Staffordshire Care and Support Services Directory 2015

The comprehensive guide to choosing and paying for care

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

In association with www.staffordshire.gov.uk • www.staffordshirecares.info
Live-in Care – an alternative to residential care

At Helping Hands we have been providing award winning quality home care since 1989. Still family run, we apply our local knowledge and 25 years of home care experience to offer one to one 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, companionship, providing a break for an existing care giver, personal care, support with continence and hospital discharge.

So if you are looking for an alternative to residential care or extra support for those everyday tasks that are becoming a little more difficult, then we’re here to help - 24 hours per day, 7 days per week.

To find out how we can help you, call:

01785 899 224

or visit: www.helpinghands.co.uk
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All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and neither Staffordshire County Council nor Care Choices can be held liable for any errors or omissions. The inclusion of advertisements for homes and agencies in this Directory does not act as an endorsement or recommendation by Staffordshire County Council.

Visit www.carechoices.co.uk for further assistance with your search for care
A message from Staffordshire County Council

I hope that you find this Directory useful. It provides information on the care and support choices, and sources of information and advice, that are available across Staffordshire.

This year has seen the biggest reform to the social care system in 60 years and we have welcomed it in Staffordshire. The Care Act 2014 changes the way care and support is accessed, assessed and funded. It makes it clearer for people what their care and support options are, and what the county council and our partners need to do.

In a lot of ways, the Care Act continues the approach that we have been taking in Staffordshire for some time – giving people the advice, information and support they need to make their own decisions and plan for the future. We know that people want to live as independently as possible for as long as possible, and, to do that, they need the right information at the right time and presented in the right way to make informed decisions.

This Directory is part of that. Alongside this, you have our on-the-spot information, advice and guidance service, Staffordshire Cares (www.staffordshirecares.info), and our online directory of local events, services and organisations to support your health and wellbeing, the Staffordshire Marketplace (www.staffordshiremarketplace.co.uk).

This Directory contains lots of information about, not just your care options, but also how to take care of yourself and prevent or delay the need for social care services.

It’s important to get good information and advice about care costs, how your ability to pay is assessed and the options available to pay for care, in advance of making any decisions. It’s great that the county council has appointed ‘The Care Advice Line,’ a company with over 18 years’ experience in this field. Anyone who wants help to understand how the care system works, or needs to research the cost of care and how to pay for it, can contact the service directly. Callers will receive free information and advice and, where necessary, they can refer on for paid-for, regulated financial and legal advice.

You can find out more about all of this on Staffordshire Cares, which you can find at www.staffordshirecares.info or by ringing 0300 111 8000.

Councillor Alan White
Cabinet Member for Health, Care and Wellbeing

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Where to go for trusted information and advice

Staffordshire Cares – information and advice in one place

Staffordshire Cares is for anyone, of any age, who needs a bit of information and advice to tackle life's ups and downs, support their family or plan for the future. Whether that's planning for care, leading an independent life, managing money, facing the challenge of bringing up a family or being or being a carer, there's information and advice that can help you. With over 3,000 people a month visiting the website at www.staffordshirecares.info or ringing the advisers on 0300 111 8010, it's a great resource.

Staffordshire Cares also boasts access to the AskSARA service developed by the Disabled Living Foundation (DLF). If you need some help with daily living tasks such as eating, cleaning, cooking or dressing, or need help to manage medication or a health condition, you can use this free online service to get personalised self-help advice and information.

The Staffordshire Marketplace

The Marketplace is a new easy-to-use online support and wellbeing directory for Staffordshire. We all need a little help sometimes, whatever our age. It's easy to browse, compare, book and buy care, support and wellbeing services from hundreds of local organisations, all in one place, including:

- local activities;
- support to help people live at home;
- support for carers;

- parenting support;
- financial planning; and
- support for Special Educational Needs and Disabilities (SEND).

With just a few clicks of a button you can manage your care, support and wellbeing needs online, whatever your age and whoever you care for.

Just go to www.staffordshiremarketplace.co.uk to watch a video that explains it all. You're then all set to find out what's available near you.

The Care Advice Line

Anyone wanting help to understand how the care system works, or to research the cost of care and how to pay for it, can contact The Care Advice Line free of charge.

The service has been commissioned by the county council to supplement the Staffordshire Cares information and advice service, and to respond to the requirements of the Care Act 2014.

The Care Advice Line has over 18 years' experience in financial advice and can advise adults with care and support needs, their families and carers about their options and the associated financial implications.

It aims to ensure that people are able to make more informed decisions about the care and support options open to them, including less traditional options.

When you call The Care Advice Line you will have a free initial consultation and will be given advice and guidance, including, but not restricted to:

- benefits and eligibility;
- arranging a Power of Attorney and a will;
- how to plan for a care need;
- the different types of care available and access to experts in fee negotiation;
- eligibility for support; and
- what the recent Care Act changes mean for you.

It is hoped that residents will use the service to not just find out about their current options, but also to start financial planning for their future. You can contact the service directly on 01785 339511 or, alternatively, you can request a call-back by completing The Care Advice Line e-referral form at www.thecareadviceline.org/referral-form

Visit www.carechoices.co.uk for further assistance with your search for care
Finding your way around the social care system

When the Care Act came into force in April 2015, care and support in England changed for the better. The Care Act has made care and support more consistent across the country and changed the way care and support is accessed, assessed and funded. It also makes it clearer for people to know what their care and support options are, and what the county council needs to do. The new changes are designed to put you in control and make sure it is easier for you to make plans for your care and support. By helping you to be as independent as possible we can help to prevent, reduce or delay your need for care and support.

For more information on the Care Act and what this means for you go to www.staffordshirecares.info/careact

Get up and about to stay healthy

Being active is important because it reduces the risk of heart disease, stroke, type 2 diabetes, some cancers, depression and dementia. It will also help you to stay independent well into old age. Every little bit of physical activity in your daily routine helps. Being physically active for at least 30 minutes a day, at least five days a week, is easier than you think and will boost your general health.

Short bursts of activity throughout the day all add up to the total amount.

You don’t have to go to the gym to get fit either. The NHS Choices website has some top tips for building exercise into your lifestyle, such as:

- walking a bit brisker with the kids on the way to and from school;
- cycling to and from work;
- taking part in a more structured activity like a dance class or a gym session a few times a week;
- gardening; and
- vigorous housework.

To find out more about getting active visit www.nhs.uk/livewell You can also find a host of information about keeping active at the Staffordshire Cares website at www.staffordshirecares.info – just search for health.

NHS Health Checks

Even if you’re feeling well, it’s worth having your NHS Health Check. Over 25,000 people aged 40 to 74 in Staffordshire could benefit from a free NHS Health check each year.

As we get older our risk of developing heart disease, type 2 diabetes, kidney disease, stroke or dementia increases – the good news is they can often be prevented. The check will assess your risk of some of the biggest causes of early death in England, such as heart attack and stroke.

An NHS Health Check takes only 20 to 30 minutes and involves a few questions and measurements. After the check you will receive free personalised advice to help you stay healthy. For more information and advice on having a health check, talk to your local GP surgery or visit www.staffordshire.gov.uk/healthchecks
Flu vaccinations

Getting a flu jab is the best way of reducing the risk of catching the flu. Flu can be really serious and is contagious, so it’s a good idea to get the vaccination to protect you and your loved ones. You are eligible to receive a free flu jab every year if you:

• are 65 years of age or over;
• are pregnant;
• have certain medical conditions;
• are very overweight;
• are living in a long-stay residential care home or other long-stay care facility;
• receive a carer’s allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill; or
• are a healthcare worker with direct patient contact, or a social care worker.

As flu is more common in the winter months, GP practices and some Community Pharmacies across Staffordshire provide flu vaccination services every Autumn. If you are in one of the groups listed above, details of how you can access a flu vaccination will be available from your local GP practice from around September onwards.

From September 2015, all 2, 3, and 4 year olds, and children in school years 1 and 2, are being offered a free flu vaccination. This is in the form of a nasal spray. Protecting your child can stop flu spreading to other children and their family, especially babies and grandparents, who may be at higher risk from flu.

See www.nhs.uk and search for ‘flu vaccination’ for more information. You will need to give your consent for your child to be vaccinated. You will be contacted by the school to explain local arrangements more information.

Keeping cool

The NHS urges people to follow this advice in hot weather:

• check up on friends, relatives or neighbours who may be less able to look after themselves;
• if at all possible avoid going out in the sun between 11am and 3pm. If you have to then wear a hat or use a parasol or umbrella;
• drink cold drinks regularly and avoid tea, coffee and alcohol;
• keep water to hand and stay in the shade where possible; and
• wear sunscreen.

Keeping warm

In this country winter weather contributes to the deaths of over 20,000 older people each year. Many of these deaths are from heart attacks and strokes, and could have been prevented. However, there are some simple common sense things that you can do to keep warmer:

• try to move around at least once an hour and don’t sit down for long periods of time;
• wear several thin layers of clothes instead of one thick layer. Don’t forget to wear hats, gloves and scarves if going outside. If possible, stay inside during icy or windy weather, especially if you have heart or respiratory problems. If you do have to go out, avoid standing around in the cold;
• try to keep a constant temperature of 21ºC (70ºF) during the day, and 18ºC (64ºF) at night;
• make sure you have at least one hot meal a day and take regular warm drinks. Avoid alcohol when it’s very cold;
• stop draughts – keep windows closed (even at night) and draw the curtains after dark; and
• wear warm comfortable nightwear and put on a dressing gown and slippers if you get up in the night.

Beat the Cold supports households in Staffordshire and Stoke-on-Trent by providing advice and information on fuel poverty, energy saving top tips and much more. See www.beatcold.org.uk or go to Staffordshire Cares and search for ‘Staying Warm.’

Visit www.carechoices.co.uk for further assistance with your search for care
Assessments, personal budgets and Direct Payments

Assessments

The council has a duty to assess anyone who appears to have needs that mean they require care and support. If you need an assessment, in most cases, a social worker or an assessor will visit you to talk to you about what you need. After they have spoken to you, and anyone else who is involved, like your doctor or district nurse, about your situation, they will decide what support or care can be offered.

Guidelines are set out by the Government to decide who is eligible for council services.

What is an assessment?
A needs assessment covers anyone over the age over 18 years old and is simply a discussion with you. It will help us to understand what help and support you may need to cope with everyday living, helping you to live more independently within your home.

The assessment process starts with a referral, which can be made by anyone, including yourself, to the county council’s Customer Contact Centre on 0300 111 8010.

The details given in the referral are very important to us as it makes it easier for us to prioritise each referral that we receive.

All information that is given to us will be treated in confidence and is protected under the Data Protection Act.

We may need to seek the opinion of other professionals who know and work with you, like your doctor, but we will only do this with your permission.

What happens next?
Following the referral, a Duty Officer will call you, ask you to tell them about yourself, and explain how you think we can help and support you.

Following the telephone conversation, the Duty Officer will determine if you have met the eligibility criteria. It is at this point that you may be either offered a formal assessment, or signposted to a relevant service that can help to support you.

If you are given an assessment, a home visit will be arranged and a team member will come to discuss any services and support that are relevant to meet your needs.

If you would like to have someone present, like a family member or close friend whilst undergoing the assessment, this is okay.

What you’ll be asked
During the assessment we will need to know about your daily activities, and what difficulties you experience whilst performing everyday tasks.

Eligibility

The Care Act 2014 introduces a new national eligibility threshold. The national eligibility consists of three criteria, all of which must be met for your needs to be eligible.

The eligibility threshold is based on finding out:

- whether your needs are due to a physical or mental impairment or illness;
- to what extent your needs affect your ability to achieve two or more outcomes, such as maintaining personal hygiene and managing toilet needs; and
- whether, and to what extent, this impacts on your wellbeing.

As part of the assessment, we will talk with you about what is important to you, and whether your wellbeing is affected.

After the assessment, we will decide whether you are eligible for care and support and will explain any decision to you.

If you have eligible needs, and want the local authority’s help to meet them, we will discuss this with you.

If you are eligible for support
If you are eligible for social care support, we will complete a financial assessment to understand whether you will need to pay towards some or all of the cost of the support. This will depend on your income and any savings you may have.

If you are not eligible
If your level of need means you are not eligible for support from us, we will offer free advice and information instead and put you in touch with other organisations and services in your community that may be able to help you. Seeking advice from us could be helpful in finding your own solutions because it provides an opportunity to discuss your situation with a social care professional.

If your needs change
If your needs change, you can always ask us for a reassessment. Simply speak to your social care worker or contact us on 0300 111 8010 or email staffordshirecares@staffordshire.gov.uk/ For further information visit our website www.staffordshirecares.info

This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
### Personal budgets

If you are assessed as eligible for help and support from us you may be offered a personal budget, depending on your financial assessment.

Following your assessment you will be asked to develop a support plan that describes how you would like to spend your personal budget to meet your needs and achieve your goals (outcomes) in a way that works for you. This means you will have more control over how your support is provided.

### Managing your personal budget

There are a number of ways your personal budget can be managed:

- you may want to manage it yourself via a Direct Payment (see below);
- the council can arrange the services for you as a managed budget; or
- a third-party organisation can hold the money and arrange the services on your behalf.

### Direct Payments

Direct Payments are a way to get support to meet your social care needs. They provide you with more control and choice, as, instead of the council arranging services on your behalf, you can be provided with cash payments. These allow you to arrange your own care so you can be creative about the services that you have and arrange them to meet your specific needs.

**How can a Direct Payment be used?**

Depending on your assessed needs a Direct Payment can be used to purchase:

- day-to-day care or support in your home – for example you may need help with bathing or making a meal;
- help with social activities – such as attending college courses, getting out and about etc;
- equipment to help you with day-to-day living;
- respite to give your unpaid carer(s) a break (this may be support in your own home, or whilst away from home, or in a residential care home of your own choosing);
- equipment and minor works for the home; or
- a Personal Assistant or Communicator Guide (permitted in exceptional circumstances only).

This care or support could be provided by:

- a local care provider of your own choosing; or
- a personal assistant employed by you. This could be a friend, neighbour or family member (as long as they don’t live with you).

Employing someone may seem a daunting process but you may be able to get help with this and any other employment matters – call our Customer Contact Centre for more information on 0800 328 4122.

Examples of how a Direct Payment cannot be used:

- long-term residential care;
- anything not identified in your needs assessment;
- gambling or anything illegal;
- housing or household bills and expenses such as food, electric and gas;
- for National Health services; or
- services that are not included within your support plan.

The county council continue to be responsible for making sure that you have the right level of care and support to meet your assessed needs, and that you are willing and capable of managing your Direct Payment with or without support.

We are also required to ensure that the Direct Payment is used for the purposes we have agreed on.

For more information on Direct Payments, visit www.staffordshirecares.info and search for ‘Direct Payments’.

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

People who are eligible for full NHS Continuing Healthcare (NHS-funded long-term health and personal care provided outside of hospital) have the ‘right to have’ a personal health budget, including a Direct Payment.

A personal health budget is an amount of money allocated to meet your health needs. At the centre is a care or support plan that is agreed with your local NHS team.

Personal health budgets work in a similar way to the personal budgets that many people already use to manage and pay for their social care. They give people more choice and control over how they are supported.

For more information on personal budgets, Direct Payments and how to live as independently as possible, please visit www.staffordshirecares.info

How we work with our health partners

The county council is part of the Staffordshire Health and Wellbeing Board, which is responsible for building a health and social care system that makes a real difference to the health and wellbeing of local people. You can find out more about the Board at www.staffordshirepartnership.org.uk and search for health and wellbeing.

Five clinical commissioning groups (CCGs) now operate in Staffordshire. They consist of doctors, nurses and other professionals working together to plan and buy services, from service providers, for their local community.

Staffordshire was one of the first authorities to combine social care and health together – to form the Staffordshire and Stoke-on-Trent Partnership NHS Trust. It’s the UK’s largest provider of community health and adult social care services, and is responsible for adult social care and community health within Staffordshire and community healthcare in Stoke-on-Trent. The Partnership is part of the NHS, and provides services in your community including community hospitals, health centres and in people’s homes.

Having your say in health and social care services in Staffordshire has never been easier. Healthwatch Staffordshire is the independent consumer champion for health and social care in our county. Its their job to argue for the consumer interests of people using health and social care services across the county, and give local people an opportunity to speak out about their concerns and health care priorities. If you have anything to say about health and social care, contact Healthwatch Staffordshire on 0800 051 8371 or visit www.healthwatchstaffordshire.co.uk

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

CAREselect

CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077
Types of care and support

Reablement

Reablement is about working with you, normally in your own home, or occasionally in a residential care setting, with the purpose of helping you to regain independence.

Staffordshire County Council will support you, in practical ways, to help you regain mobility, confidence and life skills, such as cooking, personal care and domestic tasks. During your period of care your needs will be looked at regularly to check your progress and recovery.

Reablement services in Staffordshire are provided by:

- **Community Intervention Service (CIS)**
  The CIS combines a number of multidisciplinary teams from social care services and the health service to provide support to people who require a period of short-term intervention. For more information go to www.staffordshireandstokeontrent.nhs.uk/Services/social-care-community-intervention-service-district-based

- **Living Independently Staffordshire (LIS)**
  LIS combines a range of health and social work professionals to offer reablement care, crisis intervention, hospital prevention and early supported discharge. For more information go to www.staffordshireandstokeontrent.nhs.uk and search for living independently staffordshire.

Other reablement support options can be explored through the Staffordshire Marketplace, go to www.staffordshiremarketplace.co.uk and search for ‘getting back on your feet’.

Equipment for daily living and home adaptations

For some people, as their needs change and they require more help, simple home adaptations and equipment can support them with daily living tasks. By law, minor adaptations for those with eligible needs costing £1,000 or less must be free of charge. For home adaptations costing £5,001 or more a financial assessment will be carried out to see what you can pay towards the cost. Items of ‘community equipment’ such as hand rails, bath seats, etc. should be provided by the council free of charge to people who are assessed as needing it.

For those buying their own equipment, it’s worth getting independent advice to make sure that it is going to meet your needs. Help is available from the Disabled Living Foundation (DLF), a national charity that provides free, impartial advice about all types of home adaptation and mobility products for disabled adults and children, older people, their carers and families. Visit the website www.dlf.org.uk

The DLF provides a free online service called AskSARA, which gives you personalised self-help advice and information on buying equipment and assistive technology. AskSARA has worked closely with us to customise the service for local residents, with the addition of links to a wide range of local services and signposting to useful sources of local information. To see for yourself go to www.staffordshirecares.info and click on Ask Sara.

Community alarm and telecare services

Telecare uses sensors placed around the home to detect fires, floods, gas, falls and speaks to you.

You can call for help at any time of night or day using a pendant, a wristband or a pull cord. The system will put you in touch with an operator who can hear your voice and speak to you. If the sensors detect a problem the operators will be alerted and will try to contact you or your carer.

You may be assessed as eligible for Telecare provided by the council, but there are also a number of independent providers who offer Telecare which you can purchase yourself.

The service makes a real difference to people’s lives, not only for those using the service to maintain their independence, but also their families and loved ones, who really appreciate the peace of mind that the use of this equipment can bring.

For more information go to www.staffordshirecares.info/pages/my-home/staying-independent/aids-adaptations.aspx and search for aids and adaptations.
Medequip work with Staffordshire County Council to provide assistive living equipment in Staffordshire. As part of this service Medequip provide a retail service for those who wish to purchase or rent equipment themselves. We operate a showroom at our Stafford distribution centre where we offer practical advice and demonstration of equipment. You can purchase mobility aids and assistive living products there too.

