Essex and Southend-on-Sea
Care Services Directory

The independent guide to choosing and paying for care
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 Hutchison, the Home Director, on 01268 554330 or our head office on 020 8861 6000 or by email at: sue@amscare.co.uk or info@amscare.co.uk

Website: www.ams-care.co.uk
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For further copies of this Directory, please call Care Choices on 01223 207770.

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

Alternative formats

This Directory is available electronically at www.carechoices.co.uk where there is a Browsealoud option for those requiring the information in spoken word.
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 9. 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 9.

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 32 for those paying for care at home and 65 for those paying for residential care. You will find information on any benefits available to you explained on page 65.

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 11 and 12. A list of local home care providers who can help begins on page 35.

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 61 while one covering residential dementia care is on page 64.

Comprehensive lists of care homes and care homes with nursing in Essex and Southend-on-Sea start on page 73.

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 67.

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

**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

**ADVISERS AND CONTRIBUTORS**
Age UK Essex
– Michelle Martin
Alzheimer’s Society Essex
– Tina Kiernan
Essex Independent Care Association
– Julie Ripper
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!!
The new Care Act

You may have heard about the new Care Act which will come into effect in April 2015. It’s a piece of legislation aimed at making positive changes to the way care and support is provided for adults and carers and creates a single law for adult care and support. It introduces duties and responsibilities on Councils to ensure that wellbeing, dignity and choice are at the heart of health and social care and represents the biggest change to adult social care in over 60 years.

For the first time, carers will be recognised in law in the same way as those they care for, and more carers will be able to have an assessment of their support needs. People paying for their own care will be entitled to an assessment as well. Anyone at risk of abuse will be even better protected as the Act puts Adult Safeguarding Boards on a statutory footing.

The Act will mean that a wider range of good quality services give you more control and help you to make more personalised choices over your care, resulting in even better care that works for you. It is designed to ensure that people receive services that prevent their care needs from becoming more serious, or delay the impact of their needs; can get the information and advice they need to make good decisions about care and support and have a range of high-quality care providers to choose from.

The Act also introduces a number of significant changes to how care is charged for, who has to contribute, and a cap on how much people will have to pay towards their care however these don’t come into effect until April 2016.

The website [www.gov.uk](http://www.gov.uk) has useful factsheets explaining the changes, type in ‘Care Act’ for further information.

This Directory’s free helpline provides an independent information and help service encompassing care and accommodation. A personalised report can be generated for you providing details of all home care providers, care homes or care homes with nursing that meet your criteria.

One call 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 website: [www.carechoices.co.uk](http://www.carechoices.co.uk) allows you to search by postcode or region for care homes, care homes with nursing and home care providers that meet your requirements across the country. Your search can then be saved and emailed to others. You can also view an electronic version of this Directory on the site and have it read to you by using the ’Browsealoud’ function.

Whatever your care needs, this Directory, the Care Choices helpline and website will be able to point you in the best direction, however you would like care information presented.
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, supported living 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

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 369 2077 to talk to someone directly.

Visit www.carechoices.co.uk for further assistance with your search for care
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. We strive constantly to keep our members fully up to date with latest care practices and changes in the law as it affects care homes. We have found that our members benefit enormously from the ‘Buddy’ system we operate which helps members with one to one consultation and assistance as required with problems encountered.

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, CCGs 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, CCGs and other placement agencies once a 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 the website www.secha.org.uk
Where do I start?

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 34.

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 32 for those receiving home care and 65 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 four to six 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.

**NHS Continuing Healthcare**

NHS Continuing Healthcare is a package of continuing care that is arranged and funded solely by the NHS. This is free of charge to those who are eligible, wherever it is delivered. NHS Continuing Healthcare support may be provided in a nursing or residential care home or your own home.

If you are eligible for NHS Continuing Healthcare funding, you will have been assessed by health and social care assessors to have a ‘primary health need’ and are likely to have complex medical needs and substantial or intense ongoing care needs that relate to your health.

National guidance says that the assessment for NHS Continuing Healthcare should be ‘person-centred’. This means that you should be fully involved in the assessment process. You should be kept informed, and have your views about your own needs and support taken into account. If you have a carer, you should also be consulted where appropriate. It’s a good idea for your carer to make it clear that they would like to participate fully in the assessment process.

A decision about eligibility should usually be made within 28 days of a referral for assessment being made to the NHS Clinical Commissioning Group.

**Personal health budgets**

A personal health budget is an amount of money allocated to support a person’s identified health and wellbeing needs, planned and agreed between the person and their local NHS team. The aim is to enable people with long-term conditions and disabilities to have greater choice, flexibility and control over the healthcare and support they receive. The budgets are already available for people who are eligible for NHS Continuing Healthcare and patients now have the ‘right to have’ a personal health budget.
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.

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 18. Centres can be as important for carers as those attending as they allow for a regular break from caring. Attendance may 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 9) to arrange your own activities.

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, 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
www.eppingforestdc.gov.uk

**Papworth Trust Home Solutions**

Southend-on-Sea
Papworth Trust Home Solutions, Lancaster House, Aviation Way, Southend-on-Sea SS2 6UN
Tel: 01702 804112
Email: homesolutionssouthend@papworth.org.uk
Web: www.papworth.org.uk

South West Essex
Papworth Trust Home Solutions, Brentwood Office, 3rd Floor, Town Hall, Ingrave Road, Brentwood, Essex CM15 8AY
Tel: 01277 503101

West Essex and Hertfordshire
Papworth Trust Home Solutions, Unit 41, Golds Nurseries Business Park, Jenkins Drive, Elsenham CM22 6JX
Tel: 01279 648408

**Swan Care and Repair**

Colchester
Suite 304, Wellington House, 90-92 Butt Road, Colchester, Essex CO3 3DA
Tel: 01277 844235
Email: care@swan.org.uk
Web: www.swan.org.uk
## 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>COMPLEX SOLUTIONS</th>
<th>MORE 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 • Buy a new chair – get professional help to make sure the height is right • Regular gentle exercise • Get up regularly, to keep mobile</td>
<td>• Ready made chair raisers if your chair is low</td>
<td>• Buy electric riser chair</td>
</tr>
<tr>
<td>Open and close windows</td>
<td>• Can’t reach windows • Not secure to leave windows open</td>
<td>• Move furniture out of the way • Gadget to open/close window</td>
<td>• Remove window opener • Install extractor fan • Install new windows</td>
<td>• Environmental controls</td>
</tr>
<tr>
<td>Control heating</td>
<td>• Can’t reach controls for fire or heating</td>
<td>• Change switches • Fit timer switch</td>
<td>• Move heating controls</td>
<td>• Install new or additional heating system</td>
</tr>
<tr>
<td>Switch lights on and off</td>
<td>• Can’t reach switch • Switch is difficult to use</td>
<td>• Light switch toggle • Socket extension • Handi-plugs</td>
<td>• Move light switches • Replace light switches</td>
<td>• Environmental controls</td>
</tr>
<tr>
<td>Keep warm</td>
<td>• Affording the fuel • Carrying the fuel • Control heating</td>
<td>• Insulate your home • Ask for a winter fuel payment • Use a trolley – if you can safely lift the fuel into the trolley</td>
<td>• Replace the fire</td>
<td>• Get a grant • Change to a cheaper heating system</td>
</tr>
<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 • Request an assessment for a hearing aid</td>
</tr>
</tbody>
</table>
In the bedroom

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<tr>
<th>WHAT YOU HAVE TO DO</th>
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</table>
| 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 | Buy simple gadgets: long handled shoe horn; elastic shoe laces; dressing stick; button hook; stocking aids | 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 | | |
| 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’ |

Essex County Council – Adult Social Care Department: 0845 603 7630  
Southend-on-Sea Borough Council – Department for People: 01702 215008
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</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  
|                     |                            | • 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 |

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

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

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Information sources:

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

This Directory’s helpline 0800 389 2077 - information on choosing and paying 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 19 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

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.
Tel (head office): 01733 358100
Email: info@deafblind.org.uk
Web: www.deafblind.org.uk

Disability Essex

Pioneers of the concepts of local support, self-help groups and clubs. Services include disability helpline, insurance for member clubs, records of over 150 clubs, which cater to all tastes, suppliers of RADAR keys etc.
Centre for Disability Studies, 34 Rocheway, Rochford, Essex SS4 1DQ
Tel: 0844 412 1771
Fax: 0844 880 0614
Email: info@disabilityessex.org
Web: www.disabilityessex.org

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.
Read House, 23 The Esplanade, Frinton-on-Sea, Essex CO13 9AU
Tel: 0870 240 5418
Email: info@essexblind.co.uk
Web: www.essexblind.co.uk

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
**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 are also run in mid-Essex.

Sadlers House, 2 Legg Street, Chelmsford CM1 1AH  
Tel: 01245 496347  
Email: info@hearinghelpessex.org.uk  
Web: www.hearinghelpessex.org.uk

**Oakseed**  
Helps disabled people fulfill their potential. Membership is open to people with physical, sensory and learning impairments.

Maw Hill, Rawstorn Road, Colchester, Essex CO3 3JH  
Tel: 01206 577776  
Email: oakseed.secretary@ntlworld.com  
Website: www.oakseed.co.uk

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

Southend-on-Sea Centre,  
St Mellitus Centre for Deaf People,  
12 Oakhurst Road,  
Southend-on-Sea,  
Essex SS2 5DT  
Tel: 01702 613656  
Fax: 01702 461108  
Email: southend@royaldeaf.org.uk  
Web: www.royaldeaf.org.uk

**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 SS0 7LP  
Tel: 01702 342131  
Email: info@sbw.org.uk  
Web: www.southendblindwelfare.org.uk

**Support 4 Sight**  
A registered charity delivering services for blind and partially-sighted people of all ages in Essex; including information and assistance with visual aids, a telephone careline, a social drop-in session, touch-typing computer training, and a children’s tactile toy library.

2-4 George Street,  
Saffron Walden,  
Essex CB10 1EQ  
Tel: 01799 523700  
Email: info@support4sight.org.uk  
Monday to Friday 9.30am-2.30pm.

**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.harwichconnexions.co.uk

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

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
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.

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

Visit www.carechoices.co.uk for further assistance with your search for care
Carelines (emergency alarm services)

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

Epping Forest Careline  
Tel: 0208 532 1065  
Email: careline@eppingforestdc.gov.uk

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

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

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

Southend-on-Sea Careline  
Tel: 01702 332062  
Email: careline@seh.southend.gov.uk

Chelmsford (Chelmer Housing Partnership)  
Tel: 01245 613132  
Email: enquiries@chelmerhp.org.uk

Tendring Careline  
Tel: 01255 222022  
Email: careline@tendringdc.gov.uk

Colchester Helpline  
Tel: 01206 769779  
Email: helpline@colchester.gov.uk

Uttlesford District Lifeline  
Tel: 01799 510630  
Email: housingadmin@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.

Services for carers

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 be living 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 34.

**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 9) 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 Allowance).
Do you need a Helping Hand?

Home care from...30 minutes per week to full time Live-in Care.

Helping Hands has been providing award winning quality help at home since 1989. A family run company we apply our local knowledge and 25 years of experience to offer you one to one home care that enables you or your loved one to remain at home with compassion and dignity.

Our locally based Carers are able to balance independent living with bespoke care needs by assisting with:

- Housekeeping
- Shopping
- Companionship
- Help getting out and about
- Complex nursing-led care
- Providing a break for an existing Carer or family member
- Personal care
- Support with continence
- Supporting a hospital discharge

If you are looking for extra support for those everyday tasks that are becoming a little more difficult, we’re happy to help - from as little as half an hour per week to full time Live-in Care.

To find out how we can help you, call:

01277 508 146

or visit: www.helpinghands.co.uk
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 2014/15 is £61.35 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.

Useful contacts

Carers Choices
Carers Choices 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.
Carers Choices Essex
Tel: 01268 881130
Email: care@carerschoices.org

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: 0300 123 1053
Web: www.nhs.uk/carersdirect

Carers Trust
The Princess Royal Trust for Carers and Crossroads Care have merged to create Carers Trust, a charity designed to improve support, services and recognition for people caring, unpaid, for a family member or friend. On its website, you can find support in your area.
Tel: 0844 800 4361
Email: info@carers.org and support@carers.org
Web: www.carers.org

Essex Carers’ Support
Essex Carers’ Support is an independent organisation, supporting informal, unpaid and family carers in Essex. It provides information, advice and guidance to carers in Colchester, Tendring and Castle Point districts. It also provides 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

Thurrock Carers’ Centre
Cromwell Hall, Cromwell Road, Grays RM17 5HQ
Tel: 01375 413754
Email: social.care@thurrock.gov.uk
What We Do
At Access Dignity Care we tailor make our service to meet your individual needs.

Care in the comfort of your own home is the perfect alternative to residential care.

All our staff are DBS (formally CRB) police checked, fully trained and here to support you to live your life to the full, giving you the reassurance that you or your loved one will be cared for with the utmost dignity and respect.

We offer support with
- Personal Care
- Respite Care
- Palliative Care
- Companionship
- Meal Preparation
- Domestic Housework
- Medication management
- Assistance to attend appointments, shopping trips

Want to discuss your care needs with us further?
Need some advice about funding?
Unhappy with your current agency and want to discuss transferring agencies?

Come and see us at our office in Walton-on-Naze, 34 Newgate Street for an informal no obligation chat over a coffee or call us on 01255 852882

01255 852882
www.accessdignitycare.co.uk
accessdignity@aol.co.uk
34 Newgate Street, Walton on Naze, Essex, CO14 8AL

Caremark is an established and highly regarded home care provider offering domiciliary care, personal support, home help and companionship services.

Our work focuses on caring individually for people like you or your loved one, in the way that you would wish - with personalised, professional services, provided in a friendly, helpful and considerate way.

Your care worker will be selected to suit your personal care needs.

2b Matheson House, Cambridge Road, Sawbridgeworth, East Herts CM21 9BS
e: easthertfordshire@caremark.co.uk

Call us on 01279 600 675

A1 Home Care
Our commitment to you is second to none

Here at A1 Home Care we do our utmost to provide the best quality care and support possible to all our service users, working together with them and their family. We tailor a care package to support the needs of each and every unique individual.

A1 care passionately about their service users, we have a “no rush” approach and always ensure that our service users are safe, comfortable and that they have all they require before leaving them on each and every visit.

All our staff are fully trained and have undergone a CRB check. Our staff do really go that extra mile to ensure Service Users are treated with the Dignity and respect they truly deserve.

CHELMSFORD
Tel: 01245 354774
Email: enquiries@a1homecareltd.co.uk
Web: www.a1homecareltd.co.uk

Supporting your independence to enable you to remain in your own home
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 home care 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 an 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 27 and a comprehensive list of home care providers in Essex and Southend-on-Sea starts on page 35.

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 and home 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 callers providing details of all home care providers 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.

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 69.

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...
Crossroads Care is one of Essex’s leading providers of support for carers with over 30 years of experience. Becoming a network partner of the Prince’s Royal Trust, we offer a quality service. Inspected by the Care Quality Commission and receiving an excellent report in 2012.

Our three schemes in Essex offer a range of services including respite care; personal care; palliative care; Day Care Club, Young Carers Club and After School Clubs, social events and outings; sleeping and waking night service.

Some services are offered free of charge and we also welcome anyone who is in receipt of direct payments, individual budgets or who wishes to pay privately.

As a national association of local charities, Crossroads care for people not for profit.

Further information about the services offered by each scheme please contact your local office.
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.

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 undertake an initial examination and can then refer you to a memory clinic for further investigation.

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;
- 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 the person’s abilities not their disabilities. Encourage them to continue with hobbies or interests whenever possible, a good understanding of dementia will enable you to communicate with and support the person better.
NEED HELP IN YOUR SEARCH FOR CARE?

Developed by the publisher of this Care Services Directory

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.

e: enquiries@carechoices.co.uk Follow us 🐦 @CareChoicesLtd

www.carechoices.co.uk
A person with dementia may require:

- reassurance that they continue to be a valued member of the family/community and their voice is heard;
- freedom from as much external stress as possible; and
- appropriate and relevant activities to help stimulate recall and keep motivated for as long as possible.

A person with dementia may exhibit behaviours you may find challenging: this may be due to a difficulty in communicating. If you can establish what this is, you can resolve their concerns more quickly. By putting yourself in their place you may begin to 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.

