Tel: 01376 512438</td>
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<tr>
<td>ROSS NURSING SERVICES LTD</td>
<td>Saffron Walden</td>
<td>Tel: 01799 551046</td>
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<tr>
<td>ROWAN HOUSE</td>
<td>Colchester</td>
<td>Tel: 01268 498568</td>
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<tr>
<td>S3B DUGUARD HOUSE</td>
<td>Colchester</td>
<td>Tel: 01206 564051</td>
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<tr>
<td>SAFER CARE COMMUNITY SERVICES</td>
<td>Harlow</td>
<td>Tel: 01279 626163</td>
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<tr>
<td>SELECT MEDICARE</td>
<td>Colchester</td>
<td>Tel: 01206 544999</td>
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<tr>
<td>SESNA CARE</td>
<td>South Ockendon</td>
<td>Tel: 01708 856444</td>
</tr>
<tr>
<td>SIMPLY TOGETHER (COMMUNITY CARE) LTD</td>
<td>Frinton-on-Sea</td>
<td>Tel: 01255 850218</td>
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</tbody>
</table>

**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

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

Are you... In need of a helping hand? Recovering from an illness or injury? Feeling the effects of time? Need some support for a loved one?

At Forest Homecare we believe passionately that treating people with respect and retaining their dignity are basic human rights and that all care and support services must be designed to be person-centred.

There are many reasons for looking into your home care options for yourself or for a loved one. Sometimes a need occurs quickly due to injury or illness but often the need grows with time as everyday tasks simply become more difficult.

At Forest Homecare we can help in many ways, from simple advice, assistance and encouragement through to more complex care plans. We have a commitment to flexibility and can help with short or long-term arrangements and everything from simple to complex care packages. Forest Homecare are proud to have grown over the past few years to become today the homecare provider of choice throughout mid and north Essex and South Suffolk. Do please talk to us and we can work together to devise a plan that meets your needs, outcomes and aspirations.

For further information call
01787 463222
www.foresthomecare.co.uk
### Essex home care providers continued

**SOMA HEALTHCARE (ESSEX)**  
Debden  
Tel: 020 7093 4710  
**OP D PD LDA MH SI YA AD**

**SOUTHERN FAMILY CARE**  
Stanstead Abbots  
Tel: 01920 871414  
**OP D PD LDA MH SI YA AD**

**ST GEORGE’S LTD**  
Witham  
Tel: 01376 500052  
**OP D PD LDA MH SI YA AD**

**ST LUKES PLACE**  
Rochford  
Tel: 01702 531609  
**OP D PD LDA MH SI**

**STABLE HOUSE COLCHESTER**  
Colchester  
Tel: 01206 224199  
**LDA YA**

**SWAN HOUSING ASSOCIATION**  
Billericay  
Tel: 0300 303 2500  
**OP LDA**

**TOLL CARE T/A ASAP CARE AGENCY**  
Maldon  
Tel: 01621 869384  
**OP D PD SI**

**TOTAL CARE DIRECT LTD**  
Braintree  
Tel: 01376 529468  
**OP D PD MH**

**TREETOPS**  
Colchester Tel: 01206 844121  
**OP PD LDA YA**

**TRINITY HOUSE, 2ND FLOOR**  
Waltham Abbey  
Tel: 01992 769609  
**OP PD LDA MH SI YA AD**

**TWO COUNTIES COMMUNITY CARE LTD**  
Finchingfield  
Tel: 01371 811133  
**OP D PD LDA MH SI YA AD**

**U.FIRST CARE HEAD OFFICE**  
Harlow  
Tel: 01279 276027  
**LDA**

**UNION CARE**  
Chigwell Tel: 020 3393 9660  
**OP**

**WECARE LTD**  
Saffron Walden  
Tel: 01799 520655  
**OP D PD SI**

**WESTMINSTER HOMECARE LTD (CHELMSFORD)**  
Sandon Tel: 01245 224818  
**D PD LDA MH AD**

**WICK FARM ROAD, 39**  
Southminster  
Tel: 01621 778874  
**OP D PD LDA**

**VIVO SUPPORT LTD**  
Billericay  
Tel: 0845 683 8809  
**OP D PD LDA MH SI YA AD**

**YOUR LIFE CARE SOLUTIONS**  
Colchester  
Tel: 01206 273717  
**LDA**

---

**Southend-on-Sea home care providers**

**1ST CARE NURSING LTD**  
Westcliff-on-Sea  
Tel: 01702 437711  
**YA**

**A1 CARE AGENCY LTD**  
Southend-on-Sea  
Tel: 01702 342325  
**OP D PD LDA SI YA AD**

**ADONAI SUPPORTED HOUSING LIMITED**  
Southend-on-Sea  
Tel: 07983 957160  
**LDA YA AD**

**AFFINITY TRUST DOMICILIARY CARE AGENCY - SOUTHEND & ESSEX**  
Westcliff-on-Sea  
Tel: 01702 335980  
**OP D PD LDA YA**

**ALEXANDER HOUSE PRIVATE NURSING HOME**  
Westcliff-on-Sea  
Tel: 01702 346465  
**OP D PD LDA MH SI YA AD**

**ASHLEY CARE LLP**  
Westcliff-on-Sea  
Tel: 01702 348142  
**OP D PD MH SI YA AD**

**BARNABAS HOUSE SECHA**  
Westcliff-on-Sea  
Tel: 01702 348171  
**LDA YA**

**BRAEMAR CARE SERVICES**  
Southend-on-Sea  
Tel: 01702 302914  
**OP D PD LDA MH SI**

**CARE COMPANY, THE**  
Leigh-on-Sea  
Tel: 01702 477888  
**OP**

**CAREWATCH - SOUTHEND**  
Hadleigh  
Tel: 01702 557007  
**OP D PD LDA MH SI YA AD**

**CARING CARERS LTD**  
Southend-on-Sea  
Tel: 01702 213955  
**OP D PD LDA**

**CHOICES HEALTHCARE LTD**  
Southend-on-Sea  
Tel: 01702 382315  
**OP D PD LDA MH SI YA AD**

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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

**SECHA** - South Essex Care and Health Association - For more information see page 7

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
CREATIVE CARE SERVICES LTD
Southend-on-Sea
Tel: 01702 462479

CRYSTAL CARE
Leigh-on-Sea Tel: 01702 513159

DE VERE CARE
Southend-on-Sea Tel: 0208 220 8084

DOLPHIN COURT
Thorpe Bay
Tel: 01702 584088

DORIS JONES LTD
Leigh-on-Sea Tel: 01702 472954

ECO WINGS
Westcliff-on-Sea Tel: 01702 330577

ENS RECRUITMENT LTD
Westcliff-on-Sea
Tel: 01702 361400

ESTUARY COMMUNITY SUPPORT SERVICE
Southend-on-Sea
Tel: 01702 462246

FIELD LANE DOMICILIARY AGENCY, THE
Southend-on-Sea
Tel: 01702 344615

FLORENCE HOUSE
Westcliff-on-Sea
Tel: 01702 437989

HEALTH AND HOME DOMICILIARY CARE AGENCY
Westcliff-on-Sea
Tel: 01702 346465

HOME CARE PROFESSIONALS LTD
Southend-on-Sea
Tel: 01702 467515

HOME INSTEAD SENIOR CARE
Great Wakering
Tel: 01702 535308

JARK HEALTHCARE
Southend-on-Sea
Tel: 01702 339444

JM CAREHOMES LTD
Westcliff-on-Sea
Tel: 01702 213277

KENNEDY LEIGH HOME CARE SERVICE
Westcliff-on-Sea Tel: 01702 334655

LISTED HEALTHCARE LTD
Southend-on-Sea
Tel: 07411 081388

MENCAP DOMICILIARY CARE - SOUTHWEND
Shoeburyness Tel: 01702 341250

MIHOME CARE SOUTHWEND-ON-SEA
Southend-on-Sea
Tel: 01702 345210

NESTOR SUPPORT LTD
Leigh-on-Sea
Tel: 0845 519 6088

REDSFRETURN HOME CARE (ESSEX) LTD
Westcliff-on-Sea
Tel: 01702 338865

ROYALE CARERS LTD
Southend-on-Sea
Tel: 01702 353547

SAS SUPPORT AND SOLUTIONS LTD
Shoeburyness
Tel: 01702 291321

SOUTHWEND THERAPY AND RECOVERY TEAM (START)
Southend-on-Sea
Tel: 01702 606917

SPDNS NURSE CARE
Westcliff-on-Sea
Tel: 01702 431300

SUMMERCARE
Westcliff-on-Sea
Tel: 01702 343062

SURECARE SOUTHWEND
Westcliff-on-Sea
Tel: 01702 330065

Thurrock home care providers

A K SUPPORTED HOUSING OUTREACH SERVICE
Grays Tel: 01375 461991

AKABA SOCIAL UK LTD
South Ockendon Tel: 01375 462626

AVELEY HOUSE (1)
South Ockendon Tel: 01375 461991

AVELEY HOUSE (2)
South Ockendon Tel: 01375 462626

EDEN BROOK HOME CARE
Grays Tel: 01245 363888

HOME CARE REABLEMENT TEAM
Grays Tel: 01375 461991

Adverters are highlighted

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

This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
We have been providing exceptional homecare and live-in care services to individuals within their own home since 1989.

Our services below offer flexibility, providing care from 1/2 hour to 24 hours:
- Personal Care
- Domestic/Shopping
- Meal Preparation
- Comfort/Safety check
- Respite & Sitting services
- Support Services
- Night Care
- Live-In Care available short or long term

- Fully CQC compliant
- Current winners of the Dignity in Care Award
- Staff fully trained and DBS checked
- We also welcome service users who are in receipt of direct payments.
- We cover Essex area and our Live-in care services are provided throughout the country.
- Vacancies available for Live-in and Care staff

Call us for a free, no obligation meeting in your own home to discuss your needs with one of our representatives.

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

The Government has indicated that services for people with disabilities should promote the following key principles:

- Respect people’s rights.
- Actively promote people’s independence.
- Ensure that people have and are able to make choices in all areas of their lives.
- Create opportunities for people to be included rather than separated from society.

If you are assessed as needing support, the local authority will help you access community support services. These can include help in the home (explained on page 22), adaptations and equipment (see page 12), holidays and even a care home place (see page 53), if appropriate.

For people looking to move out of their family home, there are a number of options that could be explored before considering residential care. Some people may be able to have their own flat with support coming into their home. There is also the option of supported living, where someone can live on their own or share a property with one or more other people with support provided for all. These can give great independence and choice. Supported living is explained on page 47.

A good quality care home can also help to promote independence and can be a step towards more independent living for some people who may initially require more support. There are other alternatives too, such as Adult Placement or Shared Ownership schemes that could be considered and these can be set up through a social care practitioner from the local authority’s Community Learning Disability Teams. Contact your local team listed adjacent for further advice about your housing options.

Community Learning Disability Teams

Community Learning Disability Teams (CLDTs), work with adults aged 18 and over who have a learning disability and are not able to manage without the right kind of support. The teams are trained in many disciplines, including speech and language therapy, sensory services, behaviour therapy and physiotherapy. The services can be accessed by both inpatients and outpatients.

<table>
<thead>
<tr>
<th>South Essex Partnership University NHS Foundation Trust</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Basildon CLDT</td>
</tr>
<tr>
<td>Ely House, Ely Way, Basildon, Essex SS14 2BQ</td>
</tr>
<tr>
<td>Tel: 01268 739130</td>
</tr>
<tr>
<td>- Castle Point and Rochford CLDT</td>
</tr>
<tr>
<td>First Floor Council Offices, Kiln Road, Benfleet</td>
</tr>
<tr>
<td>Essex SS7 1TF</td>
</tr>
<tr>
<td>Tel: 01268 739134</td>
</tr>
<tr>
<td>- Southend CLDT</td>
</tr>
<tr>
<td>Civic Centre, Victoria Avenue, Southend-on-Sea Essex</td>
</tr>
<tr>
<td>SS1 9SB</td>
</tr>
<tr>
<td>Tel: 01268 739133</td>
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<table>
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<tr>
<th>North East Essex Community Learning Disability Team</th>
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<tbody>
<tr>
<td>Orchard View</td>
</tr>
<tr>
<td>Lexden Site, London Road, Colchester Essex CO3 4DB</td>
</tr>
<tr>
<td>Tel: 01206 363255</td>
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<table>
<thead>
<tr>
<th>Mid Essex Community Learning Disability Team</th>
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<tr>
<td>Tekhicon House</td>
</tr>
<tr>
<td>Springwood Drive, Braintree, Essex CM7 2YN</td>
</tr>
<tr>
<td>Tel: 01376 308700</td>
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<tr>
<th>West Essex Community Learning Disability Team</th>
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<tbody>
<tr>
<td>Hawthorn Lodge</td>
</tr>
<tr>
<td>The Plain, Epping, Essex CM16 6TN</td>
</tr>
<tr>
<td>Tel: 01279 827110</td>
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</table>
Supported living

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

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

Supported living refers to the way in which
accommodation and support are organised,
rather than the amount of support. This will
be tailored to individual need and can include
access to support 24 hours a day if assessed
as necessary, although many people do not
require this – particularly with the use of
assistive technology such as telecare equipment
(discussed further on page 18) that ensures an
emergency response and helps keep people safe.

For further information speak to Adult Services
on 0845 603 7630 (Essex), 01702 215008
(Southend-on-Sea) or contact your local team for
further information.

The Gold Standard of Care
‘individuality, dignity and respect’

Choosing a care home can be a daunting experience.

Visit your nearest Gold Care Home, to see and sense
for yourself the genuine care, compassion and respect
our residents’ experience.

Find out more by visiting our website
www.goldcarehomes.com
or call us on 01895 257 010

“We care for your care”

Visit www.carechoices.co.uk for further assistance with your search for care
Welcome to the relaxed, comfortable and happy lifestyle of **The Old Deanery Care Village**, near Braintree in Essex, located next to beautiful countryside we nestle amongst ten acres of beautiful preserved fragrant flowers, landscape gardens, stunning trees and open lawns.

**The Old Deanery** - we offer exceptional 24 hour residential care for adults with a wide range of care services sensitively tailored to your specific needs.

**St Mary’s Court** - we offer dedicated general/palliative/dementia nursing, residential dementia and young onset dementia with an emphasis on activities and quality of life. For permanent, transitional and respite holidays.

Please feel free visit us today. Call 01376 328 600 to make an appointment, please visit our informative website for more information.
Residential care

If residential care is deemed to be the best option for your care and support needs, check:

- How does the home meet national essential standards of quality and safety, laid down by the Care Quality Commission?
- Does the home have close links with Adult Services?
- Does the home offer personalised care and support to enable you to become as independent as possible?
- Do you have choice and control over your care and support?

For more information on choosing a care home, please see the care homes checklist on page 55.

Non-council learning disability support

Guideposts Trust
Lists to and supports adults with learning difficulties to access their own community activities and lead fuller, more independent lives.

For example, a Shared Lives scheme is run by Guideposts Trust and Essex County Council, whose purpose is to provide alternatives to residential care for those with learning disabilities by offering long term placements and short breaks in family-based settings. For Shared Lives in Southend contact the Department for People on Tel: 01702 215008.

Guideposts Trust (Essex)
24 Central House, High Street, Ongar
Essex CM5 9AA
Tel: 01277 366455
Email: gptongar@guidepoststrust.org.uk
Web: www.guidepoststrust.org.uk/essex

Scope
Offers free, impartial and expert information, advice and support to disabled people and their families, 9am - 5pm weekdays.
Freephone: 0808 800 3333
Email: response@scope.org.uk

Mental health

Your local Community Mental Health Team (CMHT) should be your first point of contact if you have a mental health condition. CMHTs are community based assessment and treatment services for people suffering mental health conditions aged between 18 to 65 years. You can ask your GP to refer you or ask someone who knows you to contact the CMHT on your behalf.

There is increased demand for home care for people with mental health conditions arising from greater use of supported living (explained on page 47) instead of care home placements. Like other specialist care services, this can be paid for (if you have been assessed as eligible) with a personal budget, discussed on page 8.

In Essex, the North Essex Partnership NHS Foundation Trust (NEPFT) and the South Essex Partnership University NHS Foundation Trust (SEPT) provide mental health services.

Some SEPT services cover Southend-on-Sea. Southend-on-Sea also has its own online directory, Southend-on-Sea’s Health and Wellbeing Information Point which covers all services, including mental health. See contact details below.