OR YOU CAN BUY DAILY LIVING AIDS ONLINE AT:

**Manage@home**

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

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

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

Order by Phone: 0800 910 1864
Order Online: www.manageathome.co.uk

Your Online Medequip Retail Store

VISIT MEDEQUIP AT OUR STAFFORD DISTRIBUTION CENTRE’S SHOWROOM:

- See and try products before you buy
- Buy products at the showroom
- Receive practical advice
- Deliveries available

Medequip Assistive Technology
Tollgate Drive, Tollgate Ind. Park
Beaconside, Stafford
Staffordshire, ST16 3HS

0845 450 5579
www.medequipuk.com

www.medequipuk.com
Help to live at home

In the living room

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<td>• Buy a new chair – get professional help to make sure the height is right</td>
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<td>Not secure to leave windows open</td>
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<td>• Purchase a gadget to open/close window</td>
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<td>• Purchase wireless headphones</td>
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Visit www.carechoices.co.uk for further assistance with your search for care
## In the bedroom

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<tr>
<th>WHAT IS DIFFICULT FOR YOU?</th>
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| **GETTING IN AND OUT OF BED**  Standing up from sitting on the bed | • Learn new techniques for moving safely  
• Purchase a leg lifter  
• Raise the bed  
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• Install a hospital bed  
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• Use a mobile hoist or a ceiling track hoist |
| **SITTING UP IN BED, TURNING OR ROLLING OVER**  Bed is too soft  
Bedding is too heavy  
Nothing to lean on | • Change bedding  
• Learn new techniques for moving safely  
• Purchase a pillow raiser  
• Change the mattress | • Buy a bed cradle/bed ladder  
• Use a bed lever  
• Buy a specialised mattress  
• Install a drop-down rail  
• Install an over-bed pole |
| **KEEPING WARM IN BED**  Checking the safety of your electric blanket | • Buy a heavier duvet  
• Buy thermal clothing  
• Contact an electrician about any electrical blanket safety concerns | | |
| **GETTING DRESSED**  Difficult to reach all of your body | • Learn new techniques for dressing  
• Buy simple gadgets: long-handled shoe horn; elastic shoe laces; dressing stick; button hook; stocking aids  
• Contact (see key below) regarding an assessment of needs | • Consider home support |
| **CUTTING YOUR NAILS**  Can’t reach your feet  
Hard to hold scissors | • Buy easy grip scissors | • See a podiatrist |
| **TAKING YOUR TABLETS**  Opening bottles  
Remembering to take tablets | • Ask your pharmacist for an easy to open bottle  
• Keep a note when you have taken a tablet | • Get a pill dispenser with days and times on  
• Get an automatic pill dispenser  
• Ask someone to prompt you |
| **READING THE TIME**  Seeing the clock to tell the time | • Buy a clock with larger numbers | • Buy a clock that ‘speaks’ |

**Staffordshire Cares Customer Contact Centre on 0300 111 8010**

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

#### WHAT IS DIFFICULT FOR YOU?  EXAMPLE SIMPLE SOLUTIONS  EXAMPLE COMPLEX SOLUTIONS

**REACHING CUPBOARDS**
- Cupboards are too high or low
- Cupboards are too deep
- Cupboard doors are too heavy

- Re-arrange things in cupboards/on surfaces
- Buy an Easi-Reacher or Handi-Reacher
- Alter the spring in the door closers
- Lower or raise the cupboards

**USING TAPS AND SWITCHES**
- Taps or switches are too awkward
- Can’t reach taps or switches

- Fit tap turners
- Purchase Handi-Plugs
- Change switches
- Raise or reposition taps
- Fit lever taps or new taps
- Alter the kitchen

**CUTTING, CHOPPING, PREPARING AND COOKING FOOD**
- Work surface too high or low
- Hard to grip packets or jars
- Hard to grip a knife
- Pans or kettles are too heavy to lift

- Sit at a table
- Consider kitchen gadgets including: knife with a thick handle; chopping board with spikes; pan handle holder; teapot tipper; lid gripper
- Use a food processor
- Purchase a perching/high stool
- Buy a trolley
- Change the height of the work surface
- Make space under the work surface for your knees when sitting

**MOVING AROUND THE KITCHEN**
- Not enough space

- Re-organise the furniture
- Review mobility equipment used
- Adapt the kitchen
- Consider the suitability of the kitchen

**EATING AND DRINKING**
- Cutlery is hard to grip
- Food/plate keeps slipping
- Can’t carry food to table
- Can’t lift cup

- Use large handled cutlery
- Use a non-slip mat
- Use a lightweight insulated cup
- Use a cup with two handles
- Contact (see key below) regarding an assessment of needs
- Buy a trolley
- Consider home support for meal times

**LAUNDRY AND IRONING**
- Washing machine is too high or too low
- Putting up ironing board

- Install a wall-fixed ironing board
- Raise/lower the washing machine
- Change the washing machine or iron

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*Staffordshire Cares Customer Contact Centre on 0300 111 8010*

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

**WHAT IS DIFFICULT FOR YOU?**

**EXAMPLE SIMPLE SOLUTIONS**

<table>
<thead>
<tr>
<th>WASHING HANDS, FACE AND BODY</th>
<th>EXAMPLE SIMPLE SOLUTIONS</th>
<th>EXAMPLE COMPLEX SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turning the taps</td>
<td>Install tap turners</td>
<td>Install lever taps or new taps</td>
</tr>
<tr>
<td>Standing at the basin</td>
<td>Purchase a long-handled sponge</td>
<td>Purchase a stool</td>
</tr>
<tr>
<td>Basin is too low or too high</td>
<td>Purchase a flannel strap</td>
<td>Raise or lower basin</td>
</tr>
<tr>
<td>Can't reach all parts of the body</td>
<td>Contact (see key below) regarding an assessment of needs</td>
<td>Consider home support</td>
</tr>
</tbody>
</table>

**HAVING A BATH**

| Turning the taps | Have a strip wash | Install lever taps or new taps |
| Stepping into the bath | Purchase a non-slip mat for the bath | Install a bath lift |
| Risk of slipping in the bath | Install tap turners | Use a mobile hoist |
| Getting up out of the bath | Buy a long-handled sponge | Use a ceiling track hoist |
| Washing your back | Use a half-step | Replace the bath with a shower |
|                     | Install grab rails  | Convert the bathroom to a wet room |
|                     | Use a bath board or bath seat | Consider home support |

**DRYING YOURSELF**

| Floor is slippery | Heat the bathroom safely | Change the floor covering |
| Room is too cold  | Use a non-slip mat | Purchase a hot air body dryer |
| Difficulty in drying your body | Purchase a towelling gown | |

**USING THE TOILET**

| Toilet is too high or too low | Install a raised toilet seat | Review mobility equipment used |
| Difficult to clean yourself | Use a combined toilet seat and support frame | Adaptation to bathroom |
| Flush lever is awkward | Install a flush lever extension | Consider home support |
| Toilet is hard to get to | Contact (see key below) for a needs assessment | |

**CLEANING TEETH**

| Gripping the toothbrush | Purchase a toothbrush gripper | Use a shower board |
| Standing at the basin | Purchase an electric toothbrush | Use a shower chair or stool |

**HAVING A SHOWER**

| Difficult to stand for long shower | Have a strip wash | Use a shower board |
| Shower too high | Use non-slip mats | Use a shower chair or stool |
| Shower controls are awkward | Purchase a half-step | Replace shower controls |
| Shower is slippery | Contact (see key below) for a needs assessment | Consider home support |

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Staffordshire Cares Customer Contact Centre on 0300 111 8010

This Directory's helpline 0800 389 2077 – information on choosing and paying for care
To enable people to live in their own home for as long as possible a range of help is on offer, from day-to-day tasks, such as cleaning, shopping and food preparation/cooking, through to personal care that helps with tasks like dressing, bathing, toileting and prompting the taking of medication. Care workers need to be properly trained, particularly in moving and handling and the use of hoists for some tasks.

**Daily care/domestic support**

Care workers can call in on a daily basis to assist with any of the tasks described above. Depending on the level of help required their visits can be just half an hour or up to several hours. Generally, visits are available from 7:00am until 10:00pm. Some people will need multiple visits per day. Night services can also be provided. The hourly rates for these types of services are dependent on the services required, the time of day and the location. Rural areas may present particular difficulties and a travel charge will probably be made in addition to the normal hourly rate.

**Live-in care**

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

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

All home care providers are regulated and inspected by the Care Quality Commission, which publishes inspection reports on its website [www.cqc.org.uk](http://www.cqc.org.uk/). Inspectors also issue quality ratings. When considering a service it’s always a good idea to check their report.

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

Some people employ a professional carer, personal assistant or someone they know as a paid carer. CareMatch is a partner service that helps people to find a personal assistant. For more information go to [www.carematch.org.uk](http://www.carematch.org.uk) or contact CareMatch by phone 0800 328 4122 or email carematch@staffordshire.gov.uk

Advice and support is available for people who need help or think that they may need a financial assessment. Support is also available for carers. Please ring Staffordshire Cares on on 0300 111 8010 or email staffordshirecares@staffordshire.gov.uk

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

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

### 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.

1. 
2. 
3. 

How long has the agency been operating?

1. 
2. 
3. 

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

1. 
2. 
3. 

### Carers

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

1. 
2. 
3. 

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

1. 
2. 
3. 

### Paying

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

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

1. 
2. 
3. 

Carers must be checked with the Disclosure and Barring Service - make sure this is the case.

1. 
2. 
3. 

The Citizens Advice Bureau or Age Concern (now called Age UK in some areas) could help with this.
Looking for care and/or assistance within your own home? Are you self funding? From 10 hours to 24 hour live in care.

Many people use domiciliary care agencies to receive care at home, however this is not the only option. You could also consider employing your own carer or personal assistant through My Care My Home.

What is My Care My Home?

My Care My Home work with councils across England and Wales to provide advice and support to anyone who has to pay for part or all of their care themselves. There are many advantages to employing your own carer/personal assistant.

Consistency
You have the same carer(s) consistently who you have chosen yourself and like their manner and personality, and are confident in their competence.

Loyalty
Their loyalty is to you personally and they become committed to you and your welfare at all times.

Calibre
The pay they receive from you can be higher than that received from a Care Agency. This can attract carers with more experience, knowledge and/or higher qualifications.

Flexibility
You can agree with them just exactly when and how you want your care delivered, what tasks and duties you want them to do, and how you would like them to deliver it.

How can My Care My Home help you?

If you want to employ your own staff directly My Care My Home can support you by handling all employment matters such as:

- Job description and advertisement.
- Shortlisting applicants. Arranging and conducting interviews with you in your own home.
- Obtaining necessary documentation such as references, disclosure and barring service, copies of qualifications, etc.
- Managing the payroll and ensuring that tax, NI, and other deductions are made correctly and the carer is paid on the agreed dates.
- Providing monthly visits to monitor the performance of your carer(s) to ensure you are happy with the service you are receiving.

For more information about this service, or any of the other services that My Care My Home provide, then please speak to one of our care advisors or visit our website at www.mycaremyhome.co.uk

Freephone 0800 731 8470 info@mycaremyhome.co.uk
Home care providers

ADLINGTON HOUSE - WOLSTANTON
Newcastle under-Lyme
Tel: 07817 129524  OP D PD SI

ADVANCE HEALTHCARE (UK) LTD
Cannock
Tel: 01543 469002  OP D PD LDA SI YA

ADVANCE SUPPORT STAFFORDSHIRE
Burntwood
Tel: 01543 276292  OP D PD LDA MH SI YA

AFFINITY HOMECARE
Burntwood
Tel: 01543 677227  OP D PD MH SI YA

AGE UK - STAFFORD & DISTRICT CARE SERVICES
Stafford
Tel: 01785 607065  OP D PD MH SI

AGE UK SOUTH STAFFORDSHIRE (PENKRIDGE RESOURCE CENTRE)
Stafford
Tel: 01785 788491  OP D PD

AGINCARE UK NEWCASTLE UNDER-LYME
Newcastle under-Lyme
Tel: 01782 631914  OP D PD LDA MH SI YA AD

ALLIED HEALTHCARE - CANNOCK
Cannock
Tel: 01543 465620  OP D PD LDA MH SI YA AD

ALLIED HEALTHCARE STAFFORD
Stafford
Tel: 01785 811112  OP YA

ALLIED HEALTHCARE WOMBOURNE
Wolverhampton
Tel: 01707 254681  OP D PD SI

ALWAYS HOME CARE
Cannock
Tel: 0845 459 2273  OP D PD LDA MH SI YA

AMG NURSING AND CARE SERVICES - BURTON
Burton On Trent
Tel: 01283 500770  OP D PD LDA MH SI YA

AMG NURSING AND CARE SERVICES - STAFFORD & STOKE-ON-TRENT
Stone
Tel: 01785 608200  OP D PD LDA MH SI YA

AMG NURSING AND CARE SERVICES - WOLVERHAMPTON
Wolverhampton
Tel: 01902 304043  OP D PD LDA MH SI YA

ANA NURSING & CARE SERVICES
Burslem
Tel: 01782 833722  OP D PD LDA MH SI YA

ANGEL CARE TAMWORTH LTD
Tamworth
Tel: 01827 218888  OP D PD LDA SI YA

ANGEL HOMECARING
Stafford
Tel: 01785 377900  OP D PD LDA MH SI YA

APEX HEALTH + SOCIAL CARE - STAFFORDSHIRE
Hanley
Tel: 01782 269669  OP D PD LDA MH SI YA AD

APOLLO HOME HEALTHCARE LTD
Codsall
Tel: 01902 847111  OP D PD LDA MH SI YA AD

APPLEWOOD SUPPORT LTD
Tamworth
Tel: 01827 62533  OP D PD LDA MH SI YA

AR1 HOMECARE LTD
Tunstall
Tel: 01782 818076  OP D PD MH SI YA AD

ARCHANGEL HOME CARE - STAFFORDSHIRE BRANCH
Newcastle
Tel: 01782 565037  OP D PD LDA MH SI YA

B&H CARE LTD
Stoke-on-Trent
Tel: 01782 817111  OP D PD SI YA

BLUEBIRD CARE
Lichfield
Tel: 01543 418432  OP D PD LDA MH YA

BLUEBIRD CARE (EAST STAFFS & SOUTH DERBYSHIRE)
Burton On Trent
Tel: 01283 568007  OP D PD YA

BLUEBIRD CARE (EAST STAFFS & SOUTH DERBYSHIRE)
UTTOXETER BRANCH
Uttoxeter
Tel: 01889 568599  OP D PD LDA MH SI YA AD

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

This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
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<th>Home care providers</th>
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<th>Advertisers are highlighted</th>
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</thead>
<tbody>
<tr>
<td>BLUEBIRD CARE (MID STAFFS)</td>
<td>Cannock</td>
<td>Tel: 01543 505262</td>
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<tr>
<td>BLUEBIRD CARE (SOUTH STAFFS)</td>
<td>Wolverhampton</td>
<td>Tel: 01902 844420</td>
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<tr>
<td>BLUEBIRD CARE (STAFFORD)</td>
<td>Stafford</td>
<td>Tel: 01785 887889</td>
</tr>
<tr>
<td>BLUEBIRD CARE (STOKE-ON-TRENT)</td>
<td>Fenton</td>
<td>Tel: 07866 506 596</td>
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<tr>
<td>BRIGHTER DAYS STAFFORDSHIRE LTD</td>
<td>Tamworth</td>
<td>Tel: 01827 67779</td>
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<tr>
<td>CARE HOMES STOKE LTD</td>
<td>Burstlem</td>
<td>Tel: 01782 815182</td>
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<tr>
<td>CARE PLUS</td>
<td>Stafford</td>
<td>Tel: 01785 312119</td>
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<tr>
<td>CARE PROMISE LTD</td>
<td>Stafford</td>
<td>Tel: 01785 227792</td>
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<tr>
<td>CORETECH COMMUNITY SERVICES HANLEY DCA</td>
<td>Hanley</td>
<td>Tel: 01782 208590</td>
</tr>
<tr>
<td>CARE UK LEARNING DISABILITIES SERVICES LTD - STAFFORDSHIRE</td>
<td>Stoke-on-Trent</td>
<td>Tel: 01782 366280</td>
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<tr>
<td>CARING HANDS</td>
<td>Lichfield</td>
<td>Tel: 01543 420580</td>
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<tr>
<td>CASTLEROCK RECRUITMENT GROUP LTD STOKE</td>
<td>Stoke-on-Trent</td>
<td>Tel: 01782 365017</td>
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<tr>
<td>CATHERINE CARE LTD</td>
<td>Walsall</td>
<td>Tel: 01922 415888</td>
</tr>
<tr>
<td>CHOICES HOUSING ASSOCIATION</td>
<td>Newcastle under-Lyme</td>
<td>Tel: 01782 254000</td>
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<tr>
<td>CHOOSE YOUR CARE</td>
<td>Newcastle under-Lyme</td>
<td>Tel: 01782 618357</td>
</tr>
<tr>
<td>CREATIVE SUPPORT- ROWAN VILLAGE</td>
<td>Stoke-on-Trent</td>
<td>Tel: 01612 360829</td>
</tr>
<tr>
<td>CREATIVE SUPPORT STOKE-ON-TRENT (LEARNING DISABILITIES)</td>
<td>Stoke-on-Trent</td>
<td>Tel: 01782 620553</td>
</tr>
<tr>
<td>CROSSROADS CARE STAFFORDSHIRE</td>
<td>Shelton</td>
<td>Tel: 01782 268391</td>
</tr>
<tr>
<td>CSPC HEALTHCARE LTD</td>
<td>Cannock</td>
<td>Tel: 01543 495695</td>
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<tr>
<td>CUSTOM CARE (STOKE)</td>
<td>Stoke-on-Trent</td>
<td>Tel: 01782 839023</td>
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<tr>
<td>DAYCARE DOMICILIARY SERVICES</td>
<td>Longton</td>
<td>Tel: 01782 343133</td>
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<tr>
<td>DIMENSIONS STOKE DOMICILIARY CARE OFFICE</td>
<td>Stoke-on-Trent</td>
<td>Tel: 07939 570810</td>
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<tr>
<td>DIVERSE HS CARE SERVICES LTD</td>
<td>Stoke-on-Trent</td>
<td>Tel: 07908 689074</td>
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<tr>
<td>DIVERSITY CARE - 6A MARKET STREET</td>
<td>Tamworth</td>
<td>Tel: 01827 68011</td>
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<tr>
<td>DOMICILIARY CARE AGENCY</td>
<td>Burton On Trent</td>
<td>Tel: 01283 537007</td>
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<tr>
<td>EMBRACE QUALITY CARE LTD</td>
<td>Stafford</td>
<td>Tel: 01785 254645</td>
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<tr>
<td>ESSENTIAL HEALTH LTD</td>
<td>Stoke-on-Trent</td>
<td>Tel: 01782 914114</td>
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<tr>
<td>FALCON CARERS</td>
<td>Stafford</td>
<td>Tel: 01782 748872</td>
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**Service**
- OP Older people (65+)
- D Dementia
- PD Physical disability
- LDA Learning disability, autism