Their care and support needs are assessed as explained on page 9 and a care plan will be drawn up. The person with dementia should participate in setting up this plan. If the person is unable to participate, family members can assist in planning care.

Many people 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 32).

**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 110.

**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 open from 9.00am to 5.00pm Monday to Friday and 10.00am to 4.00pm Saturday and Sunday.
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
- Fully Flexible, Tailored Care Packages to Suit your Individual Needs

Specialist Areas Include:
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- Dementia Care
- Degenerative Conditions
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- 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 care worker or care agency.

| Agency 1 | £ ……………… p/h |
| Agency 2 | £ ……………… p/h |
| Agency 3 | £ ……………… p/h |

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 care workers 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 care worker 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 | ………………………………………………………………………………… |

How hard or easy would it be to make a complaint and how are things then put right?

| 1 | ………………………………………………………………………………… |
| 2 | ………………………………………………………………………………… |
| 3 | ………………………………………………………………………………… |

If this is a private contract ask for a copy of the agency’s contract terms and read these carefully with someone you trust. Get as much help as you can going over it and ask any questions you may have before signing anything. The Citizens Advice Bureau or Age UK could help with this.

Carers

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

| 1 | ………………………………………………………………………………… |
| 2 | ………………………………………………………………………………… |
| 3 | ………………………………………………………………………………… |

Care workers should be fully trained or be in on-going 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 Service (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 or the Local Government Ombudsman.

For more information, please see page 69.

Visit www.carechoices.co.uk for further assistance with your search for care
Paying for care in your own home

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.

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.

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.

Figures mentioned here may change over the lifetime of this Directory.
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 65.

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

**ecdp solutions**

ecdp solutions’ 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.

**Independent Living Advocacy (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, it offers employer and personal assistant training modules, and manages 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.

**Independent Living Advocacy**

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

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

**WHAT ARE THE CARE OPTIONS?**
**HOW WILL I KNOW WHICH TO CHOOSE?**
**WHAT IF MUM DOESN’T AGREE?**

VISIT THE NEW CARE SELECT WEBSITE [WWW.CARESELECT.CO.UK](http://WWW.CARESELECT.CO.UK)

[**CARE select**](http://WWW.CARESELECT.CO.UK)

CALL CARE SELECT FOR MORE INFORMATION: 0800 389 2077
Essex home care providers

1 STOP REC LIMITED
Colchester
Tel: 01206 616171

A PL+US CARING SERVICE OFFICE
Witham
Tel: 01376 515686

A1 HOME CARE LTD
Chelmsford
Tel: 01245 354774

AA DOMICILIARY CARE
Stock
Tel: 07957 628772

ABBey CARE SOLUTIONS LTD
Waltham Abbey
Tel: 01992 713011

ABK CARING SERVICE LTD
Burnham on Crouch
Tel: 01621 782527

ACCESS DIGNITY CARE LIMITED
Walton-on-Naze
Tel: 01255 852882

ACCURO
Harlow
Tel: 01279 433667

ADVANTAGE HEALTHCARE
Colchester
Tel: 01206 228333

AFFABLE CARE HEAD OFFICE
Chelmsford
Tel: 01245 350257

ALEXANDRA COURT
Dovercourt
Tel: 01255 503340

ALL ABOUT U CARE SERVICES LTD
Chelmsford
Tel: 07795 891173

ALL CARE
Colchester
Tel: 01206 366361

ALLIANCE CARE AND SUPPORT LTD
Clacton-on-Sea
Tel: 01255 256020

ALLIED HEALTHCARE - BASILDON
Pitsea
Tel: 01268 581170

ALLIED HEALTHCARE - COLCHESTER
Colchester
Tel: 01206 792222

ALLIED HEALTHCARE - HARLOW
Harlow
Tel: 01279 423010

ALPHA CARE SOLUTIONS LTD
Basildon
Tel: 01268 449112

ANGELS 24/7 CARE SERVICES LTD
Basildon
Tel: 01268 546688

ANGLIAN CARE LTD - RANKIN HOUSE
Benfleet
Tel: 01268 795800

ANN MASON CARE
Colchester
Tel: 01206 233372

ANNIE’S HOMECARE SERVICES
Mayland
Tel: 01621 773672

AQS HOMECARE ESSEX
Billericay
Tel: 01277 654444

ASPIRATIONS SOUTHEAST ADULTS
Billericay
Tel: 0800 044 3255

AUTISM ANGLIA DOMICILIARY CARE AGENCY
Colchester
Tel: 01206 577678

B PRO NURSING AGENCY
Canvey Island
Tel: 07940 226332

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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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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Caring in Your Community
08000 121 247 | www.liveincare.info
Chelmsford - 01245 708 986

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- 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.
Essex home care providers continued

BAKERS’ VILLAS
Epping
Tel: 01992 575951

OP

CARE AT HOME UK LTD
Little Walden
Tel: 01799 541400

AD

BETTER HEALTHCARE SERVICES
Colchester
Tel: 01206 561999

OP D PD LDA MH SI YA

CARE BY ANGELS LIMITED
Basildon
Tel: 07585 683819

W

BLOOMSBURY HOME CARE
Thorpe-le-Soken
Tel: 0845 508 4512

OP D PD LDA MH SI YA

CARE BY US
Bishops Stortford
Tel: 0333 700 8080

Advert page 30

BLUEBIRD CARE
Colchester
Tel: 01206 827605

OP D PD LDA MH SI YA

OP D PD MH SI YA

Essex West
Tel: 01277 230763

OP D PD LDA MH SI YA

CARE PLUS ESSEX LTD
Saffron Walden
Tel: 01799 529312

W

Mid Essex
Tel: 01245 263962

OP D PD LDA MH SI YA

CARE SOLUTIONS LTD DCA
Colchester
Tel: 0339 992 573

OP D PD LDA MH SI YA AD

Tendring
Tel: 01255 427113

OP D PD LDA MH SI YA

CAREMARK - CHELMSFORD & UTTLESFORD
Great Dunmow
Tel: 01371 872178

OP D PD LDA MH SI YA

CARERS CHOICES
Benfleet
Tel: 01268 881130

OP D PD LDA MH SI YA AD

CARINTREE HEALTHCARE LTD
Braintree
Tel: 01376 550432

LDA

CARERS’ SUPPORT AND RESPIESE SERVICES
Maldon
Tel: 01621 853211

OP D MH SI

BRIDGEMARSH RESIDENTIAL HOME
Chelmsford
Tel: 01245 440858

D PD LDA SI

CAREWATCH SOUTHEND
Hadleigh
Tel: 01702 557007

OP D PD LDA MH SI YA

BROOK DRIVE
Wickford
Tel: 07501 006795

LDA YA

CARING 4 U (UK) LTD
Great Bardfield
Tel: 01371 811873

Advert page 40

BROOK HOUSE
Harlow
Tel: 0800 001 6631

D LDA MH YA

OP D PD LDA MH SI YA AD

BUNGALOW, THE
Colchester
Tel: 01206 852010

PD LDA SI YA

CARING COMPANIONS OF ESSEX
Brentwood
Tel: 01277 204453

OP PD LDA MH YA

BUPA HOME HEALTHCARE LTD
Harlow
Tel: 01279 456947

OP PD YA

CARRY DIRECT LTD
Chelmsford
Tel: 01245 698183

OP D PD LDA SI YA

CALVERNS CARE LTD
Advert page 40

Chelmsford
Tel: 01245 356755

OP D PD MH SI

CARERS CHOICES
Chelmsford
Tel: 01245 356755

OP D PD LDA MH SI YA

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

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- Assistance with Medication
- Domestic Tasks
- Meal Preparation
- Bathing and Showering
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24-hour on call service available to all service users

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<th>Address</th>
<th>Telephone</th>
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<td>DAMORCARE LTD</td>
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<td>07825 662283</td>
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<td>DANBURY CARE</td>
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<td>DIAL-A-CARER SERVICE</td>
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</table>

Visit 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.

- Care packages to suit you – 24 hour live-in, hourly and night care
- Continuity of carer
- Carers who arrive at the specified time
- Carers who stay for the allocated time
- Professional, friendly and fully trained staff
- A unique personal service centred around you
- Care delivered with dignity and respect
- Highest standards of care
- Respite and specialist care available including acquired brain injury, learning disabilities and dementia
- Regular reviews and re-assessments

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**

www.caring4u.co.uk  Email: as@caring4u.co.uk
25 The Bardfield Centre, Great Bardfield, Braintree, Essex CM7 4SL
Fax: 08702 245399

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Family owned and managed.

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- FLEXIBILITY • PROFESSIONALISM •

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Please visit our website for full details of the services we provide
www.calverncare.co.uk
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<td>E2K CARE Tiptree Tel: 01621 819529</td>
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<td>PD</td>
<td>Physical disability</td>
<td>EAST COUNTY CARE LTD Harwich Tel: 01255 507600</td>
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<td>LDA</td>
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<td>EMERALD HOME CARE LTD Basildon Tel: 07947 378584</td>
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<td>YA</td>
<td>Younger adults</td>
<td>ESSEX/LONDON - GLOBAL INSPIRATIONS Braintree Tel: 07932 277322</td>
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<td>AD</td>
<td>People who misuse alcohol or drugs</td>
<td>ESSEX &amp; SUFFOLK QUALITY CARE LTD St Osyth Tel: 01255 831594</td>
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<td></td>
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<td>ESSEX CARES HOMESAFE MID Brentwood Tel: 01277 228254</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
www.relativesrelief.com

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

DAMORCARE

We care for you and your needs

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...

Tel: 07825 662283 or 07717779898
www.damorcare.co.uk

Excelle Home Care

...by your side 24/7

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

Services include
• 24 Hour Live In,
• Up to 24 Hour Home Care,
• Respite at Home,
• Supported Living

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

Telephone: 01708 502734

Email: info@excelle.co.uk  Web: www.excelle.co.uk
72 Chippenham Road, Harold Hill, Romford, Essex RM3 8HX
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<td>HERITAGE STAFFING SERVICES LIMITED</td>
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<td>J’S HOSPICE, THE</td>
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<td>JEAN ALLEN CARE SERVICES LTD T/A</td>
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<td>JR CHARLES HOUSING AND SUPPORT LTD</td>
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<td>K.T.M. CARE LTD</td>
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<td>LIVABILITY LIFESTYLE CHOICES EAST ANGLIA</td>
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ESSEX HOME CARE PROVIDERS

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

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

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

Advertisers are highlighted
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.

**Purely Care**
call us now on 01603 407707

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

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

info@purelycare.co.uk • www.purelycare.co.uk

**Have you heard of live-in care, at home, for older people?**

- **When you or a parent gets older, there is an alternative to moving into a residential home.**
- **With a decade of experience, Promedica24 is the leading specialist in live-in care, so you can continue to live the life you want, in the comfort of your own home.**

01183 215 020 promedica24.co.uk
Essex home care providers continued

MANSION HOUSE RESIDENTIAL HOME
Althorne
Tel: 01621 742269

MAYFAIR CARE SERVICES LTD
Canvey Island
Tel: 01268 696055

MEADOWCROFT RESIDENTIAL CARE HOME
Bradfield
Tel: 01206 393879

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

MIHOME CARE CLACTON-ON-SEA
Clacton-On-Sea
Tel: 03331 215901

MIKE RIGLIN NURSING
Maldon
Tel: 01621 843485

MONTECARE SOLUTIONS LTD
Clacton-on-Sea
Tel: 01255 223030

MONTECARE SOLUTIONS LTD
Harwich Tel:
01255 24789

NETTESWELL RECTORY
Harlow Tel: 01279 444000

NEW PARTNERSHIPS
(LYNRAY AND PEACH COTTAGE)
Braintree
Tel: 01376 329437

NEWDAY HEALTHCARE PROFESSIONALS LTD
Canvey Island
Tel: 08540 942805

NIGHTINGALE HOME CARE
Braintree
Tel: 01376 584150

NIGHTOWLS CARE LLP
Colchester
Tel: 01206 521008

NORTH LONDON HOMECARE & SUPPORT LTD
Harlow
Tel: 01279 452105

NPSL T/A ALLIED HEALTHCARE COLCHESTER
Colchester
Tel: 01206 710748

NURSE PLUS & CARER PLUS UK LTD
Colchester
Tel: 01206 845069

ORCHARD BROOKS HEALTHCARE
Colchester
Tel: 01206 861200

OUTLOOK CARE
Billerica
Tel: 01277 633163

PALMERSTONE HOMECARE LTD
Harlow
Tel: 01279 456685

PALS LIMITED - ADMIN OFFICE
Witham
Tel: 0845 428 0790

PEACE OF MIND HOMECARE
Clacton-on-Sea
Tel: 01255 479411

PERSONAL CHOICE CARERS AT HOME LTD
Hockley
Tel: 07817 968727

PREMIER CHILDREN AND YOUNG PEOPLES CARE
AND PROTECTION SERVICES LTD
Hadleigh
Tel: 01702 389555

PRESTIGE NURSING AND CARE - CHELMSFORD
Great Dunmow
Tel: 01371 879203

Visit www.carechoices.co.uk for further assistance with your search for care
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**ESSEX HOME CARE PROVIDERS CONTINUED**

**Provision Home Care**

**www.provisionhomecare.com**

**Leighton • Chigwell • Buckhurst Hill and Surrounding Areas**

Call our Professional Team to see how we can help you on 0800 678 5316 or 07825 829118 or email homecare@provisionhomecare.com

PHC is registered with the Care Quality Commission

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

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<td>TREETOPS</td>
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<td>TWO COUNTRIES COMMUNITY CARE LTD</td>
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<td>U.FIRST CARE HEAD OFFICE</td>
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**Service**
- **OP** Older people (65+)
- **D** Dementia
- **PD** Physical disability
- **LDA** Learning disability, autism
- **SI** Sensory impairment
- **YA** Younger adults
- **AD** People who misuse alcohol or drugs

**Secha - South Essex Care and Health Association** - For more information see page 8

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

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

For further information call 01787 463222
www.foresthomecare.co.uk
Southend-on-Sea home care providers continued

DE VERE CARE
Southend-on-Sea
Tel: 01702 614871

DOLPHIN COURT
Thorpe Bay
Tel: 01702 584088

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

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

HEALTH AND HOME DOMICILIARY CARE AGENCY
Westcliff-on-Sea
Tel: 01702 364645

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

HOME INSTEAD SENIOR CARE
Southend-on-Sea
Tel: 01702 535308

HOMEcare PROFESSIONALS (ESSEX) LIMITED
Southend-on-Sea
Tel: 01702 467515

JARK HEALTHCARE
Southend-on-Sea
Tel: 01702 339444

JEWISH CARE HOMEcare SERVICES, THE
Westcliff-on-Sea
Tel: 01702 334665

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

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

MENCAP DOMICILIARY CARE - SOUTHEND
Shoeburyness
Tel: 01702 341250

MIHOMEcare SOUTHEND-ON-SEA
Westcliff-on-Sea
Tel: 0333 121 9201

NEXUS SUPPORT LTD
Southend-on-Sea
Tel: 0845 519 60 88

R. E. HOUSE LIMITED
Southend-on-Sea
Tel: 01702 338500

REDSPOT HOMEcare (ESSEX) LTD
Westcliff-on-Sea
Tel: 01702 338865

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

SAS SUPPORT AND SOLUTIONS LTD
Shoeburyness
Tel: 01700 229132

SOUTHEND LEARNING DISABILITY CLUSTER
Southend-on-Sea
Tel: 01702 546407

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

SPDNS HOUSE
Westcliff-on-Sea
Tel: 01702 431300

SUMMERcare- HEAD OFFICE
Westcliff-on-Sea
Tel: 01702 343062

SUREcare
Westcliff-on-Sea
Tel: 01702 330065

TRENDS HEALTHCARE
Westcliff-on-Sea
Tel: 07939 865365

Visit www.carechoices.co.uk for further assistance with your search for care
Being able to live at home can be one of the most important comforts in an older person’s life, and because family and friends can’t always be there, Home Instead Senior Care are here to help.

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

- Companionship
- Respite support
- Light housekeeping
- Convalescence support
- Specialist dementia care and Alzheimer’s care
- Shopping
- Meal preparation
- Personal care
- Local transportation and errands

and much more

Home Instead is a national organisation rapidly building a reputation as one of the UK’s leading care companies allowing older people to continue living in their own homes.