North Essex Partnership NHS Foundation Trust (NEPFT)
Trust Headquarters
Stapleford House
103 Stapleford Close
Chelmsford
Essex CM2 0QX
Tel: 01245 546400
Web: www.nepft.nhs.uk

South Essex Partnership University NHS Foundation Trust (SEPT)
Trust Head Office
The Lodge
The Chase, Wickford
Essex SS11 7XX
Tel: 0300 123 0808
Web: www.sept.nhs.uk
SHIP
Southend-on-Sea’s Health and Wellbeing Information Point
Web: www.southendinfopoint.org

Mental health helplines
North Essex Resource and Information Line for mental health (NERIL).
Voluntary helpline open to anyone, open every day between 4.00pm and 8.00am.
Tel: 0845 090 0909

North Essex Partnership Foundation Trust
Epping Forest/Uttlesford
Tel: 01279 827268
Chelmsford/Maldon/Brantree
Tel: 01376 308100
Colchester/Tendring
Tel: 01206 287303

Older Peoples Community Mental Health Team
Harland Centre, Balmoral Road
Westcliff-on-Sea,
Essex SS0 7DM
Tel: 01702 226190

Samaritans
Tel: 0845 790 9090

Southend-on-Sea Community Mental Health Team
The Taylor Centre
Warrior House, 42-82 Southchurch Road
Southend-on-Sea SS1 2LZ
Tel: 01702 440400

South Essex Partnership Foundation Trust
Tel: 0300 123 0808

Useful contacts
MIND provides support, advice and information to individuals in Essex and Southend-on-Sea who are experiencing mental health problems. The organisation has a team of professional staff and volunteers who provide services from various localities.

Basildon MIND
440-442 Whitmore Way, Basildon, Essex SS14 2EZ
Tel: 01268 284130
Web: www.basmind.org

South East and Central Essex MIND
Monday to Friday 9.00am – 5.00pm
Chelmsford Office
Sadlers House, 2 Legg Street, Chelmsford CM1 1AH
Tel: 01245 345083
Southend-on-Sea Office
112a Southchurch Road
Southend-on-Sea SS1 2LX
Tel: 01702 601123

West Essex MIND
The Wellbeing Centre
10-11 Corner House, Bush Fair, Harlow CM18 6NZ
Tel: 01279 421308
West Essex Talking Therapies Hub
West Essex MIND
45 Stortford Road, Great Dunmow CM6 1DQ
Tel: 01371 876641

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

Teams within Adult Services assess older people and people with physical disabilities, long-term illness or sensory impairment in hospital, in care homes or in the wider community.

Initial requests and referrals for adult social care services are handled by the Adult Social Care Department (Essex) and the Access Team (Southend-on-Sea), who also provide information and advice to callers. Contact details are on page 106.
The teams will then work with anyone needing more detailed assessment or care management.

As with all support from Adult Services, your needs must firstly be assessed (see page 8) to determine the best ways to support you; your carer can also have an assessment. You may wish to discuss your needs with your family doctor in the first instance.

Support from Adult Services includes: allocation of a personal budget (see page 8); occupational therapists; help with equipment and adaptations your home (see page 12); activities within the community; help at home, and with leaving hospital (see pages 22 and 23); short breaks; help if required to move into residential or nursing home care; and help for carers (see page 20).

If Adult Services arranges a care home placement for you, you should check a number of issues. What choice of home do you have and is this restricted by the amount of care you need? How does the home meet national essential standards of quality and safety laid down by the Care Quality Commission (see page 62)? Does the staff team in the home have good links with the local Adult Services Care Management Team?

**Update on benefits for disabled people**

Since April 2013, Disability Living Allowance for disabled people aged 16 to 64 was replaced by a new Personal Independence Payment. How much you’ll get depends on how your health condition or disability affects you. For further information, visit [www.gov.uk/pip](http://www.gov.uk/pip)

**Advocates can help**

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.

Advocates are not there to tell you what to do or to make decisions for you, but to help you express your views and make your own decisions.

**Useful contacts**

**Advocacy (Essex) Services**  
Puts you in touch with advocacy services in the county. Tel: 01245 382838  
Web: [www.advocacyessex.co.uk](http://www.advocacyessex.co.uk)

**BATIAS**  
Independent advocacy service for adults with a learning disability.  
373a Rayleigh Road  
Eastwood, Leigh-on-Sea, Essex SS9 5PS  
Tel: 01702 528021  
Email: batiassos@btconnect.com

**POhWER (The Advocacy Agency)**  
Provides free, confidential independent advocacy to users of care and community services across Essex.  
Web: [www.pohwer.net/in-your-area/where-you-live/essex](http://www.pohwer.net/in-your-area/where-you-live/essex)

**South East Essex Advocacy for Older People**  
West Road House, 225 West Road, Westcliff-on-Sea, Essex SS0 9DE  
Tel: 01702 340566

**Southend Mencap**  
Advocacy for people with learning disabilities including a Transitional Advocate for school-leavers.  
100 London Road, Southend-on-Sea, Essex SS1 1PG  
Tel: 01702 334514  
Email: southendmencap.advocacy@hotmail.co.uk

**Together Advocacy Centre**  
2 Weston Chambers  
Weston Road  
Southend-on-Sea SS1 1AU  
Email: southendadvocacy@together-uk.org

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
The End of Life Care Strategy

‘How we care for the dying is an indicator of how we care for all sick and vulnerable people. It is a measure of society as a whole and it is a litmus test for health and social care services.’

Although the subject of dying is often painful to contemplate and as a society we do not discuss death and dying openly, the way care professionals approach the process is incredibly important for the client, their family and carers. The Department of Health has published a Strategy for every organisation involved in providing end of life care. Each will be expected to adopt an overall coordination process, such as the Gold Standards Framework, whilst developing the best possible outcome for clients.

Those being cared for will have the opportunity to discuss their personal needs and preferences with professionals who will be supporting them. These will be recorded in an Advance Care Plan so that every supporting service will be aware of the client’s wishes.

All health and social care staff must be trained in communication regarding end of life care and will be trained accordingly in assessing the needs of clients and carers.

Programmes available include:

The Gold Standards Framework (GSF)
This can be used in various settings, for example hospitals, primary care and care homes, to improve the co-ordination and communication between different organisations involved in providing care for someone near the end of their life.

‘Preferred Priorities for Care’ (PPC)
This document is an example of an Advance Statement and is designed to help people prepare for the future and gives them an opportunity to think about, talk about and write down their preferences and priorities for care at the end of life.

Despite general reluctance to broach this sensitive area, it is worthwhile asking potential care providers their approach to end of life care and whether they are following national strategies for implementing best practice within their home.

Useful websites – End of Life Care

Compassionate Communities
Aims to help people develop the skills to address issues raised by end of life and other losses; and be a helpful, empathetic ear.
Web: www.compassionatecommunities.org.uk

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

NHS Local
NHS Local has a section on end of life, including contact details for helpful organisations, suggestions of issues you may need to think about at end of life and videos people have sent in listing five things they want to do before they die.
Web: http://nhslocal.nhs.uk

Marie Curie Cancer Care
Provides free nursing care to cancer patients and those with other terminal illnesses in their own homes.
Web: www.mariecurie.org.uk

Activities in care homes

The word ‘activity’ can imply many different things but in the context of a care home it should mean everything a resident does from when they open their eyes in the morning until they go to sleep at night. Choosing what colour cardigan to wear can be an enjoyable activity to start the day. Watching your favourite TV programmes or listening to the birds sing might bring a smile. Attending an exercise class might make you feel better. All of these can be defined as ‘activities’. Above all they can provide a point of interest, fun and challenge to each day.

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

Review the ‘Activities’ section of the care homes checklist on page 55 for questions to consider asking potential providers.

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 at the service or from the CQC (www.cqc.org.uk).

There are two types of residential home:

Care homes (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 but it must be paid for if your capital including savings exceeds £23,250. This figure may change over the lifetime of this Directory. See page 57 for more information on paying for your care in a care home.

Care homes with nursing

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

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

The cost of the nursing care part of your fees is paid by the NHS to the home directly: the current amount is £109.79 per week for the lower rate and £151.10 per week for the higher rate.

These figures may change over the lifetime of this Directory.

For further information on care homes and care homes with nursing, and how to find one to meet your needs, call this Directory’s independent helpline: 0800 389 2077.

ROMFORD NURSING CARE CENTRE

107 Neave Crescent, Harold Hill, Romford, Essex, RM3 8HW

T: 01708-379022  F: 01708-370123  E: romford@ranccare.co.uk

Romford Nursing Care Centre is a purpose built care home with nursing providing 114 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. There is a varied and stimulating social care programme as well as a resident physiotherapist. Cuisine is of a particularly high standard with a choice of menu. Care is provided to the elderly who may require residential dementia care, dementia care with nursing, with intercall system designed for dementia residents, general nursing, palliative care, and for the young physically disabled in a dedicated unit on the ground floor. 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.

Visit www.carechoices.co.uk for further assistance with your search for care
You’re unique. So are we.

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 about any of our homes throughout Essex or to arrange a visit please call 0208 879 6567 or email info@carebase.org.uk

www.carebase.org.uk
First impressions 1 2 3
- 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 1 2 3
- How much are the fees? (Insert fees above right.)
- 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 1 2 3
- Is the home easy to get to for relatives and friends?
- Does the home provide its own transport?

Accommodation 1 2 3
- 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? A place to make tea/coffee whenever you want?
- 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 1 2 3
- 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 1 2 3
- 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 1 2 3
- 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?
- Is there a Dignity Champion?
- Is there a Dementia Champion/Lead?

Visitors 1 2 3
- 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 1 2 3
- 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?
- Does the home have a Nutrition Champion/Lead?

Activities 1 2 3
- 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?
- What does the home do about personal engagement?

Gardens 1 2 3
- Are the grounds/gardens attractive?
- Are all areas safe and accessible?
- Is there somewhere to sit?
- Are they quiet?

Contract terms 1 2 3
- Can you retain your own room if away?
- Can you have a short-stay or trial period?
- Will you be given a statement of terms on admission?
- Are all procedures, such as complaints, clearly spelt-out?
Dementia in care homes

Care homes and dementia

According to the Alzheimer’s Society, one third of people with dementia live in a care home and at least two thirds of care home residents in the UK have dementia.

Each person with dementia is a unique human being with individual emotional, physical and social needs and a set of hopes, aspirations and values. Meeting these needs with an individually tailored programme enables the person to experience the best possible quality of life. Subsequently, a good care home will follow the concept of a person-centred approach to care for people with dementia. This means that the unique qualities and interests of each individual will be identified, understood and accounted for in any care planning.

The person with dementia will have an assessment and an on-going personalised care plan, agreed across health and social care that identifies a named care coordinator and addresses their individual needs.

They must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Power of Attorney and Preferred Priorities of Care. For more information on these see page 61.

It is important that care and support options are tailored to the needs of the individual. One size does not fit all. Some options can work well for one individual but prove to be stressful and unsuitable for another person. Make sure staff know the person you care for by providing life story books; telling staff about their likes and dislikes and providing belongings that bring comfort and have meaning for the person you care for.

Within the home, much is down to the attitude and skills of the manager and the staff. Do they provide an environment that enables a person with dementia to exercise choice and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home? Further questions to consider are included in the residential dementia care checklist on page 58.

Dementia-specific training is essential to ensure that care home staff have an understanding of how best to support and care for people with dementia.

Feel right at home with Barchester Care Homes

At Barchester, people always tell us they feel right at home as soon as they step 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 Essex.

Your local care home manager will be happy to help with any tours or advice.

- **Ashlar House**
  The Plain, Epping, Essex, CM16 6TY
  Tel: 01992 721 089

- **Leonard Lodge**
  Roxwell Gardens, Hutton, Brentwood, CM13 1AQ
  Tel: 01277 508 450

- **Derham House**
  Harwood Hall Lane, Upminster, RM14 2YP
  Tel: 01708 548 759

- **Paternoster House**
  Paternoster Hill, Waltham Abbey, EN9 3JY
  Tel: 01992 721 087

[www.barchester.com](http://www.barchester.com)
Design and technology

The design of a care home specialising in dementia needs to be based on small group living, preferably with accommodation at ground floor level only and with good access in and out of the building within a safe environment.

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

For further information, call this Directory’s independent helpline: 0800 389 2077.

Paying for residential care

Care funded by the council

Do I qualify for local authority financial assistance?
If you have been assessed as needing a care home place and your capital including savings is below £23,250 you may be entitled to financial support from your local authority. To find out more, contact Adult Services. Contact details on page 106.

If you have capital below £14,250 you will be entitled to maximum support contributing your income less £23.50 per week retained for personal expenses. If you have capital between £14,250 and £23,250 you must pay a capital tariff of £1 per week for each £250 between these two figures. Capital includes the value of your former home unless it’s occupied by your partner, or a relative who is aged over 60 years or incapacitated, or a child under 16 years who you maintain or a separated partner who is a lone parent.

Do I have a choice of care home if the council is paying?
Yes and it can even be in a different county. The home you choose must be suitable for your assessed needs, comply with any terms and conditions set by the local authority and not cost any more than they would usually pay for someone with your needs.

What if a home costs more than the local authority is prepared to pay?
The local authority will allow a third party to top-up of your fees as long as they are able to do so over the long term. You are not allowed to top up the fees yourself from capital below £23,250. For more information on third party payments see page 60.

My partner needs care, how does this financially affect me?
The local authority will take into account 50% of any joint savings therefore, to accelerate financial help, it is better to have separate single accounts meeting care costs paid from the account of the person in the care home.

Visit www.carechoices.co.uk for further assistance with your search for care
Things to look for in care homes specialising in dementia. Please use in conjunction with the care homes checklist on page 55.

When you visit, spend some time looking around, talking to the manager, staff and residents. Look at several care homes and visit at different times, for example at the weekend and in the week. If possible go with the person you care for. First impressions count. Think about how you are greeted and the way staff relate to people with dementia.

Most importantly, do not be afraid to ask questions. This is always the best way to get information.

**Residents**

The best indication of a good home is that the residents appear happy and responsive.

Are there rummage boxes around the home to stimulate residents?

1
2
3

**Access**

If the person with dementia needs or is likely to need equipment or adaptations you may want to check:

There is adequate signage and cues for different parts of the home such as dining room and bathroom.

1
2
3

The home’s policy about locking external doors.

1
2
3

**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.

1
2
3

**Activities**

Residents should be stimulated without feeling stressed.

Are reminiscence activities available?

1
2
3

Are residents able to compile memory boxes?

1
2
3

Do staff compile life story books including photographs and mementos?

1
2
3

**Staff**

It is important to note whether staff seem friendly and caring towards residents and whether they treat residents with respect.

What training and experience in dementia care do they have?

1
2
3

Will the person with dementia have a member of staff particularly responsible for their care?

1
2
3

Is there a member of staff you can talk to about your own worries about the person with dementia?

1
2
3

**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 knowledge of dementia and can they deal with difficulties that may arise in an understanding way?

1
2
3

Is there a full assessment at home before a resident is admitted?

1
2
3
Paying for your own residential care

Self-funding

If you are self-funding your care because you are not eligible for local authority funding there are other forms of financial assistance you may be entitled to. These are explained below.

Will the local authority pay my fees whilst I am selling my former home?

If, apart from your property, your other capital including savings is below £23,250 the local authority should help with the costs during the first twelve weeks of permanent care. Beyond that period any financial help will be charged against the value of your former home and recovered from the eventual sale proceeds.

Do I have to sell my property?

No, the local authority may lend you the money to pay for your care charged against your property value. However, they could limit how much they will pay and it could adversely affect your welfare benefit entitlements.

Do I have to pay Council Tax on an empty property?

If you move into a care home and your property is left empty then you should receive full exemption from Council Tax until it’s sold.

Is there any financial help that is not means tested?

Attendance Allowance is a non-means tested, non-taxable allowance paid at the lower rate of £53.00 for those needing care by day or night and, at a higher rate of £79.15 for those needing care by day and night.

Whether your stay is temporary or permanent if you receive nursing care in a care home you may be entitled to an NHS Registered Nursing Care Contribution (RNCC) towards the cost of your nursing care, paid directly to the home at £109.79 per week. If your needs are primarily health care needs, you may be entitled to full funding from your local PCT following an assessment under their continuing care eligibility criteria. This figure applies to England only.

What happens if I move into a care home independently and run out of money?

If you think that your capital including savings is going to reduce to £23,250 or below you should seek local authority assistance. It is better to make the council aware of the likelihood of this happening in advance of it occurring. Be aware that, if the home you are in costs more than the local authority usually pays and won’t reduce its fees you could be in the difficult situation of either finding a source of top-up or seeking less expensive accommodation.

If there is a likelihood of running out of money it’s important that you arrange an assessment of your care needs with Adult Services as soon as possible to ensure they may be able step into help. Also check if the care home owner can continue to accommodate you at the local authority’s funding rates or will require a third party top-up.

What can I do to avoid this situation?

There are ways of meeting care costs for as long as you need care whilst using up only part of your capital. For example, the use of Immediate Need Care Fee Payment Plans can contribute towards capping the cost and, as so many older people wish, enabling an inheritance to be left for the family.

The important thing is not to try to do it alone, always seek professional advice.