**User Bands**
- MH Mental health
- SI Sensory impairment
- YA Younger adults
- AD People who misuse alcohol and drugs

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

FIRST CALL HOMECARE
Stoke-on-Trent
Tel: 01782 519120

FOREVER THERE
Tamworth
Tel: 07581 274 647

FREEDOM SUPPORT LTD
Stafford
Tel: 01785 887919

GLORY COMFORT CARE LTD
Stoke-on-Trent
Tel: 01782 909652

GOLDEN YEARS LTD
Longton
Tel: 01782 599866

GRAFTON ROAD
Stoke-on-Trent
Tel: 07847 614590

GROCCOT CENTRE LTD, THE AT HERON CROSS HOUSE
Stoke-on-Trent
Tel: 01782 324715

HAVEN CARE & SUPPORT LTD
Longton
Tel: 01782 377432

HAYES, THE
Stafford
Tel: 01785 748447

HAYWARD CARE LTD
Cannock
Tel: 03335 777810

HEALTHCARE AT HOME CLINICAL SKILLS CENTRE
Burton On Trent
Tel: 01283 518090

HELPING ANGELS LTD
Stoke-on-Trent
Tel: 01782 409690

HILL LODGE 1
Burton On Trent
Tel: 01283 542443

HOMESTAY CARE LTD
Tunstall
Tel: 01782 814475

HOME INSTEAD SENIOR CARE
Burton On Trent
Tel: 01283 539917

HOME INSTEAD SENIOR CARE
Cannock
Tel: 01543 570745

HOME INSTEAD SENIOR CARE
Stone
Tel: 01785 817339

HOME INSTEAD SENIOR CARE - LEEK & MOORLANDS
Leek
Tel: 01538 372179

HOME SUPPORT STAFFORDSHIRE
Lichfield
Tel: 01543 255105

HOMESTEAD CARE LTD, THE
Rugeley
Tel: 01543 490125

HORNINGLOW BUNGALOWS
Burton On Trent
Tel: 01283 563509

HOUSING & CARE 21 - CANNOCK
Cannock
Tel: 0303 123 1214

HOUSING & CARE 21 - HIGHWOOD COURT
Uttoxeter
Tel: 0370 192 4675

HOUSING & CARE 21 - SUMMER FIELD COURT
Stone
Tel: 0370 192 4468

HUMAN SUPPORT GROUP LTD - STOKE-ON-TRENT
Stoke-on-Trent
Tel: 01782 433130

INDEPENDENT SUPPORT
Stoke-on-Trent
Tel: 01782 437790

JUMP 2 INDEPENDENCE LTD
Newcastle
Tel: 01782 346495

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

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<td>KARE PLUS NORTH STAFFS</td>
<td>Newcastle, Tel: 01782 664895</td>
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<td>KARE PLUS STAFFORD</td>
<td>Gnosall, Tel: 01785 748259</td>
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<td>KIND HEARTS CARE &amp; SUPPORT</td>
<td>Lichfield, Tel: 01543 898145</td>
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<td>LINFIELD CARE LTD</td>
<td>Stafford, Tel: 01785 220851</td>
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<td>LINKAGE COMMUNITY TRUST</td>
<td>Burton On Trent, Tel: 01507 479908</td>
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<td>LIVING INDEPENDENTLY STAFFORDSHIRE</td>
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<td>Burton On Trent, Tel: 01283 239550</td>
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<td>Tamworth, Tel: 07773 791 918</td>
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<td>Leek, Tel: 07773 792 280</td>
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<td>Stafford, Tel: 07815 82709</td>
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<td>Longton, Tel: 07407 731247</td>
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<td>Stoke-on-Trent, Tel: 01782 590020</td>
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<td>LIVING INDEPENDENTLY STAFFORDSHIRE</td>
<td>Burton On Trent, Tel: 0845 266 8945</td>
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<td>LIVING INDEPENDENTLY STAFFORDSHIRE</td>
<td>Lichfield, Tel: 01543 19641</td>
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<tr>
<td>MENCAP - STAFFORDSHIRE DOMICILIARY CARE</td>
<td>Stafford, Tel: 01785 785830</td>
</tr>
<tr>
<td>MILL RISE</td>
<td>Newcastle under-Lyme, Tel: 01782 662382</td>
</tr>
<tr>
<td>MOORLANDS HOME LINK</td>
<td>Stoke-on-Trent, Tel: 01538 750511 Advert page 25</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 and drugs

Visit www.carechoices.co.uk for further assistance with your search for care
MORECARE AT HOME  
Burntwood  
Tel: 01543 683422  

MSC HOME CARE LTD  
Stoke-on-Trent  
Tel: 01782 823338  

NELSON HOUSE  
Kidsgrove  
Tel: 01782 777511  

NURSE PLUS AND CARER PLUS UK LTD  
Newcastle under-Lyme  
Tel: 01782 664890  

NURSES COTTAGE  
Tamworth  
Tel: 01827 283888  

PASAND CARE SERVICES LTD  
T/A HOME INSTEAD SENIOR CARE  
Newcastle under-Lyme  
Tel: 01782 622330  

POPPINS HOME CARE SERVICES OFFICE  
Great Haywood  
Tel: 0800 112 3588  

PRESTIGE NURSING + CARE  
Lichfield  
Tel: 01543 439743  

PRESTIGE NURSING STAFFORDSHIRE  
Stoke-on-Trent  
Tel: 01782 409170  

QUALITY CARE (STAFFORDSHIRE) LTD  
Stoke-on-Trent  
Tel: 01782 816037  

RADFIELD HOMECARE - STAFFORDSHIRE  
Stafford  
Tel: 01785 246534  

RADIS COMMUNITY CARE (BURTON ON TRENT)  
Burton on Trent  
Tel: 01283 531513  

RADIS COMMUNITY CARE (JUBILEE COURT)  
Stafford  
Tel: 01785 216644  

RADIS COMMUNITY CARE (STAFFORD)  
Stafford  
Tel: 01785 212421  

RADIS COMMUNITY CARE (STOKE-ON-TRENT)  
Stoke-on-Trent  
Tel: 01782 412200  

RADIS COMMUNITY CARE (TAMWORTH)  
Tamworth  
Tel: 01827 55354  

RADIS COMMUNITY CARE (WEST END VILLAGE)  
Stoke-on-Trent  
Tel: 01782 413246  

RAPID RESPONSE MEDICAL HQ  
Hednesford  
Tel: 01543 220461  

ROSE CARE  
Burton On Trent  
Tel: 07908 536 718  

SANDERSON HOUSE  
Stoke-on-Trent  
Tel: 01782 324715  

SELBORNE CARE LTD  
Stafford  
Tel: 01785 257962  

SEVACARE - STOKE-ON-TRENT  
Basford  
Tel: 01782 622820  

SEVACARE - TAMWORTH  
Tamworth  
Tel: 01827 64368  

SILVER TREE HOME SUPPORT COMMUNITY INTEREST COMPANY  
Hanley  
Tel: 01782 683 046  

SMART CARE PLUS LTD  
Stoke-on-Trent  
Tel: 07921 483345  

SRS CARE  
Stafford  
Tel: 01785 876330  

ST BRIDES  
Wolverhampton  
Tel: 01902 897311  

ST GILES CARE AGENCY LTD  
Lichfield  
Tel: 01543 432031  

---

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 and drugs
Home care providers continued

**Stafford and Surrounds Support At Home**
Stafford
Tel: 01785 279840

**Staffordshire**
Stoke-on-Trent
Tel: 01782 366260

**Staffordshire and Stoke-on-Trent Partnership NHS Trust - HQ**
Newcastle under-Lyme
Tel: 0300 123 1161

**Standon Gardens Domiliary Services**
Tamworth
Tel: 01827 50950

**Stavian Ltd**
Newcastle under-Lyme
Tel: 07450 833 000

**Supporting You in the West Midlands**
Wombourne
Tel: 01902 893200

**Sydney Works**
Stoke-on-Trent
Tel: 01782 450570

**Tailored Care Ltd**
Cannock
Tel: 07975 780 780

**Tamworth Home Care Ltd**
Tamworth
Tel: 01827 262345

**Tender Lasting Care Services Ltd**
Stone
Tel: 07846 224 957

**True Colours Care**
Newcastle under-Lyme
Tel: 01782 633070

**Two Hoots**
Tamworth
Tel: 01827 383855

**Voyage (DCA) North**
Stafford
Tel: 01785 259175

**Walsingham - 18-20 Richmond Close**
Tamworth
Tel: 01827 311991

**West Midlands Domiciliary Care Branch**
Lichfield
Tel: 01543 255105

**Wisdom HealthCare Ltd**
Tunstall
Tel: 01782 810595

**Yes4Care**
Longport
Tel: 01782 826091

---

**SRS Care - put simply, WE CARE!**

We are a small, local company based in Stafford. We have a team of dedicated carers who always strive to go the extra mile so that you can be assured of the highest quality of care at home.

We provide care and support for everyone who needs it. Our dedicated, compassionate team of professional carers are on hand to help you. We can support you with getting up & going to bed; personal care; meal preparation; assisting with medication; stoma care; catheter care; shopping; cleaning; accompanied visits to appointments, hairdressers, shops, bank etc.

If you would like to talk to us about a care package call us on 01785 876330, email us at info@srscare.co.uk or visit our website: www.srs-care.co.uk

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**Moorlands Home Link**

Moorlands Home Link is a registered charity which exists to enhance the lives of the elderly and housebound in the Staffordshire Moorlands by providing a Day Centre in Cheadle and Outreach Groups across the Moorlands, a Domiciliary Care and Bathing Support Service, one-to-one befriending, a voluntary transport scheme, and other supportive services. Please contact us on the telephone number or email below if you have any enquiries.

Tel: 01538 750511 Email: cheadlehomerlink@btopenworld.com

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**Home Support Staffordshire**

Home Support Staffordshire is part of Heritage Care and offers a range of different types of support at home which enable older people and those with learning disabilities to live independent and fulfilling lives in their own homes. Home Support Staffordshire provides tailored care and support which is designed to allow those being supported to live the lives they want.

For more information please contact Jane Baker on 01543 255105 or email her at jane.baker@heritagecare.co.uk

www.heritagecare.co.uk

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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 and drugs

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

Caring for our relatives or friends when they are in need is a role that most of us will undertake at some point in our lives. In Staffordshire and Stoke-on-Trent, thousands of people provide unpaid care or support to an adult family member or friend, either in their own home or somewhere else. Caring for someone covers lots of different things, like helping with their washing, dressing, or eating, or taking them to regular appointments.

Since the introduction of the Care Act, carers have had the same rights as the person they care for in terms of receiving an assessment of their needs. All carers who provide care to someone aged 18 or over are entitled to a needs assessment on their own or with the person they care for, regardless of how much caring they do. Carers are also entitled to an advocate to support them through the process, if needed. If you are a carer, this assessment will consider the impact of caring on you and the things that you want to achieve in your life, such as work, study or getting out and about more. You will receive a support plan, with your needs, as the carer, being at the heart of the plan.

Under the Care Act, carers themselves may be able to get support, such as respite or replacement care. The council also has a duty to provide personalised information and advice to meet any needs which are not eligible for funded support.

The way we support carers in Staffordshire and Stoke-on-Trent is changing.

We spoke to lots of carers about the type of support they need to keep caring and, based on what they told us, we are making it easier for carers to find good-quality information, advice and guidance. We are also taking a more local approach to the services we fund to support carers. A new Carers’ Hub is being set up to co-ordinate all of this and it is expected to be introduced across Staffordshire and Stoke-on-Trent by October 2015.

In the meantime, carers can request an assessment and access information, advice and guidance by contacting a Staffordshire Cares adviser on 0300 111 8010 or visiting the Staffordshire Marketplace – carers can browse, compare and book services and activities through the Staffordshire Marketplace. There are also local Carers’ Associations that you can contact – see ‘Useful contacts’ on page 42.

Respite care

Anyone who cares for a relative, spouse or friend may need 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 involve the person who is being cared for attending a day centre or a care home, or a care worker visiting the person’s home to enable the carer to have a break. If you receive respite care there is a flat rate contribution of £135 per week. This applies to everyone. There will also be a financial assessment to look at whether you have the means (income and capital) to pay up to an extra £238 per week. If you have more than £23,250 you will need to pay the full amount of £373.

For respite care the value of your house is disregarded in the financial assessment. These figures may change over the life of this directory.

Carers’ emergency scheme

Carers may worry about what would happen if they had an accident or got ill and couldn’t carry out their caring role.

There are a few things that can be done to plan ahead to make sure things are okay should this happen. The Crossroads Emergency Service provides peace of mind to carers living in Staffordshire, by enabling them to plan for an emergency situation when they may be prevented from looking after the person they care for.

This service is free to carers. Anyone who has received a carer’s assessment is automatically entitled to apply. If not, the applicant must be a carer who provides regular and substantial care for a person with care needs who lives in Staffordshire.

To apply, contact Crossroads on 01782 268391 or visit their website, www.crossroadsstaffordshire.org.uk and a visit will be arranged to put together an emergency plan with the carer and the person they care for.

Carers Direct

Carers Direct is a support service for those who look after someone else. It’s full of information covering all aspects of caring, including advice and support, benefits, local services and more. Call 0300 123 1053.
Accommodation with care and support

Supported living

Supported living is designed to help people live more independently in their local community. In supported living accommodation, housing and support are provided separately, and the customer has a licence or tenancy. Support can vary from a few hours a week up to 24-hours a day, depending on your assessed needs. There are several different models of supported living, such as living in shared houses, or living in individual tenancies in the community or adult placement schemes.

For more information contact a Staffordshire Cares adviser on 0300 111 8010.

Sheltered housing

Sheltered housing is predominately for people aged 55 and over or for people with a medical need for this type of housing. A sheltered housing scheme consists of individual apartments or bungalows with your own front door, enabling you to live independently.

There are different types of sheltered housing; some will have a scheme manager (sometimes called a warden) who lives on-site or off-site. All schemes should provide 24-hour emergency help through an alarm system. Accommodation is usually self-contained, but there are often communal areas, such as the lounge, laundry room and garden. Many schemes also run social events for residents.

To find your nearest schemes go to www.housingcare.org

Extra Care housing

Extra Care is provided in specialist housing schemes, often suitable for people aged 55 and over, who may have care and support needs. They provide care and support on-site which can be available 24-hours a day (schemes vary). People living in Extra Care housing schemes are supported to live as independently as possible in their home, with a care and support package tailored to their individual needs. Schemes consist of individual apartments and/or bungalows to rent or buy and most provide communal facilities and hold regular social activities.

There are 19 Extra Care schemes in Staffordshire and another eight in development (as of June 2015). These can be viewed on our Extra Care map on Staffordshire Cares, where you will also find further information about this type of housing and support.

Visit www.staffordshirecares.info and search for Extra Care.

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

Sometimes people need more care than they can receive in their own homes, and a residential home may be suitable if you can no longer manage in your own home, or cannot be cared for by relatives, but do not need nursing care. Moving into a home is a big decision, you must be sure that it is the right decision for you. You may decide that you want to go into a home for a couple of nights to give you and your carer a break and also give you a feel for the home.

If you are choosing a care home or care home with nursing it is essential to consider your needs and preferences.

There are two types of care 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/savings exceed £23,250.

See page 34 for more information on paying for your care.

Care homes with nursing
If you think you may need nursing care in a home, you will need to be visited by a care manager to work out what care you will need. This visit might be in your own home, or in hospital if you have been ill, or in a 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 care manager 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 £112.00 per week for the lower rate and £154.14 for the higher rate. The remainder of the funding will be provided by you as a self-funder or via Adult Social Care following a means-tested assessment.

Out of county care

Sometimes people choose to live in another area of the country as they want to be closer to friends and family. This can be in different types of accommodation, including supported living or simply renting. Each individual situation is different and therefore how it is funded will be assessed differently.

If you do require a residential/nursing home placement to meet your needs, and you qualify for local authority financial assistance, your home county local authority is responsible for arranging your support. The home you choose must be suitable for your assessed needs and comply with the terms and conditions set by the authority.

You can contact the Care Quality Commission through its website cqc.org.uk where you will find details of all registered care homes in the UK. Alternatively, this Directory’s helpline 0800 389 2077 and website www.carechoices.co.uk have details of all care provision in England.

Full listings of care homes and care homes with nursing in the region start on page 44.

WHAT ARE THE CARE OPTIONS?
HOW WILL I KNOW WHICH TO CHOOSE?

VISIT THE NEW CARE SELECT WEBSITE WWW.CARESELECT.CO.UK
### First impressions

<table>
<thead>
<tr>
<th>Item</th>
<th>1</th>
<th>2</th>
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</thead>
<tbody>
<tr>
<td>Were you met when you first arrived?</td>
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<tr>
<td>Do staff seem warm, friendly and polite?</td>
<td></td>
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<tr>
<td>Do the residents seem happy, active and sociable?</td>
<td></td>
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<tr>
<td>Does the home feel homely and welcoming?</td>
<td></td>
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<tr>
<td>Is the home fresh, clean and comfortably furnished?</td>
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### Fees

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<thead>
<tr>
<th>Item</th>
<th>1</th>
<th>2</th>
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<tbody>
<tr>
<td>How much are the fees?</td>
<td></td>
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<tr>
<td>Do the fees cover all the services available?</td>
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<tr>
<td>Under what circumstances will the fees alter – e.g. annually or according to increasing needs?</td>
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<tr>
<td>Is the notice to terminate reasonable?</td>
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### Transport

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<thead>
<tr>
<th>Item</th>
<th>1</th>
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<tbody>
<tr>
<td>Is the home easy to get to for relatives and friends?</td>
<td></td>
<td></td>
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<tr>
<td>Does the home provide its own transport?</td>
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### Accommodation

<table>
<thead>
<tr>
<th>Item</th>
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<tbody>
<tr>
<td>Are there multiple day/activity rooms to allow residents choice and space to move around?</td>
<td></td>
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<tr>
<td>Are bedrooms single or shared? Is there a choice?</td>
<td></td>
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</tr>
<tr>
<td>Can you decorate and re-arrange your room to suit yourself?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you bring your own furniture and TV?</td>
<td></td>
<td></td>
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<tr>
<td>Is there a call system for emergencies?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are there enough sockets in your room?</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Can you control the heating in your room?</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Can you lock your room and is there a secure place for valuables?</td>
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<td></td>
<td></td>
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<tr>
<td>Is there a separate dining room? Bar?</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Are there toilet facilities within easy reach of the communal facilities?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are there both showers and baths?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are bathrooms adapted to help people in and out of the bath?</td>
<td></td>
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### Accessibility

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

### Life within the home

<table>
<thead>
<tr>
<th>Item</th>
<th>1</th>
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</thead>
<tbody>
<tr>
<td>Does the home ensure that an individual care plan is in place for every resident?</td>
<td></td>
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<td></td>
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<tr>
<td>How does the home make sure that the care plan is put into practice?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What arrangements are in place to ensure that residents’ health needs are met? Is there a local GP practice that the home uses?</td>
<td></td>
<td></td>
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<tr>
<td>Are there any rules and restrictions (e.g. going out, time of return etc.)?</td>
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</tr>
<tr>
<td>Can you choose when to get up and retire every day?</td>
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<tr>
<td>How are residents involved in decisions about life in the home?</td>
<td></td>
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<tr>
<td>Is there a telephone where you can make and take calls in private and comfort?</td>
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<tr>
<td>Is alcohol served or permitted?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are there smoking and non-smoking areas?</td>
<td></td>
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<tr>
<td>Are there arrangements for religious observance?</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Can you handle your own money?</td>
<td></td>
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<td></td>
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<tr>
<td>If not, what arrangements are in place?</td>
<td></td>
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<tr>
<td>Does a hairdresser/chiropodist visit?</td>
<td></td>
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<tr>
<td>Are residents accompanied on visits to the GP or hospital?</td>
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<tr>
<td>Are pets or visiting pets allowed?</td>
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### Staff

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<thead>
<tr>
<th>Item</th>
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<tbody>
<tr>
<td>Do the staff appear clean, cheerful and respectful?</td>
<td></td>
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<tr>
<td>Do the staff talk to residents and how do they talk to them?</td>
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<tr>
<td>Are the staff formally trained?</td>
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<tr>
<td>Is there an adequate number of staff on day and night?</td>
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### Visitors

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

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<tr>
<th>Item</th>
<th>1</th>
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<tbody>
<tr>
<td>Do you have a choice about meals?</td>
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<tr>
<td>Is the food varied and interesting?</td>
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<tr>
<td>Can the home cater for your dietary needs?</td>
<td></td>
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<tr>
<td>Can you have snacks or drinks any time of the day or night?</td>
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<tr>
<td>Can you eat in your room?</td>
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### Activities

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<tr>
<th>Item</th>
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<tbody>
<tr>
<td>Can you continue to pursue your hobbies and interests?</td>
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<tr>
<td>Are there organised activities and entertainment?</td>
<td></td>
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<tr>
<td>Are outings and holidays arranged?</td>
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<tr>
<td>How much do they cost?</td>
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<tr>
<td>Are escorts available if necessary?</td>
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<tr>
<td>Is a library service available?</td>
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<tr>
<td>Can you have your own flower bed or help in the garden?</td>
<td></td>
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<td></td>
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<tr>
<td>Can you stay in your own room if you want to?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there any involvement with the local community e.g. schools/retailers/garden centres/volunteers visiting?</td>
<td></td>
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### Gardens

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<th>Item</th>
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<td>Are the grounds/gardens attractive?</td>
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<td>Are all areas safe and accessible?</td>
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<td>Is there somewhere to sit?</td>
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<td>Are they quiet?</td>
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### Contract terms

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<td>Can you retain your own room if away?</td>
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<td>Can you have a short-stay or trial period?</td>
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<td>Will you be given a statement of terms on admission?</td>
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<td>Are all procedures, such as complaints, clearly spelled out?</td>
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<td>What notice periods exist?</td>
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Specialist care

Learning disability

As an adult with a learning disability you may have considered moving out of your family home and there are a number of options that you could explore.