Covering the following areas:
Basildon and Castlepoint 01268 733820
Brentwood, Billericay and Upminster 01277 822 858
Chelmsford 01245 200 780  Clacton, Frinton and Walton 01255 672 269
Colchester 01206 848427  Epping Forest 01992 666 777
Southend On Sea 01702 535 308  Thurrock 01375 488898

For more information, visit www.homeinstead.co.uk

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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

Advert page 50

Advert page 44

Advert page 74
Housing with care

**Sheltered housing**

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

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

**Extra care housing**

Extra care housing is a concept rather than a housing type and covers a range of specialist housing models, which provide a high level of services and facilities, such as on-site domestic support, meal provision and recreational facilities, as well as accommodation and, in some schemes, nursing care where necessary. Extra care housing provides a flexible approach to personal care with access to 24-hour support to deliver planned or emergency care, and so can reduce the need to move into a more residential setting.

Extra care offers one or two bedroomed, self-contained accommodation, eg a bungalow or flat, to both single people and couples. It incorporates particular design features such as wheelchair accessibility throughout, including level access showers and has key guiding principles to maintain the independence of the residents for as long as possible. Extra care housing can be owned, rented, part owned and part rented and leasehold. Some developments mix types of tenures.

**WHAT ARE THE CARE OPTIONS?**

**HOW WILL I KNOW WHICH TO CHOOSE?**

**WHAT IF MUM DOESN’T AGREE?**

VISIT THE NEW CARE SELECT WEBSITE [WWW.CARESELECT.CO.UK](http://WWW.CARESELECT.CO.UK)

---

**CARE select**

CALL CARE SELECT FOR MORE INFORMATION:

**0800 389 2077**
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 25), adaptations and equipment (see page 13), holidays and even a care home place (see page 59), 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. You may want to have your own home with support arranged as necessary. There is also the option of supported living, where you can live on your own or share a property with one or more other people and arrange your support. These options can give greater independence and choice. Supported living is explained on page 54.

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 Lives 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.

South Essex Partnership University NHS Foundation Trust
Basildon CLDT,
Ely House, Ely Way, Basildon, Essex SS14 2BQ
Tel: 01268 739130

Castle Point and Rochford CLDT,
First Floor, Council Offices, Kiln Road, Benfleet, Essex SS7 1TF
Tel: 01268 739134

Southend CLDT,
Civic Centre, Victoria Avenue, Southend-on-Sea, Essex SS1 9SB
Tel: 01268 739133

North East Essex Community Learning Disability Team
Orchard View, Lexden Site, London Road, Colchester, Essex CO3 4DB
Tel: 01206 363255

Mid Essex Community Learning Disability Team
Tekhnicon House, Springwood Drive, Braintree, Essex CM7 2YN
Tel: 01376 308700

West Essex Community Learning Disability Team
Hawthorn Lodge, The Plain, Epping, Essex CM16 6TN
Tel: 01279 827110
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 19) 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.

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 (explained on page 69)?
- Does the home have close links with Adult Services?
There is increased demand for home care for people with mental health conditions arising from greater use of supported living (explained on page 54) 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 9.

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 in mental distress and their carers, open every day between 6.00pm and 2.00am.
Tel: 0845 090 0909
Useful contacts

MIND provides support, advice and information to individuals in Essex and Southend-on-Sea who are experiencing mental health conditions. 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
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 110.

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 9) 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.

If eligible, support from Adult Services includes: allocation of a personal budget (see page 9); occupational therapists; help with equipment and adaptations to your home (see page 13); activities within the community; help at home, and with leaving hospital (see pages 11 and 25); short breaks; help if required to move into a residential or nursing home; and help for carers (see page 20).

If Adult Services arranges a care home placement for you, you should check a number of points. 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 69)?
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 may 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**

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

**POhWER (The Advocacy Agency)**
Provides free, confidential independent advocacy to users of care and community services across Essex.
Tel: 0300 456 2370
Web: [www.pohwer.net](http://www.pohwer.net)

**South East Essex Advocacy for Older People**
Unit 2, 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
Tel: 01702 349191
Email: southendadvocacy@together-uk.org

**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](http://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](http://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](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](http://www.mariecurie.org.uk)

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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 of 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 65 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 £110.89 per week for the lower rate and £152.61 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.**

**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 61 for questions to consider asking potential providers.
Let’s talk about better care.

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
## Care homes checklist

### Home 1

<table>
<thead>
<tr>
<th>First impressions</th>
<th>1 2 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Were you met by someone when you first arrived at the care home?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Do staff seem warm, friendly and polite?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Do the residents seem happy, active and sociable?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Does the home feel homely and welcoming?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Is the home fresh, clean and comfortably furnished?</td>
<td>○ ○ ○</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fees</th>
<th>1 2 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>• How much are the fees? (Insert fees above right.)</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Do the fees cover all the services available?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Under what circumstances will the fees alter – eg annually or according to increasing needs?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Is the notice to terminate the contract reasonable?</td>
<td>○ ○ ○</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Transport</th>
<th>1 2 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Is the home easy to get to for relatives and friends?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Does the home provide its own transport? Can you see what sort?</td>
<td>○ ○ ○</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accommodation</th>
<th>1 2 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Are bedrooms single or shared? Is there a choice?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Can you decorate and re-arrange your room to suit yourself?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Can you bring your own furniture and TV?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Is there a call system for emergencies?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Are there enough electric sockets in your room?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Can you control the heating in your room?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Can you lock your room and is there a secure place for valuables?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Is there a separate dining room? Bar?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Are there toilet facilities within easy reach of the communal facilities?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Are there both showers and baths?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Are bathrooms adapted to help people in and out of the bath?</td>
<td>○ ○ ○</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accessibility</th>
<th>1 2 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Does the home have the right adaptations and equipment to meet your needs?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Are all areas accessible for wheelchair users?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Does the home have extra wheelchairs and walking aids?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Is there adequate provision for people with sight or hearing difficulties?</td>
<td>○ ○ ○</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Life within the home</th>
<th>1 2 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Are there any rules and restrictions (eg going out, time of return etc.)?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Can you choose when to get up and retire every day?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• How are residents involved in decisions about life in the home?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Is there a telephone where you can make and take calls in private and comfort?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Is alcohol served or permitted?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Are there smoking and non-smoking areas?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• What arrangements are there for religious observance?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Can you handle your own money? If not, what arrangements are in place?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Does a hairdresser/chiropodist visit?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Are residents accompanied on visits to the GP or hospital?</td>
<td>○ ○ ○</td>
</tr>
</tbody>
</table>

### Home 2

### Home 3

<table>
<thead>
<tr>
<th>Staff</th>
<th>1 2 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Do the staff appear clean, cheerful and respectful?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Observe how the staff talk to residents. Are people treated with dignity as well as being treated in a friendly manner?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Are the staff formally trained?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Is there an adequate number of staff on duty day and night?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Is there a Dignity Champion?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Is there a Dementia Champion/Lead?</td>
<td>○ ○ ○</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Visitors</th>
<th>1 2 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Are visitors welcome at all times?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Is there somewhere to see them in private?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• May your visitors join you at meals?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Can your visitors stay overnight?</td>
<td>○ ○ ○</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Catering</th>
<th>1 2 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>• How much choice do you get about meals?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Is the food varied and interesting?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Can the home cater for your dietary needs?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Ask to see a current menu to answer these questions.</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Can you have snacks or drinks any time of the day or night?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Can you eat in your room?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Does the home have a Nutrition Champion/Lead?</td>
<td>○ ○ ○</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Activities</th>
<th>1 2 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Can you continue to pursue your hobbies and interests?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Are there organised activities and entertainment?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Can you see a copy of the home’s current activities diary?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Are outings and holidays arranged? How much do they cost?</td>
<td>£ £ £ £ £ £ £ £ £ £ £</td>
</tr>
<tr>
<td>• Are escorts available if necessary?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Is a library service available?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Can you have your own flower bed or help in the garden?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Can you stay in your own room if you want to?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• What does the home do about personal engagement?</td>
<td>○ ○ ○</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Gardens</th>
<th>1 2 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Are the grounds and gardens attractive?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Are all areas safe and accessible?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Is there somewhere to sit?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Are they quiet?</td>
<td>○ ○ ○</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contract terms</th>
<th>1 2 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Can you retain your own room if away?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Can you have a short-stay or trial period?</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Ask to be given a statement of terms and conditions used by the home.</td>
<td>○ ○ ○</td>
</tr>
<tr>
<td>• Are all procedures, such as complaints, clearly spelt-out?</td>
<td>○ ○ ○</td>
</tr>
</tbody>
</table>

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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
We take individual choices very seriously at Barchester. Our carefully selected and well-trained staff take time to get to know the people we care for. We help them to feel at home, to maintain their interests, make new friendships and improve their quality of life. We’re proud of the support we offer.

We have a range of services to suit all care needs, including:

Nursing care • Residential care • Dementia care • Respite care

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

Call to book your Respite Break with us now

www.barchester.com
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 pages 67.

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 64.

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.

Design and technology

The design of a care home specialising in dementia needs to be based on small group living, preferably with accommodation on one level and with opportunities to go in and out of the building within a safe environment. Plenty of natural light and an easy way of finding one’s way around the building and grounds are essential for minimising disorientation for residents.

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

Things to look for in care homes specialising in dementia. Please use in conjunction with the care homes checklist on page 61.

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.

<table>
<thead>
<tr>
<th>Home 1</th>
<th>£ p/w</th>
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<tbody>
<tr>
<td>Home 2</td>
<td>£ p/w</td>
</tr>
<tr>
<td>Home 3</td>
<td>£ p/w</td>
</tr>
</tbody>
</table>

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 mementoes?
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

This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
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 are on page 110.

If eligible and 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 you have 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 66.

My partner needs care, how does this affect me financially?
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 with care costs being paid from the account of the person in the care home.

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

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. Speak to Adult Social Care in Essex on 0845 603 7630 or the Department for People in Southend-on-Sea on 01702 215008.

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 £54.45 for those needing care by day or night and, at a higher rate of £81.30 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 a NHS Registered Nursing Care Contribution (RNCC), sometimes called Funded...
Nursing Care, towards the cost of your nursing care, paid directly to the home at £110.89 per week. If your needs are primarily healthcare needs, you may be entitled to full funding from your local Clinical Commissioning Group following an assessment under their Continuing Healthcare 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 are aware of your situation. Also check if the care home owner can continue to accommodate you at the local authority’s funding rates or if they 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.

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 seek professional advice.

Third party payments
If you are eligible for local authority support and the home you choose costs more than 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, then an additional third party payment can become due.

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 an LPA. The Court procedure is presently very slow and the fees are quite expensive so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

An ‘advance directive’ allows you to communicate your wishes in respect of future medical treatment but it is not legally binding.

Important information

This Directory’s helpline

This Directory’s free helpline provides an independent information and help service encompassing care and accommodation. A personalised report can be generated for you providing details of all home care providers, care homes or care homes with nursing that meet your criteria.

One call 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 website: www.carechoices.co.uk allows you to search by postcode or region for care homes, care homes with nursing and home care providers that meet your requirements across the country. Your search can then be saved and emailed to others. You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Browsealoud’ function.

Whatever your care needs, this Directory, the Care Choices helpline and website will be able to point you in the best direction, however you would like care information presented.

Visit www.carechoices.co.uk for further assistance with your search for care
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 offers an advice service and will be able to recommend solicitors in your area.

**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](http://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](http://www.hospitalityaction.org.uk)

- **Help Musicians UK**: support for those who have worked or are working in the music profession. Tel: 0207 239 9100. Web: [www.helpmusicians.org.uk](http://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](http://www.booktradecharity.org.uk)

- **The Printing Charity**: assists those with a connection to the printing trade. Tel: 01293 542820. Web: [www.theprintingcharity.org.uk](http://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](http://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 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.

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).

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.

All care providers must be registered under a system which brings adult social care, independent healthcare and the NHS under a single set of essential standards of quality and safety.

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 quality rating 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: 0300 061 6161 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.

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**ST ELIZABETH’S**

*Care Home with Nursing*

Caring for people with epilepsy, autism and other complex needs since 1903.

Set in safe and spacious grounds, St. Elizabeths offers residential care, respite services and day opportunities to adults18+ who have epilepsy and related learning and physical disabilities. We offer:

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

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

**Tel:** 01279 843451
**E:** enquiries@stelizabeths.org.uk
**W:** www.stelizabeths.org.uk
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 0300 061 6161 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. For disclosure information and services, visit the DBS homepage: www.gov.uk/dbs

Care home owners, home 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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<td>Braintree</td>
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<td>Brentwood</td>
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<td>Castle Point</td>
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<td>Chelmsford</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>Maldon</td>
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<td>Tendring</td>
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### Basildon care homes

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<tr>
<th>Service</th>
<th>User Bands</th>
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<tr>
<td>OP Older people (65+)</td>
<td>D Dementia</td>
</tr>
<tr>
<td>MH Mental health</td>
<td>SI Sensory impairment</td>
</tr>
</tbody>
</table>

| **ACORN HOUSE** | **28 Somerset Road, Laindon SS15 6PE** | **LDA YA** |
| Tel: 01268 455104 |

| **ANVIL HOUSE** | **199 Perry Street, Billericay CM12 0NX** | **LDA YA** |
| Tel: 01277 633950 |

| **ASHVIEW** | **River View High Road, Vange, Basildon SS16 4TR** | **PD LDA SI YA** |
| Tel: 01268 583043 |

| **BEECH HOUSE** | **Brownlow Bend, Basildon SS14 1QD** | **OP D** |
| Tel: 01268 286863 |

| **BUNGALOW, THE** | **306 Southend Road, Shotgate, Wickford SS11 8QW** | **PD LDA** |
| Tel: 01268 570702 |

| **CAMERON HOUSE** | **Plumleys, Pitsea, Basildon SS13 1NQ** | **OP** |
| Tel: 01268 556060 |

| **CEDAR HOUSE** | **London Road, Pitsea, Basildon SS13 2BY** | **LDA YA** |
| Tel: 01268 455104 |

| **CENTRAL AVENUE, 2** | **Billericay CM12 0QZ** | **OP LDA YA** |
| Tel: 01702 462246 |

| **CHAPLIN LODGE** | **Nevendon Road, Wickford SS12 0QH** | **OP D YA** |
| Tel: 01268 733699 |

| **CLAYBURN LODGE SECHA** | **15 Clayburn Circle, Basildon SS14 1PZ** | **MH** |
| Tel: 01268 533203 |

| **EVELYN MAY HOUSE** | **Florence Way, Langdon Hills, Basildon SS16 6AJ** | **Advert outside back cover** |
| Tel: 0800 412 5660 |

| **FAIRVIEW ROAD, 19** | **Vange, Basildon SS14 1PW** | **OP D PD SI** |
| Tel: 01268 527840 |

| **GLENROYD HOUSE** | **26 High Road North, Laindon, Basildon SS15 4DP** | **LDA** |
| Tel: 01707 652053 |

| **GRANGE, THE** | **Advert outside back cover** |
| **69 Southend Road, Wickford SS11 8DX** |
| Tel: 0800 412 5660 |

| **GROVELANDS LODGE** | **21 Grovelands Road, Wickford SS12 9DG** | **MH YA** |
| Tel: 01268 459941 |

| **HERONDALE, 2** | **Basildon SS14 1RR** | **MH** |
| Tel: 01268 523399 |

| **HEYWOOD LODGE** | **43 Western Road, Billericay CM12 9DX** | **OP** |
| Tel: 01277 659343 |

| **HOLLYMEDE COTTAGE** | **61-63 Church End Lane, Runwell, Wickford SS11 7DP** | **OP D** |
| Tel: 01268 450908 |

| **LAURELS LTD, THE** | **130-134 Church End Lane, Runwell, Wickford SS11 7DP** | **OP D** |
| Tel: 01268 764105 |

| **LONDON ROAD, 86** | **Wickford SS12 0AR** | **OP LDA YA** |
| Tel: 01702 462246 |

| **LONGCROFT RESIDENTIAL CARE HOME** | **34 Swan Lane, Wickford SS11 7DD** | **MH YA AD** |
| Tel: 01268 572066 |

| **LONGWOOD PLACE** | **110 High Road, Langdon Hill SS16 6HY** | **D PD LDA SI** |
| Tel: 01268 411414 |

| **LUNCIES ROAD, 97** | **Walsington, Basildon SS14 1SD** | **LDA YA** |
| Tel: 01268 555488 |

| **MUNDY HOUSE** | **Church Road, Basildon SS14 2EY** | **OP D YA** |
| Tel: 01268 520607 |