Contracts

Before you sign any contract prior to moving into a care home, the home should give you written details of all the charges it intends to make in its Statement of Purpose document. If there is anything that is not clear or which you do not understand, you should ask for advice.

Figures mentioned here may change over the lifetime of this Directory.
Third party payments

If the home you choose costs more that the rate the local authority usually pays for someone with your needs, you will have the choice to ask someone else to make an additional payment.

If there is no-one available to supply the extra payment, you can ask the local authority to find you another placement at the rate they would normally expect to pay. If, however, you do decide to live in the more expensive home and you have someone who is able to make an additional payment for you, they will have to pay the difference between your local authority rate and the amount the home charges. This additional payment is often referred to as a ‘top-up’ or ‘third party contribution’.

The law says that you are not allowed to make this additional payment yourself, except in limited circumstances. Therefore, the additional payment has to be made by someone else, for example, a family member or charity.

Before anyone agrees to make additional payments on your behalf they should be aware that the amount could change, usually increase, once a year and they need to be confident that they can sustain the payments for as long as they are required. If the additional payments stop being paid for any reason, then you should seek help and advice via Adult Services.

Once it has been established that someone is willing and able to make these payments they will be asked to sign an agreement to formalise the arrangement. Because the financing of care is a complex area it is advisable to contact the social worker who is arranging your placement with you, or Adult Services, to ask for advice and individual guidance.

If you move to a care home where a third party payment is required, the person who will make the payment on your behalf must sign a contract with Essex County Council or Southend-on-Sea Borough Council, depending on where you live, before the contract with the home is signed. In doing so they must confirm that they have the financial means to make the third party payments (including any future increases) for the whole time you will live at the care home. If they are unable to maintain the payments and there is nobody else able to meet this cost, you may have to move to a cheaper home within the local authority’s funding levels.

If you are already a resident in a care home, and no third party agreement was required at the time you became a resident, the home may seek to introduce a third party payment at a later date. Also, if a change to your arrangements is made at your request or with your agreement, for example you move to a superior room, and then an additional third party payment can become due.

Important information

This Directory’s helpline

This Directory’s free helpline provides an independent information and help service encompassing care services and accommodation. A personalised report can be generated for calls providing details of all care homes or housing with care schemes that meet their criteria.

One call to the freephone number 0800 389 2077 will enable the service to build a profile of exactly what type of care you’re looking for, while taking into account your personal needs and interests.

**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.

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 to.

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 an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

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

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

If you don’t have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of 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 Citizen’s Advice Bureau offer an advice service and will be able to recommend solicitors in your area.

For further information, call this Directory’s independent helpline: 0800 389 2077.

**Charitable support**

The voluntary sector is made up of charitable, not-for-profit organisations. Charities help people of all ages, backgrounds, cultures, religions and ethnic origins, in many ways, often when the State cannot do so. If you or someone you know is struggling to meet the costs of care there may well be a charity which could provide some help without affecting benefit entitlements.

**Occupational benevolent funds**

The occupational benevolent sector excels in ‘communities of interest’. These include people wanting to live in a religious setting, or those looking for voluntary sector homes and housing with an ethos allowing them to share their lives with like-minded individuals. For example, a person who has spent their life as a professional may be seeking housing or care amongst other professional people. Another may have spent a working life in a motor factory and now wants to live amongst others with the same working background.

Occupational benevolent funds make sure that their assistance will not affect any state benefits and they can often help people in difficulty to claim all the allowances to which they’re entitled. Older peoples’ Pension Credit will not be affected by a grant from a benevolent fund. Charities can’t help if what is required is already available on the National Health Service, or covered by state benefits or the local council’s social or other services, but they can often enhance basic provision.

Some examples include:

- Association of Charitable Organisations (ACO): the national UK umbrella body for trusts and foundations that give grants and welfare support to individuals in need.
Head office tel: 0207 255 4480
Web: www.aco.uk.net

- Hospitality Action: offers assistance to all who work, or have worked within hospitality in the UK and who find themselves in crisis.
  Tel: 0203 004 5500; Grants: 0203 004 5507
  Web: www.hospitalityaction.org.uk

- Musicians Benevolent Fund: support for those who have worked or are working in the music profession.
  Tel: 0207 239 9100
  Web: www.helpmusicians.org.uk

- The Book Trade Charity: practical, emotional and financial support to anyone who works or has worked in the book trade, as well as their dependents.
  Tel: 01923 263128
  Web: www.booktradecharity.org.uk

- The Printing Charity: assists those with a connection to the printing trade.
  Tel: 01293 542820
  Web: www.theprintingcharity.org.uk

- The Royal Agricultural Benevolent Institution: helps members of the farming community suffering hardship. For confidential help and advice call the RABI Helpline on 0300 303 7373 or email: grants@rabi.org.uk
  Web: www.rabi.org.uk

Comments, compliments and complaints

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

Making a complaint should not be made difficult for you and should not affect the standard of care that you receive whether in your own home or in a care home or care home with nursing.

Care services are required under national essential standards of quality and safety to have a simple and easy to use complaints procedure.

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

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

If your local authority has arranged and funded a place for you in a care home or has contributed to a home care service, another option is to complain to your social worker/care manager or the department’s designated complaints manager.

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

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 under a new system, introduced by the Health and Social Care Act 2008, which brings adult social care, independent healthcare and
the NHS under a single set of essential standards of quality and safety for the first time.

CQC holds and publishes 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. These can be viewed on the website: www.carechoices.co.uk.

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 on the Care Quality Commission’s comprehensive website: www.cqc.org.uk

Out-of-county care

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

If your care home place is state-funded, your home county local authority is still responsible for your care fees, even if you choose a care home in another region. The home you choose must be suitable for your assessed needs and comply with the terms and conditions set by the authority. The fees that your local authority will pay may vary. They may offer you the fees you would receive if you remained within the county, or they may offer you the fees that the local authority would pay in your chosen region.

You must seek further advice before making your decision. If you’re self-funded, obviously you have freedom of choice.

For information on care provision in Essex, Southend-on-Sea and other regions, contact this Directory’s helpline on freephone 0800 389 2077 with details of your requirements.

Protecting vulnerable adults

A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves, or protect themselves from harm or from being exploited.

What is adult abuse?
Abuse is mistreatment by any other person or persons that violates a person’s human and civil rights. The abuse can vary from treating someone with disrespect in a way which significantly affects the person’s quality of life, to causing actual physical suffering.
It can happen anywhere – at home, in a care home or a care home with nursing, a hospital, in the workplace, at a day centre or educational establishment, in supported housing or in the street.

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

**Who might be causing the abuse?**
The person who is responsible for the abuse may be known to the person abused and could be:

- a paid carer or volunteer;
- a health worker, social care or other worker;
- a relative, friend or neighbour;
- another resident or service user;
- an occasional visitor or someone who is providing a service; or
- someone who deliberately exploits vulnerable people.

If you think someone is being abused call Essex County Council’s Adult Social Care Department on **0845 603 7630**, or Southend-on-Sea Borough Council’s Department for People on **01702 215008**. Your concerns will be taken seriously and will receive prompt attention, advice and support.

Alternatively, you can call AskSAL (The Safeguarding Adult Line) on **0845 266 6663**. The AskSAL helpline was set up to give advice to people of Essex who are concerned about themselves or somebody they know. It is a partnership project between the Southend-on-Sea, Essex and Thurrock Safeguarding Adults Boards and Essex County Council.

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

If you are worried about contacting the police you can contact Adult Services on **0845 603 7630** (Essex), **01702 215008** (Southend-on-Sea) or contact AskSAL to talk things over first. If immediate action is needed dial **999**.

You can also:

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

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

In December 2012, the Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA) merged into the Disclosure and Barring Service (DBS). CRB checks are now called DBS checks.

This new organisation will provide a joined up, seamless service combining the criminal records checking and barring functions. Further legislative changes will come into force during 2014. These details will be published on the DBS website. For disclosure information and services, visit the DBS homepage: [www.gov.uk/dbs](http://www.gov.uk/dbs)

Care home owners, domiciliary care agencies and employment agencies which supply care workers are required to request checks as part of a range of pre-employment checks, including disclosures from the Disclosure and Barring Service (DBS). Requests for such checks must be made to the DBS.

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

Key to care home listings

<table>
<thead>
<tr>
<th>Location</th>
<th>Code</th>
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<td>Basildon</td>
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<tr>
<td>Braintree</td>
<td>69</td>
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<td>Brentwood</td>
<td>73</td>
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<tr>
<td>Castle Point</td>
<td>75</td>
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<td>Chelmsford</td>
<td>77</td>
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<td>Colchester</td>
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<td>Epping Forest</td>
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<td>Harlow</td>
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<td>Harwich</td>
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<td>Halstead</td>
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<td>Brightlingsea</td>
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<td>West Mersea</td>
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<td>Southminster</td>
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<tr>
<td>Burnham-on-Crouch</td>
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<tr>
<td>Southend-on-Sea</td>
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<tr>
<td>Grays</td>
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</tbody>
</table>

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

65
mcch provides housing support to people with autism, learning disabilities and mental health needs in Essex.

We also run enterprises for people with mental health needs wishing to get back into work. Our enterprises operate in the Harlow and Braintree areas.

Are you looking for support? Call us free on 0800 028 28 15.

CEDARS
Residential Care Home

Cedars is a 63 bedded residential home, half of which is a new purpose built block and the remainder being a recently refurbished Victorian house. Many of the bedrooms overlook open countryside. The home has a secure garden with paved paths for residents to safely walk, under supervision, weather permitting. The garden has some raised beds for residents to do some gardening.

The care at Cedars is provided by a dedicated and experienced team of staff who work to deliver care tailored to the needs and wishes of each resident. The home provides a range of activities and visitors are always welcome. The meals are cooked and prepared in our kitchen using fresh seasonal ingredients.

PROVIDERS OF SPECIALIST CARE FOR THOSE SUFFERING FROM ALZHEIMERS & SENILE DEMENTIA.
Tel: 01787 472418 Fax: 01787 474416
Email: cedarshalstead@hotmail.com
Sudbury Road, Halstead, Essex, CO9 2BB

RESIDENTIAL CARE HOME FOR OLDER PEOPLE

FOREST HOME

Our 24 hour caring facilities offer a wide range of comforts to ensure a relaxed and homely feel:
• Situated in beautiful garden surroundings with immediate access to all local amenities including the local GP • Visitors are welcome at any time • Ensuite facilities • Good home cooked meals – special diets catered for • Hairdresser, Chiropodist, Church service and entertainment events • Respite Care and Qualified Staff

Call 01787 460361 • Email: foresthome58@btinternet.com • www.forestcarehome.com

Pleasant views and walks in well maintained & spacious gardens with summer house, pond and fountain, and ample parking. Under personal supervision of the owner. Members of Essex Independent Care Association.
### Basildon care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACORN HOUSE</td>
<td>28 Somerset Road, Laindon SS15 6PE</td>
<td>01268 455104</td>
<td>LDA YA</td>
<td></td>
</tr>
<tr>
<td>ANVIL HOUSE</td>
<td>199 Perry Street, Billericay CM12 0NX</td>
<td>01277 633950</td>
<td>LDA YA</td>
<td></td>
</tr>
<tr>
<td>ASHVIEW</td>
<td>River View High Road, Vange, Basildon SS16 4TR</td>
<td>01268 583043</td>
<td>PD LDA</td>
<td></td>
</tr>
<tr>
<td>BEECH HOUSE</td>
<td>Brownlow Bend, Basildon SS14 1QD</td>
<td>01268 286863</td>
<td>OP D</td>
<td></td>
</tr>
<tr>
<td>BUNGALOW, THE</td>
<td>306 Southend Road, Shotgate, Wickford SS11 8QW</td>
<td>01268 570702</td>
<td>PD LDA SI YA</td>
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<tr>
<td>CAMERON HOUSE</td>
<td>Plumleys, Pitsea, Basildon SS13 1NQ</td>
<td>01268 556060</td>
<td>OP</td>
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</tr>
<tr>
<td>CEDAR HOUSE</td>
<td>London Road, Pitsea, Basildon SS13 2BY</td>
<td>01268 455104</td>
<td>LDA YA</td>
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<tr>
<td>CENTRAL AVENUE, 2</td>
<td>Billericay CM12 0QZ</td>
<td>01702 462246</td>
<td>OP LDA YA</td>
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<tr>
<td>CHAPLIN LODGE</td>
<td>Nevendon Road, Wickford SS12 0QH</td>
<td>01268 733699</td>
<td>OP D YA</td>
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<tr>
<td>CLAYBURN LODGE</td>
<td>15 Clayburn Circle, Basildon SS14 1PZ</td>
<td>01268 533203</td>
<td>MH</td>
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<tr>
<td>EVELYN MAY HOUSE</td>
<td>Florence Way, Langdon Hills, Basildon SS16 6AJ</td>
<td>01268 418683</td>
<td>OP D PD SI</td>
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<tr>
<td>FAIRVIEW ROAD, 19</td>
<td>Vange, Basildon SS14 1PW</td>
<td>01268 527840</td>
<td>LDA MH</td>
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<tr>
<td>GLENROYD HOUSE</td>
<td>26 High Road North, Laindon, Basildon SS15 4DP</td>
<td>01707 652053</td>
<td>LDA</td>
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</tr>
<tr>
<td>GRANGE, THE</td>
<td>69 Southend Road, Wickford SS11 8DX</td>
<td>01268 766466</td>
<td>OP D PD SI</td>
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<tr>
<td>GROVELANDS LODGE</td>
<td>21 Grovelands Road, Wickford SS12 9DG</td>
<td>01268 459941</td>
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<tr>
<td>HERONDALE, 2</td>
<td>Basildon SS14 1RR</td>
<td>01268 523399</td>
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<tr>
<td>HEYWOOD LODGE</td>
<td>43 Western Road, Billericay CM12 9DX</td>
<td>01277 659343</td>
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<tr>
<td>HOLLYMEDE COTTAGE</td>
<td>61-63 Church End Lane, Runwell, Wickford SS11 7DP</td>
<td>01268 450908</td>
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<tr>
<td>LAURELS LTD, THE</td>
<td>130-134 Church End Lane, Runwell, Wickford SS11 7DP</td>
<td>01268 764105</td>
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<td>LAWRENCE ROAD, 1</td>
<td>Bowers Gifford, Basildon SS13 2NB</td>
<td>01702 462246</td>
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<tr>
<td>LONDON ROAD, 86</td>
<td>Wickford SS12 0AR</td>
<td>01702 462246</td>
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<tr>
<td>LONGCROFT RESIDENTIAL CARE HOME</td>
<td>34 Swan Lane, Wickford SS11 7DD</td>
<td>01268 572066</td>
<td>MH YA AD</td>
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<tr>
<td>LONGWOOD PLACE</td>
<td>110 High Road, Langdon Hill SS16 6HY</td>
<td>01268 411414</td>
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<tr>
<td>LUNCIES ROAD, 97</td>
<td>Walsington, Basildon SS14 1SD</td>
<td>01268 555488</td>
<td>LDA YA</td>
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</tr>
</tbody>
</table>

**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

**SECHA** - South Essex Care and Health Association - For more information see page 7

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
MUNDY HOUSE
Church Road, Basildon SS14 2EY
Tel: 01268 520607

OAKLANDS (ESSEX)
Forest Glade, Dunton Hills, Laindon SS16 6SX
Tel: 01268 491491

OAKES, THE
55 Railway Approach, Laindon, Basildon SS15 6JX
Tel: 01268 455104

PICKWICK CLOSE, 30-31
Laindon, Basildon SS15 5SW
Tel: 01702 462246

QUEENS PARK COURT CARE HOME
Goldington Crescent, Billericay CM12 0XR
Tel: 01277 630060

RECTORY LODGE
87 Rectory Road, Pitsea SS13 2AF
Tel: 01268 583634

SILVANNA COURT
84 Runwell Road, Wickford SS11 7HR
Tel: 01268 767384

THIRD AVENUE, 7/9
Wickford SS11 8RF
Tel: 01702 462246

VISTA ROAD, 16
Wickford SS11 8EQ
Tel: 01702 462246

WEST ACRES
65-67 Somerset Road, Basildon SS15 6PP
Tel: 01268 540734

WEST THORPE, 35
Basildon SS14 1LX
Tel: 01702 442246

WOODBURY COURT
Tavistock Road, Laindon SS15 5QQ
Tel: 01268 564230

Basildon care homes continued

ANISHA GRANGE
Outwood Common Road, Billericay CM11 2LE
Tel: 01277 658529

FREMNELL'S, 71, THE
Basildon SS14 2QZ
Tel: 01268 526692

GHYLL GROVE RESIDENTIAL AND NURSING HOME
Ghyll Grove, Basildon SS14 2LA
Tel: 01268 273173

GIFFORD HOUSE CARE HOME
London Road, Bowers Gifford, Basildon SS13 2EY
Tel: 01268 554330

MOUNTNESSING ROAD, 230A
Billericay CM12 0EH
Tel: 01702 462246

PRIMECARE
62 Downs Grove, Vange, Basildon SS16 4QL
Tel: 01268 553222

Basildon care homes with nursing

ANISHA GRANGE
Outwood Common Road, Billericay CM11 2LE
Tel: 01277 658529

FREMNELL'S, 71, THE
Basildon SS14 2QZ
Tel: 01268 526692

GHYLL GROVE RESIDENTIAL AND NURSING HOME
Ghyll Grove, Basildon SS14 2LA
Tel: 01268 273173

GIFFORD HOUSE CARE HOME
London Road, Bowers Gifford, Basildon SS13 2EY
Tel: 01268 554330

MOUNTNESSING ROAD, 230A
Billericay CM12 0EH
Tel: 01702 462246

NEED HELP IN YOUR SEARCH FOR CARE?
Please visit www.carechoices.co.uk for more information.