You may want to have your own home with support or share a property with other people, with support provided for everyone.

The support may include learning independent living skills, like cooking, cleaning, travel, training and money management, as well as help with health needs. Either of these housing options can often give you greater independence and choice, and we want more people to have access these options. There are other alternatives too, such as Adult Placement or Shared Ownership schemes that could be considered. We can help to set these up with you.

For information on housing, employment and other important issues, and how we support you with these in Staffordshire, visit the easy read pages on Staffordshire Cares at www.staffordshirecares.info and search for easy read or contact Staffordshire Cares on 0300 111 8010.

People with learning disabilities can also use personal budgets to pay for their support.

Our Independent Futures service helps people with disabilities achieve an independent, active and enjoyable life for as long as possible.

If you currently use disability services, your key worker or social worker will speak to you about Independent Futures and will make sure you understand how the way we support you will change and improve.

Alternatively, if you’d like to get in touch, you can call the county council’s Customer Contact Centre on 0300 111 8010 or email independent.futures@staffordshire.gov.uk with your questions.

Physical disability

There are over 10 million people in the UK with a long term illness, impairment or disability. The most common disabilities are those that affect how you move, including how you lift and carry things.

Disabilities generally affect older people, with one in two people over the state pension age and one in seven working adults having a disability. Around one in 20 children and young people have a physical disability.

But there’s help and advice available from both local and national organisations to help people with a physical disability lead a happier, healthier and more independent life. For more information see the contact information on page 42.

Following an assessment of your needs, you may be eligible for help from us, including a personal budget, occupational therapy, adaptations to your home, supported housing or help for the person caring for you.

The support you require will be tailored to your specific needs and can be provided by the independent and not-for-profit sectors, as well as by organisations commissioned by the county council. Where you are eligible for health and adult social care support, help at home with personal care is available during the day and night, seven days a week if this is needed. There are also private agencies offering help at home with personal care and housework. See page 17 for more information.
Services for people with a sensory impairment

The Staffordshire and Stoke-on-Trent Partnership Trust Sensory Team works with adults over the age of 19 who:

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

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

The team also offers support to families and carers and can provide a separate assessment to carers. If you need services that are provided by other teams (e.g. personal care or day activities), they will work with you to meet your eligible needs in a way that looks at your whole health and wellbeing. The team also works closely with the voluntary sector. For more information call the Customer Contact Centre on 0300 111 8010 or text 07814 194111.

Local organisations also provide support and a number of services, ranging from very practical help in adjusting hearing aids to help to access sporting activities and providing advice and guidance.

Mental health

We work in partnership with health trusts and other organisations throughout the county to provide specialist mental health services to support people affected by mental health issues.

Mental health issues can affect anyone at any time and one in four people will experience some form of mental illness during their lifetime. There are many different types of mental health issue, from mild to more severe and enduring conditions. Some examples include: abuse and neglect, Alzheimer’s disease, anxiety, dementia, depression, eating disorders, grief and loss, stress and trauma.

Your local Community Mental Health Team (CMHT) should be your first point of contact if you have mental health issues. You can ask your GP to refer you or ask someone who knows you to contact the CMHT on your behalf.

There is an increased demand for home care for people with mental health issues arising from greater use of supported living 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.

Alternatively, a good care home can help improve the quality of your life – the structured environment and activities provided can build up your confidence.

North Staffordshire Community Mental Health Services

The Access Team is the single point of contact and access for all North Staffordshire Combined Healthcare NHS Trust services. The Access Team provides 24/7 cover for all mental health and learning disability services across Stoke-on-Trent and North Staffordshire

Tel: 0300 123 0907
Website: www.combined.nhs.uk/ourservices

The Hope Centre
Upper Huntbach Street,
Hanley,
Stoke-on-Trent
ST1 2DA

South Staffordshire Mental Health Services

These teams provide assessment and treatment to adults who experience moderate to severe mental health issues across Shropshire and Staffordshire. The teams are based across South Staffordshire and Shropshire. Use the list below to find out more about your local service.

Web: http://mentalhealth.sssft.nhs.uk/community-services/community-mental-health_teams

Burton & Uttoxeter Community Mental Health Team

Horninglow Clinic,
Carlton Street,
Burton upon Trent,
Staffordshire
DE13 0TF
Tel: 01283 538030

Cannock Chase Community Mental Health Team

Park House,
12 Park Road,
Cannock,
Staffordshire
WS11 1J
Tel: 01543 431580
Mental health continued

Lichfield & Burntwood Community Mental Health Team
David Parry Suite, Saint Michael’s Court, Trent Valley Road, Lichfield
WS13 6EF
Tel: 01543 442010

Seisdon Community Mental Health Team
Codsall Lodge, Histons Hill, Codsall
WV8 1AA
Tel: 01785 783030

Stafford Community Mental Health Team
Foundation House, St. Georges Hospital, Corporations Street, Stafford
ST16 3AG
Tel: 01785 783033

Tamworth Community Mental Health Team
Andrew Ward, Sir Robert Peel Hospital, Plantation Lane, Tamworth
B78 3NG
Tel: 01827 308820

Dementia care

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

As GPs are usually the first point of contact for people with memory problems they will be working to increase the number of people getting a formal diagnosis. They may also refer you to a memory assessment service to help make any diagnosis.

Following a formal diagnosis of dementia, your GP may refer you to a specialist, like a consultant in old age psychiatry, a community psychiatric nurse or an occupational therapist with a special interest in dementia care.

As it can be best for a person with dementia to stay in their own home for as long as possible, a range of community care services is available to facilitate this. When needed, help can be provided to access home care, meals in the home, sitting services (which provide a break for carers), advice on equipment and adaptations, day care centres and respite care.

These services can be provided directly by registered providers to those who are not eligible for financial help from us, however we will still be willing to offer an assessment of need. You may have a choice of which agency you receive your care from, whether or not we assist with the funding of your service.

If you are considering moving, there are now some new Extra Care housing schemes which can offer specialist support to people with early stages of dementia.

People with dementia can benefit from a range of group or individual therapies involving social interaction and mental stimulation, including reminiscence. The Dementia Support Services can help with finding local activities. Activity co-ordinators and occupational therapists can provide people with dementia with reminiscence and validation therapy. Music therapy, art therapy approaches and other creative therapies can also be helpful. Behaviour management approaches that promote understanding of the behaviour of the person with dementia can also be beneficial and trained staff can offer this service within many care establishments.
RESIDENTS The best indication of a good home is that the residents appear happy and responsive. Are the residents:
- Involved in activities or chatting?
- Clean and comfortably dressed?
- Encouraged to do as much for themselves as they can?
- Do they seem alert and interested?
- Do they talk to you as you walk round?

ACCESS Check whether:
- The corridors and toilets are wide enough for a walking frame or wheelchair?
- Toilets and baths are suitably adapted?
- There are ramps or a lift?
- There is adequate signage and cues for different parts of the home?

BEDROOMS Can the person with dementia have a single room? Check whether:
- Residents are encouraged to bring in some of their own furniture and possessions?
- The bedrooms are bright and pleasant?
- Residents can go to their rooms when they wish to be alone?
- Residents are able to keep pets in their room or in other areas of the home?
- Staff respect the right to privacy and knock on bedroom doors?

TOILETS Check whether:
- There are enough toilets within easy reach?
- Staff are trained to spot the signs when someone needs to go to the toilet?
- Staff are cheerful and tactful about helping residents use the toilet and changing them if they are incontinent?

LIVING AREAS Are chairs arranged in groups to encourage talking rather than placed in a circle round the outside of the room? Is there:
- A TV or radio left on when no one is watching or listening?
- More than one room where residents can sit or where they can be quiet or see visitors?
- A garden where residents can walk safely?

HEALTH
- Which doctor or doctors can residents see?
- Can a relative stay overnight if a resident is unwell?
- What happens if residents need help with taking medication?
- Are changes in medication discussed with the family carers?

VISITORS Make sure that there is good communication between relatives and the home and that phone calls and visits are encouraged.
- Are visitors encouraged to take residents out or join them for a meal?
- Are relatives involved in care planning and the general life of the home?

ACTIVITIES Residents should be stimulated without feeling stressed. Are:
- There opportunities for residents to help staff with small tasks if they wish?
- The activities individualised and peoples’ likes/dislikes recorded in care plans?
- Activities available each day or are residents left to sit in front of the TV?
- Reminiscence activities available?
- Residents able to compile memory boxes?

STAFF It is important to note whether staff seem friendly and caring towards residents and whether they treat residents with respect. Do they:
- Have any training and experience in dementia care?
- Make time to sit and chat to residents or talk to them while they are helping them with physical tasks such as washing and dressing?
- Know about residents’ backgrounds, habits and interests?
- Ensure that the person with dementia has a member of staff particularly responsible for their care?
- Make sure there is a member of staff you can talk to about your own worries about the person with dementia?

MANAGER/HEAD OF HOME A manager who is caring as well as efficient can make all the difference to a home. Does the manager:
- Have a friendly manner with staff and residents?
- Answer your questions openly and seem to understand your concerns?
- Have a knowledge of dementia and can they deal with difficulties that may arise in an understanding way?
- Ensure that each resident has a care plan and their needs are regularly reviewed?
- Consult the family carer about the care plan and about any proposed changes to it?
Paying for Care

When a local authority provides or arranges services for you, you may be asked to contribute towards the cost of care at home or in a care home depending on your personal circumstances. Staffordshire County Council has set its own charging policy and levels for non-residential services, but these have to comply with certain minimum requirements. To request a copy of the county council’s Charging Policy please call 0300 111 8010.

Financial assessments

If you are assessed as having eligible needs you will be offered a financial assessment to identify what, if anything, you will need to pay towards the cost of your care. A financial assessment officer will work out your contribution. They will ask you about your income and capital. They will also carry out a Welfare Benefits Check to ensure you are receiving your full benefit entitlements.

You will be responsible for paying the full cost of your care if:

• you need long term residential/nursing care and you have assets (including your property) worth over £23,250; or
• you require care support in your own home and have over £25,000; or
• your care needs are assessed as not qualifying under the eligibility criteria. See ‘Eligibility’ on page 8.

If you are unsure whether you meet the funding criteria, as part of your needs assessment you will have a financial assessment, which will look at your income, assets and circumstances, after which you will receive written confirmation of the amount you will have to pay towards your care and support. Please note, figures mentioned here may change over the life of this Directory.

How will we decide what you have to pay?

When working out your contribution, Staffordshire County Council will look at two things:

1. Your income: this is any income which is in your name and, depending on the type of income you receive, it will either be:
   • included in full: this includes most State Benefits; or
   • partly or completely ignored: the financial assessment officer will tell you if this applies to any of your income.

For those people who receive non-residential care services there is an amount of income which is not taken into account. This must be at least equal to basic levels of Income Support or Pension Credit (Guarantee Credit) plus an extra 25%.

2. Your capital: this includes money held in your name or jointly with someone else. It includes cash, bank or building society accounts, premium bonds, stocks and shares and investment property. Some capital is ignored, such as some types of bond and personal belongings; these will be explained as part of the financial assessment. The following rules apply when considering your capital:
   • if your capital is worth more than £23,250 (residential care) or £25,000 (non-residential care) you will have to pay for your own care; and
   • if you have £14,250 or less your capital is completely ignored.

If you have an amount over £14,250, you will be asked to pay £1.00 a week for each part or complete £250 you have over £14,250.
Self-funding your care

Paying for care can be an expensive and a long-term commitment, so we strongly recommend that you seek specialist information and advice before entering into any arrangements. It is important that you seek specialist advice from appropriately qualified and regulated financial advisers. We are working with an independent organisation called The Care Advice Line, which provides independent financial information and advice to our community. The Care Advice Line is a free service helping adults, carers and their families to ensure that they make informed decisions about their care and support and how they pay for it. To contact this service please call 01785 339511 or complete the online referral form at www.thecareadviceline.org/referral-form

Will I have any money left for day-to-day expenses and personal items?
If you are in residential care you are allowed to keep a weekly personal allowance out of your income. This is for your day-to-day needs or to save to buy items such as clothing and toiletries. This is currently £24.90 per week.

If you are using respite care or non-residential services, the amount you pay will be reduced to cover the costs of certain outgoings, such as rent (where not covered by Housing Benefit), Council Tax, and mortgage payments.

If you are receiving care at home and receive certain disability-related benefits, such as Attendance Allowance, Disability Living Allowance Care Component or Personal Independence Payment Daily Living, you may also be able to keep an amount to cover any significant extra costs you have.

Will I have to sell my home to pay for my care?
If your care and support is non-residential, the value of your house is not taken into account.

If you own your home and are moving into long-stay residential care, one of the biggest worries that people have is ‘what will happen to my home?’ The information below should help with these concerns:

• If your husband, wife or partner continues to live in your family home, it will not be included in your financial assessment;

• If your husband or wife or partner does not continue to live in your family home, for the first 12 weeks of residential care the value of your home will be ignored in your financial assessment. However, from the 13th week onwards, the county council will treat the value of your home as capital in your financial assessment;

• If we include the value of your property in your assessment it is likely that you will have to pay the maximum contribution, the amount of which will depend on your care needs;

• You may choose to sell your home to pay for your care but you do not have to. If you choose not to sell your property straight away you can enter into a deferred payment agreement with the county council.

Deferred payment agreements
A deferred payment is a way of deferring the costs of care against your property. It is a loan against the value of the property, or other relevant assets. The Care Act 2014 established a universal deferred payment scheme, which means that people may not need to sell their home in their lifetime to pay for the costs of care.

From April 2015, all councils in England are required to provide a deferred payment for local residents who live in residential or nursing care, own a property and have other assets below a certain amount. They must also have been assessed as having care needs that require residential or nursing care. The county council is holding a public consultation on proposed changes to the scheme. Have your say by 30th September at www.staffordshirecares.info/careact/deferredpayments. You can find out more about the scheme by ringing 0300 111 8010.

What if my circumstances change?
Contributions will be reassessed once a year, normally in April, at the same time as the yearly increase in State Benefits. You may also request a reassessment if you feel that there has been significant change in your financial circumstances.

If your income or capital is close to falling below the threshold set for financial support, it is important that you contact the local authority as soon as possible to request a new financial assessment.

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

The Staffordshire Association of Registered Care Providers (SARCP)

This Association represents a majority of independent care homes and domiciliary care providers throughout the county. The aims are to promote high quality care and to represent the membership – and their clients – in regular meetings with, for example, Social Care and Health Departments and Clinical Commissioning Groups.

The number of homes within the county has led to ever increasing standards within the independent sector. High standards are the norm in the independent sector due to the commitment to staff training/education and the large amounts of capital investment in the properties. Most homes are offering much higher levels of accommodation than required as a minimum registration standard.

Often, people think of independent care as being only for the more well-off. This is not the case. If you have Limited savings and require residential care, nursing care or domiciliary care, then Social Care and Health may be able to assist with funding. You may also qualify for certain benefits. If you do not qualify for help with funding because your savings levels are too high then independent care usually works out considerably cheaper than within a Social Care and Health home.

Inspecting and regulating care services

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

The Care Quality Commission (CQC) 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.

Inspectors carry out a mixture of announced and unannounced inspections looking at the quality and safety of the care provided. They look at whether the service is: Safe, Effective, Caring, Responsive to people’s needs and Well-led.

Inspection teams are led by an experienced CQC manager and often include experts in their field. The team may also include professional or clinical staff; Experts by Experience; people who use services and carers.

Following an inspection, each care home and home care agency is given a report of how it rates against national essential standards of quality and safety. The CQC has also started rating services as Outstanding, Good, Requires Improvement and Inadequate. By October 2016, the CQC expects to have rated every adult social care service in England.

When considering care services, it’s always a good idea to check a service’s inspection report and rating on the Care Quality Commission’s comprehensive website www.cqc.org.uk or ask the care provider you are considering for a copy of their latest inspection report.

For any enquiries or to register a concern or a complaint, phone the CQC on 03000 616161 or email enquiries@cqc.org.uk

The Care Quality Commission,
Citygate,
Gallowgate,
Newcastle upon Tyne NE1 4PA
Complaints, comments and compliments

If you receive a care service in your home or are living in a care home, you should feel able to complain about any aspect of your care that affects your happiness or comfort. You can also make comments and suggestions about possible improvements to your surroundings and the services provided.

All registered providers have a complaints procedure, details of which must be made available to clients, residents, relatives and other carers.

If you need to make a complaint you should initially tell the manager of the service to see if things can be put right.

If you or your relatives continue to be worried about any aspect of your care or treatment then you should contact the Adult Social Care Complaints Officer or the Care Quality Commission (CQC). The same applies, of course, if you wish to make a compliment or constructive comment.

In Staffordshire, we welcome your feedback, whether you have a complaint, comment or compliment.

Customer Feedback and Complaints Team
Wedgwood Building,
Tipping Street,
Stafford
ST16 2DH
Tel: 0300 111 8000
Email: complaints&customerfeedback@staffordshire.gov.uk
Web: www.staffordshire.gov.uk

You can also ask the Local Government Ombudsman to take up your case if you are not happy about how a care home or service has dealt with your complaint about care that you pay for yourself.

Local Government Ombudsman
PO Box 4771,
Coventry
CV4 0EH
Tel: 0300 061 0614
Web: www.lgo.org.uk

Advocacy

Advocacy services help people to speak for themselves. They offer a confidential, free and independent service provided by trained advocates. Sometimes, you may need an independent advocate to help and support you through a difficult time in your life, or to support you if you feel you are not getting the services or help you need. The type of advocacy service you may receive will depend on your needs and circumstances.