---

**Visit www.carechoices.co.uk for further assistance with your search for care**
### Basildon care homes continued

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>Address</th>
<th>Telephone</th>
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</thead>
<tbody>
<tr>
<td>OAKES, THE</td>
<td></td>
<td>55 Railway Approach, Laindon, Basildon SS15 6JX</td>
<td>Tel: 01268 455104</td>
</tr>
<tr>
<td></td>
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<tr>
<td>OAKLANDS (ESSEX)</td>
<td></td>
<td>Forest Glade, Dunton Hills, Laindon SS16 6SX</td>
<td>Tel: 01268 491491</td>
</tr>
<tr>
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</tr>
<tr>
<td>QUEENS PARK COURT CARE HOME</td>
<td></td>
<td>Goldington Crescent, Billericay CM12 0XR</td>
<td>Tel: 01277 630060</td>
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<tr>
<td></td>
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<tr>
<td>RECTORY LODGE</td>
<td></td>
<td>87 Rectory Road, Pitsea SS13 2AF</td>
<td>Tel: 01268 583634</td>
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<tr>
<td></td>
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<td></td>
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<tr>
<td>SILVANNA COURT</td>
<td></td>
<td>84 Runwell Road, Wickford SS11 7HR</td>
<td>Tel: 0800 412 5660</td>
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<tr>
<td></td>
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### Basildon care homes with nursing

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>Address</th>
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<tbody>
<tr>
<td>ANISHA GRANGE</td>
<td></td>
<td>Outwood Common Road, Billericay CM11 2LE</td>
<td>Tel: 01277 658529</td>
</tr>
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<td>FREMNELLS, 71, THE</td>
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<td>71, THE</td>
<td>Tel: 01268 526692</td>
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</tbody>
</table>

### mcch

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.
### Braintree care homes

<table>
<thead>
<tr>
<th>Care Home Name</th>
<th>Address</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACORN LODGE CARE HOME</td>
<td>Bovington Road, Beaizley End, Braintree CM7 5JH</td>
<td>Tel: 01371 850402</td>
</tr>
<tr>
<td>ASPEN GRANGE CARE HOME</td>
<td>Coldnailhurst Avenue, Braintree, CM7 5FN</td>
<td>Tel: 01376 550764</td>
</tr>
<tr>
<td>BETHANY HOUSE</td>
<td>32 Brewery Drive, Halstead CO9 1EF</td>
<td>Tel: 01708 863289</td>
</tr>
<tr>
<td>BLACKTHORNS</td>
<td>21-29 Dooley Road, Halstead CO9 1JW</td>
<td>Tel: 0800 412 5660</td>
</tr>
<tr>
<td>BLAMSTERS FARM</td>
<td>Mount Hill, Colchester CO9 1LR</td>
<td>Tel: 01787 479491</td>
</tr>
<tr>
<td>BLAMSTERS LINK</td>
<td>Howe Chase, Halstead CO9 2QI</td>
<td>Tel: 01787 479343</td>
</tr>
<tr>
<td>BOARS TYE FARM RESIDENTIAL HOME</td>
<td>Boars Tye Road, Silver End, Witham CM8 3QA</td>
<td>Tel: 01376 584515</td>
</tr>
<tr>
<td>BRADBURY HOUSE</td>
<td>New Street, Braintree CM7 1ES</td>
<td>Tel: 01376 348181</td>
</tr>
<tr>
<td>BREWERY HOUSE</td>
<td>28 Brewery House, Halstead CO9 1EF</td>
<td>Tel: 01787 472046</td>
</tr>
<tr>
<td>CEDARS RESIDENTIAL CARE HOME</td>
<td>Sudbury Road, Halstead CO9 2BB</td>
<td>Tel: 01787 472418</td>
</tr>
<tr>
<td>CHALKNEY HOUSE</td>
<td>47 Colchester Road, White Colne, Colchester CO6 2PW</td>
<td>Tel: 01787 222377</td>
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<tr>
<td>CHURCHFIELDS</td>
<td>Avenue Road, Witham CM8 2DT</td>
<td>Tel: 01376 521553</td>
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<tr>
<td>COLNE HOUSE</td>
<td>Station Road, Earls Colne, Colchester CO6 2LT</td>
<td>Tel: 01787 222227</td>
</tr>
<tr>
<td>COLNE PLACE RESIDENTIAL CARE HOME</td>
<td>97 High Street, Earls Colne, Colchester CO6 2RB</td>
<td>Tel: 01787 222314</td>
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<tr>
<td>CONIFERS</td>
<td>Harriet’s Farm Bungalow, Church Street, Bocking, Braintree CM7 5LH</td>
<td>Tel: 01376 550779</td>
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<tr>
<td>DRUMMONDS</td>
<td>The Street, Feering, Colchester CO5 9AG</td>
<td>Tel: 01786 570711</td>
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<tr>
<td>FENHAM LODGE</td>
<td>The Street, Hatfield, Peverel, Chelmsford CM3 2EQ</td>
<td>Tel: 01245 381550</td>
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<tr>
<td>FERN LODGE</td>
<td>108 Broad Road, Bocking, Braintree CM7 9RX</td>
<td>Tel: 01376 550432</td>
</tr>
<tr>
<td>FOLEY HOUSE</td>
<td>115 High Garrett, Braintree CM7 5NU</td>
<td>Tel: 01376 326652</td>
</tr>
<tr>
<td>FOREST HOME</td>
<td>58 Swan Street, Sible Hedingham, Halstead CO9 3HT</td>
<td>Tel: 01787 460361</td>
</tr>
</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

Visit www.carechoices.co.uk for further assistance with your search for care
FRANCISCAN CONVENT RESIDENTIAL HOME  
2 Broad Road, Braintree CM7 9RS  
Tel: 01376 345503

FUTURES  
Colchester Road, Halsted, CO9 2ET  
Tel: 01206 305835

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

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

JOSEPH GARDENS  
7 Joseph Gardens, Silver End CM8 3SN  
Tel: 01376 574900

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

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

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

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.

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

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

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

MILLARD HOUSE
364 Church Street, Bocking, Braintree CM7 5LL
Tel: 01376 325002  OP D

MIRABEAU
Sheepcotes Lane, Silver End, Witham CM8 3PJ
Tel: 01376 585599  LDA YA

NIGHTINGALE CLOSE, 2/3/4
Witham CM8 1AP
Tel: 01376 511057  OP D PD LDA SI YA

OGILVIE COURT
America Road, Earls Colne, Colchester CO6 2LB
Tel: 01787 222355  LDA YA

OLD DEANERY CARE HOME, THE
Deanery Hill, Bocking, Braintree CM7 5SR
Tel: 01376 328600  OP D PD

PADDOCKS, THE
222 London Road, Great Notley, Braintree CM77 7QH
Tel: 01376 330901  OP D PD LDA SI YA

PARK VIEW
Advert outside back cover
Kings Chase, Witham CM8 1AX
Tel: 0800 412 5660  OP D PD SI

PRINCE EDWARD DUKE OF KENT COURT
Stisted Hall, Kings Lane, Stisted, Braintree CM77 8AG
Tel: 01376 345534  OP D

PRIORY HOUSE
2 Kestrel Rise, Halstead CO9 2TU
Tel: 01787 479172  LDA YA

RASCASE
Sheepcotes Lane, Silver End, Witham CM8 3PJ
Tel: 01376 574900  LDA YA

ROSE BELLE
37 Cross Road, Witham CM8 2NA
Tel: 01376 512438  OP PD LDA MH SI YA

ST DOMINICS RESIDENTIAL HOME
London Road, Kelvedon, Colchester CO5 9AP
Tel: 01376 570359  OP D SI

STONECROFT
Leywood Close, Braintree CM7 3NP
Tel: 01376 347389  LDA

TIDINGS, THE
9 Brewery Drive, Halstead CO9 1BS
Tel: 01787 479244  LDA

VALENTINE HOUSE
Broadway, Silver End, Witham CM8 3RF
Tel: 01376 585965  OP D

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

WILLOWS
30 Hunnable Road, Braintree CM7 2NU
Tel: 01376 550669  D PD LDA MH SI YA

Braintree care homes with nursing

ASPEN GRANGE CARE HOME
Coldnailhurst Avenue, Braintree CM7 5FN
Tel: 01376 550764  OP D

ATTWOOD’S MANOR CARE HOME
Mount Hill, Braintree Road, Halstead CO9 1SL
Tel: 01787 476892  OP D

BRAINTREE NURSING HOME AND CARE HOME
11 Coggeshall Road, Braintree CM7 9DB
Tel: 01376 345966  OP D PD MH SI AD

COLNE VIEW
Dame Mary Walk, Halstead CO9 2FF
Tel: 01787 478473  OP D

LONGMEAD COURT NURSING HOME
247 London Road, Black Notley, Braintree CM77 8QQ
Tel: 01376 344440  OP D MH YA

POPLARS
Clockhouse Way, Braintree CM7 3RD
Tel: 01376 342772  LDA

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

ST MARY’S COURT
Deanery Hill, Bocking, Braintree CM7 5SR
Tel: 01376 328600  OP D YA

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

Seven Arches offers nursing care to residents over the age of 55 years, residents who are terminally ill or residents who have a physical disability.

Seven Arches is also able to offer specialist continuing care.

Surrounded by 1.5 acres of lovely gardens, Seven Arches is a modern purpose-built Nursing Home built to a very high standard and specification in Cornsland, Brentwood, Essex CM14 4JN.
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: 0800 412 5660

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

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

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

TOWER BRIDGE HOMES CARE LIMITED · SYCAMORE
Magpie Lane, Little Warley, Nr. Brentwood CM13 3DT
Tel: 01277 261680

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 CM14 4NA
Tel: 0845 680 4048

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

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

HUTTON VILLAGE NURSING HOME
Hutton Village, Brentwood CM13 1RX
Tel: 01277 887382

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

LEONARD LODGE
Advert page 62
Roxwell Gardens, Hutton, Brentwood, CM1 1AQ
Tel: 01277 508450

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

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

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

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

Adverters are highlighted

Visit www.carechoices.co.uk for further assistance with your search for care
Silverpoint Court Residential Care Centre
Canvey Island, Essex

“The managers and carers at Silverpoint, are without exception, truly magnificent. The meals are excellent and the Housekeeping team are truly helpful and efficient”
Resident, 2014.

Call us today: 01268 515 564
Go to www.nellsar.com
Or send an email to silverpoint.court@nellsar.com

Providing Specialist Residential Care for the Elderly

Silverpoint Court Residential Care Centre in Canvey Island is a purpose-built Home especially for elderly people who need Residential Care. It offers a fabulous position and serene location with sea views from lounges and some bedrooms. With varied activities programmes, spacious conservatory and beautifully landscaped gardens, this Home provides a safe-haven for your loved ones. We also offer Respite Breaks.
Castle Point care homes

BEECHES, THE
28 Shell Beach Road, Canvey Island SS8 7NU
Tel: 01268 455104

ECO NIGHTS
1a Limetree Avenue, Benfleet SS7 5AA
Tel: 01268 931491

ELIZABETH HOUSE
Advert outside back cover
42-56 Benfleet Road, Hadleigh SS7 1QB
Tel: 0800 412 5660

GOLDENLEY SECHA
11-13 Richmond Avenue, South Benfleet SS7 5HE
Tel: 01268 758487

HOPES GREEN CARE HOME
16 Brook Road, South Benfleet SS7 5JA
Tel: 01268 752327

LONGVIEW
Advert outside back cover
Little Gypps Road, Canvey Island SS8 9HG
Tel: 0800 412 5660

OAKDALE RESIDENTIAL HOME SECHA
123 Kiln Road, Benfleet SS7 1TG
Tel: 01702 553734 Advert page 78

Castle Point care homes with nursing

GODDEN LODGE RESIDENTIAL AND NURSING HOME
57 Hart Road, Thundersley, Benfleet SS7 3GL
Tel: 01268 856185 Advert page 84 OP D PD LDA MH SI YA AD

MOORINGS NURSING HOME, THE
167 Thorney Bay Road, Canvey Island SS8 0HN
Tel: 01267 514474

PARKLANDS NURSING HOME SECHA
21-27 Thundersley Park Road, South Benfleet SS7 1EG Advert page 82
Tel: 01268 882700 OP D

VALENTINE LODGE
28 Edith Road, Canvey Island SS8 0LP
Tel: 01268 696955

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

Service
OP Older people (65+)
D Dementia
PD Physical disability
LDA Learning disability, autism

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 8

Advertisers are highlighted

81
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

BELFRY 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

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

CORPORATION ROAD, 24A
Chelmsford CM1 2AR
Tel: 01245 495010

PARKLANDS NURSING HOME
21-27 Thundersley Park Road, South Benfleet, Essex SS7 1EG

Parklands is a purpose-built 54 bed Nursing Home, set amongst landscaped gardens in the heart of South Benfleet. The home is easily accessed from local bus routes and Benfleet station is within ten minutes walk.

We offer 24 hour high-quality care for people aged 40 and above with physical disabilities, as well as respite and palliative care facilities - all to a standard which exceeds expectations.

Our care packages are available to both private and Social Services funded residents. Visitors are welcome at any time and we are happy to discuss in confidence, and without obligation, present individual care requirements, or any concerns you may have about care in the future.

MOULSHAM CARE HOME FOR THE ELDERLY
Moulsham Home can accommodate 19 residents with a category of old age/dementia.

Moulsham Home was converted into a Care Home in 1986. It is located in the heart of Moulsham and within walking distance of the town centre.

116-117 Moulsham Street, Chelmsford, Essex CM2 0JN
Telephone/Fax: 01245 350750

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

Looking for care or support?

Service OP Older people (65+)
User Bands PD Physical disability LDA Learning disability, autism


This Directory’s helpline 0800 389 2077 - information on choosing and paying for care
Chelmsford care homes continued

EASTHAM
Main Road, Woodham Ferrers, Chelmsford CM3 8RF
Tel: 0800 412 5660

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: 0800 412 5660

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

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

Chelmsford care homes with nursing

ADMIRALS REACH
Residential and Nursing Home
Ridgewell Avenue, Chelmsford CM1 2GA
Tel: 01245 808591 Advert page 84 OP D PD MH

BROOMFIELD GRANGE
Broomfield Hospital Site, Court Road, Chelmsford CM1 7ET
Tel: 01245 443680

CHELMSFORD NURSING HOME
East Hanningfield Road, Howe Green, Chelmsford CM2 7TP
Tel: 01245 472430

HATFIELD PEVEREL LODGE NURSING HOME
Crabbs Hill, Hatfield Peverel, Chelmsford CM3 2NZ
Tel: 01245 808790 Advert page 84 OP D PD

LAWNS NURSING HOME, THE
Lawn Lane, Springfield, Chelmsford CM1 7JB
Tel: 01245 808767 OP D PD LDA MH SI YA AD

MANOR LODGE
Manor Road, Chelmsford CM2 0EP
Tel: 01245 496028

ST JOSEPH’S NURSING HOME
Manor House, Gay Bowers Lane, Danbury CM3 4JQ
Tel: 01245 223367

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

Advertisers are highlighted

Visit www.carechoices.co.uk for further assistance with your search for care
Questions about aged care in Essex?
We’ll help you find the answers

Many people have questions when they are thinking about aged care for themselves or for a loved one. From understanding the different options available to finding out how to pay for care – we can help.

Bupa offers free, expert advice to help you make the right decision for you and your loved ones.