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

Advertisers are highlighted

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

Alternatively, call our friendly helpline team on 0800 389 2077 to talk to someone directly.
ACORN LODGE CARE HOME
Bovington Road, Beazley End, Braintree CM7 5JH
Tel: 01371 850402  OP D LDA

BETHANY HOUSE
32 Brewery Drive, Halstead CO9 1EF
Tel: 01708 863289  LDA YA

BLACKTHORNS
21-29 Dooley Road, Halstead CO9 1JW
Tel: 01787 472170  OP D PD SI

BLAMSTERS FARM
Mount Hill, Colchester CO9 1LR
Tel: 01787 479491  LDA

BLAMSTERS LINK
Hoew Chase, Halstead CO9 2QJ
Tel: 01787 479343  LDA

BOARS TYE FARM RESIDENTIAL HOME
Boars Tye Road, Silver End,
Witham CM8 3QA
Tel: 01376 584515  OP D PD MH SI

BRADBURY HOUSE
New Street, Braintree CM7 1ES
Tel: 01376 348181  OP

BREWERY HOUSE
28 Brewery House, Halstead CO9 1EF
Tel: 01787 472046  LDA

CEDARS RESIDENTIAL CARE HOME
Sudbury Road, Halstead CO9 2BB
Tel: 01787 472418  Advert page 66  OP D

CHALKNEY HOUSE
47 Colchester Road, White Colne,
Colchester CO6 2PW
Tel: 01787 222377  OP D

CHURCHFIELDS
Avenue Road, Witham CM8 2DT
Tel: 01376 521553  OP PD LDA YA

COLNE HOUSE
Station Road, Earls Colne, Colchester CO6 2LT
Tel: 01787 222227  OP D MH YA

COLNE PLACE RESIDENTIAL CARE HOME
97 High Street, Earls Colne, Colchester CO6 2RB
Tel: 01787 222314  OP

CONIFERS
Harriet’s Farm Bungalow, Church Street,
Bocking, Braintree CM7 5LH
Tel: 01376 550779  D PD LDA MH SI YA

DRUMMONDS
The Street, Feering, Colchester CO5 9AG
Tel: 01376 570711  OP PD LDA SI YA

FENHAM LODGE
The Street, Hatfield, Peverel, Chelmsford CM3 2EQ
Tel: 01245 381550  LDA YA

FERN LODGE
108 Broad Road, Bocking, Braintree CM7 9RX
Tel: 01376 550432  D PD LDA SI

FOLEY HOUSE
115 High Garrett, Braintree CM7 5NU
Tel: 01376 326652  SI

FOREST HOME
58 Swan Street, Sible Hedingham,
Halstead CO9 3HT  Advert page 66
Tel: 01787 460361  OP

FRANCISCAN CONVENT RESIDENTIAL HOME
2 Broad Road, Braintree CM7 9RS
Tel: 01376 345503  OP D

GRAMMAR SCHOOL HOUSE
York Road, Earls Colne, Colchester CO6 2RB
Tel: 01787 222412  PD LDA YA

IMOLA
Lanham Green, Cressing, Braintree CM77 8DT
Tel: 01376 584352  LDA YA

KILKEE LODGE RESIDENTIAL HOME
Coggeshall Road, Braintree CM7 9ED
Tel: 01376 342455  OP

LARCHWOOD CARE HOME
108 Broad Road, Bocking, Braintree CM7 9RX
Tel: 01376 347777  OP D

LYNRAY AND PEACH COTTAGE
The Gore, Rayne, Braintree CM77 6RL
Tel: 01376 329437  LDA

MEADOWS
Fairy Hall Lane, Rayne, Braintree CM77 6SZ
Tel: 01376 340714  PD LDA

Visit www.carechoices.co.uk for further assistance with your search for care
WE ARE
CLACTON FAMILY TRUST

Established in 1976 as a residential care home for children, Clacton Family Trust is now a residential care home, providing support for individuals with learning and physical disabilities from the age of 16. We also offer respite care.

107-111 Pier Ave, Clacton on Sea, Essex CO15 1NJ Tel: 01255 475026

CLACTON FAMILY TRUST

Willow Park Resource Centre is a purpose built, specially designed Centre for people with Learning & Physical Disabilities and Sensory Impairments. We are based in Weele, near Clacton, Essex.

We are pleased to offer developmental workshops in Arts & Crafts, Music, Cookery and Health & Fitness that will enable you to design your own programme of activities accessing singular workshops, half and full days.

We also have Sensory environments, a fully equipped hydro-pool and swim spa available to hire.

Willow Park Resource Centre, Willow Park, The Street, Weele, Essex CO16 9JE

Please telephone: (01255) 831302 for more details.
### Braintree care homes continued

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone Numbers</th>
<th>Service Levels</th>
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<tbody>
<tr>
<td><strong>MILLARD HOUSE</strong></td>
<td>364 Church Street, Bocking, Braintree CM7 5LL</td>
<td>01376 325002</td>
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<tr>
<td><strong>MIRABEAU</strong></td>
<td>Sheepcotes Lane, Silver End, Witham CM8 3PJ</td>
<td>01376 585599</td>
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<tr>
<td><strong>NIGHTINGALE CLOSE, 2/3/4</strong></td>
<td>Witham CM8 1AP</td>
<td>01376 511057</td>
<td>OP D PD LDA SI YA</td>
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<tr>
<td><strong>OGILVIE COURT</strong></td>
<td>America Road, Earls Colne, Colchester CO6 2LB</td>
<td>01787 222355</td>
<td>LDA YA</td>
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<tr>
<td><strong>OLD DEANERY CARE HOME, THE</strong></td>
<td>Deanery Hill, Bocking, Braintree CM7 5SR</td>
<td>01376 328600</td>
<td>Advert page 48</td>
</tr>
<tr>
<td><strong>PADDOCKS, THE</strong></td>
<td>222 London Road, Great Notley, Braintree CM7 7QH</td>
<td>01376 330901</td>
<td>D PD LDA YA</td>
</tr>
<tr>
<td><strong>PARK VIEW</strong></td>
<td>Kings Chase, Witham CM8 1AX</td>
<td>01787 512443</td>
<td>OP D PD SI</td>
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<tr>
<td><strong>PRINCE EDWARD DUKE OF KENT COURT</strong></td>
<td>Stisted Hall, Kings Lane, Stisted, Braintree CM7 8AG</td>
<td>01376 345534</td>
<td>OP D</td>
</tr>
<tr>
<td><strong>PRIORY HOUSE</strong></td>
<td>2 Kestrel Rise, Halstead CO9 2TU</td>
<td>01787 479172</td>
<td>LDA YA</td>
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### Braintree care homes with nursing

<table>
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<th>Name</th>
<th>Address</th>
<th>Telephone Numbers</th>
<th>Service Levels</th>
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<tbody>
<tr>
<td><strong>ATTWOOD’S MANOR CARE HOME</strong></td>
<td>Mount Hill, Braintree Road, Halstead CO9 1SL</td>
<td>01787 476892</td>
<td>OP D</td>
</tr>
<tr>
<td><strong>BRAINTREE NURSING HOME AND CARE HOME</strong></td>
<td>11 Coggeshall Road, Braintree CM7 9DB</td>
<td>01376 345966</td>
<td>OP D PD MH SI AD</td>
</tr>
<tr>
<td><strong>COLNE VIEW</strong></td>
<td>Dame Mary Walk, Halstead CO9 2FF</td>
<td>01787 478473</td>
<td>Advert page 98</td>
</tr>
<tr>
<td><strong>LONGMEAD COURT NURSING HOME</strong></td>
<td>247 London Road, Black Notley, Braintree CM7 8QQ</td>
<td>01376 344440</td>
<td>OP D MH YA</td>
</tr>
<tr>
<td><strong>POPLARS</strong></td>
<td>Clockhouse Way, Braintree CM7 3RD</td>
<td>01376 342772</td>
<td>LDA</td>
</tr>
<tr>
<td><strong>ST GEORGE’S WITHAM NURSING HOME</strong></td>
<td>18 - 20 Avenue Road, Witham CM8 2DT</td>
<td>01376 512258</td>
<td>Advert page 77</td>
</tr>
<tr>
<td><strong>ST MARY’S COURT</strong></td>
<td>Deanery Hill, Bocking, Braintree CM7 5SR</td>
<td>01376 328600</td>
<td>Advert page 48</td>
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</tbody>
</table>

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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

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

A restful and homely atmosphere in elegant and comfortable surroundings.

Seven Arches is a purpose built Nursing home set on two floors with 30 bedrooms of which 24 are en-suite, two lounges, dining room and also a hairdressing salon.

We cater for special diets using fresh foods and snacks are available at all times. Room service is provided. There is a residents’ charter currently in force.

Lea Rigg, Cornsland, Brentwood, Essex CM14 4JN

Tel: (01277) 263076

Oakdale Residential Care Home for Older Persons With or Without Dementia
Thundersley, Benfleet

Oakdale provides the highest standard of residential care specialising in supporting people with dementia.

We offer:
A happy, homely atmosphere
Person-centred care
Activities to suit everyone
Excellent facilities
Large, attractive gardens
Fresh, home cooked food
Respite and day care services

Tel: 01702 553734 Fax: 01702 556836
123 Kiln Road, Thundersley, Benfleet SS7 1TG
Email: oakdale@1stchoicecarehomes.com
Web: www.1stchoicecarehomes.com

Larchwood Gardens, Pilgrims Hatch, Brentwood, Essex, CM15 9NG

General Manager: David Chimini RGN
T:01277-375316 F:01277-375473 E: brentwood@ranccare.co.uk

The Brentwood Care Centre is a purpose built care home with nursing providing 112 beds with the accommodation arranged over three floors in five care suites. All rooms are single en-suite. There are 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. There is a varied and stimulating social care programme as well as a resident physiotherapist. Cuisine is of a particularly high standard with a choice of menu. Care is provided to the elderly who may require, residential dementia care, dementia care with nursing, general nursing, palliative care, neurological rehabilitation or physical disability nursing. 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. In addition Royal Court attached to the home provides 8 luxurious independent living apartments.

www.ranccare.co.uk
Brentwood care homes

ARDTULLY RETIREMENT RESIDENCE
Station Lane, Ingatestone CM4 0BL
Tel: 01277 353888

BROOKES HOUSE
79-81 Western Road, Brentwood CM14 4ST
Tel: 01277 212709

DUDBROOK HALL
Dudbrook Road, Kelvedon Common, Brentwood CM14 5TQ
Tel: 01277 372095

HERON COURT
198 Brentwood Road, Herongate, Brentwood CM13 3PN
Tel: 01277 810236

HOWARD LODGE
Howard Lodge Road, Kelvedon Common, Brentwood CM14 5TG
Tel: 01277 373603

MIG HOUSE RESIDENTIAL CARE HOME
241 Ongar Road, Brentwood CM15 9DZ
Tel: 01277 220991

OLD SHENFIELD PLACE
2 Hall Lane, Shenfield, Brentwood CM15 9AB
Tel: 01277 220636

QUIET WATERS
8 Thorndon Avenue, West Horndon, Brentwood CM13 3TT
Tel: 01277 812466

ROBIN HOOD ROAD, 42
Brentwood CM15 9EN
Tel: 01277 233671

ROWAN HOUSE
Church Lane, Doddinghurst, Brentwood CM15 0NJ
Tel: 01277 823853

SETON CARE HOME
The Marillac, Eagle Way, Warley CM13 3BL
Tel: 01277 220276

SPINNEY, THE SECHA
21 Forest View, Chingford E4 7AU
Tel: 020 8879 6567 Advert page 54

SQUIRRELS, THE
Warley Road, Great Warley, Brentwood CM13 3HX
Tel: 01277 224308

TARA RESIDENTIAL HOME
5 Avenue Road, Warley, Brentwood CM14 5EL
Tel: 01277 233679

WINIFRED DELL CARE CENTRE
Essex Way, Great Warley, Brentwood CM13 3AX
Tel: 01277 220897

Brentwood care homes with nursing

BEECHES, THE
The Beeches, London Road, Brentwood, Essex CM14 4NA
Tel: 01277 508416 Advert page 80

BRENTWOOD CARE CENTRE
Larchwood Gardens, Pilgrims Hatch, Brentwood CM15 9NG
Tel: 01277 375316 Advert page 72

HEDGEROWS
256a Ongar Road, Brentwood CM15 9EA
Tel: 01277 202270

HUTTON VILLAGE NURSING HOME
Hutton Village, Brentwood CM13 1RX
Tel: 01277 261929 Advert page 78

LEONARD LODGE
Roxwell Gardens, Hutton, Brentwood CM13 1AQ
Tel: 01277 508450 Advert page 56

MARILLAC, THE
Eagle Way, Warley, Brentwood CM13 3BL
Tel: 01277 220276

SEVEN ARCHES NURSING HOME
Lea Rigg, Cornsland, Brentwood CM14 4JN
Tel: 01277 263076 Advert page 72

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

SECHA - South Essex Care and Health Association - For more information see page 7

Advertisers are highlighted

Visit www.carechoices.co.uk for further assistance with your search for care
“Choosing a Care Home for someone we love, is one of the hardest decisions we will ever have to make”

Silverpoint Court Care Home in Canvey Island was designed especially for elderly people who need Residential Care.

Silverpoint Court offers a fabulous position and serene location with sea views from lounges and some bedrooms. With varied activities programmes, brand new conservatory and beautifully landscaped gardens, this home provides a safe-haven for your loved ones. We also offer Respite Breaks.

We are ready to help support you to find the right home. For advice, or to arrange a visit, please call us on

01268 515 564

Silverpoint Court Care Home
Silverpoint Marine, Canvey Island, Essex SS8 7TN
tel: 01268 515 564  email: silverpoint.court@nellsar.com

www.nellsar.com
### Castle Point care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Tel:</th>
<th>Type</th>
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<tbody>
<tr>
<td><strong>BEECHES, THE</strong></td>
<td>28 Shell Beach Road, Canvey Island SS8 7NU</td>
<td>01268 455104</td>
<td>LDA YA</td>
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<tr>
<td><strong>ECO NIGHTS</strong></td>
<td>1a Lime tree Avenue, Benfleet SS7 5AA</td>
<td>01268 931491</td>
<td>PD LDA SI YA</td>
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<tr>
<td><strong>ELIZABETH HOUSE</strong></td>
<td>42-56 Benfleet Road, Hadleigh SS7 1QB</td>
<td>01702 555786</td>
<td>OP D PD SI</td>
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<tr>
<td><strong>GOLDENLEY SECHA</strong></td>
<td>11-13 Richmond Avenue, South Benfleet SS7 5HE</td>
<td>01268 758487</td>
<td>OP D</td>
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<tr>
<td><strong>HOPES GREEN CARE HOME</strong></td>
<td>16 Brook Road, South Benfleet SS7 5JA</td>
<td>01268 752327 Advert page 76</td>
<td>OP</td>
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<tr>
<td><strong>LONGVIEW</strong></td>
<td>Little Gyps Road, Canvey Island SS8 9HG</td>
<td>01268 682906</td>
<td>OP D PD SI</td>
</tr>
<tr>
<td><strong>OAKDALE SECHA</strong></td>
<td>123 Kiln Road, Benfleet SS7 1TG</td>
<td>01702 553734 Advert page 72</td>
<td>OP D</td>
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| **PARKSTONE AVENUE, 1**       | Benfleet SS7 1SP | 01702 558571          | PD LDA |
| **SILVERPOINT COURT RESIDENTIAL CARE HOME SECHA** | Silverpoint Marine, Canvey Island SS8 7TN | 01268 515564 Advert page 74 | OP |
| **STAFFORD COURT**            | Venables Close, Canvey Island SS8 7SB | 01268 681709          | OP D |
| **STAFFORD HALL**             | 138 Thundersley Park Road, South Benfleet SS7 1EN | 01268 792727 | OP D PD SI |
| **SYDERVELT LODGE**           | 2b Sydervelt Road, Canvey Island SS8 9EG | 01702 462246 | OP LDA YA |
| **WILLOW BAY**                | 11 Marine Approach, Canvey Island SS8 0AL | 01268 455104 | LDA YA |

### Castle Point care homes with nursing

<table>
<thead>
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<th>Name</th>
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<th>Tel:</th>
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<tbody>
<tr>
<td><strong>GODDEN LODGE RESIDENTIAL AND NURSING HOME</strong></td>
<td>S7 Hart Road, Thundersley, Benfleet SS7 3GL</td>
<td>01268 792227</td>
<td>OP D PD LDA MH SI YA AD</td>
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<tr>
<td><strong>MOORINGS NURSING HOME, THE</strong></td>
<td>167 Thorney Bay Road, Canvey Island SS8 0HN</td>
<td>01268 514474</td>
<td>OP D</td>
</tr>
<tr>
<td><strong>VALENTINE LODGE</strong></td>
<td>28 Edith Road, Canvey Island SS8 0LP</td>
<td>01268 696955</td>
<td>OP</td>
</tr>
<tr>
<td><strong>PARKLANDS NURSING HOME SECHA</strong></td>
<td>21-27 Thundersley Park Road, South Benfleet SS7 1EG</td>
<td>01268 882741/882777</td>
<td>OP D</td>
</tr>
</tbody>
</table>

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**NEED HELP IN YOUR SEARCH FOR CARE?**

With so many providers to choose from, where do you start?.