Generic advocacy is a confidential and free service which can support you with a range of issues. You will be allocated a trained advocate who will speak for you or will support you to speak for yourself to ensure that your interests are represented. They will work with you until your issues are resolved.

Under the Care Act 2014, as part of the assessment process, the local authority may have a duty to offer you support from an independent advocate. This person cannot be involved in your care and support in a paid capacity and must be appropriately trained and supported to fulfil this role. We have commissioned POHWER, a non-statutory generic advocacy service, to provide advocacy for Staffordshire residents. Please ring Staffordshire Cares on 0300 111 8000 if you think that you or someone you know needs an advocate.

Who might need an advocate?
The council and its partners must arrange an independent advocate to support and represent a person if:
Advocacy continued

• were an independent advocate not present, the person would have substantial difficulty in being fully involved; and
• there is no appropriate individual available to support and represent their wishes that is not paid or professionally involved in providing care or treatment to the person or their carer.

The council and its partners must decide if the person would have substantial difficulty being involved in the care and support processes. There are four areas where ‘substantial difficulty’ in being involved might be found, these are:

• being able to understand the relevant information;
• being able to retain information;
• being able to use or weigh up the information; and
• being able to communicate their views, wishes and feelings.

Specialist advocacy for people assessed as lacking mental capacity:

For people aged 16 and over who have been formally assessed to be lacking mental capacity and have no appropriate friends or family to consult, an Independent Mental Capacity Advocate (IMCA) must be instructed when:

• a decision must be made on their behalf about providing, withdrawing or with-holding of serious medical treatment; or
• a decision must be made on their behalf about long-term accommodation in hospital, residential nursing or other supported care environment.

An IMCA may be instructed when:

• it is proposed to take protective measures under adult protection procedures (over 18). It is unlikely a referral to the IMCA service will be required when a service user is already working with a generic advocate; or
• the responsible body is reviewing the accommodation arrangements for a person who lacks capacity and there are no friends and family that it would be appropriate to consult.

Specialist advocacy for people receiving treatment under the Mental Health Act:

An independent Mental Health Advocate (IMHA) should be provided for people who qualify as follows:

• people being detained under a Section of the Mental Health Act* or are on leave of absence from hospital;
• people on conditional discharge and restricted patients;
• those subject to Guardianship;
• those on Supervised Community Treatment;
• those being considered for a section 57 Treatment; and
• people under 18 and being considered for a Section 58A treatment like electro-convulsive therapy.

*This does not include emergency and short-term detentions such as those made under Sections 4, 5(2), 5(4), 135 or 136

An IMHA should help people to:

• understand their rights and the rights others have in relation to them;
• find information, including information about any treatment and the legal authority for providing that treatment; and
• have a voice in decisions affecting them by supporting them to speak out, or by representing their views, choices and opinions.

There are several specialist advocacy services in Staffordshire that you may wish to contact directly – see ‘Useful local contacts’ on page 42.
Safeguarding adults

The Care Act, for the first time, sets out a clear legal framework for how local authorities and other parts of the health and care system should protect adults at risk of abuse or neglect, often referred to as adult safeguarding.

Although local authorities have been responsible for safeguarding for many years, there has never been a clear set of laws behind it. As a result, it has often been very unclear who is responsible for what.

The Act aims to put this right by creating a legal framework so organisations and individuals with responsibilities for adult safeguarding can agree on how they must work together and what roles they must play to keep adults at risk safe.

What is adult safeguarding?
Safeguarding means protecting an adult who has needs for care and support and is experiencing, or is at risk of, abuse or neglect, and, as a result of those care and support needs, is unable to protect themselves.

It is about people and organisations working together to prevent and stop both the risks and the experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted, including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

The aims of adult safeguarding are to:

• stop abuse or neglect wherever possible;
• prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;
• safeguard adults in a way that supports them in making choices and having control about how they want to live;
• promote an approach that concentrates on improving life for the adult(s) concerned;
• raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect;
• provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or wellbeing of an adult; and
• deal with what has caused the abuse or neglect.

Who can raise concerns of abuse or neglect taking place?
Anyone can witness or become aware of information suggesting abuse or neglect is occurring. People raising a concern may become aware of possible abuse when they:

• witness an abusive act;
• are told about abuse by someone else;
• are told about abuse by the service user;
• find evidence of abuse; or
• recognise several of the risk indicators and become concerned there is a high risk of abuse.

Concerns may come to light as part of the following:

• complaint;
• expression of concern;
• police call-out; or
• during an assessment.

Are you concerned about adult abuse?
If you feel you are being abused, or suspect someone else may be being abused, then it is really important to tell someone. You don’t need to tell us your name, and we will support you if you’re worried about what might happen if you report someone.

What will happen if you report it?
Trained staff will carry out a careful and sensitive enquiry. The information will be discussed with other agencies including the police. Information and advice will be offered to the person and their family as to what can be done next.
Safeguarding adults continued

The Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership brings together people from various agencies concerned with the wellbeing and protection of vulnerable adults. The Partnership will work together to make sure that if you report abuse, the situation will get better and not worse.

Reporting adult abuse
Tel: 0845 604 2719
Monday-Thursday* 8.30am-5pm, Friday 8.30am-4.30pm
*Excludes Bank Holidays
Text: 07814 191111
Minicom: 01785 276207
Out of Hours: 0845 604 2886 – emergencies only
Email: VASTaffordshire@staffordshire.gov.uk

How solicitors can help

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

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

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

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

In Staffordshire, The Care Advice Line can help you find a suitably qualified solicitor to support you with all of the above. It only uses solicitors who meet strict criteria, who offer the initial consultation at no cost and whose fees are clearly set out at that meeting to ensure there are no hidden, ongoing costs. The Care Advice Line can be contacted on 01785 339511.

This Directory’s free 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.

For further information, please call this Directory’s free independent helpline 0800 389 2077 or visit www.carechoices.co.uk

For help with finding suitable home care in your area, please call this Directory’s free independent helpline 0800 389 2077 or visit www.carechoices.co.uk
End of life care

‘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.’ 1

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 co-ordination process, such as the Gold Standards Framework, whilst developing the best possible outcome for clients.

Enabling residents to die in comfort and with dignity is a core function of care homes. When choosing a care home you should consider their end of life care philosophy and policies. It is essential that you and your relatives discuss and plan for your wishes as you near the end of your life.

Care homes should have an open approach to end of life care and should initiate conversation with you and your family to ensure your needs and wishes are discussed and planned for. An end of life care plan including a full assessment of your needs and wishes as you approach the end of life is vital to establish your preferences and choices. Many homes will include your end of life wishes as part of your care plan as this will help ensure your needs and wishes are effectively co-ordinated. Without proper assessment and care planning your needs may not be met and your end of life care preferences may not be achieved.

Care homes should work with your GP to ensure your medical needs are met as you approach the end of your life. Good planning for all your needs should mean that you can (if that is your choice) remain in your care home in your last days and not have to be admitted to hospital.

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 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.

1 ‘End of Life Care Strategy - promoting high quality care for all adults at the end of life’ DH 2008.

Useful websites – end of life care

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

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.
www.dyingmatters.org

NHS Choices
NHS Choices has a section on end of life, including suggestions of issues you may need to think about at end of life.
www.nhs.uk/planners/end-of-life-care

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

WidowNet
Established in 1995, the first online information and self-help resource for, and by, widows and widowers.
www.widownet.org

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

The Silver Line
The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

Launched by Dame Esther Rantzen, The Silver Line aims to combat loneliness in the over-65s by providing friendship, information and advice through calls to trained volunteers.

Specially trained helpline staff:
• offer information, friendship and advice;
• link callers to local groups and services;
• offer regular befriending calls; and
• protect and support those who are suffering abuse and neglect.

The Silver Line
Tel: 0800 470 8090
Web: www.thesilverline.org.uk

POhWER
POhWER is our provider for general advocacy services. POhWER also provides a Children and Young People’s Advocacy Service. You can contact the service or ask someone to contact it for you.

Tel: 0300 456 2370
Email: pohwer@pohwer.net
Web: www.pohwer.net

ASIST
ASIST is our provider for people who need advocacy under the Mental Health Act.

For people who need an Independent Mental Health Advocate (IMHA):
Tel: 01785 246709
Email: imha@asist.co.uk
Web: www.asist.co.uk

For people who need an Independent Mental Capacity Advocate (IMCA):
Tel: 01782 845584
Email: imca@asist.co.uk
Web: www.asist.co.uk

Mencap
Mencap provides a self-advocacy network for adults with learning disabilities.

Tel: 01543 505079
Web: www.mencap.org.uk

Healthwatch Staffordshire
Provides an NHS complaints advocacy service.

Tel: 0800 161 5600
Text: ‘Healthwatch’ and your name and number to 60006
Email: advocacy@ecstaffs.co.uk
Web: www.healthwatchstaffordshire.co.uk

Staffordshire Cares
Staffordshire Cares is a trusted source of information, advice and guidance for people of all ages.

Tel: 0300 111 8010
Text: 07814 194111
(email for people with a hearing impairment)

Minicom: 01785 276207
Email: Staffordshirecares@staffordshire.gov.uk
Web: www.staffordshirecares.info

Carers’ Association Southern Staffordshire (CASS)
CASS is a registered charity, which provides confidential advice, information and emotional support and a range of other services.

Tel: 01785 606675
Web: www.carersinformation.org.uk

North Staffs Carers’ Association
Offers information, training and ongoing support to carers of all ages, ensuring that each case is treated in a confidential manner.

Tel: 01782 793100
Email: info@carersfirst.com
Web: www.carersfirst.com

National useful contacts

Action on Elder Abuse (AEA)
Works to protect, and prevent the abuse of, vulnerable older adults.

Tel: 0808 808 8141
Email: enquiries@elderabuse.org.uk
Web: www.elderabuse.org.uk

Age UK
The combined charity for Age Concern and Help the Aged. Helpline: 0800 169 6565
Web: www.ageuk.org.uk (see website for your local area office details)

Alzheimer’s Society
Leading the fight against Dementia. National helpline: 0300 222 1122
Web: www.alzheimers.org.uk

Association of Charitable Organisations
A national umbrella body for benevolent charities.

Tel: 0207 255 4480
Email: info@aco.uk.net
Web: www.aco.uk.net
British Institute of Learning Difficulties (BILD)
Committed to improving the quality of life for people with a learning disability.
Tel: 0121 415 6960
Email: enquiries@bild.org.uk
Web: www.bild.org.uk

CareMatch
CareMatch links up professional carers, Personal Assistants, Nurses and other professionals to people that need them.
Tel: 0800 328 4122
Email: carematch@staffordshire.gov.uk
Web: www.carematch.org.uk

Carers Direct
Carers Direct from NHS Choices provides free confidential information, advice and support for carers.
Tel: 0300 123 1053

Carers Trust
The largest provider of comprehensive carers’ support services in the UK.
Tel: 0844 800 4361
Email: support@carers.org
Web: www.carers.org

Dementia Forward
Tel: 01765 601224
Email: info@dementiaforward.org.uk
Web: www.dementiaforward.org.uk

FirstStop Advice
Advice and information on all aspects of care accommodation, housing, finance and rights for older people.
Advice line: 0800 377 7070
Email: info@firststopadvice.org.uk
Web: www.firststopadvice.org.uk

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

Independent Age
Advice on home care, care homes, NHS Services, housing and other issues.
Tel: 0800 319 6789
Email: advice@independent.org
Web: www.independentage.org.uk

National Activity Providers Association (NAPA)
Promotes the importance of activities for older persons.
Tel: 0207 078 9375
Email: info@napa-activities.co.uk
Web: www.napa-activities.co.uk

National Council for Palliative Care (NCPC)
Umbrella organisation for palliative care. Leads the Dying Matters coalition which raises public awareness of talking openly about end of life.
Tel: 020 7697 1520
Email: enquiries@ncpc.org.uk
Web: www.ncpc.org.uk or visit www.dyingmatters.org

NHS Choices
NHS Choices provides medical information, a self-help guide, a symptom checker and a useful A-Z health encyclopaedia.
There is also an expert telephone advice line, which you can call when you need medical help quickly but it is not an emergency, dial 111.

Pension Service, The
Provides information about pensions and other pensioner benefits.
Tel: 0800 731 7898
Textphone: 0800 731 7339
Web: www.gov.uk/contact-pension-service

Registered Nursing Home Association (RNHA)
Campaigns for high standards in nursing home care.
Freephone: 0800 074 0194
Email: frankursell@rnha.co.uk
Web: www.rnha.co.uk

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

Silver Line, The
The Silver Line is a free national confidential helpline providing information, friendship and advice to older people, open 24-hours a day, every day of the year.
Tel: 0800 470 8090
Web: www.thesilverline.org.uk

Staffordshire Marketplace
The Staffordshire Marketplace is the directory of wellbeing and support services, activities and events for all ages across Staffordshire and Stoke-on-Trent.
Tel: 0300 111 8010
Text: 07814 194111 (available for people with a hearing impairment)
staffordshirecares@staffordshire.gov.uk
Web: www.staffordshiremarketplace.co.uk

United Kingdom Home Care Association (UKHCA)
Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.
Tel: 0208 661 8188
Email: helpline@ukhca.co.uk
Web: www.ukhca.co.uk

Visit www.carechoices.co.uk for further assistance with your search for care
92 NORTH STREET  
Bridgetown, Cannock, Staffordshire WS11 0AZ  
Tel: 01543 573739  

CARE SERVICES (UK) LTD - 20 TALBOT STREET  
20 Talbot Street, Rugeley, Staffordshire WS15 2EQ  
Tel: 01889 801837

CARE SERVICES (UK) LTD - 37 WOLVESEY ROAD  
37 Wolvesey Road, Rugeley, Staffordshire WS15 2QJ  
Tel: 01889 801535

CATHERINE CARE LTD  
38 Hilton Lane, Great Wyrley, Walsall, West Midlands WS6 6DS  
Tel: 01922 415888

COPPERDOWN RESIDENTIAL CARE HOME  
30 Church Street, Rugeley, Staffordshire WS15 2AH  
Tel: 01889 586874

GRANGE RESIDENTIAL CARE HOME, THE  
Cannock Wood Street, Rawnsley, Cannock, Staffordshire WS12 0PW  
Tel: 01543 425673

GREAT WYRLEY COMMUNITY SUPPORT UNIT  
156 Walsall Road, Great Wyrley, Staffordshire WS6 6NQ  
Tel: 01922 419054

HATHAWAY HOUSE  
7 Heather Valley, Hednesford, Cannock, Staffordshire WS12 1TA  
Tel: 01543 424856

HEARTLANDS CARE LTD T/A LANRICK HOUSE  
11 Wolvesey Road, Rugeley, Staffordshire WS15 2QJ  
Tel: 01889 577505

HEATHERS NURSING HOME, THE  
Gorsemoor Road, Heath Hayes, Cannock, Staffordshire WS12 3HR  
Tel: 01543 270077

HOB MEADOW  
2 Bentons Lane, Great Wyrley, Walsall, West Midlands WS6 6EF  
Tel: 01922 417713

HORSE FAIR CARE HOME  
Horse Fair, Rugeley, Staffordshire WS15 2EL  
Tel: 01889 571980 Advert page 50

KINGSLEY COTTAGE  
40 Uxbridge Street, Hednesford, Cannock, Staffordshire WS12 1DB  
Tel: 01543 422763

LANGSTON CARE LTD - 37 HILL TOP VIEW  
35 Hill Top View, Handsacre, Rugeley, Staffordshire WS15 4DG  
Tel: 01543 302067

LANGSTON CARE LTD - 37 HILL TOP VIEW  
35 Hill Top View, Handsacre, Rugeley, Staffordshire WS15 4DG  
Tel: 01543 302067

LANRICK COTTAGE  
Wolsey Road, Rugeley, Staffordshire WS15 2QJ  
Tel: 01889 585262

MARLYN HOUSE  
41 Cannock Road, Blackfords, Cannock, Staffordshire WS11 5BU  
Tel: 01543 504009

MARQUIS COURT (TUDOR HOUSE) CARE HOME  
Littleworth Road, Hednesford, Cannock, Staffordshire WS12 1HY  
Tel: 01543 422622 Advert page 45

MARQUIS COURT (WINDSOR HOUSE) CARE HOME  
Littleworth Road, Hednesford, Cannock, Staffordshire WS12 1HY  
Tel: 01543 428429 Advert page 45

MAVESYN RIDWARE RESIDENTIAL HOME LTD  
Mavesyn Ridware House, Church Lane, Mavesyn Ridware, Rugeley, Staffordshire WS15 3RB  
Tel: 01543 490585

MRS VALEER BULLMAN - 18 LEAFDOWN CLOSE  
18 Leafdown Close, Hednesford, Nr. Cannock, Staffordshire WS12 2NJ  
Tel: 01543 425637

NETHERMOOR HOUSE  
131 Chaseley Road, Etching Hill, Rugeley, Staffordshire WS15 2LQ  
Tel: 01889 584368

OAK TREE HOUSE  
68 Sevens Road, Cannock, Staffordshire WS12 0QA  
Tel: 01543 278832

PYE GREEN ROAD  
34-38 Pye Green Road, Cannock, Staffordshire WS11 5RZ  
Tel: 01543 503776

WATERS EDGE CARE HOME  
Stafford Road, Great Wyrley, Nr Walsall, Staffordshire WS6 6BA  
Tel: 01922 404343

WOODLAND VIEW SHORT BREAKS  
Woodland View, Longford Road, Cannock, West Midlands WS11 1QN  
Tel: 0333 202 7185

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 and drugs

This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
Cannock Chase care homes with nursing

ABBEY COURT NURSING HOME - CANNOCK
Heath Way, Heath Hayes, Cannock, Staffordshire WS11 7AD
Tel: 01543 277358  OP D PD MH YA

ALMA COURT CARE CENTRE
Heath Way, Heath Hayes, Cannock, Staffordshire WS11 7AD
Tel: 01543 273860  OP D MH

ASHCROFT HOLLOW CARE HOME
18a Stafford Road, Huntington, Cannock,
Staffordshire WS12 4PD
Tel: 01543 574551  OP D PD

BARTON HOUSE NURSING HOME
68 Cemetery Road, Cannock, Staffordshire WS11 5QH
Tel: 01543 504139  OP D MH YA

CONIFERS NURSING HOME
16-18 Johns Lane, Walsall, West Midlands WS6 6BY
Tel: 01922 415473  OP

HEATHERS NURSING HOME, THE
Gorsemoor Road, Heath Hayes, Cannock,
Staffordshire WS12 3HR
Tel: 01543 270077  OP D

HORNEGARTH HOUSE CARE HOME
204 Walsall Road, Great Wyrley, Walsall,
West Midlands WS6 6NQ
Tel: 01922 701702 Advert below  OP D MH YA

LAKEVIEW CARE HOME
Stafford Road, Great Wyrley, Nr Walsall,
Staffordshire WS6 6BA
Tel: 01922 409898  OP D PD MH

MARQUIS COURT (TUDOR HOUSE) CARE HOME
Littleworth Road, Hednesford, Cannock,
Staffordshire WS12 1HY
Tel: 01543 422622 Advert below  OP PD

MARQUIS COURT (WINDSOR HOUSE) CARE HOME
Littleworth Road, Hednesford, Cannock,
Staffordshire WS12 1HY
Tel: 01543 428429 Advert below  OP D

NEEDWOOD HOUSE NURSING HOMES
58-60 Stafford Street, Heath Hayes, Cannock,
Staffordshire WS12 2EH
Tel: 01543 275688  OP D PD MH YA

You care that your mum still enjoys the garden.