Our friendly team of specially trained advisors are here to help, 7 days a week

0333 220 4922†

†Monday to Friday, 8am - 8pm, or Saturday and Sunday, 9am - 5pm.
Calls from any line to 03 numbers are charged at no more than UK national rates and count towards any inclusive minutes from mobiles.
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<th>OP Older people (65+)</th>
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<th>PD Physical disability</th>
<th>LDA Learning disability, autism</th>
<th>User Bands</th>
<th>MH Mental health</th>
<th>SI Sensory impairment</th>
<th>YA Younger adults</th>
<th>AD People who misuse alcohol or drugs</th>
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<tr>
<td>58a Nayland Road, Colchester CO4 5EW</td>
<td>Tel: 01206 242282</td>
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</tbody>
</table>

**Visit www.carechoices.co.uk for further assistance with your search for care**
This Directory’s helpline 0800 389 2077 - information on choosing and paying for care

Colchester care homes continued

KACEE LODGE
Ivy Lodge Road, Gt Horkesley,
Colchester CO6 4EN
Tel: 01206 272108

LITTLE MILLFIELDS
21 Mill Lane, Weeley Heath CO16 9BB
Tel: 01255 830425

LOGANBERRY LODGE
79-81 New Farm Road, Stanway,
Colchester CO3 0PG
Tel: 0800 412 5660

LYCHGATE HOUSE
145 Shrub End Road, Colchester CO3 4RE
Tel: 01206 500074

MALDON LODGE
123 Maldon Road, Colchester CO3 3AX
Tel: 01206 506059

MAPLE HOUSE
1 Amber Court, Berechurch Hall Road, Colchester CO2 9GE
Tel: 01206 766654

MAPLE LODGE
2 Amber Court, Berechurch Hall Road,
Colchester CO2 9GE
Tel: 01206 766653

MAPLE MANOR
3 Amber Court, Berechurch Hall Road,
Colchester CO2 9GE
Tel: 01206 767117

MAPLE VIEW
4 Amber Court, Berechurch Hall Road, Colchester CO2 9GE
Tel: 01206 549401

MCKECHNIE HOUSE
104 Mill Road, Mile End, Colchester CO4 5LJ
Tel: 01206 751463

www.carechoices.co.uk

developed by the publisher of this Directory

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.
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
270a Cowdray Avenue, Colchester CO1 1XZ
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
81 Mile End Road, Colchester CO4 5BU
Tel: 01206 853604

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

NAYLAND LODGE
44-46 Neyland Road, Mile End, Colchester CO4 5EN
Tel: 01206 392153

NEW COPFORD PLACE RESIDENTIAL CARE HOME
London Road, Copford, Colchester CO6 1YR
Tel: 01206 210397

NEWLANDS
578 Ipswich Road, Colchester CO4 9HB
Tel: 01206 844906

OLD RECTORY, THE
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
Smithsfield, Colchester CO1 2HP
Tel: 01206 795971

Visit www.carechoices.co.uk for further assistance with your search for care
PRIORY LODGE
62 Priory Street, Colchester CO1 2QE
Tel: 01206 797243

PROGRESSIVE MEWS
Halstead Road, Eight Ash Green,
Colchester CO6 3QH
Tel: 01206 587070

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

ROWANS
50 Newbridge Road, Tiptree CO5 0HX
Tel: 01621 819850

SCARLETTS
Recreation Road, Colchester CO1 2HJ
Tel: 01206 792429

SEAVIEW
44 Seaview Avenue, West Mersea,
Colchester CO5 8BY
Tel: 01206 382800

SHRUB END LODGE
119 Shrub End Road, Colchester CO3 4RB
Tel: 01206 575996

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

ST ANDREW’S LODGE
184 St Andrew’s Avenue,
Colchester CO4 3AG
Tel: 01206 797737

WELSHWOOD MANOR
NURSING & RESIDENTIAL HOME

“Welshwood 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.

For more information about your care requirements please call our friendly staff for advice or visit our website for more details.

37 Welshwood Park Road, Colchester, Essex, CO4 3HZ.
Tel: 01206 868483 Fax: 01206 870615
Email: welshwoodmanor@btconnect.com
Website: www.welshwoodmanor.com

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
### Colchester care homes continued

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STANWAY GREEN LODGE</strong></td>
<td>Stanway Green, Stanway, Colchester CO3 0RA</td>
<td>01206 330780</td>
<td>OP D PD MH SI</td>
<td>LDA</td>
</tr>
<tr>
<td><strong>STANWAY VILLA</strong></td>
<td>9 Nursery Close, Stanway, Colchester CO3 0RL</td>
<td>01206 769400</td>
<td>PD LDA SI</td>
<td>OP PD LDA SI YA</td>
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<tr>
<td><strong>SUNNY LODGE</strong></td>
<td>132 The Commons, Colchester CO3 4NR</td>
<td>01206 571419</td>
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<tr>
<td><strong>TRIPPIER</strong></td>
<td>22 Blackthorn Avenue, Colchester CO4 3PU</td>
<td>01206 860537</td>
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<tr>
<td><strong>TUDOR HOUSE</strong></td>
<td>47a London Road, Stanway, Colchester CO3 0NR</td>
<td>01206 562790</td>
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</table>

### Colchester care homes with nursing

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
<th>Service</th>
<th>User Bands</th>
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</thead>
<tbody>
<tr>
<td><strong>ABBERTON MANOR NURSING HOME</strong></td>
<td>Layer Road, Colchester CO5 7NL</td>
<td>01206 735590</td>
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<tr>
<td><strong>ALDERWOOD CARE HOME</strong></td>
<td>39 Essex Hall Road, Colchester CO1 1ZP</td>
<td>0208 879 6567 Advert page 60</td>
<td>OP</td>
<td></td>
</tr>
<tr>
<td><strong>CHEVIOT NURSING HOME</strong></td>
<td>11 Park Road, Colchester CO3 3UL</td>
<td>01206 763648</td>
<td>OP PD</td>
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<tr>
<td><strong>COLONIA COURT RESIDENTIAL &amp; NURSING HOME</strong></td>
<td>St Andrews Avenue, Colchester CO4 3AN</td>
<td>01206 805745 Advert page 84</td>
<td>OP D PD MH</td>
<td></td>
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<tr>
<td><strong>FOXBURROW GRANGE</strong></td>
<td>Ypres Road, Colchester CO2 7NL</td>
<td>01206 586900</td>
<td>OP D PD MH SI YA</td>
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<tr>
<td><strong>OAKS CARE HOME, THE</strong></td>
<td>15-25 Oaks Drive, Lexden, Colchester CO3 3PR</td>
<td>01206 764469</td>
<td>OP PD</td>
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<tr>
<td><strong>VALMARK HOUSE</strong></td>
<td>90 Mill Road, Mile End, Colchester CO4 5LJ</td>
<td>01206 853539</td>
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<td>LDA</td>
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<tr>
<td><strong>WAKES HALL</strong></td>
<td>Colchester Road, Wakes Colne, Colchester CO6 2DB</td>
<td>01787 222044</td>
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<tr>
<td><strong>WHITEHEATHER</strong></td>
<td>Clacton Road, Weeley CO16 9DN</td>
<td>01255 830502</td>
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<tr>
<td><strong>WILLOW HEALTH LTD</strong></td>
<td>82a The Willows, Colchester CO2 8PX</td>
<td>01206 769713</td>
<td>PD LDA</td>
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<tr>
<td><strong>WOODLANDS RESIDENTIAL HOME FOR LADIES</strong></td>
<td>76 Lexden Road, Colchester CO3 3SP</td>
<td>01206 571200</td>
<td>OP</td>
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<tr>
<td><strong>SILVERSPRINGS</strong></td>
<td>Tenpenny Hill, Thorrington, Colchester CO7 8JG</td>
<td>0333 434 3069 Advert page 104</td>
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<tr>
<td><strong>SPRINGFIELDS NURSING HOME</strong></td>
<td>Rectory Road, Copford Green, Colchester CO6 1DH</td>
<td>01206 211065</td>
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<tr>
<td><strong>ST FILLANS CARE CENTRE</strong></td>
<td>St Fillans Road, Colchester CO4 0PT</td>
<td>01206 855407</td>
<td>OP D YA</td>
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<tr>
<td><strong>TALL TREES</strong></td>
<td>Oaks Place, Mile End Road, Colchester CO4 5XR</td>
<td>01206 844425</td>
<td>OP D PD LDA MH</td>
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<tr>
<td><strong>TREETOPS</strong></td>
<td>94 Victoria Gardens, Highwoods, Colchester CO4 9YE</td>
<td>01206 844121</td>
<td>OP PD LDA YA</td>
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<tr>
<td><strong>WELSHWOOD MANOR</strong></td>
<td>37 Welshwood Park Road, Colchester CO4 3HZ</td>
<td>01206 868483 Advert page 88</td>
<td>OP PD</td>
<td></td>
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</tbody>
</table>

Visit www.carechoices.co.uk for further assistance with your search for care.
ALDER HOUSE CARE HOME
Lambourne Road, Chigwell IG7 6HH
Tel: 0208 500 8491

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

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

BRAMBLE CLOSE HABILITATION UNIT
15 Bramble Close, Chigwell IG7 6DR
Tel: 0208 502 7679

CUNNINGHAM HOUSE
Pike Way, North Weald,
Epping CM16 6BL
Tel: 01992 524160

FRANK FOSTER HOUSE
Advert outside back cover
Loughton Lane, Theydon Bois,
Epping CM16 7LD
Tel: 0800 412 5660

Looking for care or support?
For independent, impartial information on your care options, call this Directory’s helpline on freephone 0800 389 2077

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

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.

www.ranccare.co.uk
### Epping Forest care homes continued

<table>
<thead>
<tr>
<th>Care Home Name</th>
<th>Address</th>
<th>Tel No</th>
<th>Service</th>
<th>User Bands</th>
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<tr>
<td><strong>HONEY LANE CARE HOME</strong></td>
<td>Honey Lane, Waltham Abbey EN9 3BA</td>
<td>0208 879 6567</td>
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<tr>
<td><strong>LOUGHTON HALL</strong></td>
<td>Rectory Lane, Loughton IG10 3RU</td>
<td>0208 502 0772</td>
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<tr>
<td><strong>LUGANO RESIDENCE FOR THE ELDERLY</strong></td>
<td>3 Powell Road, Buckhurst Hill IG9 5RD</td>
<td>0208 505 2695</td>
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<tr>
<td><strong>MARCIS HOUSE</strong></td>
<td>Coopersale Lane, Theydon Bois, Epping CM16 7NS</td>
<td>01992 814276</td>
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<td><strong>MASON WAY, 138-138A</strong></td>
<td>Waltham Abbey EN9 3EJ</td>
<td>01992 769113</td>
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<td><strong>MELLOWS, THE</strong></td>
<td>38 Station Road, Loughton IG10 4NX</td>
<td>0208 508 6017</td>
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<td><strong>SHERNBROKE HOSTEL</strong></td>
<td>1-6 Shernbroke Road, Waltham Abbey EN9 3JF</td>
<td>01992 700545</td>
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<tr>
<td><strong>TALLIS HOUSE</strong></td>
<td>Neal Court, Waltham Abbey EN9 3EH</td>
<td>0800 412 5660</td>
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<td><strong>ASHBROOK COURT CARE HOME</strong></td>
<td>Sewardstone Road, Waltham Abbey E4 7RG</td>
<td>0208 879 6567</td>
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<tr>
<td><strong>ASHLAR HOUSE</strong></td>
<td>St Margaret’s Hospital, The Plain, Epping CM16 6TY</td>
<td>01992 721089</td>
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<tr>
<td><strong>FOREST PLACE NURSING HOME</strong></td>
<td>Roebuck Lane, Buckhurst Hill IG9 5QL</td>
<td>0208 505 2063</td>
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<td>D</td>
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<tr>
<td><strong>JUBILEE LODGE (VITALISE)</strong></td>
<td>Grange Farm, High Road, Chigwell IG7 6DP</td>
<td>0208 501 2331</td>
<td>OP</td>
<td>D PD SI YA</td>
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<tr>
<td><strong>TREETOPS CARE HOME</strong></td>
<td>23-25 Station Road, Epping CM16 4HH</td>
<td>01992 573322</td>
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<tr>
<td><strong>UPSHIRE RESIDENTIAL HOME</strong></td>
<td>Woodredon House, Woodredon Farm Lane, Upshire, Waltham Abbey EN9 3SX</td>
<td>01992 763922</td>
<td>LDA</td>
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<tr>
<td><strong>WEALD HALL RESIDENTIAL HOME</strong></td>
<td>Weald Hall Lane, Thornwood, Epping CM16 6ND</td>
<td>01992 572247</td>
<td>OP</td>
<td>D</td>
</tr>
<tr>
<td><strong>WENSLEY HOUSE RESIDENTIAL HOME</strong></td>
<td>Bell Common, Epping CM16 4DL</td>
<td>01992 573117</td>
<td>OP</td>
<td>D MH</td>
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<tr>
<td><strong>WEST LODGE RESIDENTIAL CARE HOME</strong></td>
<td>32 Palmerston Road, Buckhurst Hill IG9 5LW</td>
<td>0208 504 4542</td>
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<tr>
<td><strong>WILLOW COURT</strong></td>
<td>23a Highbridge Street, Waltham Abbey EN9 1BZ</td>
<td>01992 763815</td>
<td>PD LDA MH SI YA AD</td>
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<tr>
<td><strong>WILLOWCROFT</strong></td>
<td>Sewardstone Road, Chingford E4 7RF</td>
<td>0208 523 8680</td>
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<tr>
<td><strong>WOODLAND GROVE</strong></td>
<td>Rectory Lane, Loughton, IG10 3RU</td>
<td>0208 508 9220</td>
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### Epping Forest care homes with nursing

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<td><strong>ASHBROOK COURT CARE HOME</strong></td>
<td>Sewardstone Road, Waltham Abbey E4 7RG</td>
<td>0208 879 6567</td>
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<tr>
<td><strong>PATERNOSTER HOUSE</strong></td>
<td>Paternoster Hill, Waltham Abbey EN9 3JY</td>
<td>01992 721087</td>
<td>OP</td>
<td>D PD MH YA</td>
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<tr>
<td><strong>ASHLAR HOUSE</strong></td>
<td>St Margaret’s Hospital, The Plain, Epping CM16 6TY</td>
<td>01992 721089</td>
<td>OP</td>
<td>D</td>
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<tr>
<td><strong>QUEENS COURT NURSING HOME</strong></td>
<td>52-74 Lower Queens Road, Buckhurst Hill IG9 6DS</td>
<td>0208 559 0620</td>
<td>OP</td>
<td>D PD YA</td>
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<tr>
<td><strong>FOREST PLACE NURSING HOME</strong></td>
<td>Roebuck Lane, Buckhurst Hill IG9 5QL</td>
<td>0208 505 2063</td>
<td>OP</td>
<td>D</td>
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<tr>
<td><strong>SEWARDSTONE CLOSE, 1</strong></td>
<td>1 Sewardstone Close, Sewardstone Road, London E4 7RG</td>
<td>0208 498 5620</td>
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<td>YA</td>
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<tr>
<td><strong>JUBILEE LODGE (VITALISE)</strong></td>
<td>Grange Farm, High Road, Chigwell IG7 6DP</td>
<td>0208 501 2331</td>
<td>OP</td>
<td>D PD SI YA</td>
</tr>
<tr>
<td><strong>SHERRELL HOUSE</strong></td>
<td>414 Fencepiece Road, Chigwell IG7 5DP</td>
<td>0208 501 3389</td>
<td>OP</td>
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</table>

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

**SECHA** - South Essex Care and Health Association - For more information see page 8

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

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

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

JAMES COURT
Partridge Care Centre, Partridge Road, Harlow CM18 6TD
Tel: 01509 219605

NETTSEWELL RECTOR
Manston Road, Harlow CM20 3PA
Tel: 01279 444000

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

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

Harlow care homes with nursing

ALEXANDRA HOUSE
Hamstel Road, Harlow CM20 1BU
Tel: 0800 412 5660

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

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

What makes an ideal care home?
Find it, at Tye Green Lodge Care Home, Harlow

- Residential and Respite Care
- Accredited providers of Specialist Dementia Care
- Competitive fee rates, not for profit

Friendly, stimulating atmosphere
A convenient, central location
Well trained, caring staff

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

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

Hailey House
www.haileyhouse.com
Established for over 30 years as a care home, providing a very high standard and quality of care (long stay and respite) for elderly residents. Registered with the CQC and Essex Social Services.