**www.carechoices.co.uk** can help.

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

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

---

**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

**SECHA** - South Essex Care and Health Association - For more information see page 7

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Visit **www.carechoices.co.uk** for further assistance with your search for care
That’s what we do for our residents every day

Our care homes and nursing homes are unique and we’re proud to offer consistently high standards of service and care. In a Four Seasons Health Care home, we consider the individual and ensure that the care they receive has been designed with them in mind, with the emphasis on enhancing their well being. We are able to provide a range of care options including residential, nursing 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.

Hopes Green Care Home 16 Brook Road, South Benfleet, Essex SS7 5JA
T: 01268 752327 E: hopes.green@fshc.co.uk
Ladyville Lodge Care Home Fen Lane, Ockendon, Essex RM14 3PR
T: 01708 855982 E: ladyville.lodge@fshc.co.uk
Romford Grange Care Home 144 Collier Row Lane, Romford, Essex RM5 3DU
T: 01708 755185 E: romford.grange@fshc.co.uk
Chelmsford care homes

ASHLEY HOUSE
Upper Moulsham Street, Chelmsford CM2 9AQ
Tel: 01245 494674

AYLETTS HOUSE
Main Road Broomfield, Chelmsford CM1 7LE
Tel: 01245 441854

BELRFY RESIDENTIAL HOME, THE
Dowsetts Lane, Ramsden Heath, Billericay CM11 1HX
Tel: 01268 710116

BRIDGEMARSH RESIDENTIAL HOME
184 Main Road, Broomfield, Chelmsford CM1 7AJ
Tel: 01245 440858

BUNGALOW, THE
306 Southend Road, Shotgate, Wickford SS11 8QW
Tel: 01268 570702

CHIGNAL HOUSE
107 Chignal Road, Chelmsford CM1 2JA
Tel: 01245 284538

CORPORATION ROAD, 24A (REDBRIDGE COMMUNITY HOUSING LTD)
Chelmsford CM1 2AR
Tel: 01245 495010

EASTHAM
Main Road, Woodham Ferrers, Chelmsford CM3 8RF
Tel: 01245 320240

FAITH GLOBAL LINKS VENTURES LTD
158 Galleywood Road, Great Baddow, Chelmsford CM2 8YT
Tel: 01245 478797

FENHAM LODGE
The Street, Hatfield Peverel, Chelmsford CM3 2EQ
Tel: 01245 381550

LYONS COURT
Canvey Walk, North Springfield, Chelmsford CM1 6LB
Tel: 01245 451254

MADELAYNE COURT
School Lane, Chelmsford CM1 7DR
Tel: 01245 443986

MOULSHAM HOME
116-117 Moulsham Street, Chelmsford CM2 0JN
Tel: 01245 350750

NEWHOLME HOUSE
440 Baddow Road, Great Baddow, Chelmsford CM2 9RB
Tel: 01245 476691

OKELEY CARE CENTRE
Corporation Road, Chelmsford CM1 2AR
Tel: 01245 287500

PARADISE LODGE
28 Paradise Road, Writtle, Chelmsford CM1 3HP
Tel: 01245 422901

SOUTHBOROUGH CARE HOME
9-11 Southborough Road, Chelmsford CM2 0AG
Tel: 01223 357748

ST GEORGE’S WITHAM NURSING HOME
18 - 20 Avenue Road, Witham CM8 2DT
Tel: 01376 512258

WILLOW TREE LODGE
133 Chignal Road, Chelmsford CM1 2JD
Tel: 01245 355434

WILLOWMEAD CARE HOME
Wickham Bishops Road, Hatfield Peverel CM3 2JL
Tel: 01245 381787

Service        OP Older people (65+)
User Bands     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
DISCOVER A CHOICE OF FIRST CLASS CARE HOMES IN ESSEX

At Bupa Care Services we understand how difficult discussing with a loved one the subject of moving into a care home. Whether it’s coping with the emotional stress, working out the financial aspects, or deciding on the right location – talk to us.

We’ll make sure everyone involved understands all they need to know, so all you have to concentrate on is choosing the perfect home together.

There are 15 Bupa care homes, which provide affordable, accessible care to everyone, you don’t need to have Bupa health insurance to stay with us.

Pop in to your local Bupa care home for more information, we’d love to show you round. To arrange a visit:

Call 0333 920 4792
Search ‘Bupa Care Homes’ online

There are 15 care homes in Essex covering the whole county and providing residents with excellent short and long-term care.

Our full home details can be found in the listings section of this publication – just look for your local area.
## Chelmsford care homes with nursing

<table>
<thead>
<tr>
<th>Care Home</th>
<th>Address</th>
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<tbody>
<tr>
<td><strong>ADIMIRALS REACH</strong></td>
<td><strong>RESIDENTIAL AND NURSING HOME</strong></td>
<td>Ridgewell Avenue, Chelmsford CM1 2GA</td>
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<td><strong>BROOMFIELD GRANGE</strong></td>
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<td>Broomfield Hospital Site, Court Road, Chelmsford CM1 7ET</td>
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<tr>
<td><strong>CHELMSFORD NURSING HOME</strong></td>
<td></td>
<td>East Hanningfield Road, Howe Green, Chelmsford CM2 7TP</td>
</tr>
<tr>
<td><strong>HATFIELD PEVEREL LODGE NURSING HOME</strong></td>
<td></td>
<td>Crabbs Hill, Hatfield Peverel, Chelmsford CM3 2NZ</td>
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## Colchester care homes

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<tr>
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<th>Address</th>
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<tbody>
<tr>
<td><strong>ALDEBURGH HOUSE</strong></td>
<td>66 Seaview Avenue, West Mersea, Colchester CO5 8BX</td>
<td>01206 384392</td>
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<tr>
<td><strong>ALEXANDRA HOUSE AND THE LODGE</strong></td>
<td>Main Road, Alresford, Colchester CO7 8AP</td>
<td>01206 826009</td>
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<tr>
<td><strong>ASHPARK HOUSE</strong></td>
<td>Peldon Road, Abberton, Colchester CO5 7PB</td>
<td>01206 735567</td>
</tr>
<tr>
<td><strong>AVALON</strong></td>
<td>Spring Lane, Wivenhoe, Colchester CO7 9QD</td>
<td>01206 852010</td>
</tr>
<tr>
<td><strong>AVELEY LODGE REST HOME</strong></td>
<td>Abberton Road, Fingringhoe, Colchester CO5 7AS</td>
<td>01206 729304</td>
</tr>
<tr>
<td><strong>BLACKBERRY COURT</strong></td>
<td>1sd Blackberry Road, Stanway, Colchester CO3 0RT</td>
<td>01206 330016</td>
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<tr>
<td><strong>BLACKBROOK HOUSE CARE LTD</strong></td>
<td>Gun Hill, Dedham, Colchester CO7 6HP</td>
<td>01206 321150</td>
</tr>
<tr>
<td><strong>BLOSSOMWOOD</strong></td>
<td>Colchester Road, Elmstead Market, Colchester CO7 7AZ</td>
<td>01206 825510</td>
</tr>
<tr>
<td><strong>BOURNE HOUSE</strong></td>
<td>119 Mersea Road, Colchester CO2 7RL</td>
<td>01206 573336</td>
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<tr>
<td><strong>BRAMBLIES, THE</strong></td>
<td>351 Ipswich Road, Colchester CO4 0HN</td>
<td>01206 841940</td>
</tr>
<tr>
<td><strong>BUTTERFLY’S CARE HOME</strong></td>
<td>1-3 Bromley Road, Colchester CO4 3JE</td>
<td>01206 861482</td>
</tr>
<tr>
<td><strong>BUTTERFLY’S CARE HOME</strong></td>
<td>186 Wivenhoe Road, Alresford, Colchester CO7 8AH</td>
<td>01206 826872</td>
</tr>
<tr>
<td><strong>CLEAVELAND LODGE</strong></td>
<td>151 Rowhedge Road, Old Heath, Colchester CO2 8EJ</td>
<td>01206 728801</td>
</tr>
<tr>
<td><strong>COLDWELL VILLA</strong></td>
<td>71 Mersea Road, Colchester CO2 7QR</td>
<td>01206 547588</td>
</tr>
<tr>
<td><strong>CRACKNEIL CLOSE, 3</strong></td>
<td>Wivenhoe, Colchester CO7 9PY</td>
<td>01206 825508</td>
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<tr>
<td><strong>CROUCHED FRIARS RESIDENTIAL HOME</strong></td>
<td>103-107 Crouch Street, Colchester CO3 3HA</td>
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### Service
- **OP**: Older people (65+)
- **D**: Dementia
- **PD**: Physical disability
- **LDA**: Learning disability, autism
- **MH**: Mental health
- **SI**: Sensory impairment
- **YA**: Younger adults
- **AD**: People who misuse alcohol or drugs

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
The Beeches  
Care and Nursing Home  

Woodlands  
Dementia Suite  
Now Open  

The Beeches team invite you to take a tour of our stunning care and nursing home.

Join us for a tour of our stunning new care and nursing home, offering a variety of light and airy studio, one and two bedroom apartments. The Beeches would be delighted to show you the beautiful restaurants and comfortable and homely communal areas along with our very own cinema room, spa bathrooms and hair salon.

Enjoy a walk around our lovely gardens and stay for tea and delicious homemade cakes.

www.signature-care-homes.co.uk

Exceptional care, exceptionally affordable

Contact Aileen or Louise today to find out more or arrange a visit to see our stunning new home.

Telephone: 01277 508416
Email: enquiries.beeches@signatureel.co.uk
The Beeches, London Road, Brentwood, Essex CM14 4NA
### Colchester care homes continued

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<td>ESSEX CARE CONSORTIUM: PLUME HOUSE 5a Plume House, Prettygate, Colchester CO3 4PG Tel: 01206 563149</td>
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<td>EWER COURT Fairfax Road, Colchester CO2 7ED Tel: 01206 562511</td>
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<td>HENDERSON AND HARVARD Kelvedon Road, Tiptree CO5 0LJ Tel: 01621 819354</td>
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<td>HILL HOUSE 183 Lexden Road, Lexden, Colchester CO3 3TE Tel: 01206 761309</td>
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Service: OP Older people (65+)  D Dementia  PD Physical disability  LDA Learning disability, autism
User Bands: MH Mental health  SI Sensory impairment  YA Younger adults  AD People who misuse alcohol or drugs

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
New Century Care
We Care About Care
www.newcenturycare.co.uk

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General Nursing care.
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Tel: 01206 764 469

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Our approach to care is of the highest standard our central goal is to continuously improve the quality of life for each individual resident in our care homes and to encourage each resident to maintain their independence.

We are happy for residents to come to us for any length of stay whether it be a visit for a few days or to stay with us for many years.

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Tel: 01206 766654

MCKECHNIE HOUSE  
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Tel: 01206 751463

MERCERS  
14 Serpentine Walk, Colchester CO1 1XR  
Tel: 01206 570226

MERCERS PLACE  
Brickstables Barn, Halstead Road, Lexden Heath, Colchester CO3 0JU  
Tel: 01206 368605

MILL HOUSE  
102 Mill Road, Mile End, Colchester CO4 5LJ  
Tel: 01206 845378

MILLERS  
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Tel: 01206 573959

MILTON LODGE RETIREMENT HOME  
288-290 Ipswich Road, Colchester CO4 0ES  
Tel: 01206 841215

MORLEY ROAD, 43A & 43B  
Tiptree, Colchester CO5 0AA  
Tel: 01621 819070

MYLAND HOUSE  
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Tel: 01206 853604

NATIONWIDE COMMUNITY CARE LTD  
35 Mede Way, Wivenhoe, Colchester CO7 9HW  
Tel: 01206 828011

NAYLAND LODGE  
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Tel: 01206 853070

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Tel: 01206 210397

NEWLANDS  
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Tel: 01206 844906

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Tel: 01206 764469  
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Spring Lane, Lexden, Colchester CO3 4AN  
Tel: 01206 572871

PARKDALE  
13 Park Road, Colchester CO3 3UL  
Tel: 01206 769500

PATHWAYS  
56a Baden Powell Drive, Colchester CO3 4SR  
Tel: 01206 761680

PEACEHAVEN  
43a Maldon Road, Tiptree, Colchester CO5 0TS  
Tel: 01621 818220

PELDON CAMPUS  
Church Road, Peldon, Colchester CO5 7PT  
Tel: 01206 735206

PENNY MEADOW  
67 London Road, Marks Tey, Colchester CO6 1EB  
Tel: 01206 616164

PINewood & Hollywood  
Smithfield, Colchester CO1 2HP  
Tel: 01206 795971

PRIORY LODGE  
62 Priory Street, Colchester CO1 2QE  
Tel: 01206 797243

QUEENS LODGE  
Queens Road, Colchester CO3 3NZ  
Tel: 01206 575410

RAWLINGS HOUSE  
45 Rawlings Crescent, Highwoods, Colchester CO4 9FB  
Tel: 01206 842550

RIDINGS, THE  
52 Spring Lane, Fordham Heath, Colchester CO3 9TG  
Tel: 01206 241041

ROSEBANK  
58 Bergholt Road, Colchester CO4 5AE  
Tel: 01206 853091

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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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NURSING & RESIDENTIAL HOME

“Wealthwood Manor provides high standards of personal and nursing care. The environment is attractive and well maintained” CQC Report

Fully compliant with CQC Quality Standards.

With a maximum of just 34 Residents and long serving staff we ensure a personalised approach to caring.

We pride ourselves in providing proven quality care within a homely environment.

Our Residents are encouraged to make independent choices in their care, activities and running of the home.