We care and helped Jenny plant her favourite flowers outside her room.

We put the residents at the very heart of everything we do. The care in our homes is tailored to meet your specific needs.

Why not pop in to look around and meet us?

Hornegarth House Cannock 01922 701702
Park Farm Lodge Tamworth 01827 280533
Pine Meadows Leek 01538 392520
Tudor House Cannock 01543 422622
Windsor House Cannock 01543 428429
Tall Oaks Biddulph 01782 518055
Hilltop Manor Tunstall 01782 828480
Westfield Lodge Tunstall 01782 336777

www.fshc.co.uk

Residential Care  |  Nursing Care
Dementia Care  |  Intermediate Care
Respite  |  End of Life/Palliative Care
Specialist 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 and drugs

Visit www.carechoices.co.uk for further assistance with your search for care
## East Staffordshire care homes

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<th>Service</th>
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<td>OP Older people (65+)</td>
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<td>YA Younger adults</td>
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<td>AD People who misuse alcohol and drugs</td>
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**Service**

**User Bands**

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<td>182 Ashby Road, Burton on Trent, Staffordshire DE15 0LB</td>
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<td>Tel: 01332 378840</td>
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<td>48 BURTON ROAD</td>
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<td>46 DERBY ROAD</td>
<td>46 Derby Road, Burton on Trent, Staffordshire DE14 1RP</td>
<td>Tel: 01283 516341</td>
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<tr>
<td>ABACUS QUALITY CARE LTD</td>
<td>T/A ABACUS CARE HOME</td>
<td>42-44 Rolleston Road, Burton On Trent, Staffordshire DE13 0JZ</td>
</tr>
<tr>
<td>AMBER HOUSE RESIDENTIAL HOME LTD</td>
<td>7-8 Needwood Street, Burton On Trent, Staffordshire DE14 2EN</td>
<td>Tel: 01283 562674</td>
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<tr>
<td>BEARWOOD HOUSE RESIDENTIAL CARE HOME</td>
<td>183 Bearwood Hill Road, Winshill, Burton On Trent, Staffordshire DE15 0JS</td>
<td>Tel: 01283 561141</td>
</tr>
<tr>
<td>CARDEN BANK REST HOME</td>
<td>16 Belvedere Road, Burton On Trent, Staffordshire DE15 0RQ</td>
<td>Tel: 01283 563841</td>
</tr>
<tr>
<td>COACH HOUSE, THE</td>
<td>34A Stapenhill Road, Burton On Trent, Staffordshire DE15 9AE</td>
<td>Tel: 01283 546234</td>
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<tr>
<td>DOVE HOUSE CARE HOME</td>
<td>Dairy Lane, Sudbury, Ashbourne, Derbyshire DE6 5GX</td>
<td>Tel: 01283 820304</td>
</tr>
<tr>
<td>EVERSLEY REST HOME</td>
<td>38 Bramshall Road, Uttoxeter, Staffordshire ST14 7PG</td>
<td>Tel: 01889 563681</td>
</tr>
<tr>
<td>FAR FILLIMORE REST HOME</td>
<td>Wood Lane, Hanbury, Burton On Trent, Staffordshire DE13 8TG</td>
<td>Tel: 01283 812180</td>
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<tr>
<td>HERMITAGE CHARITY CARE TRUST, THE</td>
<td>66 Holly Road, Uttoxeter, Staffordshire ST14 7DU</td>
<td>Tel: 01889 562040</td>
</tr>
<tr>
<td>HIGHLBARROW RESIDENTIAL HOME</td>
<td>Toothill Road, Uttoxeter, Staffordshire ST14 8JT</td>
<td>Tel: 01889 566406</td>
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<td>HIGHFIELD COURT</td>
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<td>Tel: 01889 568057</td>
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<td>HIGHFIELD HALL</td>
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<tr>
<td>HILL LODGE 1</td>
<td>358 Rosliston Road, Stapenhill, Burton On Trent, Staffordshire DE15 9RJ</td>
<td>Tel: 01283 542443</td>
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<tr>
<td>HILL LODGE 2</td>
<td>359 Rosliston Road, Stapenhill, Burton On Trent, Staffordshire DE15 9RJ</td>
<td>Tel: 01283 542443</td>
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<tr>
<td>HILLFIELD HOUSE</td>
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<td>Tel: 01283 567320</td>
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<td>HILLINGDON HOUSE</td>
<td>172 Ashby Road, Burton On Trent, Staffordshire DE15 0LG</td>
<td>Tel: 01283 510274</td>
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<tr>
<td>JAMES COURT RESIDENTIAL CARE HOME</td>
<td>6 St Pauls Square, Burton On Trent, Staffordshire DE14 2EF</td>
<td>Tel: 01283 740411</td>
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<tr>
<td>LEIGH HOUSE</td>
<td>33 Ashby Road, Burton on Trent, Staffordshire DE15 0LQ</td>
<td>Tel: 01283 537007</td>
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<tr>
<td>MOUNT, THE</td>
<td>Wood Lane, Yoxall, Burton On Trent, Staffordshire DE13 8PH</td>
<td>Tel: 01543 472081</td>
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</table>

**Email:** care@littlewhitepages.com **Website:** www.little-white-pages.co.uk **This Directory’s helpline 0800 389 2077 – information on choosing and paying for care**
### East Staffordshire care homes continued

<table>
<thead>
<tr>
<th>Care Home</th>
<th>Address</th>
<th>Tel</th>
<th>User Bands</th>
<th>Service</th>
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<tbody>
<tr>
<td><strong>PARKBROOK LODGE</strong></td>
<td>Stubwood Lane, Denstone, Uttoxeter, Staffordshire ST14 5HU</td>
<td>01889 591778</td>
<td>LDA YA</td>
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<tr>
<td><strong>RIVER LODGE</strong></td>
<td>35 Stapenhill Road, Burton On Trent, Staffordshire DE15 9AE</td>
<td>01283 546234</td>
<td>LDA</td>
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<tr>
<td><strong>SANDYLEE HOUSE</strong></td>
<td>54 Stafford Road, Uttoxeter, Staffordshire ST14 8DN</td>
<td>01889 567360</td>
<td>LDA</td>
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<tr>
<td><strong>SILVER BIRCH</strong></td>
<td>Silver Birch, 67 Hawthorn Crescent, Burton On Trent, Staffordshire DE15 9QP</td>
<td>01283 542534</td>
<td>OP D PD LDA MH SI YA</td>
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<tr>
<td><strong>ST MARYS MOUNT</strong></td>
<td>Holly Road, Uttoxeter, Staffordshire ST14 7DX</td>
<td>01889 562020</td>
<td>OP D PD MH</td>
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<tr>
<td><strong>SUMMERFIELDS HOUSE REST HOME</strong></td>
<td>12 Burton Road, Branston, Burton On Trent, Staffordshire DE14 3DN</td>
<td>01283 540766</td>
<td>OP D</td>
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<tr>
<td><strong>TRENT VIEW</strong></td>
<td>34 Stapenhill Road, Burton On Trent, West Midlands DE15 9AE</td>
<td>01283 546232</td>
<td>LDA YA</td>
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</tbody>
</table>

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### Dove House Nursing and Care Home

Dove House is a splendid Victorian residence built in 1886 and goes out of its way to provide a friendly home from home atmosphere that is tastefully decorated and is registered for Nursing and Residential Care and for those with Dementia, mental health or physical disabilities.

Tel: 01283 820304  
Email: information@midlandhealthcare.co.uk  
www.midlandhealthcareltd.co.uk  
Dairy Lane, Sudbury, Ashbourne DE6 5GX

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### East Staffordshire care homes with nursing

<table>
<thead>
<tr>
<th>Care Home</th>
<th>Address</th>
<th>Tel</th>
<th>User Bands</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BARROWHILL HALL</strong></td>
<td>Barrow Hill, Rocester, Uttoxeter, Staffordshire ST14 5BX</td>
<td>01889 591006</td>
<td>OP D MH SI YA</td>
<td></td>
</tr>
<tr>
<td><strong>BARTON COTTAGE</strong></td>
<td>The Cottage Wing, Barton Health &amp; Community Care Centre, Short Lane, Barton under Needwood, Burton On Trent, Staffordshire DE13 8LT</td>
<td>01283 714110</td>
<td>OP PD</td>
<td></td>
</tr>
<tr>
<td><strong>BRANSTON COURT NURSING HOME</strong></td>
<td>Branston Road , Branston, Burton On Trent, Staffordshire DE14 3DB</td>
<td>01283 510088</td>
<td>OP PD</td>
<td></td>
</tr>
<tr>
<td><strong>BURTON, BRIDGE AND TRENT COURT CARE CENTRE</strong></td>
<td>17-19 Ashby Road, Burton On Trent, Staffordshire DE15 0LB</td>
<td>01283 512915</td>
<td>OP D PD MH</td>
<td></td>
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<tr>
<td><strong>CHARLOTTE JAMES NURSING HOME</strong></td>
<td>Oakhurst Shobnall Road, Burton On Trent, Staffordshire DE14 2BB</td>
<td>01283 569417</td>
<td>OP PD</td>
<td></td>
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<tr>
<td><strong>CROFT NURSING HOME</strong></td>
<td>43-44 Main Street, Stapenhill, Burton On Trent, Staffordshire DE15 9AR</td>
<td>01283 561227</td>
<td>OP D</td>
<td></td>
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<tr>
<td><strong>DOVE HOUSE CARE HOME</strong></td>
<td>Dairy Lane, Sudbury, Ashbourne, Derbyshire DE6 5GX</td>
<td>01283 820304</td>
<td>Advert above</td>
<td>OP D PD MH SI YA</td>
</tr>
<tr>
<td><strong>FAULD HOUSE NURSING HOME</strong></td>
<td>Fauld, Tutbury, Burton On Trent, Staffordshire DE13 9HS</td>
<td>01283 813642</td>
<td>OP D PD</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
East Staffordshire care homes with nursing continued

HOAR CROSS NURSING HOME
St Michael’s House, Abbots Bromley Road, Hoar Cross, Burton On Trent Staffordshire DE13 8RA
Tel: 01543 686850
OP D D

KINGS BROMLEY
Manor Park Kings, Bromley, Burton On Trent, Staffordshire DE13 7JA
Tel: 01543 472044
OP D D

KIRK HOUSE CARE HOME
34 Balance Street, Uttoxeter, Staffordshire ST14 8JE
Tel: 01889 562628
OP D D

OLD RECTORY (BRAMSHALL) LTD
Leigh Lane, Bramshall, Uttoxeter, Staffordshire ST14 5DN
Tel: 01889 565565
OP D D

POPLARS NURSING AND RESIDENTIAL CARE HOME
Rolleston Road, Burton On Trent, Staffordshire DE13 0JT
Tel: 01283 562842
OP D D

RIDER HOUSE CARE CENTRE
Stapenhill Road, Burton On Trent, Staffordshire DE15 9AE
Tel: 01283 512973
OP D D

Lichfield care homes

BRACKE HOUSE
Bracken Close, Burntwood, Staffordshire WS7 9BD
Tel: 01543 686850
OP D D MH S I YA

FOOTHERLEY HALL
Footerley Lane, Shenstone, Lichfield, Staffordshire WS14 0HG
Tel: 01543 480253
OP D D

HAWTHORN HOUSE
Burton Old Road West, Lichfield, Staffordshire WS13 6EN
Tel: 01543 252211
LDA D

LAWNSWOOD AVENUE
112 Lawnswood Avenue, Burntwood, Staffordshire WS7 4YE
Tel: 01543 684009
LDA D

Award Winning Care now at Darwin Court

Residential, Dementia, Nursing and Respite Care Lichfield | Staffordshire

Darwin Court Care Home, situated close to the heart of Lichfield, offers incredible views from the Home across to the famous cathedral spires. Darwin has been recently refurbished to offer additional stylish top floor living with direct access to a magnificent rooftop garden with its uninterrupted views and its unhindered sunny aspect. Run by leading care provider Avery Healthcare, the Home brings to Staffordshire and the surrounding areas leading care provision from a national company with an award winning reputation.

With hotel standard services and dining, the best in clinical care, and a varied programme of daily activities, we make life fun and interesting at Darwin Court.

Darwin Court offers:
• Generously proportioned en-suite bedrooms many with balconies
• Restaurant standard food prepared daily by two full time chefs
• Vibrant lounges, comfortable quiet rooms & elegant communal dining areas
• Hotel standard support services including a daily programme of therapeutic activities

Come and see for yourself, call 01543 250824

Manager: Rosie Howell | www.averyhealthcare.co.uk | enquiries.darwincourt@averyhealthcare.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 and drugs

This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
LOUGHTON COURT  
99-101 Trent Valley Road, Lichfield, Staffordshire WS13 6EZ  
Tel: 01543 304032  

PRIORY HIGHFIELDS  
11 Highfields Road, Chase Town, Burntwood,  
Staffordshire WS7 4QR  
Tel: 01543 684948  

ROSEMARY LODGE  
191 Walsall Road, Lichfield, Staffordshire WS13 8AQ  
Tel: 01543 415223  

SOUTHWINDS  
17 Chase Road, Burntwood,  
Staffordshire WS7 0DS  
Tel: 01543 672552  

WATFORD HOUSE RESIDENTIAL HOME  
Birmingham Road, Shenstone Wood End, Lichfield,  
Staffordshire WS14 0PD  
Tel: 0121 308 1342  

235 RUKELEY ROAD  
Chase Terrace, Burntwood, Staffordshire WS7 1NS  
Tel: 01543 686460  

ASTON COURT NURSING AND RESIDENTIAL HOME  
Little Aston Hall Drive, Little Aston, Sutton Coldfield,  
West Midlands B74 3BF  
Tel: 0121 667 5886  

BEATRICE COURT AND CITYGATE LODGE HOME  
36 St John Street, Lichfield,  
Staffordshire WS13 6PZ  
Tel: 01543 418341  

BEECHFIELDS NURSING HOME LTD  
1 Wissage Road, Lichfield, Staffordshire WS13 6EJ  
Tel: 01543 418354  

BRIAR HILL HOUSE  
51 Attlee Crescent, Rugeley, Staffordshire WS15 1BP  
Tel: 01889 576622  

CHASEVIEW NURSING HOME  
Water Street, Chase Terrace, Burntwood,  
Staffordshire WS7 1AW  
Tel: 01543 672666  

DARWIN COURT CARE CENTRE  
Wissage Road, Lichfield, Staffordshire WS13 6SP  
Tel: 01543 250824  

DARWIN COURT CARE CENTRE  
Wissage Road, Lichfield, Staffordshire WS13 6SP  
Tel: 01543 250824  

GRANGEMOOR HOUSE NURSING HOME  
110 Cannock Road, Burntwood,  
Staffordshire WS7 0BG  
Tel: 01543 675711  

HAMMERWICH HALL RESIDENTIAL AND NURSING HOME  
105 Burntwood Road, Hammerwich, Burntwood,  
Staffordshire WS7 0JL  
Tel: 01543 675529  

HAWKSYARD PRIORY NURSING HOME  
Armitage Lane, Armitage, Rugeley,  
Staffordshire WS15 1PT  
Tel: 01543 490112  

LODGE NURSING HOME, THE  
106 Cannock Road, Burntwood,  
Staffordshire WS7 0BG  
Tel: 01543 686188  

OLD VICARAGE NURSING HOME  
160 High Street, Chasetown, Burntwood,  
Staffordshire WS7 3XG  
Tel: 01543 683833  

SHENSTONE HALL NURSING HOME  
13 Birmingham Road, Shenstone, Lichfield,  
Staffordshire WS14 0JS  
Tel: 01543 480222  

STUBBY LEAS NURSING HOME  
Fishertwick Road, Whittington, Lichfield,  
Staffordshire WS13 8PT  
Tel: 01889 383496  

TALBOT HOUSE NURSING HOME  
28-30 Talbot Street, Rugeley, Staffordshire WS15 2EG  
Tel: 01889 570527  

VICARAGE COURT NURSING HOME  
160 High Street, Chasetown, Burntwood,  
Staffordshire WS7 3XG  
Tel: 01543 685588  

Visit www.carechoices.co.uk for further assistance with your search for care
Avery Healthcare | Care Homes

Avery Healthcare homes provide the highest standards of residential, dementia and nursing care, with a clear focus on residents and their families being central to decisions about care and life within the community of the home. We have many years experience providing acclaimed care nurturing a sense of companionship and involvement in award winning homes, which continue to set the standard for luxury senior living. Our dedicated professional staff deliver respectful and dignified care, within a friendly and welcoming environment, along with a full and varied diary of daily activities, with well-being, friendship and fun at the heart of each home.