Hailey House, Highlands Drive, Maldon, Essex CM9 6HY
t: 01621 854 132 e: enq.haileyhouse@hotmail.co.uk

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

Advertisers are highlighted

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

MANDALAY
13 Bridge Street, Witham CM8 1BU
Tel: 01376 520280

BREWSTER HOUSE Advert outside back cover
Oak Road, Heybridge, Maldon CM9 4AX
Tel: 0800 412 5660

MANSION HOUSE RESIDENTIAL HOME
Burnham Road, Althorpe,
Maldon CM3 6DR
Tel: 01621 742269

DEANSBROOK FARM
Southminster Road, Asheldham,
Southminster CM0 7DZ
Tel: 01621 775820

SCHUMEY’S CORNER
11a Queen Street, Southminster CM0 7BB
Tel: 01621 774315

DOWN HALL RESIDENTIAL HOME
Down Hall Road, Bradwell-on-Sea,
Southminster CM0 7QP
Tel: 01621 776509

SOUTHWESTERNER RESIDENTIAL HOME
Station Road, Southminster CM0 7EW
Tel: 01621 773462

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

SQUEAKS HOUSE RESIDENTIAL CARE HOME
Steeple Road, Southminster CM0 7BD
Tel: 01621 772385

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

SWAN CARE RESIDENTIAL HOME
29 North Street, Tillingham CM0 7TR
Tel: 01621 779171

HAILEY HOUSE RESIDENTIAL HOME SECHA
Highlands Drive, Maldon CM9 6HY
Tel: 01621 854132 Advert page 92

TOTHAM LODGE RESIDENTIAL HOME
FOR THE ELDERLY
Broad Street, Green Road, Great Totham,
Maldon CM9 8NU
Tel: 01621 891209

LITTLE OAKS RESIDENTIAL CARE HOME
Braxted Road, Little Braxted,
Witham CM8 3JY
Tel: 01621 891974

VILLENEUVE HOUSE
Wonston Road, Southminster CM0 7FE
Tel: 01621 772610

LODGE, THE - MALDON
Lodge Road, Dykes Chase, Maldon CM9 6HW
Tel: 01621 858286

WINDLE COURT Advert outside back cover
The Withywindle, Celeborn Street,
South Woodham Ferrers CM3 7BR
Tel: 0800 412 5660

LONGFIELD
Fambridge Close, Maldon CM9 6DJ
Tel: 01621 857147

WOODACRE
38 D’arcy Road, Tolleshunt Knights,
Tiptree CO5 0RR
Tel: 01621 819769

Maldon care homes

ELMCROFT CARE HOME
Brickhouse Road, Tolleshunt Major, Maldon CM9 8JX
Tel: 01621 893098

ST PETER’S COURT
Spital Road, Maldon CM9 6LF
Tel: 01621 840466

Maldon care homes with nursing

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 8

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

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 Advert outside back cover
Stambridge Road, Rochford SS4 2AQ
Tel: 0800 412 5660

DORSET LODGE LTD
5-7 Dorset Gardens, Rochford SS4 3AH
Tel: 01702 545907

GLOWLANDS
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

ROCHFORD care homes with nursing

GREAT WHEATLEY NURSING HOME
3a Great Wheatley Road, Rayleigh SS6 7AL
Tel: 01268 777281

ROSEDALE COURT Advert outside back cover
Hockley Road, Rayleigh SS6 8EP
Tel: 0800 412 5660

Southend-on-Sea care homes

AARANDALE LODGE
2-4 St Vincent’s Road, Westcliff-on-Sea SS0 7PR
Tel: 01702 352096

ABBEEYFIELD ST GEORGE’S HOUSE SECHA
Park Terrace, Westcliff-on-Sea SS0 7PH
Tel: 01702 331512

ABBOTTSWOOD LODGE
RESIDENTIAL CARE HOME SECHA
226 Southchurch Road,
Southend-on-Sea SS1 2LS
Tel: 01704 462541

ADALAH RESIDENTIAL REST HOME LTD SECHA
20 Cliff Road, Leigh-on-Sea SS9 1HJ
Tel: 01702 711162

ADIMIRAL COURT
Manchester Drive,
Leigh-on-Sea SS9 3HP
Tel: 01702 472288

AILSA HOUSE RESIDENTIAL CARE HOME
64-66 Genesta Road,
Westcliff-on-Sea SS0 8DB
Tel: 01702 346473

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 8
Advertisers are highlighted

This Directory's helpline 0800 389 2077 - information on choosing and paying for care
**Southend-on-Sea care homes continued**

**ALYSON HOUSE SECHA**  
11 Cobham Road, Westcliff-on-Sea SS0 8EG  
Tel: 01702 345566  
Service: OP D PD LDA SI YA

**ASTRAL LODGE RESIDENTIAL HOME**  
33-35 Ailsa Road, Westcliff-on-Sea SS0 8BJ  
Tel: 01702 345409  
Service: OP D

**AVENUE LODGE**  
23 First Avenue, Westcliff-on-Sea SS0 8HS  
Tel: 01702 346465  
Service: OP D PD LDA MH SI YA

**AVONDALE REST HOME SECHA**  
38 Avondale Drive, Leigh-on-Sea SS9 4HN  
Tel: 01702 711934  
Service: OP D

**BALI HAI CARE HOME SECHA**  
14-16 Southbourne Grove, Westcliff-on-Sea SS0 9UR  
Tel: 01702 479867  
Service: MH

**BEACON HOUSE**  
18 Albion Road, Westcliff-on-Sea SS0 7DR  
Tel: 01702 300082  
Service: PD LDA MH SI YA

**BEAUFORT LODGE**  
10-12 St Vincent’s Road, Westcliff-on-Sea SS0 7PR  
Tel: 01702 353640  
Service: OP D

**BIFFINS CARE HOME SECHA**  
18 Thorpedene Gardens, Shoeburyness SS3 9JB  
Tel: 01702 292120  
Service: OP

**BLAKENEY HOUSE**  
33-35 Park Road, Westcliff-on-Sea SS0 7PQ  
Tel: 01702 335724  
Service: LDA YA

**BLISS CARE HOME**  
23 Cobham Road, Westcliff-on-Sea SS0 8EG  
Tel: 01702 351267  
Service: OP D PD MH

**BOULEVARD LODGE**  
163 Southchurch Boulevard, Southend-On-Sea SS2 4UT  
Tel: 01702 808814  
Service: OP D LDA MH YA

**BRADBURY HOME SECHA**  
2 Roots Hall Drive, Southend-on-Sea SS2 6DA  
Tel: 01702 435838  
Service: OP D

**BRAEMAR LODGE RESIDENTIAL CARE HOME**  
481 Victoria Avenue, Southend-on-Sea SS2 6NL  
Tel: 01702 302914  
Service: OP D

**BRAMBLIES CARE HOME SECHA**  
22 Cliff Road, Leigh-on-Sea SS9 1HJ  
Tel: 01702 472417  
Service: OP D

**CATHERINE MILLER HOUSE SECHA**  
13-17 Old Leigh Road, Leigh-on-Sea SS9 1LB  
Tel: 01702 713113  
Service: OP D

**CAVELL LODGE**  
5 Blenheim Chase, Leigh-on-Sea SS9 3BZ  
Tel: 01702 480660  
Service: OP D

**CEDAR LODGE SECHA**  
169 Westbury Road, Southend-on-Sea SS2 4DL  
Tel: 01702 301652  
Service: LDA

**CEDARS CARE HOME**  
14 Swyne Avenue, Southend-on-Sea SS2 6FQ  
Tel: 01702 236090  
Service: OP D

**CHADWICK LODGE RESIDENTIAL HOME SECHA**  
8 Chadwick Road, Westcliff-on-Sea SS0 8LS  
Tel: 01702 331599  
Service: OP D

**CHALTONHOLME SECHA**  
1-3 First Avenue, Westcliff-on-Sea SS0 8HS  
Tel: 01702 346534  
Service: OP D PD MH SI YA

**CHERRYCROFT**  
59 Crowstone Road, Westcliff-on-Sea SS0 8BG  
Tel: 01702 346364  
Service: LDA

**CROWSTONE HOUSE**  
Crowstone Avenue, Westcliff-on-Sea SS0 8HT  
Tel: 0800 412 5660  
Service: OP D PD SI

**CROWSTONE MANOR CARE HOME SECHA**  
38 Crowstone Road, Westcliff-on-Sea SS0 8BA  
Tel: 01702 333594  
Service: OP

**CUMBERLAND LODGE**  
22 Cumberland Avenue, Southend-on-Sea SS2 4LF  
Tel: 01702 62361  
Service: MH

**DELAWARE HOUSE**  
Maplin Way North, Shoeburyness SS3 9PS  
Tel: 01702 588501  
Service: OP D

**DOLPHIN COURT**  
179-182 Eastern Esplanade, Thorpe Bay SS1 3AA  
Tel: 01702 584088  
Service: D PD YA

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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

**SECHA** - South Essex Care and Health Association - For more information see page 8

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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Southend-on-Sea care homes continued

ELGIN REST HOME
12-14 Manor Road, Westcliff-on-Sea SS0 7SS
Tel: 01702 340172

ELKINGTON HOUSE - (SOUTHEND BLIND WELFARE ORGANISATION) SECHA
9 Imperial Avenue, Westcliff-on-Sea SS0 8NE
Tel: 01702 348200

FAIRMEAD
45 Fairmead Avenue, Westcliff-on-Sea SS0 9RY
Tel: 01702 308197

FAIRVIEW HOUSE
14 Fairview Drive, Westcliff-on-Sea SS0 0NY
Tel: 01702 437555

GRANDVILLE LODGE LTD SECHA
17-19 Grand Drive, Leigh-on-Sea SS9 1BG
Tel: 01702 470976

GRANGE, THE
122 Crowstone Road, Westcliff-on-Sea SS0 8LQ
Tel: 01702 432064

HART HOUSE SECHA
91 Hamstel Road, Southend-on-Sea SS2 4NF
Tel: 01702 619611

HART VIEW SECHA
4 Valkyrie Road, Westcliff-on-Sea SS0 8BU
Tel: 01702 433330

HAVENGORE HOUSE SECHA
27 Fairfield Road, Eastwood, Leigh-on-Sea SS9 5RZ
Tel: 01702 529243

HEALTH AND HOME LTD
148-150 North Road, Westcliff-on-Sea SS0 7AG
Tel: 01702 340844

HOLLIES, THE
70 Canewdon Road, Westcliff-on-Sea SS0 7NE
Tel: 01702 354744

KATHRYN COURT Advert outside back cover
84 Ness Road, Shoeburyness SS3 9DH
Tel: 0800 412 5660

KIMBERLEY GRACE CARE HOME SECHA
15-17 Grosvenor Road, Westcliff-on-Sea SS0 8EP
Tel: 01702 347386

KINGSTON HOUSE
43 Woodfield Park Drive, Leigh-on-Sea SS9 1LN
Tel: 01702 712022

KNOLL, THE
115 Southchurch Boulevard, Thorpe Bay, Southend-on-Sea SS2 4UR
Tel: 01702 586684

LABURNUMS SECHA
20 Chalkwell Avenue, Westcliff-on-Sea SS0 8NA
Tel: 01702 477898

LEGRA RESIDENTIAL CARE HOME
54 Salisbury Road, Leigh-on-Sea SS9 2JY
Tel: 01702 712222

LIFSTAN WAY CARE HOME
74 Lifstan Way, Thorpe Bay SS1 2XE
Tel: 01702 612549

LIGHTHOUSE
403-405 Westborough Road, Westcliff-on-Sea SS0 9TW
Tel: 01702 308893

LILACS RESIDENTIAL HOME, THE SECHA
121 Chalkwell Avenue, Westcliff-on-Sea SS0 8NL
Tel: 01702 712457

MANOR REST HOME
35 Manor Road, Westcliff-on-Sea SS0 7SR
Tel: 01702 343590

MAPLIN HOUSE
117-119 Church Road, Shoeburyness SS3 9EY
Tel: 01702 297494

Havengore House (Dementia registered)
Havengore House is a country style house set in three-quarters of an acre of landscaped gardens, in a quiet suburban setting, close to amenities. Havengore is also registered for dementia care.

For further information or to arrange for a visit, please contact us by telephone or e-mail enquiries@havengorehouse.co.uk
27 Fairfield Road, Eastwood, Leigh-on-Sea, Essex, SS9 5RZ
Tel: 01702 529243
www.havengorehouse.co.uk

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

SECHA - South Essex Care and Health Association - For more information see page 8

Advertisers are highlighted
Southend-on-Sea care homes continued

**MELLOR HOUSE**
80 Station Road, Westcliff-on-Sea SS0 7RQ
Tel: 01702 437350

**MELROSE HOUSE**
95 Alexandra Road, Southend-on-Sea SS1 1HD
Tel: 01702 340682

**MEMORY HOUSE**
6-9 Marine Parade, Leigh-on-Sea SS9 2NA
Tel: 01702 478245

**METEOR REST HOME SECHA**
34-36 Meteor Road, Westcliff-on-Sea SS0 8DG
Tel: 01702 340518

**MEYRIN HOUSE**
35 Hobleythick Lane, Westcliff-on-Sea SS0 0RP
Tel: 01702 437111

**MILTON HOUSE**
58 Avenue Road, Westcliff-on-Sea SS0 7PJ
Tel: 01702 437222

**NEWBRAE CARE HOME**
41 Crowstone Road, Westcliff-on-Sea SS0 8BG
Tel: 01702 430431

**NEWHAVEN COMMUNITY CARE LTD (PHOENIX HOUSE)**
124 Crowstone Road, Westcliff-on-Sea SS0 8LQ
Tel: 01702 337057

**NIGHTINGALE HOUSE SECHA**
69/71 Crowstone Road, Westcliff-on-Sea SS0 8BG
Tel: 01702 338552 Advert page 5

**PALMERSTON HOUSE CARE HOME**
21 Palmerston Road, Westcliff-on-Sea SS0 7TA
Tel: 01702 213553

**POPPY LODGE CARE HOME**
4 Drake Road, Westcliff-on-Sea SS0 8LP
Tel: 01702 342793

**PRIORY HOUSE**
Prittlewell Chase, Westcliff-on-Sea SS0 0SR
Tel: 01702 344145

**RAVENSMEERE REST HOME**
13-15 Manor Road, Westcliff-on-Sea SS0 7SR
Tel: 01702 330347

**RAYMOND HOUSE**
7-9 Clifton Terrace, Southend-on-Sea SS1 1DT
Tel: 01702 352956

**ROSE MARTHA COURT**
64 Leigh Road, Leigh-on-Sea SS9 1LS
Tel: 01702 482252

**SANDRINGTON SECHA**
5-7 Westcliff Avenue, Westcliff-on-Sea SS0 7QR
Tel: 01702 475891

**SANDS LODGE**
15 Kings Road, Westcliff-on-Sea SS0 8LL
Tel: 01702 340501

**SAXON LODGE**
20 Smith Street, Shoeburyness SS3 9AL
Tel: 01702 295001

**SILVERSEA LODGE**
46 Silversea Drive, Westcliff-on-Sea SS0 9XE
Tel: 01702 480502

**SOUTHWOLD HOUSE**
16-18 Cliff Road, Leigh-on-Sea SS9 1HJ
Tel: 01702 715240

**ST EDITH’S COURT**
18 Hillside Crescent, Leigh-on-Sea SS9 1EN
Tel: 01702 480688

**ST MARTINS SECHA**
59 Imperial Avenue, Westcliff-on-Sea SS0 8NQ
Tel: 01702 475891 Advert page 98

**SUMMERHILL**
211 Manchester Drive, Leigh-on-Sea SS9 3ET
Tel: 01702 343062

**SUMMERLODGE**
20 Grosvenor Road, Westcliff-on-Sea SS0 8EN
Tel: 01702 343139

**SUMMERVIEW**
35 Pembury Road, Westcliff-on-Sea SS0 8DU
Tel: 01702 343062

**SUNFLOWERS**
37 Pembury Road, Westcliff-on-Sea SS0 8DU
Tel: 01702 343062

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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

**Advertisers are highlighted**

Visit www.carechoices.co.uk for further assistance with your search for care
Southend-on-Sea care homes continued

VALKYRIE LODGE
22 Valkyrie Road, Westcliff-on-Sea SS0 8BY
Tel: 01702 302642

VICTORIA COURT PRIVATE REST HOME
127-129 York Road, Southend-on-Sea SS1 2DX
Tel: 01702 465574

WESTBROUGH ROAD, 388 - 390
Westcliff-on-Sea SS0 9TN
Tel: 01702 349193

WESTCLIFF LODGE LTD
118-120 Crowstone Road, Westcliff-on-Sea SS0 8LQ
Tel: 01702 354718

WESTCLIFF RESIDENTIAL CARE HOME FOR THE ELDERLY
1 Winton Avenue, Westcliff-on-Sea SS0 7QU
Tel: 01702 349209

WESTMINSTER HOUSE RESIDENTIAL CARE LTD
41 Westminster Drive, Westcliff-on-Sea SS0 9SJ
Tel: 01702 333034

WHITTINGHAM HOUSE
Whittingham Avenue, Southend-on-Sea SS2 4RH
Tel: 01702 614999

WILLODALE LODGE
21 Cromer Road, Southend-on-Sea SS1 2DU
Tel: 01702 469547

WINDREMERE REST HOME
23-25 Windermere Road, Southend-on-Sea SS1 2RF
Tel: 01702 303647

Southend-on-Sea care homes with nursing

ADAMIRAL COURT
Manchester Drive, Leigh-on-Sea SS9 3HP
Tel: 01702 472288

ALEXANDER HOUSE PRIVATE NURSING HOME
25-27 First Avenue, Westcliff-on-Sea SS0 8HS
Tel: 01702 346465

SECHA - South Essex Care and Health Association - For more information see page 8

Both of 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: 59 IMPERIAL AVENUE, WESTCLIFF-ON-SEA, ESSEX SS0 8NQ

TELEPHONE: 01702 475891 OR EMAIL: darbyandjoan.org@btopenworld.com WEB: www.darbyandjoan.org

A charity running two Homes caring for the elderly

ST MARTINS
59 Imperial Avenue, Westcliff-on-Sea
A Care Home for 26 Residents
24 single rooms and 2 double rooms.
3 lounges plus quiet room.
Extensive garden.
Excellent food with a choice of menu.
Full range of activities and entertainment.
Lift.