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Tel: 01206 868483 Fax: 01206 870615
Email: welshwoodmanor@btconnect.com
Website: www.welshwoodmanor.com
### Colchester care homes

**WILLLOW HEALTH LTD**  
82a The Willows, Colchester CO2 8PX  
Tel: 01206 769713

**WOODLANDS RESIDENTIAL HOME FOR LADIES**  
76 Lexden Road, Colchester CO3 3SP  
Tel: 01206 571200

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

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Tel: 01206 735590

**SPRINGFIELDS NURSING HOME**  
Rectory Road, Copford Green, Colchester CO6 1DH  
Tel: 01206 211065

**ALDERWOOD**  
39 Essex Hall Road, Colchester CO1 1ZP  
Tel: 0208 879 6567/6550  
*Advert page 54*

**ST FILLANS CARE CENTRE**  
St Fillans Road, Colchester CO4 0PT  
Tel: 01206 855407

**CHEVIOT NURSING HOME**  
11 Park Road, Colchester CO3 3UL  
Tel: 01206 763648

**TALL TREES**  
Oaks Place, Mile End Road, Colchester CO4 3AN  
Tel: 01206 791952  
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**COLOnia COURT RESIDENTIAL & NURSING HOME**  
15 Park Road, Colchester CO3 3UL  
Tel: 01206 764469  
*Advert page 78*

**OAKS CARE HOME, THE**  
St Andrews Avenue, Colchester CO4 3AN  
Tel: 01206 844425

**TREETOPS**  
94 Victoria Gardens, Highwoods, Colchester CO4 9YE  
Tel: 01206 844121

**Silverspring**  
Tenpenny Hill, Thorington, Colchester CO7 8JG  
Tel: 01206 251962  
*Advert page 98*

**WELSHWooD MANor**  
37 Welshwood Park Road, Colchester CO4 3HZ  
Tel: 01206 868483  
*Advert page 98*

**Colchester care homes continued**

**ALDERHOUSE CARE HOME**  
Lambourne Road, Chigwell IG7 6HH  
Tel: 0208 500 8491

**FRANK FOster HOUSE**  
Loughton Lane, Theydon Bois, Epping CM16 7LD  
Tel: 01992 812525

**BEECHLANDS**  
42 Alderton Hill, Loughton IG10 3JB  
Tel: 0208 508 5808

**HONEY LANE CARE HOME**  
Honey Lane, Waltham Abbey EN9 3BA  
Tel: 0208 879 6567/6550  
*Advert page 54*

**BELMONT LODGE CARE CENTRE**  
392/396 Fencepiece Road, Chigwell IG7 5FY  
Tel: 0208 500 5222

**LIMBER CARE HOME**  
49 Church Lane, Loughton IG10 1PD  
Tel: 0208 502 4533

**Bramble Close Habilitation Unit**  
15 Bramble Close, Chigwell IG7 6DR  
Tel: 0208 502 7679  
*Advert page 78*

**LOUGHTON HALL**  
Rectory Lane, Loughton IG10 3RU  
Tel: 0208 502 0772

**Cunningham House**  
Pike Way, North Weald, Epping CM16 6BL  
Tel: 01992 524160

**LUGANO RESIDENCE FOR THE ELDERLY**  
3 Powell Road, Buckhurst Hill IG9 5RD  
Tel: 0208 505 2695

**Epping Forest care homes**

**Alder House Care Home**  
Lambourne Road, Chigwell IG7 6NN  
Tel: 0208 500 8491

**Frank Foster House**  
Loughton Lane, Theydon Bois, Epping CM16 7LD  
Tel: 01992 812525

**Beechlands**  
42 Alderton Hill, Loughton IG10 3JB  
Tel: 0208 508 5808

**Honey Lane Care Home**  
Honey Lane, Waltham Abbey EN9 3BA  
Tel: 0208 879 6567/6550  
*Advert page 54*

**Belmont Lodge Care Centre**  
392/396 Fencepiece Road, Chigwell IG7 5FY  
Tel: 0208 500 5222

**Limber Care Home**  
49 Church Lane, Loughton IG10 1PD  
Tel: 0208 502 4533

**Bramble Close Habilitation Unit**  
15 Bramble Close, Chigwell IG7 6DR  
Tel: 0208 502 7679  
*Advert page 78*

**Cunningham House**  
Pike Way, North Weald, Epping CM16 6BL  
Tel: 01992 524160

**Lugano Residence for the Elderly**  
3 Powell Road, Buckhurst Hill IG9 5RD  
Tel: 0208 505 2695

**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

Advertisers are highlighted

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Queens Court is a 90 bed purpose built care home with nursing for the elderly situated in the heart of the Buckhurst Hill Community with easy links to the Essex countryside and central London. The home provides care to the elderly frail requiring residential care, general nursing, palliative care and neurological rehabilitation. There is also a dedicated physically disabled unit for those residents over the age of 40 years. In the main all rooms are single with en-suite facilities although there are some twin rooms for those who wish to share. The care and wide range of services are delivered in a caring and sensitive way by a team of skilled, professional and caring staff. For further information or to arrange a visit please contact the General Manager at any time who will be pleased to assist you at any time.

Queens Court Nursing Home
52-74 Lower Queens Road, Buckhurst Hill, Essex IG9 6DS
T: 0208 559 0620 F: 0208 559 0315
E: queenscourt@ranccare.co.uk

Mellows Care Home
38 Station Road, Loughton, Essex
Tel: 0208 508 6017
Email: mellowscarehome@aol.com
We offer different types of stay depending on the level of support required including long and short-term residential, dementia, palliative, intermediate care for people who require assistance with daily living and day care.
The Mellows Care Home is approximately 250 metres from Loughton Station and 150 metres from the high street and bus stops.

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23-25 Station Road, Epping, Essex, CM16 4HH
Tel: 01992 573322/572452
Fax: 01992 570241
Web: www.treetopsepping.webs.com
Email: treetopsepping@yahoo.co.uk
Recently refurbished to a high standard
High quality care provided by experienced staff
Freshly cooked quality meals
Close to local rail lines & town centre
On-site Hairdressers, Dentist & Chiropodist
24-hour care
Single or double/shared rooms with en-suites available

What makes an ideal care home?

Well trained, caring staff
We choose dedicated staff for whom caring is not just a job, but a vocation

A friendly, stimulating atmosphere
Providing the human warmth to help you enjoy life in a comfortable, homely environment

A convenient, central location
Tye Green Lodge in Harlow is located in the heart of the local community

Find it, at Tye Green Lodge, Harlow
• Residential, Respite and Day Care
• Accredited providers of Specialist Dementia Care
• Competitive fee rates, not for profit

01279 770500
tye@quantumcare.co.uk
Tye Green Village, Harlow, Essex CM18 6QY

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

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<td>MELLOWS, THE</td>
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<td>Bell Common, Epping CM16 4DL</td>
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<td>23a Highbridge Street, Waltham Abbey EN9 1BZ</td>
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### Epping Forest care homes with nursing

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<td>Tel: 0208 505 2063</td>
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<td>JUBILEE LODGE (VITALISE)</td>
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<td>PATERNOSTER HOUSE</td>
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<td>QUEENS COURT NURSING HOME</td>
<td>52-74 Lower Queens Road, Buckhurst Hill IG9 6DS</td>
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### Need help in your search for care?

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Harlow care homes

ASHLYN
Vicarage Wood, Harlow CM20 3HD
Tel: 01279 868330

KEEFIELD
Keefield Close, Harlow CM19 5SW
Tel: 01279 635933

LIVINGSTONE HOUSE
11 Potter Street, Harlow CM17 9AE
Tel: 01279 641112

Harlow care homes with nursing

ALEXANDRA HOUSE
Hamstel Road, Harlow CM20 1BU
Tel: 01279 454521

PARTRIDGE CARE CENTRE
Partridge Road, Harlow CM18 6TD
Tel: 01279 452990

PASSMORES HOUSE
Third Avenue, Harlow CM18 6YL
Tel: 01279 634200

NETTESWELL RECTORY
Manston Road, Harlow CM20 3PA
Tel: 01279 444000

TYE GREEN LODGE
Tye Green Village, Yorkes, Harlow CM18 6QY/6QR
Tel: 01279 770500

At Down Hall we offer:
• Respite care • Short term care • Long term care • Care for the elderly
• Specially designed extension to care for those suffering from Dementia
• Beautifully renovated home in scenic surroundings • Caring and well trained staff

Manager: Mrs. Karen Johnson. Directors: Peter, Rita & Simon Patten

At Hailey House we pride ourselves on over 30 years of excellence in care.
We offer great facilities and a diverse entertainment / activities programme.

Why not come visit us and see for yourself. Please contact our manager, Sue Hibberd, who would be more than happy to assist.

Manager: Sue Hibberd

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 86 OP D PD LDA

Advertisers are highlighted

This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
Boucherne Ltd
30 Holloway Road, Heybridge, Maldon CM9 4SQ
Tel: 01621 855429

Brewster House
Oak Road, Heybridge, Maldon CM9 4AX
Tel: 01621 853960

Deansbrook Farm
Southminster Road, Asheldham, Southminster CM0 7DZ
Tel: 01621 775820

Down Hall Residential Home
Down Hall Road, Bradwell-on-Sea, Southminster CM0 7OP
Tel: 01621 776509 Advert page 88

Estoril
Wonston Road, Southminster CM0 7FE
Tel: 01621 774776

Firstlings
7 The Street, Heybridge, Maldon CM9 4NB
Tel: 01621 853747

Hailey House Residential Care Home SECHA
Highlands Drive, Maldon CM9 6HY
Tel: 01621 854132 Advert page 88

Holyrood House Residential Home
46 Green Lane, Burnham-on-Crouch, Maldon CM0 8PU
Tel: 01621 784759

Little Oaks Residential Care Home
Braxted Road, Little Braxted, Witham CM8 3JY
Tel: 01621 891974

Lodge, the - Maldon
Lodge Road, Dykes Chase, Maldon CM9 6HW
Tel: 01621 858286

Longfield
Farnbridge Close, Maldon CM9 6DJ
Tel: 01621 857147

Mandalay
13 Bridge Street, Witham CM8 1BU
Tel: 01376 520280

Mansion House Residential Home
Burnham Road, Althorne, Maldon CM3 6DR
Tel: 01621 742269

Schumey’s Corner
11a Queen Street, Southminster CM0 7BB
Tel: 01621 774315

Southminster Residential Home
Station Road, Southminster CM0 7EW
Tel: 01621 773462

Squeaks House Residential Care Home
Steeple Road, Southminster CM0 7BD
Tel: 01621 772385

Swan Care Home
29 North Street, Tillingham CM0 7TR
Tel: 01621 779171

Totham Lodge Residential Home for the Elderly
Broad Street, Green Road, Great Totham, Maldon CM9 8NU
Tel: 01621 891209

Villeneuve House
Wonston Road, Southminster CM0 7FE
Tel: 01621 772610

Windle Court
The Withywindle, Celeborn Street, South Woodham Ferrers CM3 7BR
Tel: 01245 425980

Wodacre
38 D’arcy Road, Tolleshunt Knights, Tiptree CO5 0RR
Tel: 01621 819769

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

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

SECHA - South Essex Care and Health Association - For more information see page 7

Advertisers are highlighted
Rochford care homes

ASHINGDON HALL RESIDENTIAL CARE HOME
Church Road, Ashingdon, Rochford SS4 3HZ
Tel: 01702 545832

ASHINGDON ROAD, 296
Rochford SS4 1TR
Tel: 01702 541661

BARLING LODGE
399 Little Wakering Road,
Little Wakering SS3 0GA
Tel: 01702 216132

BROADOAKS
2 Southend Road, Rochford SS4 1HE
Tel: 01702 545888

BROOK CARE HOME SECHA
17 Brook Close, Rochford SS4 1HN
Tel: 01702 549499

BROOMHILLS
Stambridge Road, Rochford SS4 2AQ
Tel: 01702 542630

DORSET LODGE LTD
5-7 Dorset Gardens, Rochford SS4 3AH
Tel: 01702 545907

GOWLANDS
Sutton Bridge Farm, Sutton Road,
Rochford SS4 1XS
Tel: 01702 541761

HAINAULT AVENUE, 3
Rochford SS4 1UH
Tel: 01702 462246

LITTLE WAKERING HOUSE
367-369 Little Wakering Road,
Little Wakering, Southend-on-Sea SS3 0LB
Tel: 01702 217535

STAMBRIDGE MEADOWS
Stambridge Road, Great Stambridge,
Rochford SS4 2AR
Tel: 01702 258525

SWEYNE COURT
Hockley Road, Rayleigh SS6 8EB
Tel: 01268 774530

TIMBER GROVE
London Road, Rayleigh SS6 9DT
Tel: 01268 780233

Rochford care homes with nursing

GREAT WHEATLEY NURSING HOME
3a Great Wheatley Road, Rayleigh SS6 7LA
Tel: 01268 777281

ROSEDALE COURT
Hockley Road, Rayleigh SS6 8EP
Tel: 01268 773180

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

SECHA - South Essex Care and Health Association - For more information see page 7

Advertisers are highlighted
<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
<th>Service</th>
<th>User Bands</th>
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<td>AARANDALE LODGE</td>
<td>2-4 St Vincent’s Road, Westcliff-on-Sea SS0 7PR</td>
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<td>ABANDALE LODGE SECHA</td>
<td>87 Station Road, Leigh-on-Sea SS9 1ST</td>
<td>01702 714128</td>
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<td>ABBEYFIELD ST GEORGE’S HOUSE SECHA</td>
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<td>ABBOTTSWOOD LODGE RESIDENTIAL CARE HOME SECHA</td>
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<td>01702 462541</td>
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<td>ADALAH RESIDENTIAL REST HOME LTD SECHA</td>
<td>20 Cliff Road, Leigh-on-Sea SS9 1HJ</td>
<td>01702 711162</td>
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<td>ADMIRAL COURT</td>
<td>Manchester Road, Leigh-on-Sea SS9 3HP</td>
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<td>AILSA HOUSE RESIDENTIAL CARE HOME</td>
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<td>ALYSON HOUSE SECHA</td>
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<td>ASTRAL LODGE RESIDENTIAL HOME</td>
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<td>AVONDALE REST HOME SECHA</td>
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<td>BALI HAI CARE HOME SECHA</td>
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<td>BEACON HOUSE</td>
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<td>BEAUFORT LODGE</td>
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<td>CATHERINE MILLER HOUSE SECHA</td>
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<td>CHALTONHOLME SECHA</td>
<td>1-3 First Avenue, Westcliff-on-Sea SS0 8HS</td>
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<td>OP D</td>
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<td>CHERRYCROFT</td>
<td>59 Crowstone Road, Westcliff-on-Sea SS0 8BG</td>
<td>01702 343654</td>
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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Service User Bands</th>
<th>Telephone</th>
<th>Notes</th>
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<td>ELKINGTON HOUSE -</td>
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<td>FAIRVIEW HOUSE</td>
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<td>FLORENCe HOUSE</td>
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<td>GRANDVILLE LODGE LTD</td>
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<td>GRANGE, THE</td>
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<td>HART HOUSE</td>
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<td>HART VIEW</td>
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<td>HAVENGORE HOUSE</td>
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<td>HEALTH AND HOME LTD</td>
<td>148-150 North Road, Westcliff-on-Sea SS0 7AG</td>
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<td>LIFSTAN WAY CARE HOME</td>
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<td>LIGHTHOUSE</td>
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<td>LILACS RESIDENTIAL HOME, THE</td>
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Service User Bands:
- **OP** Older people (65+)
- **D** Dementia
- **PD** Physical disability
- **LDA** Learning disability, autism
- **MH** Mental health
- **SI** Sensory impairment
- **YA** Younger adults
- **AD** People who misuse alcohol or drugs

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<th>Telephone Number</th>
<th>User Bands</th>
<th>Advert Page</th>
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<tr>
<td>MANOR REST HOME</td>
<td>35 Manor Road, Westcliff-on-Sea SS0 7SR</td>
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<td>MAPLIN HOUSE</td>
<td>117-119 Church Road, Shoeburyness SS3 9EY</td>
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<td>MELLOR HOUSE</td>
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<td>MELROSE HOUSE</td>
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<td>MEMORY HOUSE</td>
<td>6-9 Marine Parade, Leigh-on-Sea SS9 2NA</td>
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<td>METEOR REST HOME               SECHA</td>
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<td>NEWHAVEN COMMUNITY CARE LTD     (PHOENIX HOUSE)</td>
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<td>PALMERSTON HOUSE CARE HOME</td>
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<td>POPPY LODGE CARE HOME</td>
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<td>PRIORY HOUSE</td>
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<td>RAVENSMERE REST HOME</td>
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<td>RAYMOND HOUSE</td>
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<td>SOUTHWOLD HOUSE</td>
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<td>ST EDITH’S COURT</td>
<td>18 Hillside Crescent, Leigh-on-Sea SS9 1EN</td>
<td>01702 480688</td>
<td>OP D</td>
<td></td>
</tr>
<tr>
<td>ST MARTIN’S RESIDENTIAL HOME   SECHA</td>
<td>59 Imperial Avenue, Westcliff-on-Sea SS0 8NQ</td>
<td>01702 475891</td>
<td>Advert page 94</td>
<td>OP D PD MH SI</td>
</tr>
<tr>
<td>ST MICHAEL’S CARE HOME FOR THE ELDERLY</td>
<td>20 Meteor Road, Westcliff-on-Sea SS0 8DG</td>
<td>01702 434274</td>
<td>OP D</td>
<td></td>
</tr>
</tbody>
</table>

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

SECHA - South Essex Care and Health Association - For more information see page 7

Visit www.carechoices.co.uk for further assistance with your search for care
Our aim is to provide the best possible care and affection in a friendly and informal environment

A charity running four Homes caring for the elderly

All our homes are run for the benefit of our residents, and considerable efforts are taken to ensure we employ dedicated staff who provide a caring, homely atmosphere in well managed establishments. We welcome both Local Authority and also privately funded residents.