Horse Fair | Rugeley
Tel. 01889 571980

Hempstalls Hall | Newcastle-under-Lyme
Tel. 01782 349320

Hanford Court | Stoke-on-Trent
Tel. 01782 645140

Rowan Court | Newcastle-under-Lyme
Tel. 01782 622144

www.averyhealthcare.co.uk/care-homes/staffordshire
# Newcastle under-Lyme care homes

<table>
<thead>
<tr>
<th>Care Home Name</th>
<th>Address</th>
<th>Telephone</th>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>CARETECH COMMUNITY SERVICES LTD</td>
<td>34 Porthill, Porthill, Newcastle under-Lyme, Staffordshire ST5 0AA</td>
<td>01782 612223</td>
<td></td>
<td>LDA</td>
</tr>
<tr>
<td>CHESTERTON LODGE</td>
<td>Loomer Road, Chesterton, Newcastle under-Lyme, Staffordshire ST5 7LB</td>
<td>01782 562690</td>
<td></td>
<td>OP D</td>
</tr>
<tr>
<td>CHOICES HOUSING ASSOCIATION LTD</td>
<td>5 Greenbrook Court, St Michaels Road, Newcastle under-Lyme, Staffordshire ST5 9QB</td>
<td>01782 628190</td>
<td>OP D PD LDA SI YA</td>
<td></td>
</tr>
<tr>
<td>103 Heath Street</td>
<td>Chesterton, Newcastle under-Lyme, Staffordshire ST5 7ND</td>
<td>01782 563259</td>
<td>OP PD LDA SI YA</td>
<td></td>
</tr>
<tr>
<td>43 High Street</td>
<td>Ellesmere, Wolstanton, Newcastle under-Lyme, Staffordshire ST5 0ET</td>
<td>01782 620155</td>
<td>OP LDA MH YA</td>
<td></td>
</tr>
<tr>
<td>23 Mount Pleasant</td>
<td>Chesterton, Newcastle under-Lyme, Staffordshire ST5 7LQ</td>
<td>01782 565437</td>
<td>OP PD LDA SI YA</td>
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<tr>
<td>40 Stafford Avenue</td>
<td>Clayton, Newcastle under-Lyme, Staffordshire ST5 3BJ</td>
<td>01782 630375</td>
<td>OP LDA SI YA</td>
<td></td>
</tr>
<tr>
<td>10 Whitfield Avenue</td>
<td>Seabridge, Newcastle under-Lyme, Staffordshire ST5 2JH</td>
<td>01782 638291</td>
<td>LDA MH YA</td>
<td></td>
</tr>
<tr>
<td>DODDLESPPOOL HALL CARE HOME</td>
<td>Main Road, Betley, Crewe, Cheshire CW3 9AE</td>
<td>01270 820700</td>
<td></td>
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<tr>
<td>FARMHOUSE RESIDENTIAL REST HOME</td>
<td>Talke Road, Red Street, Newcastle under-Lyme, Staffordshire ST5 7AH</td>
<td>01782 566430</td>
<td>OP D PD LDA MH SI YA</td>
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<tr>
<td>FLORENCE HOUSE</td>
<td>Porthill Bank, Porthill, Newcastle under-Lyme, Staffordshire ST5 0AE</td>
<td>01782 637354</td>
<td>OP D PD MH S</td>
<td></td>
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<tr>
<td>GROVE COURT</td>
<td>100 Lancaster Road, Newcastle under-Lyme, Staffordshire ST5 1DS</td>
<td>01782 628983</td>
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<td>MH</td>
</tr>
<tr>
<td>HEMPSTALLS HALL CARE HOME</td>
<td>Hempstalls Lane, Newcastle under-Lyme, Staffordshire ST5 9NR</td>
<td>01782 349320</td>
<td>Advert page 50</td>
<td>OP D PD</td>
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<tr>
<td>KINGSLEY REST HOME</td>
<td>7 Southlands Avenue, Wolstanton, Newcastle under-Lyme, Staffordshire ST5 8BZ</td>
<td>01782 626740</td>
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<td>OP D PD MH SI YA</td>
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<tr>
<td>LITTLE MEADOWS</td>
<td>1 Poplar Avenue, Cross Heath, Newcastle under-Lyme, Staffordshire ST5 9HR</td>
<td>01782 711669</td>
<td></td>
<td>D PD MH</td>
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<tr>
<td>LIVING INDEPENDENTLY STAFFORDSHIRE - BRIGHTON HOUSE CARE HOME</td>
<td>Sneyd Terrace, Silverdale, Newcastle under-Lyme, Staffordshire ST5 6JT</td>
<td>01782 717484</td>
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<tr>
<td>LODGE, THE</td>
<td>Clayton Road, Newcastle under-Lyme, Staffordshire ST5 4AD</td>
<td>01782 616961</td>
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<td>OP PD LDA YA</td>
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<tr>
<td>LYME VALLEY HOUSE RESIDENTIAL CARE HOME</td>
<td>115 London Road, Newcastle under-Lyme, Staffordshire ST5 1ND</td>
<td>01782 633407</td>
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<td>OP D PD</td>
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<tr>
<td>MAPLES RESIDENTIAL HOME, THE</td>
<td>First Avenue Porthill, Newcastle under-Lyme, Staffordshire ST5 8QX</td>
<td>01782 636129</td>
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<td>OP D</td>
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<tr>
<td>SAMUEL HOBSON HOUSE</td>
<td>20-22 Knutton Road, Wolstanton, Newcastle under-Lyme, Staffordshire ST5 0HU</td>
<td>01782 620011</td>
<td></td>
<td>OP D</td>
</tr>
<tr>
<td>STAFFORDSHIRE COUNTY COUNCIL</td>
<td>114 Douglas Road, Newcastle under-Lyme, Staffordshire ST5 9BJ</td>
<td>01782 711041</td>
<td></td>
<td>LDA</td>
</tr>
<tr>
<td>WOODLANDS, THE</td>
<td>20 Woodlands Avenue, Newcastle under-Lyme, Staffordshire ST5 8AZ</td>
<td>01782 622089</td>
<td></td>
<td>LDA YA</td>
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</tbody>
</table>

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 and drugs
### Newcastle under-Lyme care homes with nursing

**ABBEYWELL COURT**  
Dragon Square, Newcastle, Staffordshire ST5 7HL  
Tel: 01782 561769  
**User Bands**: OP D MH YA

**BRADWELL HALL NURSING HOME**  
Old Hall Drive, Bradwell, Newcastle under-Lyme, Staffordshire ST5 8RQ  
Tel: 01782 636935  
**User Bands**: OP D PD MH SI

**MADELEY MANOR CARE HOME**  
Heighley, Castle Way, Madeley, Crewe, Cheshire CW3 9HJ  
Tel: 01782 750610  
**User Bands**: OP D PD MH YA

**ROWAN COURT**  
Silverdale Road, Newcastle under-Lyme, Staffordshire ST5 2TA  
Tel: 01782 622144  
**User Bands**: OP D PD MH SI YA

### South Staffordshire care homes

**1 HOLENDENE WAY**  
1 Holendene Way, Wombourne, Wolverhampton, West Midlands WV5 8EP  
Tel: 01905 798247  
**User Bands**: LDA MH YA

**ABELE VIEW RESIDENTIAL HOME**  
Off Roman Road, Iverley, Stourbridge, West Midlands DY7 6PP  
Tel: 01384 390561  
**User Bands**: OP D PD SI

**ASHFIELD HOUSE**  
Sugar Loaf Lane, Iverley, Kidderminster, Worcestershire DY10 3PB  
Tel: 01562 701118  
**User Bands**: PD LDA MH SI

**BEARNETT HOUSE**  
Stourbridge Road, Wolverhampton, West Midlands WV4 5NN  
Tel: 01902 895443  
**User Bands**: OP D

**BRICKBRIDGE HOUSE**  
Tel: 98 Bridgnorth Road, Wombourne, Wolverhampton, West Midlands WV5 0AQ  
Tel: 01902 892619  
**User Bands**: PD LDA

**CATHERINE CARE LTD**  
38 Hilton Lane, Great Wyrley, Walsall, West Midlands WS6 6DS  
Tel: 01922 415888  
**User Bands**: LDA

**ESSINGTON MANOR CARE HOME**  
41 Road Lane, Essington, Wolverhampton, West Midlands WV11 2RG  
Tel: 01922 406596  
**User Bands**: OP D PD MH SI

**FAIRMONT RESIDENTIAL LTD**  
Botts Farm, Whittington Hall Lane, Kinver Stourbridge  
West Midlands DY7 6PN  
Tel: 01384 397402  
**User Bands**: LDA

**FIRS RESIDENTIAL HOME, THE**  
Wodehouse Lane, Gospel End, Sedgley, West Midlands DY3 4AE  
Tel: 01902 677911  
**User Bands**: OP D PD MH

**GREENWAY HOUSE RESIDENTIAL HOME**  
103 Springhill Lane, Lower Penn, Wolverhampton, Staffordshire WV4 4TW  
Tel: 01902 330777  
**User Bands**: OP D PD MH SI

**PEGASUS HOUSE**  
17 Elder Grove, Wombourne, Wolverhampton, West Midlands WV5 0EN  
Tel: 01215 446611  
**User Bands**: OP PD LDA MH SI YA

**SHRUBBERY REST HOME, THE**  
126 Wood Road, Codsall, Wolverhampton, West Midlands WV8 1DW  
Tel: 01902 844871  
**User Bands**: OP D PD MH

**SPRINGFIELD HOUSE RESIDENTIAL HOME**  
Oaken Drive, Codsall, Wolverhampton, West Midlands WV8 2EE  
Tel: 01902 844143  
**User Bands**: OP D

**WILLOWS CARE HOME, THE**  
14 Wolverhampton Road, Codsall, Wolverhampton, West Midlands WV8 1PP  
Tel: 01902 842273  
**User Bands**: OP 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 and drugs

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52 This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
South Staffordshire care homes with nursing

EDGEVIEW NURSING HOME
The Compa Comber Road, Kinver, Stourbridge, West Midlands DY7 6HT
Tel: 01384 872804  D PD LDA MH

HIMLEY MILL NURSING HOME
School Road, Himley, Dudley, West Midlands DY3 4LG
Tel: 01902 324021  OP D PD YA

HUNTERS LODGE CARE CENTRE, The
Hollybush Lane Oaken, Codsall, Wolverhampton, West Midlands WV8 2AT
Tel: 01902 847575  OP D PD MH YA

PERTON MANOR
Wrottesley Park Road, Wolverhampton, West Midlands WV8 2HE
Tel: 01902 843004  OP D PD MH SI YA

PRESTWOOD COACH HOUSE
Prestwood House, Wolverhampton Road, Prestwood Stourbridge, West Midlands DY7 5AL
Tel: 01384 877440  OP D PD

PRESTWOOD HOUSE
Prestwood House, Wolverhampton Road, Prestwood Stourbridge, West Midlands DY7 5AL
Tel: 01384 877440  OP D PD

SPRINGFIELD HOUSE NURSING HOME
Oaken Drive, Codsall, Wolverhampton, West Midlands WV8 2EE
Tel: 01902 847272  OP PD

ST ANTHONY’S - CARE HOME WITH NURSING PHYSICAL DISABILITIES
Stourbridge Road, Wolverhampton, West Midlands WV4 5NQ
Tel: 01902 893056  PD YA

WOODFORD HOUSE
The Green, Triesull, Wolverhampton, West Midlands WV5 7HW
Tel: 01902 324264  OP D PD MH

Stafford care homes

BEECHCROFT HOUSE RESIDENTIAL HOME
St Johns Road, Rowley Park, Stafford, Staffordshire ST17 9BA
Tel: 01785 251973  OP PD

BROOKSIDE RESIDENTIAL HOME
159 Eccleshall Road, Stafford, Staffordshire ST16 2PD
Tel: 01785 240738  OP PD

BURLEY HEIGHTS
Seighford Lane, Aston by Doxey, Stafford, Staffordshire ST18 9LQ
Tel: 01785 281715  PD LDA MH SI YA

BUTTERHILL HOUSE
Coppenhall Stafford, Staffordshire ST18 9BU
Tel: 01785 780380 Advert page 55  OP D PD

COTTAGE, THE
20 Oulton Road, Stone, Staffordshire ST15 8DZ
Tel: 01785 811918  LDA YA

GINGERCROFT RESIDENTIAL HOME
Wharf Road, Gnosall, Stafford, Staffordshire ST20 0DB
Tel: 01785 822142  OP D

GREENFIELD HOUSE
Springfield Road, Stafford, Staffordshire ST13 6LQ
Tel: 01538 385916  D PD LDA

HEATHFIELD HOUSE
318 Uttoxeter Road, Blythe Bridge, Stafford, Staffordshire ST11 9LY
Tel: 01782 393909  LDA

HILCOTE HALL
Stone Road, Eccleshall, Stafford, Staffordshire ST21 6JX
Tel: 01785 851296  PD LDA

KAY SERA SERA
7 Willowbrook, Derrington, Stafford, Staffordshire ST18 9NN
Tel: 01785 244684  OP

LITTLE INGESTRE HOUSE
Ingestre Park, Nr Great Haywood, Stafford, Staffordshire ST18 0RE
Tel: 01889 270410  PD LDA YA

LONGRIDGE CARE HOME LTD
Levedale Road, Dunston, Stafford, Staffordshire ST18 9AL
Tel: 01785 714119  OP PD

MANOR HOUSE RESIDENTIAL HOME
37 Stafford Road, Stone, Staffordshire ST15 0HG
Tel: 01785 812885  OP

MEADOWFIELDS CARE HOME
Pasturefields, Great Haywood, Stafford, Staffordshire ST18 0RD
Tel: 01889 270565  OP D PD

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

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

#### MEWS, THE
Stone Road, Eccleshall, Stafford, Staffordshire ST21 6JX
Tel: 01785 851185

#### MR & MRS P WILSON - 156 ECCLESHALL ROAD
156 Eccleshall Road, Stafford, Staffordshire ST16 1JA
Tel: 01785 604222

#### OLD POST OFFICE RESIDENTIAL HOME, THE
Newport Road, Haughton, Stafford, Staffordshire ST18 9JH
Tel: 01785 780817

#### OLD RECTORY, THE
Fradswell Lane, Fradswell, Stafford, Staffordshire ST18 0EY
Tel: 01889 270236

#### QUEENSWAY HOUSE
Weston Road, Stafford, Staffordshire ST16 3TF
Tel: 01785 226417

#### R M P CARE - 1 ALEXANDRA STREET
1 Alexandra Street, Stone, Staffordshire ST15 8HL
Tel: 01785 615510

#### R M P CARE - 20 LONGTON ROAD
20 Longton Road, Stone, Staffordshire ST15 8DQ
Tel: 01785 615505

#### R M P CARE - 21 LONGTON ROAD
21 Longton Road, Stone, Staffordshire ST15 8DQ
Tel: 01785 615505

#### R M P CARE - 20 OULTON ROAD
20 Oulton Road, Stone, Staffordshire ST15 8DZ
Tel: 01785 615486

#### R M P CARE - 49 VICTOR STREET
49 Victor Street, Stone, Staffordshire ST15 8HH
Tel: 01785 615500

#### ROCKLEE RESIDENTIAL HOME LTD
341-343 Stone Road, Stafford, Staffordshire ST16 1LB
Tel: 01785 607468

#### ROSNA HOUSE
339 Stone Road Stafford Staffordshire ST16 1LB
Tel: 01785 245696

#### SISTER DORA NURSING HOME
Brocton Road, Milford, Stafford, Staffordshire ST17 0UH
Tel: 01785 661024

#### STANDON HALL CARE HOME
Standon, Near Eccleshall, Stafford, Staffordshire ST21 6RA
Tel: 01782 791555

#### WILFORD HOUSE
47 Rowley Bank, Stafford, Staffordshire ST17 9BA
Tel: 01785 258495

---

**Feel right at home with Hilderstone Hall Care Home**

At Hilderstone Hall Care Home we pride ourselves on the independence, dignity and choice for the individuals we support. We look after people with a wide variety of needs. Our compassionate and caring staff make sure that everyone is treated as an individual and that they have comfort, security and the best quality of life.

If you would like a tour of our home or just need some friendly advice, please pop in or call us on:
Tel: 01889 861 843

Hilderstone Hall Care Home
Hall Lane, Hilderstone, Stone, ST15 8SQ

---

**Nursing care • Residential care • Dementia care • Respite care and short breaks**

---

This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
Butterhill House

A superior Residential Care Home for the elderly offering secure comfort in a beautiful country setting

- Caring for 28 elderly ladies and gentlemen
- Long or short stays including holidays and convalescence
- Professional staff providing 24-hour quality care
- Medical support from local physicians and district nurses
- Nurse call communication system fitted to all bedrooms
- Relaxed informal family atmosphere with unrestricted visiting
- Traditional home-cooked meals with varied menus
- Stair lifts provided for added comfort and safety
- Catering for diabetic and other special diets
- Supervised outings plus in-house entertainment
- Visiting hairdresser, chiropodist, dentist and optician
- Three communal lounges with wide bay windows
- Splendid Georgian-styled orangery - dining room
- South facing with magnificent views towards Cannock Chase
- The home lies within 10 minutes driving distance of Stafford and the M6

Respite care available - supporting carers in the community

Call the Manager on 01785 780380 for any queries or informal/formal discussions regarding your relative’s possible stay at our care home

Butterhill House
Near Coppenhall
Stafford
ST18 9BU
Stafford care homes with nursing

**HEYFIELDS NURSING HOME**
Heyfields, Tittensor Road, Tittensor, Staffordshire ST12 9HQ
Tel: 01782 373584

**HILDERSTONE HALL**
Hilderstone, Nr Stone, Staffordshire ST15 8SQ
Tel: 01889 861843 *Advert page 54*

**LIMEWOOD NURSING AND RESIDENTIAL HOME**
Limewood Avenue, Stafford ST16 3DF
Tel: 01785 215678

**MANOR HOUSE NURSING HOME, THE**
Burton Manor Road, Hyde Lea, Stafford, Staffordshire ST18 9AT
Tel: 01785 250600

**MAPLE COURT NURSING HOME**
Rotherwood Drive, Rowley Park, Stafford, Staffordshire ST17 9AF
Tel: 01785 245556

**MAPLE LODGE (STAFFORD)**
Rotherwood Drive, Rowley Park, Stafford, Staffordshire ST17 9AF
Tel: 01785 255259

**OULTON ABBEY RESIDENTIAL & NURSING HOME**
Oulton Abbey, Church Lane, Oulton, Staffordshire ST15 8UP
Tel: 01785 814192

**ROSEVILLA NURSING HOME**
148-150 Eccleshall Road, Stafford, Staffordshire ST16 1JA
Tel: 01785 254760

**ROWLEY HOUSE LTD**
26 Rowley Avenue, Stafford, Staffordshire ST17 9AA
Tel: 01785 255279

**SISTER DORA NURSING HOME**
Brocton Road Milford Stafford, Staffordshire ST17 0UH
Tel: 01785 661024

**ST JOSEPH’S CONVENT NURSING HOME**
Lichfield Road, Stafford, Staffordshire ST17 4LG
Tel: 01785 251577

**ST MARY’S NURSING HOME**
Magaret Street, Stone, Staffordshire ST15 8EJ
Tel: 01785 813894

**STANDON HALL CARE HOME (THE BEECHES)**
Standon, Near Eccleshall, Stafford, Staffordshire ST21 6RN
Tel: 01782 791555

**WESTON HOUSE**
Weston Road, Stafford, Staffordshire ST16 3TF
Tel: 01785 228324

**WHEATON ASTON CARE HOME**
Ivetsey Bank, Wheaton Aston, Stafford, Staffordshire ST19 9QT
Tel: 01785 840423

Staffordshire Moorlands care homes

**BEECH DENE RESIDENTIAL CARE HOME**
Westwood Road, Leek, Staffordshire ST16 8DL
Tel: 01538 388087

**CHOICES HOUSING ASSOCIATION LTD - 20 DAIRY CLOSE**
20 Dairy Close, Leek, Staffordshire ST13 6LT
Tel: 01538 386762

**CHOICES HOUSING ASSOCIATION LTD - 63 JUNCTION ROAD**
63 Junction Road, Leek, Staffordshire ST13 5QN
Tel: 01782 382542

**HILLESDEN HOUSE CARE HOME**
Mount Road, Leek, Staffordshire ST13 6NQ
Tel: 01538 373397

**LADYDALE CARE HOME**
9 Fynney Street Leek Staffordshire ST13 5LF
Tel: 01538 386442

**PINE MEADOWS CARE HOME**
Park Road, Leek, Staffordshire ST13 8XP
Tel: 01538 392520 *Advert page 45*

**WALL HILL CARE HOME LTD**
Broad Street, Leek, Staffordshire ST13 5QA
Tel: 01538 399807

<table>
<thead>
<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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<tr>
<td>User Bands</td>
<td>MH Mental health</td>
<td>SI Sensory impairment</td>
<td>YA Younger adults</td>
<td>AD People who misuse alcohol and drugs</td>
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**Staffordshire Moorlands care homes with nursing**

<table>
<thead>
<tr>
<th>ABBEY COURT CARE HOME - LEEK</th>
<th>ERNVALE HOUSE CARE CENTRE</th>
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<tbody>
<tr>
<td>Buxton Road, Leek, Staffordshire ST13 6NF</td>
<td>Station Road, Cheddleton, Leek, Staffordshire ST13 7EE</td>
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<tr>
<td>Tel: 01538 386523</td>
<td>Tel: 01538 360260</td>
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<thead>
<tr>
<th>AUTUMN HOUSE NURSING HOME</th>
<th>PINE MEADOWS CARE HOME</th>
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</thead>
<tbody>
<tr>
<td>37 Stafford Road, Stone, Staffordshire ST15 0HG</td>
<td>Park Road Leek, Staffordshire ST13 8XP</td>
</tr>
<tr>
<td>Tel: 01785 812885</td>
<td>Tel: 01538 392520 Advert page 45</td>
</tr>
</tbody>
</table>