SANDRINGHAM
5-7 Westcliff Avenue, Westcliff-on-Sea
Residential Care Home for 20 Residents
Single rooms en-suite.
Twenty-four hour care by sympathetic staff.
Prime location.
Pleasant lounge and dining room.
Social events and outings arranged.
Lift.

TELEPHONE: 01702 475891 OR EMAIL: darbyandjoan.org@btopenworld.com WEB: www.darbyandjoan.org

CHARITABLE COMPANY LIMITED BY GUARANTEE REGISTERED NUMBER 4378521 - REGISTERED CHARITY No. 1093882

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
Tendring care homes

ABBOTTSFORD HOUSE
265 London Road, Colchester CO1 3HG
Tel: 01206 762118
SECHA
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 8
Advertisers are highlighted
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

Willow Park Resource centre is a purpose built, specially designed Centre for people with Learning & Physical Disabilities and Sensory Impairments. We are based in Weeley, 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, Weeley, Essex CO16 9JE  
Please telephone: (01255) 831302 for more details.

DOMICILIARY CARE

**Practical Support**
- Shopping
- Preparing and cooking meals
- Cleaning and tidying the home – If you are able to complete these tasks yourself, in order to maintain your independence our careers can just be on hand to offer support where required.
- Laundry and ironing.
- Help with organizing trips out such as meeting friends and family
- Support with paying household bills.

**Company**

As part of our social companionship service, your carer will spend time with you, whether that is spent sitting and chatting, watching television or going for short walks, they will be able to provide the company and reassurance that you need.

If you require any further information please contact Wendy Lewis on (01255) 689226 or 07739 344320
<table>
<thead>
<tr>
<th>Tendring care homes continued</th>
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<tbody>
<tr>
<td><strong>BRANDON HOUSE</strong></td>
</tr>
<tr>
<td>15-19 Jackson Road, Clacton-on-Sea CO15 1JP</td>
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<tr>
<td>Tel: 01255 426024</td>
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<td><strong>CONNEMARA LODGE</strong></td>
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<tr>
<td>106 Walton Road, Kirby-le-Soken, Frinton-on-Sea CO13 ODB</td>
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<tr>
<td>Tel: 01255 431301</td>
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<tr>
<td><strong>BRENALWOOD CARE HOME</strong></td>
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<tr>
<td>Hall Lane, Walton-on-the-Naze CO14 8HN</td>
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<tr>
<td>Tel: 01255 675632</td>
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<td><strong>COOK CLOSE, 14</strong></td>
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<td>(BRAIN INJURY REHABILITATION TRUST)</td>
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<tr>
<td>Dover Court, Harwich CO12 3UE</td>
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<tr>
<td>Tel: 01255 240095</td>
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<tr>
<td><strong>BROOKFIELD RESIDENTIAL HOME</strong></td>
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<tr>
<td>7-9 Hayes Road, Clacton-on-Sea CO15 1TX</td>
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<tr>
<td>Tel: 01255 427993</td>
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<td><strong>CORNER HOUSE</strong></td>
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<td>Advert page 102</td>
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<tr>
<td>67-69 Wash Lane, Clacton-on-Sea CO15 1DB</td>
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<td>Tel: 01255 432415</td>
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<td><strong>BROOKLYN HOUSE</strong></td>
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<td>22-24 Nelson Road, Clacton-on-Sea CO15 1LU</td>
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<td>Tel: 01255 430324</td>
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<td><strong>CORNER LODGE</strong></td>
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<tr>
<td>185-193 Meadow Way, Jaywick Sands, Clacton-on-Sea CO15 2HP</td>
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<tr>
<td>Tel: 01255 220228</td>
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<td><strong>BUNGALOW, THE</strong></td>
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<tr>
<td>Plains Farm Close, Ardleigh, Colchester CO7 7QU</td>
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<tr>
<td>Tel: 01206 852010</td>
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<tr>
<td><strong>COTTAGE RESIDENTIAL CARE HOME, THE</strong></td>
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<tr>
<td>51 High Street, Brightlingsea CO7 0AQ</td>
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<tr>
<td>Tel: 01206 303676</td>
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<tr>
<td><strong>BUTTERFLY’S CARE HOME</strong></td>
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<tr>
<td>23 Percival Road, Walton-on-the-Naze CO14 8HH</td>
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<tr>
<td>Tel: 01255 674902</td>
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<td><strong>COTTAGE WALK, 4</strong></td>
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<tr>
<td>Clacton-on-Sea CO16 8DG</td>
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<tr>
<td>Tel: 07920 005309</td>
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<tr>
<td><strong>CAVENDISH CARE HOMES LTD</strong></td>
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<tr>
<td>26 Kings Road, Clacton-on-Sea CO15 1AZ</td>
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<td>Tel: 01255 423861</td>
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<td><strong>CROFT, THE</strong></td>
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<td>Thorington Road, Great Bentley, Colchester CO7 8PR</td>
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<tr>
<td>Tel: 01206 251904</td>
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<tr>
<td><strong>CAVENDISH HOUSE</strong></td>
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<tr>
<td>27 Carnarvon Road, Clacton-On-Sea, Essex CO15 6QF</td>
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<tr>
<td>Tel: 01255 426842</td>
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<tr>
<td><strong>DANBURY</strong></td>
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<tr>
<td>75 Wash Lane, Clacton-on-Sea CO15 1DB</td>
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<tr>
<td>Tel: 01255 426388</td>
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<tr>
<td><strong>CEDARS, THE</strong></td>
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<td>6 Russell Road, Clacton-on-Sea CO15 6BE</td>
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<td>Tel: 01255 433619</td>
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<tr>
<td><strong>DELMER HOUSE</strong></td>
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<td>41 Naze Park Road, Walton-on-the-Naze CO14 8JR</td>
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<td>Tel: 01255 852366</td>
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<td><strong>CHERRY LEAS CARE HOME</strong> SECHA</td>
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<td>7 Third Avenue, Clacton-on-Sea CO15 5AP</td>
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<tr>
<td>Tel: 01255 221726</td>
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<tr>
<td><strong>DON THOMSON HOUSE</strong></td>
</tr>
<tr>
<td>Low Road, Dovercourt, Harwich CO12 3TS</td>
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<tr>
<td>Tel: 01255 242487</td>
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<td><strong>CHRISLYN HOUSE</strong></td>
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<tr>
<td>14 Rosemary Road, Clacton-on-Sea CO15 1NX</td>
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<tr>
<td>Tel: 01255 428301</td>
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<tr>
<td><strong>DOVERCOURT HOUSE RESIDENTIAL CARE HOME</strong></td>
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<tr>
<td>23-25 Fronks Road, Dovercourt, Harwich CO12 3RJ</td>
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<tr>
<td>Tel: 01255 506010</td>
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<tr>
<td><strong>CHURCH ROAD, 19</strong></td>
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<tr>
<td>Clacton-on-Sea CO15 6AP</td>
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<tr>
<td>Tel: 01255 223670</td>
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<tr>
<td><strong>DUNEDIN RESIDENTIAL HOME</strong></td>
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<tr>
<td>10 Connaught Gardens East, Clacton-on-Sea CO15 6HY</td>
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<tr>
<td>Tel: 01255 476484</td>
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<tr>
<td><strong>CLACTON FAMILY TRUST</strong></td>
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<tr>
<td>Advert page 100</td>
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<tr>
<td>107-111 Pier Avenue, Clacton-on-Sea CO15 1NJ</td>
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<tr>
<td>Tel: 01255 475026</td>
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<td><strong>ELM TREE</strong></td>
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<tr>
<td>Elm Tree Avenue, Frinton-on-Sea CO13 0AX</td>
</tr>
<tr>
<td>Tel: 01255 677747</td>
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**Service**
- OP Older people (65+)
- D Dementia
- PD Physical disability
- LDA Learning disability, autism
- SECHA - South Essex Care and Health Association - For more information see page 8

**User Bands**
- 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
Five Stacks Residential Care Centre

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, fulfillment 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 providing the highest quality of care and daily living, including a designated activity coordinator and daily programme with regular outings and a variety of fresh homemade cooking.

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

Caring with Compassion

At our small, friendly care homes in Clacton on Sea we help people stay independent but provide companionship and support with daily needs.

St Marks specialises in Dementia care and Bellevue in looking after those with Mental Health Issues.

St Mark’s Care Home
38 Wellesley Road, Clacton on Sea CO15 3PW
Tel: 01255 421750

Bellevue Care Home
51 Church Road, Clacton on Sea CO15 6BQ
Tel: 01255 473976

www.angliancareangels.co.uk
Registered with the Quality Care Commission (CQC)

The Corner House

Our Home is a must viewing when seeking a quality care home for a loved one.

• Highly trained staff offering warm and friendly care
• Vibrant with activities, including fun outside trips
• Winners of Care Team of the Year in Essex
• Beautifully furnished within a light and airy atmosphere
• Delicious menu choice from fresh produce

67-69 Wash Lane, Clacton-on-Sea, Essex CO15 1DB
Tel: 01255 432415/222093 • admin@cornerhousecare.co.uk • www.cornerhousecare.co.uk

Corner Lodge

We welcome you and your loved ones to visit our beautiful, dynamic and award winning home.

• Purpose built and designed to provide specialist dementia care in a comfortable, bright and secure environment
• Respectful, individualised and quality 24 hour care
• Award winning activities programme which is fun, varied and exciting.
• A “Home” from “Home” ethos with excellent community links
• Consistently good CQC reports

185-193 Meadow Way, Jaywick Sands, Clacton-on-Sea, Essex CO15 2HP
Tel: 01255 220228 • cornerlodgecare@aol.com • www.cornerlodgecareclacton.co.uk
<table>
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<td>SI Sensory impairment</td>
<td>YA Younger adults</td>
<td>AD People who misuse alcohol or drugs</td>
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</table>

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
At Care UK, we understand that choosing a care home for your loved one can be stressful for everyone involved. It’s why we offer all-round support to make the transition easier. We get to know your loved one, their life story and interests, so that we understand how best to care for them and keep them doing the things they love - like painting. As well as keeping hands and minds active, it’s a chance to demonstrate their creativity.

Mountfitchet House care home, Corner of Coltsfield and High Lane, Stansted Mountfitchet CM24 8LQ
Silversprings care home, Tenpenny Hill, Thorrington, Colchester CO7 8JG
Little Holland Hall care home, Frinton Road, Holland-on-Sea CO15 5SS

To find out how we can help call us on
Mountfitchet House care home: 0333 321 0931 or visit careuk.com/mountfitchet-house
Silversprings care home: 0333 434 3069 or visit careuk.com/silversprings
Little Holland Hall care home: 0333 434 3051 or visit careuk.com/little-holland-hall
### Tendring care homes continued

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#### MID MEADOWS
72-74 Elm Tree Avenue, Frinton-on-Sea CO13 0AS
Tel: 01255 675085

#### MONDIAL
3 Old Road, Clacton-on-Sea CO15 1HX
Tel: 01255 420995

#### OAKLANDS CARE HOME LTD
34A/B Church Road, Brightlingsea CO7 0JF
Tel: 01206 305622

#### OAKLEY HOUSE
11 Oakley Road, Harwich CO12 4QZ
Tel: 01255 880281

#### OAKS RESIDENTIAL CARE HOME, THE
14 St Mary’s Road, Great Bentley, Colchester CO7 8NN
Tel: 01206 250415

#### ORCHARD HOUSE
Clacton Road, Weele Heath, Clacton-on-Sea CO16 9EF
Tel: 01255 831289

#### ORCHARDS, THE
Station Road, Thorington CO7 8JA
Tel: 01206 250676

#### PENFOLD LODGE
8-10 Penfold Road, Clacton-on-Sea CO15 1JN
Tel: 01255 223311

#### PENNY POT CARE HOME
8-16 Alton Road, Clacton-on-Sea CO15 1LB
Tel: 01255 424077

#### PETERHOUSE
Sneating Hall Lane, Kirby-Le-Soken, Frinton-on-Sea CO13 0EW
Tel: 01255 861241

#### POINT CLEAR ROAD, 165
St Osyth, Clacton-on-Sea CO16 8JB
Tel: 01255 823172

#### POPLARS
63 Naze Park Road, Walton-on-the-Naze CO14 8LA
Tel: 01255 675557

#### QUENBY REST HOME
Brightlingsea Road, Thorrington, Colchester CO7 8JH
Tel: 01206 250370

#### READ HOUSE
23 The Esplanade, Frinton-on-Sea CO13 9AU
Tel: 01255 673654

#### REGENT HOUSE
28-30 Wellesley Road, Clacton-on-Sea CO15 3PP
Tel: 01255 421122

#### RETREAT, THE
64 Hall Lane, Walton-on-the-Naze CO14 8HD
Tel: 01255 675948

#### RIDGEWELL HOUSE
95 Dulwich Road, Holland-on-Sea CO15 5LZ
Tel: 01255 815633

#### ROSIER HOME
22-24 Harold Road, Clacton-on-Sea CO15 6AJ
Tel: 01255 427604

#### SARESTA AND SERENADE
Bromley Road, Elmstead Market, Colchester CO7 7BX
Tel: 01206 827034

#### SEA BREEZE RESIDENTIAL CARE HOME
34 Carnarvon Road, Clacton-on-Sea CO15 6QE
Tel: 01255 435515

#### SPRING LODGE
23 Vicarage Gardens, Clacton-on-Sea CO15 1BU
Tel: 01255 420045

#### ST ALBANS HOUSE
2 St Albans Road, Clacton-on-Sea CO15 6BA
Tel: 01255 221698

#### 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

---

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

TANG HALL RESIDENTIAL HOME
18 Cottage Grove, Bockings Elm, Clacton-on-Sea CO16 8DH
Tel: 01255 421304

TENDING 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

WATERS VIEW RESIDENTIAL HOME
85 Harwich Road, Little Oakley, Harwich CO12 5JA
Tel: 01255 880516

WELL HOUSE
Chestnut Way, Brightlingsea CO7 0UH
Tel: 01206 303311

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

WOODBRO RESIDENTIAL HOME
29-31 Skelmersdale Road, Clacton-on-Sea CO16 0BZ
Tel: 01255 823547

WOODROWS LANE, 17 SECHA
Bockings Elm, Clacton-on-Sea CO16 8DN
Tel: 01255 433057

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 Advert page 84
22-24 Carnarvon Road, Clacton-on-Sea CO15 6QF
Tel: 01255 808875

EDENSOR NURSING AND RESIDENTIAL HOME
3-9 Orwell Road, Clacton-on-Sea CO15 1PR
Tel: 01255 423317

FIVE STACKS RESIDENTIAL CARE CENTRE Advert page 102
209 Point Clear Road, St Osyth, Clacton-on-Sea CO16 8JD
Tel: 01255 820417