ALL ENQUIRIES TO THE HEAD OFFICE AT:
ST MARTINS, 59 IMPERIAL AVENUE, WESTCLIFF ON SEA SS0 8NQ  •  TELEPHONE 01702 345969

CECIL JONES HOUSE
50 Avenue Road, Westcliff-on-Sea, Essex SS0 7PJ

Sheltered accommodation in nine single studio apartments
Tel: 01702 345969

CHALTONHOLME
1-3 First Avenue, Westcliff-on-Sea, Essex SS0 8HS

Residential Care Home for 33 Residents.
Single rooms.
Twenty-four hour care by sympathetic staff. Pleasant gardens and lounges. Large dining room. Social events and outings arranged. Two lifts.
Tel: 01702 346534

SANDRINGHAM
5-7 Westcliff Avenue, Westcliff-on-Sea, Essex SS0 7QR

Residential Care Home for 20 Residents
Tel: 01702 352911

ST. MARTINS
59 Imperial Avenue, Westcliff-on-Sea, Essex SS0 8NQ

Residential Care Home for 26 Residents.
Three lounges. Extensive gardens. Excellent food with a choice of menu. Modern alarm call system. Fully trained staff. Full range of entertainment. Visiting services (hairdresser, chiropodist, etc)
Tel: 01702 475891

Telephone: 01702 345969 or Email: darbyandjoan.org@btopenworld.com
Web: www.darbyandjoan.org

CHARITABLE COMPANY LIMITED BY GUARANTEE REGISTERED NUMBER 4378521 – REGISTERED CHARITY No. 1093882
SUMMERHILL
211 Manchester Drive, Leigh-on-Sea SS9 3ET
Tel: 01702 343062  OP D PD LDA MH SI YA

SUMMERLODGE
20 Grosvenor Road, Westcliff-on-Sea SS0 8EN
Tel: 01702 343062  OP D PD LDA MH SI YA

SUMMERVIEW
35 Pembury Road, Westcliff-on-Sea SS0 8DU
Tel: 01702 343062  OP D LDA MH SI YA

SUNFLOWERS
37 Pembury Road, Westcliff-on-Sea SS0 8DU
Tel: 01702 343062  OP D LDA MH SI YA

VALKYRIE LODGE
22 Valkyrie Road,
Westcliff-on-Sea SS0 8BY
Tel: 01702 302642  MH

VICTORIA COURT PRIVATE REST HOME SECHA
127-129 York Road,
Southend-on-Sea SS1 2DX
Tel: 01702 465574  OP D

WESTBOROUGH ROAD, 388 - 390
Westcliff-on-Sea SS0 9TN
Tel: 01702 349193  LDA

Southend-on-Sea care homes with nursing

ADIMIRAL COURT
Manchester Road, Leigh-on-Sea SS9 3HP
Tel: 01702 346465  OP D MH SI YA

ALEXANDER HOUSE PRIVATE NURSING HOME
25-27 First Avenue, Westcliff-on-Sea SS0 8HS
Tel: 01702 339695/346465  OP D PD LDA MH SI YA AD

BOSCOMBE LODGE NURSING HOME
65 Boscombe Road, Southend-on-Sea SS2 5JD
Tel: 01702 603444  OP D

BRITANNIA LODGE SECHA
1 Ailsa Road, Westcliff-on-Sea SS0 8BJ
Tel: 01702 432927  MH

BROOKLANDS NURSING HOME
25 Lambeth Road,
Leigh-on-Sea SS9 5XR
Tel: 01702 525375  OP D PD

WESTCLIFF LODGE LTD
118-120 Crowstone Road,
Westcliff-on-Sea SS0 8LQ
Tel: 01702 354718  OP D

WESTERLEY RESIDENTIAL CARE HOME FOR THE ELDERLY
1 Winton Avenue, Westcliff-on-Sea SS0 7QU
Tel: 01702 349209  OP

WESTMINSTER HOUSE RESIDENTIAL CARE LTD SECHA
41 Westminster Drive,
Westcliff-on-Sea SS0 9SJ
Tel: 01702 333034  OP MH AD

WHITTINGHAM HOUSE
Whittingham Avenue,
Southend-on-Sea SS2 4RH
Tel: 01702 614999  OP D

WILLOWDALE LODGE
21 Cromer Road,
Southend-on-Sea SS1 2DU
Tel: 01702 469547  OP D PD SI YA

WINDERMERE REST HOME SECHA
23-25 Windermere Road,
Southend-on-Sea SS1 2RF
Tel: 01702 303647  OP D

FERNBROOK HOUSE
34-47 Fernbrook Avenue,
Southend-on-Sea SS1 2QW
Tel: 01702 460364  OP D

KENWAY COURT
5 Kenway, Southend-on-Sea SS2 5DX
Tel: 01702 440750  PD LDA YA

LANGLEY LODGE NURSING HOME SECHA
39 Imperial Avenue, Westcliff-on-Sea SS0 8NQ
Tel: 01702 340186  OP D PD SI

MARANATHA RESIDENTIAL HOME
211 York Road, Southend-on-Sea SS1 2RU
Tel: 01702 467675  OP

MOUNTDALE NURSING HOME SECHA
59 Mountdale Gardens, Leigh-on-Sea SS9 4AP
Tel: 01702 421019  OP D PD LDA YA AD

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

SECHA - South Essex Care and Health Association - For more information see page 7

Visit www.carechoices.co.uk for further assistance with your search for care
Southend-on-Sea care homes with nursing continued

NAZARETH HOUSE
111 London Road, Southend-on-Sea SS1 1PP
Tel: 01702 345627

NORMAN HOUSE NURSING HOME
51-53 Elm Road, Shoeburyness SS3 9PD
Tel: 01702 297217

NORTON PLACE
162 Ness Road, Shoeburyness SS3 9DL
Tel: 01702 462246

Tendring care homes

ABBY CARE HOME
28 North Road, Clacton-on-Sea CO15 4DA
Tel: 01255 420660

ACORN VILLAGE
Mistley Hall, Clacton Road, Mistley, Manningtree CO11 2NJ
Tel: 01206 394124

ALEXANDRA HOUSE
Marine Parade, Dovercourt, Harwich CO12 3JY
Tel: 01332 221860 or 01255 503340

ANCHOR LODGE RETIREMENT HOME
Cliff Parade, Walton-on-the-Naze CO14 8HB
Tel: 01255 850710

ARUNDELB HOUSE
34 Harold Road, Frinton-on-Sea CO13 9BE
Tel: 01255 852046

ASHER HOUSE
Third Avenue, Walton-on-the-Naze CO14 8JU
Tel: 01255 676100

BAMBURGH HOUSE
Clacton Road, Thorington CO7 8JN
Tel: 01206 252491

BELAMACANDA
172-174 The Street, Little Clacton, Clacton-on-Sea CO16 9LX
Tel: 01255 862238

BELLEVUE RESIDENTIAL CARE HOME
51 Church Road, Clacton-on-Sea CO15 6BQ
Tel: 01255 473976

BLENHEIM CARE HOME
39-41 Kirby Road, Walton-on-the-Naze CO14 8QT
Tel: 01255 675548

Havengore House (Dementia registered)

Havengore House is a country style house set in three-quarters of an acre of landscape gardens, in a quiet suburban setting, close to amenities. Havengore is also registered for dementia care.

- Outings are arranged to visit places of interest and also shopping trips. There are weekly sessions of reminiscing and bingo, gentle exercise and mental stimulation sessions are enjoyed by all. Visits from different entertainers are arranged for singing and music. Lift to all floors, large dining room which caters good home cooked food.

For further information or to arrange a visit, please contact us by telephone or e-mail enquiries@havengorehouse.co.uk

The Lilacs

RESIDENTIAL HOME FOR THE ELDERLY

- Sea front 300 yards away.
- En-suite facilities.
- 24 hour care.
- Local transport facilities very accessible.
- Sunny rear garden.
- All single rooms.

- Full central heating.
- Home cooking to a high standard.
- Short stay and long stay.
- Visiting doctors, chiropodist, hairystylist and clergy.
- Passenger lift.
- Trained staff.
- Large conservatory.

Mr Barry Waters or Faz Painchun 121 Chalkwell Avenue,
Westcliff-on-Sea Essex SS0 8NL, Tel: 01702 712457
www.the-lilacs.co.uk

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This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
</tr>
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<tbody>
<tr>
<td>Older people (65+)</td>
<td>Dementia</td>
</tr>
<tr>
<td>Physical disability</td>
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<td>Sensory impairment</td>
</tr>
<tr>
<td>Younger adults</td>
<td>People who misuse alcohol or drugs</td>
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</table>

SECHA - South Essex Care and Health Association - For more information see page 7

Advertisers are highlighted

Visit www.carechoices.co.uk for further assistance with your search for care
The best care is on your doorstep

If you’re looking for residential, nursing, end of life or short stay respite care for an older relative, partner or friend, we can help.

Our experienced and compassionate care teams will work with you and your loved one to learn all about them and to understand their likes and dislikes so together we can design a care plan that’s tailored to their exact needs.

Come and visit us to find out how we can help your loved one to continue living a confident and fulfilling life, including those living with dementia.

Chelmsford, Manor Lodge  
Clacton-on-Sea, Haven Lodge  
Colchester, Tall Trees  
Dagenham, Cherry Orchard  
Halstead, Colne View  
Holland-on-Sea, Little Holland Hall  
Maldon, St Peter’s Court  
Romford, Heatherbrook  
Thorrington, Silversprings

Call today 0333 321 0937  
careuk.com
Calls are charged at local rates
<table>
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</tr>
</thead>
</table>

**FAIRLAWNS CARE HOME**  
41 Wash Lane, Clacton-on-Sea, Clacton CO15 1UP  
Tel: 01255 425296  
**OP D**

**FAIRVIEW**  
68 Freeland Road, Clacton-on-Sea CO15 1LX  
Tel: 0845 880 2526  
**PD LDA MH**

**FIRNS, THE**  
Thorpe Road, Kirby Cross, Frinton-on-Sea CO13 0NJ  
Tel: 01255 862617  
**OP PD LDA YA**

**FIVE STACKS RESIDENTIAL CARE CENTRE**  
209 Point Clear Road, St Osyth, Clacton-on-Sea CO16 8JD  
Tel: 01255 820417  
**OP D PD LDA MH YA**

**FOUR WINDS**  
32a Church Road, Brightlingsea CO7 0JF  
Tel: 01206 308176  
**LDA YA**

**FRINTONDENE CARE HOME**  
4 Third Avenue, Frinton-on-Sea CO13 9EG  
Tel: 01255 679635  
**OP**

**FUTURES CARE HOME**  
162 Church Road, Brightlingsea CO7 0QU  
Tel: 01206 305835  
**PD LDA**

**GAIRLOCH RESIDENTIAL CARE HOME**  
11-15 Russell Road, Clacton-on-Sea CO15 6BE  
Tel: 01255 422788  
**OP D**

**GLENGARIFF RESIDENTIAL HOME**  
45 Freeland Road, Clacton-on-Sea CO15 1LX  
Tel: 01255 220397  
**OP D**

**HAMILTON LODGE TRUST**  
Rectory Road, Great Bromley, Colchester CO7 7JB  
Tel: 01206 230298  
**OP PD LDA YA**

**HAVEN LODGE**  
14 Wellesley Road, Clacton-on-Sea CO15 3PP  
Tel: 0845 880 2526  
**LDA MH**

**HAVEN RESIDENTIAL CARE HOME LTD, THE**  
27 Penfold Road, Clacton-on-Sea CO15 1JN  
Tel: 01255 436403  
**MH YA**

**HOLLAND ROAD, 48**  
Clacton-on-Sea CO15 6EL  
Tel: 01255 474934  
**PD LDA MH**

**HOMEACRE**  
28 Hayes Road, Clacton-on-Sea CO15 1TX  
Tel: 01255 425365  
**OP D**

**JENNY'S HOUSE**  
36 Old Road, Clacton-on-Sea CO15 1HX  
Tel: 01255 220086  
**PD LDA**

**KILKENNY RESIDENTIAL CARE HOME**  
6 Third Avenue, Frinton-on-Sea CO13 9EG  
Tel: 01255 672253  
**OP D**

**KINGSTON HOUSE**  
7 Kings Road, Clacton-on-Sea CO15 1BG  
Tel: 01255 473513  
**OP D**

**LIME COURT**  
Lime Avenue, Dovercourt CO12 4DE  
Tel: 01255 506340  
**OP D**

**LIME TREES**  
Sparrows Corner, Harwich Road, Great Oakley, Harwich CO12 5AD  
Tel: 01255 880281  
**LDA**

**LITTLE PADDOCKS**  
The Street, Little Clacton CO16 9LG  
Tel: 01255 860309  
**PD LDA**

**LODGE, THE**  
16-18 Beach Road, Dovercourt, Harwich CO12 3RP  
Tel: 01255 503678  
**LDA**

**LODGE CARE HOME**  
82 Kirby Road, Walton-on-the-Naze CO14 8RJ  
Tel: 01255 850809  
**OP D PD**

**LONGFURROWS RESIDENTIAL CARE HOME**  
4 Long Road, Mistley, Manningtree CO11 2HN  
Tel: 01206 392634  
**D PD LDA**

**MAGDALEN CLOSE HOSTEL**  
1-5 Magdalen Close, Clacton-on-Sea CO15 3LS  
Tel: 01255 432951  
**D PD LDA SI**

**MAITLAND HOUSE**  
33 Church Road, Clacton-on-Sea CO15 6AX  
Tel: 01255 421415  
**OP**

**MARMORA CARE HOME**  
4-6 Penfold Road, Clacton-on-Sea CO15 1JN  
Tel: 01255 422719  
**OP D**

**MEADOW VIEW**  
178 Meadow Way, Jaywick, Clacton-on-Sea CO15 2SF  
Tel: 01255 431301  
**MH**
Five Stacks Residential Home is a completely family run and owned Home, providing the highest quality residential care services in elegant surroundings, aiming to provide dignity, choice, independence, fulfilment and privacy for their residents.

With all the comforts of home, a luxurious lounge areas with satellite television, comfortable and spacious dining areas and many quiet areas, including a conservatory room and sensory area, a community room and shop. The bedrooms are all equipped with furniture and television and offer extreme comfort; all have wash facilities and most have en-suite. Also offering both bath and shower rooms and wet room to accommodate all service users’ needs.

Five Stacks pride themselves on the highest quality of care and daily living, including daily activities and fresh home cooking, with ingredients from their local suppliers.

To visit or book a taster day please call us on the number below.

Tel: 01255 820417 • Email: fivestacks@tinyworld.co.uk • Web: www.fivestacks.com

209 Point Clear Road, St Osyth, Essex CO16 8JD

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

THE CEDARS

• Established & family owned
• Relaxed, friendly and comfortable environment
• Catering for over 65 year olds
• Small home

Fully registered with the CQC and a member of Essex Independent Care Association

Tel: 01255 433619

6 Russell Road, Clacton-on-sea, ESSEX CO15 6BE
thecedarsresidential@gmail.com
<table>
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</tbody>
</table>
Tendring care homes continued

ST MARK’S RESIDENTIAL CARE HOME LTD
38-40 Wellesley Road, Colchester CO15 3PW
Tel: 01255 421750

ST MICHAEL’S CARE HOME
93 Marine Parade East, Clacton-on-Sea CO15 6JW
Tel: 01255 423688

STRONVAR REST HOME
Strangers Corner, Church Road, Brightlingsea CO7 0QT
Tel: 01206 304007

TAMARIND, THE
112 Ramsey Road, Dovercourt, Harwich CO12 4RN
Tel: 01255 507283

TANG HALL RESIDENTIAL HOME
18 Cottage Grove, Bockings Elm, Clacton-on-Sea CO16 8DH
Tel: 01255 421304

TENDRING MEADOWS CARE HOME
The Heath, Tendring, Clacton-on-Sea CO16 0BZ
Tel: 01255 870900

TRINITY HOUSE
47 High Street, Manningtree CO11 1AH
Tel: 01206 394550

WALTON ROAD, 1
Clacton-on-Sea CO15 6DU
Tel: 01225 431622

WATERS VIEW RESIDENTIAL HOME
85 Harwich Road, Little Oakley, Harwich CO12 5JA
Tel: 01255 880516

Tendring care homes with nursing

ANNA VICTORIA NURSING HOME
Peace Haven, Pole Barn Lane, Frinton-on-Sea CO13 9NH
Tel: 01255 675609

CARNARVON NURSING CENTRE
22-24 Carnarvon Road,
Clacton-on-Sea CO15 6QF
Tel: 01255 426628

EDENSOR NURSING AND RESIDENTIAL HOME
3-9 Orwell Road, Clacton-on-Sea CO15 1PR
Tel: 01255 423317

FIVE STACKS RESIDENTIAL CARE CENTRE
209 Point Clear Road, St Osyth,
Clacton-on-Sea CO16 8JD
Tel: 01255 820417

WELL HOUSE
Chestnut Way, Brightlingsea CO7 0UH
Tel: 01206 303311

WELLESLEY, THE
68-70 Wellesley Road,
Clacton-on-Sea CO15 3PL
Tel: 01255 808180

WELLWICK HOUSE
100 Colchester Road, St Osyth,
Clacton-on-Sea CO16 8HB
Tel: 01255 823547

WINCHESTER HOUSE
90 Frinton Road, Kirby Cross CO13 0HJ
Tel: 01255 678813

WINSFORD HOUSE
43 St Paul’s Road, Clacton-on-Sea CO15 6AU
Tel: 01255 424044

WOODBORO RESIDENTIAL HOME
29-31 Skelmersdale Road,
Clacton-on-Sea CO15 6BZ
Tel: 01255 420909