**Stoke-on-Trent care homes**

<table>
<thead>
<tr>
<th>ABBOTS HOUSE</th>
<th>CAMBIAN - TRENT VALLEY ROAD</th>
</tr>
</thead>
<tbody>
<tr>
<td>103 Abbots Road, Abbey Hulton, Stoke-on-Trent ST2 8DU</td>
<td>121 Trent Valley Road, Stoke-on-Trent ST4 5HN</td>
</tr>
<tr>
<td>Tel: 01782 234888</td>
<td>Tel: 01782 410280</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>AGNES AND ARTHUR</th>
<th>CAMBRIAN, THE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moorland View, Bradeley, Stoke-on-Trent ST6 7NG</td>
<td>Cambrian Way, Bucknall, Stoke-on-Trent ST2 8PQ</td>
</tr>
<tr>
<td>Tel: 01782 657583</td>
<td>Tel: 01782 214444</td>
</tr>
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<table>
<thead>
<tr>
<th>ALDER GRANGE</th>
<th>CAULDON PLACE</th>
</tr>
</thead>
<tbody>
<tr>
<td>51 Adamthwaite Drive, Blythe Bridge, Stoke-on-Trent Staffordshire ST11 9HL</td>
<td>1 Caledonia Road, Shelton, Stoke-on-Trent ST4 2DG</td>
</tr>
<tr>
<td>Tel: 01782 393581</td>
<td>Tel: 01782 275760</td>
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<tr>
<th>ALISON HOUSE CARE HOME LTD</th>
<th>CEDARS, THE</th>
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</thead>
<tbody>
<tr>
<td>7 Newton Street, Basford, Stoke-on-Trent ST4 6JN</td>
<td>2 Harding Road, Hanley, Stoke-on-Trent ST1 3BQ</td>
</tr>
<tr>
<td>Tel: 01782 632698</td>
<td>Tel: 01782 269739</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>ASHVIEW HOUSE RESIDENTIAL CARE HOME</th>
<th>CEDARS, THE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aynsleys Drive, Blythe Bridge, Stoke-on-Trent ST11 9HJ</td>
<td>73 Berwick Road, Holden Bridge, Stoke-on-Trent ST1 6EJ</td>
</tr>
<tr>
<td>Tel: 01782 398919</td>
<td>Tel: 01782 216570 Advert page 58</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BEECHES, THE</th>
<th>CHILTERN RETIREMENT HOME</th>
</tr>
</thead>
<tbody>
<tr>
<td>665 Uttoxeter Road, Meir, Stoke-on-Trent ST3 5PZ</td>
<td>23 Kingsfield Oval, Basford, Stoke-on-Trent ST4 6HN</td>
</tr>
<tr>
<td>Tel: 01782 310649</td>
<td>Tel: 01782 711186</td>
</tr>
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</table>

<table>
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<tr>
<th>BLACKLAKE LODGE RESIDENTIAL HOME</th>
<th>CHIMES RESIDENTIAL HOME, THE</th>
</tr>
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<tbody>
<tr>
<td>Lake Croft Drive, Meir Heath, Stoke-on-Trent ST3 7SS</td>
<td>6 St Christophers Avenue, Penkhull, Stoke-on-Trent ST4 5NA</td>
</tr>
<tr>
<td>Tel: 01782 388881</td>
<td>Tel: 01782 744944</td>
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<table>
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<tr>
<th>BLURTON ROAD</th>
<th>CHOICES HOUSING ASSOCIATION LTD - 150 COMMUNITY DRIVE</th>
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<tbody>
<tr>
<td>134 Blurton Road, Blurton, Stoke-on-Trent ST3 2DG</td>
<td>Smalthorne, Stoke-on-Trent ST6 1QF</td>
</tr>
<tr>
<td>Tel: 01782 336357</td>
<td>Tel: 01782 839349</td>
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<tr>
<th>BROADMEADOW COURT</th>
<th>CHOICES HOUSING ASSOCIATION LTD - 2 COWLEY WAY</th>
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</thead>
<tbody>
<tr>
<td>London Road, Chesterton, Stoke-on-Trent, Staffordshire ST5 7JG</td>
<td>Bentilee, Stoke-on-Trent ST2 0RB</td>
</tr>
<tr>
<td>Tel: 01782 561398</td>
<td>Tel: 01782 596047</td>
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</table>

<table>
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<tr>
<th>BURLEIGH HOUSE</th>
<th>CHOICES HOUSING ASSOCIATION LTD - 535 HIGH LANE</th>
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<tr>
<td>Leek Road, Stoke-on-Trent, Staffordshire ST10 1WB</td>
<td>Stanfields, Stoke-on-Trent ST6 7EP</td>
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<tr>
<td>Tel: 01782 550920</td>
<td>Tel: 01782 862134</td>
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<table>
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<tr>
<th>CAMBIAN - EVERSLEY HOUSE</th>
<th>CHOICES HOUSING ASSOCIATION LTD - 60 HOLDCROFT ROAD</th>
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</thead>
<tbody>
<tr>
<td>103 Upper Normacot Road, Longton, Stoke-on-Trent ST3 4QG</td>
<td>Bucknall, Stoke-on-Trent ST2 8JL</td>
</tr>
<tr>
<td>Tel: 01782 410280</td>
<td>Tel: 01782 570323</td>
</tr>
</tbody>
</table>

Visit [www.carechoices.co.uk](http://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
- **MH** Mental health
- **SI** Sensory impairment
- **YA** Younger adults
- **AD** People who misuse alcohol and drugs
Ideal Care Homes in Stoke-on-Trent

a great place to live

Ideal Carehomes offer the highest quality of personalised care in a contemporary and relaxed setting.

Our professional highly trained staff are dedicated carers who take the time to listen and get to know our residents enabling them to provide individualised care.

Our Stoke-on-Trent homes offer:

- Residential and Dementia Care
- Highly trained carers
- State-of-the-art bedrooms equipped with en-suite facilities including showers
- Flat screen TV, DVD player, mini fridge, telephone point and Wi-Fi in all bedrooms
- Dining room, TV lounge and quiet lounge facilities
- Contemporary on-site hairdressing facilities

Maple Tree Court - Opening August 2015
Quality Residential and Dementia Care in Kidsgrove

Maple Tree Court, 140 Gloucester Road, Kidsgrove, Stoke-on-Trent, ST7 1EL

01782 770 700

For more information simply contact a member of our friendly team on:

**Chesterton Lodge**
Loomer Road, Chesterton, Newcastle-under-Lyme
ST5 7LB

01782 562 690

**Park Hall**
Ubberley Road, Bentilee, Stoke-on-Trent
ST2 0QS

01782 406 920

**The Cedars**
73 Berwick Road, Holden Bridge
Stoke-on-Trent
ST1 6ER

01782 216 570
Ideal Care Homes in Stoke-on-Trent

Our Stoke-on-Trent homes offer:

- Residential and Dementia Care
- Highly trained carers
- State-of-the-art bedrooms equipped with en-suite facilities including showers
- Flat screen TV, DVD player, mini fridge, telephone point and Wi-Fi in all bedrooms
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- Contemporary on-site hairdressing facilities

Ideal Care Homes offer the highest quality of personalised care in a contemporary and relaxed setting. Our professional highly trained staff are dedicated carers who take the time to listen and get to know our residents enabling them to provide individualised care.

Park Hall
Ubberly Road,
Bentilee,
Stoke-on-Trent
ST2 0QS
01782 406 920

Chesterton Lodge
Loomer Road,
Chesterton,
Newcastle-under-Lyme
ST5 7LB
01782 562 690

For more information simply contact a member of our friendly team on:

The Cedars
73 Berwick Road,
Holden Bridge
Stoke-on-Trent
ST1 6ER
01782 216 570

Maple Tree Court - Opening August 2015
Quality Residential and Dementia Care in Kidsgrove
Maple Tree Court, 140 Gloucester Road, Kidsgrove, Stoke-on-Trent, ST7 1EL
01782 770 700
LARKINS CARE HOMES

We are a family-run business who cares deeply about the quality of care we provide
We have been successfully operating for 15 years
We support adults with learning difficulties and associated conditions between 18-55 years of age
We always put the individual first

Tel: 01782 504457 Mobile: 07944 038151
The Larkins, Hill Top, Brown Edge, Staffordshire, ST6 6TX

Alder Grange
6 bed extension opening Oct 2015
Alder Grange has been operating as a residential care home for in excess of 20 years. It was taken over by Eungella Care Ltd in April 2007.
We offer long and short stay residential care for adults. We are committed to the delivery of the highest standards of individualised care, ensuring that the needs of your love ones are met at all times.

Orsett House Exclusive Retirement Home
Specialists in caring for people with Dementia
- Registered to care for the frail elderly
- Long & short stay, respite care
- Genuinely caring, highly experienced staff
- Beautiful enclosed garden
- Single & companion rooms - all en suite
- Pets welcome
- Wide range of facilities and activities

Call us on 01782 898907 for more information
Station Road, Barlaston, Staffordshire ST12 9DQ www.orsetthouse.co.uk

Wetley Manor Care Home
- Excellent reputation since we were established in 1992
- Set in beautiful countryside yet still convenient for Stoke, Leek & Cheadle
- Purpose built home, all rooms are single, en-suite & ground floor

“Quality Care, Quality Home... Quality of life”
Call 01782 55 11 44 www.wetleymanor.co.uk
Email - wetleymanor@btinternet.com
Abbey Road (off Leek Road A520), Wetley Rocks, Stoke on Trent, ST9 0AS

Guardiancare
SELWYN HOUSE
Nursing Home Trentham
We offer all our residents a specialised and personalised service of 24hr nursing care with our experienced and dedicated team:
- Purpose built facilities ensuite rooms
- Enclosed garden areas
- Hair salon - minibus
- Fully assisted bathing facilities
- Tailored activity programmes
- Retained GP service

If you’d like to take a look around or simply just want to get some helpful advice - call 01782 644800 and we will be pleased to offer our support.

Garden Walk
Elderly Nursing Care
Selwyn House, Longton Road ST4 8FF
Tel. 01782 644800

Garden View
Elderly Dementia Care
Selwyn House, Longton Road ST4 8FF
Tel. 01782 644800

This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
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<tr>
<th>Service User Bands</th>
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**HOLLY LODGE RESIDENTIAL HOME LTD**
Gaskell Road, Bucknall, Stoke-on-Trent ST2 9DW
Tel: 01782 303952

**IONA**
104 Well Street, Biddulph, Stoke-on-Trent, Staffordshire ST8 6EZ
Tel: 01782 523396

**JASMINE**
125 Regent Road, Hanley, Stoke-on-Trent ST1 3BL
Tel: 01707 601800

**KESWICK HOUSE**
210-212 Lightwood Road, Longton, Stoke-on-Trent ST3 4JZ
Tel: 01782 336656

**LARKINS, THE**
Hill Top, Brown Edge, Stoke-on-Trent, Staffordshire ST6 8TX
Tel: 01782 504457

**LIGHTWOOD ROAD, 216**
Dresden, Stoke-on-Trent ST3 4JZ
Tel: 01782 598422

**LIMES, THE**
Glebedale Road, Fenton, Stoke-on-Trent ST4 3AP
Tel: 01782 844855

**LINDLY HOUSE CARE HOME**
241 Longton Road, Trentham, Stoke-on-Trent ST4 8DQ
Tel: 01782 657541

**MARROW HOUSE**
Forrister Street, Meir Hay, Stoke-on-Trent ST3 1SQ
Tel: 01782 234903

**MEADOWS, THE**
Wrenbury Crescent, Berryhill, Stoke-on-Trent ST2 9JZ
Tel: 01782 234750

**MILL HAYES RESIDENTIAL HOME**
72 Mill Hayes Road, Knypersley, Stoke-on-Trent ST8 7PS
Tel: 01782 519047

**MIMOSA**
4 Shirley Road, Hanley, Stoke-on-Trent ST1 4DT
Tel: 01782 280838

**MR R JEFFRIES T/A ALLAN HOUSE LTD**
Allan House, 53 Uttoxeter Road, Blythe Bridge, Stoke-on-Trent, Staffordshire ST11 9JG
Tel: 01782 397018

**MR R JEFFRIES T/A OAKLEA HOUSE LTD**
Oaklea House, Stone Road, Tittensor, Stoke-on-Trent Staffordshire ST12 9HE
Tel: 01782 373236

**NEW LODGE**
971 Lightwood Road, Longton, Stoke-on-Trent ST3 7NE
Tel: 01782 388370

**OLCOTE**
142 High Lane, Burslem, Stoke-on-Trent ST6 7BT
Tel: 01782 766204

**OLD VICARAGE RESIDENTIAL HOME, THE**
Vicarage Road, Tean, Stoke-on-Trent, Staffordshire ST10 4LE
Tel: 01538 723441

**ORESETT HOUSE RETIREMENT HOME**
Station Road, Barlaston, Stoke-on-Trent, Staffordshire ST12 9DQ
Tel: 01782 898907

**PAUL CLARKE HOME**
Chatterley House, Chatterley Road, Tunstall, Stoke-on-Trent ST6 4PX
Tel: 01782 834354

**PEACOCK HAY**
Peacock Hay Road, Talke, Stoke-on-Trent, Staffordshire ST7 1UN
Tel: 01782 786918

**POPLARS**
123 Regent Road, Hanley, Stoke-on-Trent ST1 3BL
Tel: 01782 209410

**POPLARS, THE**
Alsagers Bank, Bank, Stoke-on-Trent, Staffordshire ST7 8BA
Tel: 01782 721515

**RAVENSWOOD CARE HOME**
15 The Avenue, Kidsgrove, Stoke-on-Trent, Staffordshire ST7 1AQ
Tel: 01782 783124

**REGENT ROAD**
41 Regent Road, Hanley, Stoke-on-Trent ST1 3BT
Tel: 01782 263720

**RIVERVIEW RESIDENTIAL HOME**
1 Heyfields Cottages, Tittensor Road, Tittensor, Stoke-on-Trent, Staffordshire ST12 9HG
Tel: 01782 374451

**ROSEWOOD, THE**
202a Bagnall Road, Stoke-on-Trent ST2 7NE
Tel: 01782 538496

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

61
ROUGHCOTE HALL FARM
Roughcote Hall Lane, Caverswall, Stoke-on-Trent, Staffordshire ST11 9ET
Tel: 01782 397440

ROYAL MENCAP SOCIETY - 30 FOSTER COURT
30 Foster Court, Longton Hall Road, Blurton, Stoke-on-Trent ST3 2HF
Tel: 01782 593467

ROYAL MENCAP SOCIETY - 55 DRUBBERY LANE
55 Drubbery Lane, Blurton, Stoke-on-Trent ST3 4BH
Tel: 01782 311324

RUTLAND HOUSE
Caledonia Road, Shelton, Stoke-on-Trent ST4 2DN
Tel: 01782 263104

RYDAL HOUSE
6 Spratslade Drive, Dresden, Stoke-on-Trent ST3 4DZ
Tel: 01782 330854

SHAMU
126 Regent Road, Hanley, Stoke-on-Trent ST1 3AY
Tel: 01782 284520

SPRATSLADE HOUSE CARE HOME
Belgrave Avenue, Dresden, Stoke-on-Trent ST3 4EA
Tel: 01782 311531

ST MICHAELS
Hewitt Street, Chell, Stoke-on-Trent ST8 6JX
Tel: 01782 233201

STRATHMORE HOUSE
27 Queens Park Avenue, Dresden, Stoke-on-Trent ST3 4AU
Tel: 01782 595947

TALL OAKS CARE HOME
Charles Street, Biddulph, Stoke-on-Trent, Staffordshire ST8 6JB
Tel: 01782 518055

TRENTSIDE MANOR CARE HOME
Endon Road, Norton Green, Stoke-on-Trent ST6 8PA
Tel: 01782 535402

VILLAS, THE
8 The Villas, West End, Stoke-on-Trent ST4 5AH
Tel: 01782 847947

WESTON HOUSE
344 Weston Road, Weston Coyney, Stoke-on-Trent ST3 6HD
Tel: 01782 343818

WESTON ROAD, 202
202 Weston Road, Meir, Stoke-on-Trent ST3 6EE
Tel: 01782 342123

WESTON ROAD, 209
209 Weston Road, Meir, Stoke-on-Trent ST3 6AT
Tel: 01782 596056

WETLEY MANOR CARE HOME
Abbots Road, Wetley Rocks, Stoke-on-Trent, Staffordshire ST9 0AS
Tel: 01782 551144

WILBRAHAM HOUSE
Church Street, Audley, Stoke-on-Trent, Staffordshire ST7 8DE
Tel: 01782 720729

WILLOWS CARE HOME, THE
90 Uttoxeter Road, Blythe Bridge, Stoke-on-Trent
Staffordshire ST11 9JG
Tel: 01782 399411

Stoke-on-Trent care homes with nursing

ACRES NOOK
Boathorse Road, Kidsgrove, Stoke-on-Trent, Staffordshire ST7 4JA
Tel: 01782 773774

AMBERLEY HOUSE CARE HOME - STOKE-ON-TRENT
358 Ubberley Road, Bentilee, Stoke-on-Trent ST2 0Q5
Tel: 01782 331200

ASH HALL NURSING HOME
Ash Bank Road, Werrington, Stoke-on-Trent, Staffordshire ST2 9DX
Tel: 01782 302215

BEECH LODGE NURSING HOME
Rakeway Road, Cheadle, Stoke-on-Trent, Staffordshire ST10 1RA
Tel: 01538 753676

Service
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MH Mental health
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YA Younger adults
AD People who misuse alcohol and drugs

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Tamworth care homes

**HAUNTON HALL**  
Haunton Hall, Haunton, Tamworth, Staffordshire B79 9HW  
Tel: 01827 373631

**MARMION NURSING HOME**  
17 Stretton Street, Glascote, Tamworth, Staffordshire B77 2BH  
Tel: 01827 67953

**PARK FARM LODGE**  
Park Farm Road, Tamworth, Staffordshire B77 1DX  
Tel: 01827 280533  
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**SUNNINGDALE NURSING HOME**  
87 Upper Gungate, Tamworth, Staffordshire B79 8AX  
Tel: 01827 69900

**ST IVES CLOSE**  
2-4 St Ives Close, Leyfields, Tamworth, Staffordshire B79 8HL  
Tel: 01827 68517

**STANDON HOUSE**  
12 Ashby Road, Tamworth, Staffordshire B79 8AG  
Tel: 01827 69952

**TNP HOMECARE (UK) LTD**  
TNP House, 15 Comberford Road, Tamworth, Staffordshire B79 8PB  
Tel: 01827 316177

**WALSINGHAM - 18-20 RICHMOND CLOSE**  
Walsingham, Tamworth, Staffordshire B79 7QS  
Tel: 01827 311991

**WILNECOTE REST HOME**  
Hockley Road, Wilnecote, Tamworth, Staffordshire B77 5EA  
Tel: 01827 262582

**BONEHILL LODGE**  
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Tel: 01827 259 674

**DOVER COTTAGE REST HOME**  
Dover Farm Close, Stoneydelph, Tamworth, Staffordshire B77 4AP  
Tel: 01827 331116

**EVERGREEN HOUSE RESIDENTIAL HOME**  
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**LANE HOUSE RESIDENTIAL CARE HOME**  
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**MEADOWYRTHE**  
Comberford Road, Tamworth, Staffordshire B79 8  
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**SPRING TREE REST HOME**  
433 Watling Street, Two Gates, Tamworth, Staffordshire B77 1EL  
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**Unadvertised care homes with nursing**  
**Advertisers are highlighted**

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**WHAT IF MUM DOESN'T AGREE?**

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HOW WILL I KNOW WHICH TO CHOOSE?
WHAT IF MUM DOESN’T AGREE?

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