HARVEY CENTRE (MENTAL HEALTH NURSING HOME)
19-23 The Street, Weelely, Clacton-on-Sea CO16 9JF
Tel: 01255 831457

HAVEN LODGE
Reckitts Close, Holland Road, Clacton-on-Sea CO15 6PG
Tel: 01255 435777

YORK HOUSE AND ALDERSMORE
19 York Road, Holland-on-Sea CO15 5NS
Tel: 01255 814333

LITTLE HOLLAND HALL
339 Frinton Road, Holland-on-Sea CO15 5SS
Tel: 0333 434 3051 Advert page 104

MICHAELSTOWE HALL
Ramsey Road, Ramsey, Harwich CO12 5EP
Tel: 01255 880308

RAMSAY MANOR (NURSING & RESIDENTIAL HOME)
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

SEVEN RIVERS CARE HOME
Hall Road, Great Bromley, Colchester CO7 7TR
Tel: 01206 230345

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 8

Advertisers are highlighted

106 This Directory’s helpline 0800 389 2077 - information on choosing and paying for care
### Thurrock Care Homes

<table>
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<tr>
<th>Service</th>
<th>User Bands</th>
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<td>PD Physical disability</td>
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</table>

#### A M Care Home Ltd
- **Address:** 56-58 Lodge Lane, Grays RM16 2YH
- **Telephone:** 01375 379134

#### A M Care Home (1)
- **Address:** Arcary Road, South Ockendon RM15 5SX
- **Telephone:** 01708 856444

#### A M Care Home (2)
- **Address:** 6 Park Lane, Aveley RM15 4UD
- **Telephone:** 01708 863289

#### Barn and Coach, The
- **Address:** High Road, North Stifford, Grays RM16 5UE
- **Telephone:** 01375 383543

#### Belmaine Avenue, 18
- **Address:** Corringham SS17 7TB
- **Telephone:** 01375 360788

#### Bennett Lodge
- **Address:** Waterson Road, Chadwell-St-Mary, Thurrock RM16 4LD
- **Telephone:** 0800 412 5660

#### Breakaway
- **Address:** 23 Park Lane, Aveley, South Ockendon RM15 4UB
- **Telephone:** 01708 861520

#### Cedar House
- **Address:** 279-251 Southend Road, Stanford-Le-Hope SS17 7AB
- **Telephone:** 01375 768 505

#### Collins House
- **Address:** Springhouse Road, Corringham SS17 7LE
- **Telephone:** 01375 671162

#### Dexter Close, 44
- **Address:** Grays RM17 5AU
- **Telephone:** 01375 396497

#### Emmanuel House
- **Address:** 4 Spencer Walk, Tilbury RM18 8XJ
- **Telephone:** 01375 850099

#### Falcon House
- **Address:** 9 Falcon Avenue, Grays RM17 6SB
- **Telephone:** 01375 378813

#### Hathaway Road Short Break Respite Service
- **Address:** 23 Hathaway Road, Grays RM17 5LB
- **Telephone:** 01375 383556

#### Hollyrose House
- **Address:** 116 Lodge Lane, Grays, Essex RM16 2UL
- **Telephone:** 01375 371940

#### Hollywood Rest Home
- **Address:** 34 Cresthill Avenue, Grays RM17 5UJ
- **Telephone:** 01375 382200

#### Homesteads, The
- **Address:** 216 Southend Road, Stanford-Le-Hope SS17 7AQ
- **Telephone:** 01375 402444

#### Larwood
- **Address:** Fullbrook Lane, South Ockendon RM15 5JY
- **Telephone:** 01708 857354

#### Leatherland Lodge
- **Address:** Darenth Lane, South Ockendon RM15 5LS
- **Telephone:** 0800 412 5660

#### Long Lane, 130
- **Address:** Grays RM16 2PR
- **Telephone:** 01375 394649

#### Long Lane, 295
- **Address:** Grays RM16 2QD
- **Telephone:** 01375 387952

#### Medina Road, 28
- **Address:** Grays RM17 6AQ
- **Telephone:** 01375 380366

#### Meesons Lodge (Care Management Group)
- **Address:** 1 Henry De Grey Close, Meesons Lane, Grays RM17 5GH
- **Telephone:** 01375 383267

#### Meredith Lodge Farm Residential Home
- **Address:** East Tilbury Road, Linford SS17 0QS
- **Telephone:** 01375 673178

#### Mollands Lane, 117-119
- **Address:** South Ockendon RM15 6DJ
- **Telephone:** 01708 851936

#### Oak House
- **Address:** 103 Corringham Road, Stanford-Le-Hope SS17 0BA
- **Telephone:** 01375 673104

#### Orchid
- **Address:** 51 Mollands Lane, South Ockendon, Essex RM15 6DH
- **Telephone:** 01708851189

#### Satash Community Care Project Ltd
- **Address:** 109-111 Mollands Lane, South Ockendon RM15 6DJ
- **Telephone:** 01708 856592

#### Sunny Side House Ltd
- **Address:** 130 High Street, Aveley, South Ockendon RM15 4BX
- **Telephone:** 01708 861201

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

WHARF CLOSE, 1
Goldingham Farm Estate, Stanford-Le-Hope SS17 0EJ
Tel: 01375 360789 LDA

WHITECROFT, THE
Stanford Road, Orsett RM16 3JL
Tel: 0800 412 5660 OP D

WHITEHALL HOUSE
40 Whitehall Lane, Grays RM17 6SS
Tel: 01375 407054 LDA MH

WOOLIFERS AVENUE, 38A
Corringham SS17 9AU
Tel: 01375 640292 PD LDA SI

Thurrock care homes with nursing

AVALON NURSING HOME
Longhouse Road, Chadwell-St-Mary, Grays RM16 4QP
Tel: 01375 841402 PD LDA SI

BLUEBELL COURT
Stanley Road, Grays RM17 6QY
Tel: 01375 369318 OP D PD

CAROLYNE HOUSE
Waterson Road, Chadwell-St-Mary, Thurrock RM16 4LD
Tel: 0800 412 5660 OP D

COACH HOUSE, THE
10 Woodwards Heights, Woodward Close,
Grays RM17 5RR
Tel: 01375 396041 OP PD SI YA

ESTUARY HOUSING ASSOCIATION LTD - 1 BRADD CLOSE
South Ockenden RM15 6SA
Tel: 01702 462246 OP PD LDA YA

GALLIMORE LODGE
Meesons Lane, Grays RM17 5HR
Tel: 01375 396174 OP D PD LDA SI YA

GRAPECROFT CARE HOME
82-84 Calcutta Road, Tilbury RM18 7QJ
Tel: 01375 852020 OP D

GRAYS COURT
Church Street, Grays RM17 6EG
Tel: 01375 376667 OP D

Elegance and first class elderly care

Established in 1985 Highfield Care Home offers first class permanent and respite care to elderly people. The homely feel at Highfield is created by our staff who have been carefully selected not only for their professional ability but also for their commitment to truly making a difference for the people in our care.

For more information please pop in for a cup of tea and a chat.

Let us show you we care.

Tel. 01799 524 936
residential, nursing and dementia care

Highfield Private Care Home, Mandeville Road, Saffron Walden
Essex CB11 4AQ www.highfieldprivatecarehome.co.uk

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

Advertisers are highlighted
Uttlesford care homes

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**BINGS HALL**
Chelmsford Road, Felsted CM6 3EP
Tel: 01371 820544

**BROOME END CARE HOME**
Pines Hill, Mountfitchet, Stansted CM24 8EX
Tel: 01279 816455

**FALCON HOUSE RESIDENTIAL HOME**
George Green, Little Hallingbury, Bishop’s Stortford CM22 7PP
Tel: 01279 658393

**FIORANO**
Walden Road, Thaxted CM6 2RE
Tel: 01376 574900

**GLENDALE RESIDENTIAL CARE HOME**
14 Station Road, Felsted CM6 3HB
Tel: 01371 820453

**HARGRAVE HOUSE**
103 Cambridge Road, Stansted Mountfitchet CM24 8BY
Tel: 01279 817272

**HATFIELD HAVEN**
Stortford Road, Hatfield Heath, Bishop’s Stortford CM22 7DL
Tel: 01279 730043

**HATHERLEY CARE HOME LTD**
Chaters Hill, Saffron Walden CB10 2AB
Tel: 01799 508080

**HF TRUST - POUND LANE - HERTS AND ESSEX DCA**
Bradbury Resource Centre, Pound Lane, Ugley, Bishop’s Stortford, Hertfordshire CM22 6HP
Tel: 01279 816165

**HUMFREY LODGE**
Rochelle Close, Thaxted CM6 2PX
Tel: 0800 412 5660

**MARANELLO**
Walden Road, Thaxted CM6 2RE
Tel: 01376 574900

**MOAT HOUSE, THE**
Great Easton, Great Dunmow CM6 2DL
Tel: 01371 870193

**REDBOND LODGE**
Chequers Lane, Great Dunmow CM6 1EG
Tel: 0800 412 5660

**STANLEY WILSON LODGE**
Four Acres, Saffron Walden CB11 3JD
Tel: 01799 529189

**Uttlesford care homes with nursing**

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**CROFT HOUSE NURSING AND RESIDENTIAL HOME**
Brantree Road, Great Dunmow CM6 1HR
Tel: 01371 868308 Advert page 84

**HIGHFIELD CARE HOME**
9-11 Mandeville Road, Saffron Walden CB11 4AQ
Tel: 01799 524936

**HUMFREY LODGE**
Rochelle Close, Thaxted CM6 2PX
Tel: 0800 412 5660

**MOUNTFITCHET HOUSE CARE HOME**
Corner of Coltsfield and High Lane, Stansted Mountfitchet CM24 8LQ
Tel: 0333 321 0931 Advert page 104

**STANLEY WILSON LODGE**
Four Acres, Saffron Walden CB11 3JD
Tel: 01799 529189

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

Council 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
www.southend.gov.uk

Thurrock Council
Civic Offices, New Road, Grays RM17 6SL
Tel: 01375 652652
www.thurrock.gov.uk

Other contacts

Age UK Essex
Celebrates, supports and champions older people without prejudice or discrimination. Offers advocacy, befriending, advice and support. Services cover all of Essex, Southend-on-Sea and Thurrock. See page 112 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.

Colchester office
Marylands, 43 Shrub End Road,
Colchester CO3 3UE
Tel: 01206 573708
Email: colchester@alzheimers.org.uk

Epping Forest office
Latton Bush Centre, Southern Way,
Harlow CM18 7BL
Tel: 01279 427522
Email: eppingforest@alzheimers.org.uk

Grays Office
The Resource Centre, 88 Bridge Road,
Grays RM17 6BZ
Tel: 01375 413756
Email: grays-thurrock@alzheimers.org.uk

Harlow office
Latton Bush Centre,
Southern Way,
Harlow CM18 7BL
Tel: 01279 418331
Email: harlow@alzheimers.org.uk

Mid Essex office
32 Wharf Road,
Chelmsford CM2 6LU
Tel: 01245 260911
Email: midessex@alzheimers.org.uk

Laindon office
Astra House, Christy Way,
Southfields Business Park,
Basildon SS15 6TQ
Tel: 01268 415914
Email: basildon-brentwood@alzheimers.org.uk

Southend office
Suite 1, Royce House,
630-634 London Road,
Westcliff-on-Sea SS0 9HW
Tel: 01702 345156
Email: southend@alzheimers.org.uk

Tendring office
Imperial House,
Rosemary Road,
Clacton-on-Sea CO15 1NZ
Tel: 01255 260911
Email: tendring@alzheimers.org.uk

Uttlesford office
12 Stortford Road, Dunmow CM6 1DA
Tel: 01371 872519
Email: uttlesford@alzheimers.org.uk

Carers Choices
Services to support the carer and the person they care for.
Tel: 01268 881130
Web: www.crossroadsessex.org.uk

Carers UK
Local branches of this national organisation for carers.

Carers UK Thurrock
Tel: 01375 413754

Carers UK Uttlesford
Tel: 01371 875810
Citizens Advice Bureau
Free independent and confidential advice.

Essex Citizens Advice Bureau
Information System
Tel: 0844 477 0808
Web: www.essexcab.org.uk

Maldon Citizens Advice Bureau
Tel: 01621 841195
Web: www.maldoncab.org.uk

Southend-on-Sea
1 Church Road,
Southend-on-Sea SS1 2AL
Tel: 0844 477 0808
Web: www.southencab.org.uk

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, Essex Guardians are a dedicated team of professionals, ensuring the safeguarding of a vulnerable individual’s finances.
Tel: 0333 013 9997
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

Essex Mencap
190 Church Street,
Bocking,
Braintree,
Essex CM7 5LA
Tel: 01376 324765
Email: brown.bocking@zen.co.uk
Web: www.essexmencap.org

My Home Life Essex
Aims to create a positive culture in care homes, based on a relationship-centred approach.
Tel: 0800 319 6789
Web: http://myhomelifeessex.org.uk

RVS (Royal Voluntary Service) Essex
Helps older people maintain their independence and stay involved in the local community.
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 and 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) and 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: philroseman@secha.org.uk
Web: www.secha.org.uk

Southend Mencap
100 London Road,
Southend, Essex SS1 1PG
Tel: 01702 341250
Email: marc.mcowens@southendmencap.co.uk
Web: www.southendmencap.org.uk

Vibrance
Aims to enable people with a range of disabilities to have a greater voice and presence within their communities.
Unit 2, Caxton Place,
Roden Street,
Ilford,
Essex IG1 2AH
Tel: 0208 477 1800
Email: info@vibrance.org.uk
Web: www.vibrance.org.uk

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

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 346106.

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 346106.

Advocacy – a free and confidential service for anyone aged 50 or over within Essex. Our advocates help 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: 01255 476287.

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 346106.

Active Befriending – offers people who are over 60 and feel lonely or socially isolated companionship on a range of activities from trips to the shops, a cuppa at the local coffee shop to an evening at the opera or an afternoon cheering on the local football team. Tel: 01245 346106.

Peer Support – offers anyone over 60 the opportunity to meet new people and help them build a network of friends. Tel: 01245 346106.

Dementia Connections – a free service that offers up to 12 hours of support for anyone living with dementia and needs help to rediscover their confidence and try new hobbies and activities. Tel: 01621 854239.

Home Help – we offer a range of services from housework, shopping and a prescription collection to a sitting service that offers valuable respite for carers across the county. Tel: 01245 346106.

Toenail Cutting – works across the county helping people in later life to look after their toenails. Our team of qualified toenail trimmers have all been trained by the NHS Podiatry Service. We also offer home visits in Chelmsford, Witham, Brentwood, Wickford, Rayleigh and Hockley. Tel: 01245 423333.

Volunteering – we have a number of volunteering opportunities from general administration roles to befriending and dementia connection volunteers to fundraising volunteers. Tel: 01245 207011.
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 issues.
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

**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

**Independent Age**
Produce a wide range of guides and factsheets aimed at older people, their families and carers.
Advice line 0800 319 6789
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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- J’s Hospice, The
- **Jean Allen Care Services Ltd**
  - T/A Home Instead Senior Care
- JR Charles Housing and Support Ltd
- Junctions Care Agency Ltd
- K.T.M. Care Ltd
- Kingswood Care Services Ltd
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Affinity Trust Domiciliary Care Agency - Southend & Essex
Alexander House Private Nursing Home
Allied Care And Nursing
Ashley Care LLP
Barnabas House
Bluebird Care (Southend & Rochford)
Braemar Care Services
Care Company, The
Care Connected Limited
Caring Carers Ltd
Choices Healthcare Ltd
Creative Care Services Ltd
De Vere Care

Dolphin Court
47 Doris Jones Ltd
47 ENS Recruitment Ltd
47 Estuary Community Support Service
47 Field Lane Domiciliary Agency, The
47 Health and Home Domiciliary Care Agency
47 Home Care Professionals Ltd
47 Home Instead Senior Care
49 Homecare Professionals (Essex) Limited
47 Jark Healthcare
47 Jewish Care Homecare Services, The
47 JM Carehomes Ltd
47 Listped Healthcare Ltd
47 Mencap Domiciliary Care - Southend
49 MiHomecare Southend-on-Sea
49 Nexus Support Ltd
49 R. E. House Limited
49 Redspot Homecare (Essex) Ltd
49 Royale Carers Ltd
49 SAS Support and Solutions Ltd
49 Southend Learning Disability Cluster
49 Southend Therapy and Recovery Team (Start)
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