WOODROWS LANE, 17
Bockings Elm, Clacton-on-Sea CO16 8DN
Tel: 01255 433057

YORK HOUSE AND ALDERSMORE
19 York Road, Holland-on-Sea CO15 5NS
Tel: 01255 814333

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

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Advertisers are highlighted
Tendring care homes with nursing continued

MICHAELSTOWE HALL
Ramsey Road, Ramsey, Harwich CO12 5EP
Tel: 01255 880308

SEAVIEW HOUSE NURSING HOME
14-16 Colne Road, Clacton-On-Sea CO15 1PY
Tel: 01255 421480

RAMSEY MANOR (NURSING & RESIDENTIAL HOME)
Ramsey Road, Ramsey, Harwich CO12 5EP
Tel: 01255 880308

SEVEN RIVERS CARE HOME
Hall Road, Great Bromley, Colchester C07 7TR
Tel: 01206 230345

Thurrock care homes

A M CARE HOME LTD
56-58 Lodge Lane, Grays RM16 2YH
Tel: 01375 379134

HATHAWAY ROAD SHORT BREAK RESPITE SERVICE
23 Hathaway Road, Grays RM17 5LB
Tel: 01375 383556

AVELEY HOUSE (1)
Arcany Road, South Ockendon RM15 5SX
Tel: 01708 856444

HOLLYROSE HOUSE
116 Lodge Lane, Grays, Essex RM16 2UL
Tel: 01375 371940

AVELEY HOUSE (2)
6 Park Lane, Aveley RM15 4UD
Tel: 01708 863289

HOLLYWOOD REST HOME
34 Cresthill Avenue, Grays RM17 5UJ
Tel: 01375 382200

BARN AND COACH HOUSE
High Road, North Stifford, Grays RM16 5UE
Tel: 01375 383543

HOMESTEADS, THE
216 Southend Road, Stanford-Le-Hope SS17 7AQ
Tel: 01375 402444

BELMAINE AVENUE, 18
Corringham SS17 7TB
Tel: 01375 360788

LARWOOD
Fullbrook Lane, South Ockendon RM15 5JY
Tel: 01708 857354

BENNETT LODGE
Waterson Road, Chadwell-St-Mary, Thurrock RM16 4LD
Tel: 01375 842724

LEATHERLAND LODGE
Darenth Lane, South Ockendon RM15 5LS
Tel: 01708 853059

BREAKAWAY
23 Park Lane, Aveley, South Ockendon RM15 4UB
Tel: 01708 861520

LONG LANE, 130
Grays RM16 2PR
Tel: 01375 394649

CEDAR HOUSE
279-251 Southend Road, Stanford-Le-Hope SS17 7AB
Tel: 01375 768 505

LONG LANE, 295
Grays RM16 2QD
Tel: 01375 387952

COLLINS HOUSE
Springhouse Road, Corringham SS17 7LE
Tel: 01375 671162

MEDINA ROAD, 28
Grays RM17 6AQ
Tel: 01375 380366

Dexter Close, 44
Grays RM17 5AU
Tel: 01375 396497

MEESONS LODGE (CARE MANAGEMENT GROUP)
1 Henry De Grey Close, Meesons Lane, Grays RM17 5GH
Tel: 01375 383267

EMMANUEL HOUSE
4 Spencer Walk, Tilbury RM18 8XJ
Tel: 01375 850099

MERRIE LOOTS FARM RESIDENTIAL HOME
East Tilbury Road, Linford SS17 0QS
Tel: 01375 673178

FALCON HOUSE
9 Falcon Avenue, Grays RM17 6SB
Tel: 01375 407054

MOLLANDS LANE, 117-119
South Ockendon RM15 6DJ
Tel: 01708 851936

Service
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Visit www.carechoices.co.uk for further assistance with your search for care
Thurrock care homes continued

OAK HOUSE
103 Corringham Road, Stanford-Le-Hope SS17 0BA
Tel: 01375 673104

SATASH COMMUNITY CARE PROJECT LTD
109-111 Mollands Lane, South Ockendon RM15 6DJ
Tel: 01708 856592

SUNNYSIDE HOUSE LTD
130 High Street, Aveley, South Ockendon RM15 4BX
Tel: 01708 861201

WHARF CLOSE, 1
Goldingham Farm Estate, Stanford-Le-Hope SS17 0EJ
Tel: 01375 360789

Thurrock care homes with nursing

AVALON NURSING HOME
Longhouse Road, Chadwell-St-Mary, Grays RM16 4QP
Tel: 01375 841402

BLUEBELL COURT
Stanley Road, Grays RM17 6QY
Tel: 01375 369318

CAROLYNE HOUSE
Waterson Road, Chadwell-St-Mary, Thurrock RM16 4LD
Tel: 01375 843756

COACH HOUSE, THE
10 Woodwards Heights, Woodward Close, Grays RM17 5RR
Tel: 01375 396041

DIVINE LODGE
6 Mayflower Road, Chafford Hundred, Grays RM16 6BE
Tel: 01375 650555

ESTUARY HOUSING ASSOCIATION LTD
South Ockendon RM15 6SA
Tel: 01702 462246

GALLIMORE LODGE
Meesons Lane, Grays RM17 5HR
Tel: 01375 396174

GRAPECROFT CARE HOME
82-84 Calcutta Road, Tilbury RM18 7QJ
Tel: 01375 852020

GRAYS COURT
Church Street, Grays RM17 6EG
Tel: 01375 376667

Uttsford care homes

BINGS HALL
Chelmsford Road, Felsted CM6 3EP
Tel: 01371 820544

BRADBRURY RESOURCE CENTRE
Pound Lane Ugley, Bishop’s Stortford CM22 6HP
Tel: 01279 816165

BROOME END CARE HOME
Pines Hill, Mountfitchet, Stansted CM24 8EX
Tel: 01279 816455 Advert page 76

CROFT HOUSE NURSING AND RESIDENTIAL HOME
Braintree Road, Great Dunmow CM6 1HR
Tel: 01371 872135 Advert page 78

FALCON HOUSE RESIDENTIAL HOME
George Green, Little Hallingbury, Bishop’s Stortford CM22 7PP
Tel: 01279 658393

GLENDALE RESIDENTIAL CARE HOME
14 Station Road, Felsted CM6 3HB
Tel: 01371 820453

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          SI Sensory impairment
          YA Younger adults
          AD People who misuse alcohol or drugs

Advertisers are highlighted

This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
HAGRAVE HOUSE
103 Cambridge Road, Stansted Mountfitchet CM24 8BY
Tel: 01279 817272
OP D

HATFIELD HAVEN SECHA
Stortford Road, Hatfield Heath,
Bishop’s Stortford CM22 7DL
Tel: 01279 730043
OP

HATHERLEY CARE HOME LTD
Chaters Hill, Saffron Walden CB10 2AB
Tel: 01799 508080
OP

HUMFREY LODGE
Rochelle Close, Thaxted CM6 2PX
Tel: 01371 830878 Advert outside back cover OP D PD SI

MARANELLO
Walden Road, Thaxted CM6 2RE
Tel: 01376 574900 LDA

MOAT HOUSE, THE
Great Easton, Great Dunmow CM6 2DL
Tel: 01371 870193 OP D

REDBOND LODGE
Chequers Lane, Great Dunmow CM6 1EG
Tel: 01371 873232 OP D PD SI

UTTLESFORD CARE HOMES WITH NURSING

CROFT HOUSE NURSING AND RESIDENTIAL HOME
Braintree Road, Great Dunmow CM6 1HR
Tel: 01371 872135 Advert page 78 OP PD

HIGHFIELD PRIVATE CARE HOME
9-11 Mandeville Road, Saffron Walden CB11 4AQ
Tel: 01799 524936 Advert below OP D PD SI YA

STANLEY WILSON LODGE
Four Acres, Saffron Walden CB11 3JD
Tel: 01799 529189 OP D

• 24 hour trained nurse on duty
• Beautiful purpose built home
• Pretty gardens
• Elegant rooms with en-suite facilities
• Fresh home cooked food
• Full range of activities and outings
• Permanent and bookable short stays

Caring for an elderly relative? Need a break?

Our experienced team of staff happily provide first class respite care to elderly people. Our team is also trained to care for people with nursing needs. A respite bed can be reserved in advance for flexible periods of time, so you can plan yourself a break.

For further information, pop in for a cup of tea and a chat. Let us show you we care.

Tel. 01799 524 936

Highfield Private Care Home, Mandeville Road, Saffron Walden
Essex CB11 4AQ www.highfieldprivatecarehome.co.uk

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

SECHA - South Essex Care and Health Association - For more information see page 7

Advertisers are highlighted

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

**Essex County Council**
Adult Social Care
County Hall, Market Road, Chelmsford CM1 1QH
Tel: 0845 603 7630
Web: www.essex.gov.uk

**Southend-on-Sea Borough Council**
Department for People
Borough Council, Civic Centre, Victoria Avenue
Southend-on-Sea SS2 6ER
Tel: 01702 215008
Web: www.southend.gov.uk

**Age UK Essex**
Celebrates, supports and champions older people without prejudice or discrimination. Offers advocacy, befriending, advice and support. Services cover all Essex, Southend-on-Sea and Thurrock. See page 108 for more information.
112 Springfield Road, Chelmsford CM2 6LF
Tel: 01245 346106 / 264499
Web: www.ageuk.org.uk/essex

**Alzheimer’s Society**
Works to improve the quality of life of people affected by dementia.
Mid Essex Branch
Unit 3, Lockside Marina
Hill Road South, Chelmsford CM2 6HF
Tel: 01245 260911

Southend and District Office
Suite 5, Philpot House
Station Road
Rayleigh Essex SS6 7HH
Tel: 01268 778959

**Carers UK**
Local branches of this national organisation for carers.
Carers UK Thurrock
Tel: 01375 851626

Carers UK Uttlesford
Tel: 01371 875810

**Citizens Advice Bureau**
Free independent and confidential advice.
1 Church Road
Southend-on-Sea SS1 2AL
Tel: 01702 456370
Web: www.southencab.org.uk

**Crossroads Care Essex**
Services to support the carer and the person they care for.
The White House
Rear of Council Offices, Kiln Road, Benfleet SS7 1TF
Tel: 01268 881130

**Essex Dementia Care**
Provides one-to-one care, companionship and support for people with dementia, to promote good health and an active life.
Tel: 01245 363789
Web: www.essexdementiacare.org.uk

**Essex Guardians**
Run by Essex County Council, they are a dedicated team of professionals, ensuring the safeguarding of a vulnerable individual’s finances.
Tel: 01245 434098
Email: essexguardians@essex.gov.uk
Web: www.essexguardians.co.uk

**Essex Independent Care Association (EICA)**
Represents the interests of independent social care providers locally, regionally and nationally.
251-255 Church Road, Benfleet, Essex SS7 4QP
Tel: 01702 547144 and 01268 565551
Email: office@eica.org.uk
Web: www.eica.org.uk

**My Home Life Essex**
Aims to create a positive culture in care homes, based on a relationship-centred approach.
Web: http://myhomelifeessex.org.uk/
RVS (Royal Voluntary Service) Essex
49b Mill Road
Maldon
Essex CM9 5HY
Tel: 01621 852709
Email: essexhub@royalvoluntaryservice.org.uk
Web: www.royalvoluntaryservice.org.uk/service/1473-essex

Southend-on-Sea’s Health & Wellbeing Information Point (SHIP)
Southend-on-Sea’s online directory of health and wellbeing information.
Web: www.southendinfopoint.org

South Essex Care and Health Association (SECHA) & Essex Bed Register
Promotes first class care for the people who are cared for by members - residential or nursing care home providers and others who provide professional care services.
Tel: 01268 784501
Email: philrosemann@secha.org.uk
Web: www.secha.org.uk

South Essex Partnership NHS Foundation Trust – Southend-on-Sea
Tel: 01702 224642
Tel: 01702 224629

Essex Mencap
190 Church Street
Bocking
Braintree
Essex CM7 5LA
Tel: 01376 324765
Email: brown.bocking@zen.co.uk
Web: www.essexmencap.org

Southend Mencap
100 London Road
Southend
Essex SS1 1PG
Tel: 01702 341250
Email: marc.mcowens@southendmencap.co.uk

The Care Quality Commission
Citygate,
Gallowgate
Newcastle upon Tyne NE1 4PA
Tel: 03000 616161
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk

Vibrance
Direct payment advice, support and payroll service.
29-31 Alexandra Street
Southend-on-Sea SS1 1BW
Tel: 01702 214540
Email: sdp@vibrance.org.uk

Looking for care or support?
For independent, impartial information on your care options, call this Directory’s helpline on freephone 0800 389 2077

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.

Visit www.carechoices.co.uk for further assistance with your search for care
Information and Advice Service
– a free and confidential advice service for anyone aged 50 or over, their friends, family, professionals and carers. Through a team of professional advisers we provide up to date information and advice on a range of topics including: welfare benefits, care homes, housing options, social care, bereavement support and local services.
Tel: 01245 345106

Reablement Team – working in partnership with Essex Cares, Age UK Essex provides dedicated information and advice to support patients who have been discharged from hospital.
Tel: 01245 345106

Advocacy – a free and confidential service for anyone aged 50 or over within Essex. Our advocates have over 10 years of experience helping older people deal with the challenges they face within health and social care settings. They help people to say what they want, represent their interests and obtain relevant services.
Tel: 01245 216607

Home Befriending – through a weekly home visit or telephone call our home befriending service provides friendship and support for anyone over 60 who feels lonely or socially isolated.
Tel: 01245 345106

Active Befriending – offers people who are over 60 and feel lonely or socially isolated companionship on short walks or trips to local shops.
Tel: 01245 345106

Active Lives – a 12-week programme for the over 60s which is designed to help restore confidence and regain independence outside the home.
Tel: 01245 345106

Digital befriending – for the residents of Thurrock our new HDTV Skype service is easy to use and enables you to talk to friends and relatives through your television. We offer a free three-month trial and includes free loan of all equipment.
Tel: 01268 526229

Home Help – we offer a range of services from housework, shopping and a prescription collection service to a sitting service that offers valuable respite for carers across the county.
Tel: 01245 345106

Toenail Cutting – works across the county helping people in later life to look after their toenails. Our team of qualified toenail trimmers have all be trained by the NHS Podiatry Service. We also offer home visits in Chelmsford and Witham.
Tel: 01245 423333

Volunteering – we have a number of volunteering opportunities from general administration roles to befriending and active lives volunteers to fundraising volunteers.
Tel: 01245 216603

Age UK Essex
112 Springfield Road, Chelmsford, Essex CM2 6LF
Tel: 01245 345106
Email: info@ageukessex.org.uk
Web: www.ageukessex.org.uk
Useful national contacts

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

Age UK
National helpline: 0800 169 6565
Web: www.ageuk.org.uk

Association of Charitable Organisations
A national umbrella body for trusts and foundations that give grants and welfare support to individuals in need.
Tel: 0207 255 4480 • Web: www.aco.uk.net

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

Care Choices’ helpline
Free, independent information and help.
Searchable website.
Tel: 0800 389 2077
Web: www.carechoices.co.uk

Care Quality Commission
Independent regulator of care services in England.
CQC National Customer Service Centre
Citygate, Gallowgate,
Newcastle upon Tyne NE1 4PA
Tel: 03000 616161 • Web: www.cqc.org.uk

Carers Trust
Works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems.
32-36 Loman Street, London SE1 0EH
Tel: 0844 800 4361 • Fax: 0844 800 4362
Web: www.carers.org

Carers UK
The voice of carers.
Advice line: 0808 808 7777
Web: www.carersuk.org

Elderly Accommodation Counsel
Help older people make informed choices about meeting their housing and care needs.
Free advice line: 0800 377 7070
Web: www.housingcare.org

FirstStop Advice
Advice and information on all aspects of care, accommodation, housing, finance and rights for older people.
Web: www.firststopadvice.org.uk

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

IndependentAge
Produce a wide range of guides and factsheets aimed at older people, their families and carers.
Advice line: 0845 262 1863
Web: www.independentage.org.uk

National Association for Providers of Activities for Older People (NAPA)
Promotes the importance of activities for older persons.
Tel: 0207 078 9375
Web: www.napa-activities.co.uk

Pension Service, The
Provides information about pensions and other pensioner benefits.
Web: www.gov.uk/dwp

Registered Nursing Home Association (RNHA)
Campaigns for high standards in nursing home care.
Tel: 0121 451 1088 • Web: www.rnha.co.uk

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

United Kingdom Home Care Association (UKHCA)
Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.
Helpline: 0208 861 8188
Web: www.ukhca.co.uk

Visit www.carechoices.co.uk for further assistance with your search for care
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Visit www.carechoices.co.uk for further assistance with your search for care
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This Directory’s helpline 0800 389 2077 – information on choosing and paying for care

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