Where to go for information about care and support for adults in Cambridgeshire

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

www.cambridgeshire.gov.uk
Scimitar Care Hotels PLC
First Class Residential Care for Mum & Dad

Luxurious residential care for retired, elderly or convalescent senior citizens.

Scimitar Care Hotels is dedicated to providing a superior lifestyle of comfort, happiness and independence that redefines the perception of residential care for the elderly. Our quality and high standard of service really do make a difference to our residents’ lives.

Are you planning a holiday but worry about a dependent elderly relative? Do you want a ‘day out’ for shopping, visiting friends or simply need a break but are concerned about leaving Mum/Dad without care?

Scimitar Care Hotels provide long and short-term care, and day care, so that carers can take a break.

Bookings may be made up to 12 months in advance, allowing you to book your own break with confidence.

✓ En-Suite Facilities
✓ Private Telephone & Television
✓ Nurse Call Facilities
✓ 24 Hour Care
✓ Fully Licensed Bar
✓ Passenger Lifts
✓ All Meals Freshly Prepared
✓ Short or Long Term or Day Care
✓ Single Occupancy Rooms
✓ Personal Laundry Service

WATERBEACH LODGE

Ely Road Waterbeach Cambridge CB25 9NW | 01223 862576
waterbeachlodge@scimitarcare.co.uk | www.scimitarcare.co.uk

SCIMITAR: Synonymous with Quality – Quality of Care, Quality of Service, Quality of Life
### Contents

| Welcome | 4 |
| Areas covered by this Guide | 4 |
| Helping you navigate the information, systems, support and services available | 5 |
| Where to start | 5 |
| Staying independent | 6 |
| Living at home | 6-13 |
| Daily living and equipment – making life easier at home | 6 |
| Making life easier in the home | 7 |
| Worried about trips and falls? | 11 |
| Alarms and detectors | 11 |
| Assistive technology and telehealthcare | 12 |
| Adaptations to your home | 12 |
| Finding a reliable trader | 12 |
| Care Network’s Help at Home | 13 |
| Rally Round | 13 |
| Getting out and about | 13-15 |
| Activities and groups | 13 |
| Transport | 13 |
| Wheelchair service | 14 |
| Library services | 14 |
| Community Navigators | 14 |
| Age UK Cambridgeshire | 15 |
| The Silver Line | 15 |
| Coming home from hospital | 16-17 |
| Finding out your needs | 16 |
| Planning your care | 16 |
| Services provided free of charge | 16 |
| Services for which there may be a charge | 17 |
| Help at home after a hospital stay | 17 |
| Do you look after someone? | 18 |
| Help and support for carers | 18 |
| Disability and mental health services | 19-21 |
| Worries about mental health and dementia | 19 |
| Dementia care | 19 |
| Specialist services – sensory impairment, physical and learning disability and Autism | 20 |
| Housing options | 23 |
| Housing providers | 23 |
| Sheltered housing | 23 |
| Extra Care – what it is and how to access it | 23 |
| District council housing contacts | 23 |
| Care in your own home | 25-35 |
| Daily care support | 25 |
| Live-in care | 25 |
| Home care agency checklist | 27 |
| Home care providers | 29 |
| Care homes | 39-43 |
| Care homes checklist | 41 |
| Residential dementia care checklist | 43 |
| Paying for care | 44-46 |
| Attendance Allowance | 44 |
| Always seek advice | 44 |
| Personal budgets | 44 |
| Direct Payment | 44 |
| Paying for your own care and support at home | 45 |
| Paying for residential care | 45 |
| Third party (top-up) payments | 46 |
| Essential information | 47-49 |
| Worried about someone or yourself – keeping safe (safeguarding adults) | 47 |
| Inspecting and regulating care services | 48 |
| This Guide’s free helpline | 48 |
| Making a compliment, comment or complaint | 49 |
| Health information services | 49-51 |
| Healthwatch Cambridgeshire | 49 |
| Patient Experience Team (previously known as PALS) | 51 |
| Hospital-based services | 51 |
| Other sources of information | 51 |
| Citizens Advice Bureau (CAB) | 51 |
| Care homes and care homes with nursing listings | 53-63 |
| Cambridge City | 53 |
| East Cambridgeshire | 55 |
| Fenland | 57 |
| Huntingdonshire | 58 |
| South Cambridgeshire | 61 |
| Index | 64-66 |

---

For extra copies of this Guide, please email the Family Information Service at carechoices@cambridgeshire.gov.uk or call Customer Services on 0345 045 5202.

### Alternative formats

This Guide is available electronically at www.carechoices.co.uk. There is also a Browsealoud option for those requiring the information in the spoken word.

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

Welcome to the 2016 edition of the Cambridgeshire Adult Care and Support Services Guide, produced annually in association with the publisher, Care Choices.

We know that making decisions about help, care and support for yourself or someone you care for can be daunting, particularly if it’s new to you.

This Guide offers an introduction to how you can get the information, care and support you need to enjoy the best quality of life for as long as possible, by taking you through the options available. It includes useful checklists and information about:

- living independently and safely at home;
- equipment to help make life easier;
- leaving hospital;
- making use of local services;
- care at home, and residential care;
- paying for care;
- support for carers; and
- what to do if you are worried about someone’s safety.

As well as helping you navigate your way around, advice about where to go to talk to someone about your options and how to get in contact with our adult social care teams is also included.

In April 2015, the introduction of the Care Act made positive changes to care and support for adults and carers.

Areas covered by this Guide

- **Home care providers**
  - Cambridge City
    - Care homes
    - Care homes with nursing
  - East Cambridgeshire
    - Care homes
    - Care homes with nursing
  - Fenland
    - Care homes
    - Care homes with nursing
  - Huntingdonshire
    - Care homes
    - Care homes with nursing
  - South Cambridgeshire
    - Care homes
    - Care homes with nursing

These include: improving how we safeguard people; how we support carers; how we help people plan more easily for their future; and having the information and advice they need to make decisions about care and support.

In Cambridgeshire, the Council and its partners in health, (including GPs, hospitals, Clinical Commissioning Groups, UnitingCare, Cambridgeshire and Peterborough NHS Foundation Trust, Cambridgeshire Community Services, etc), city and district councils and the voluntary and community sector are working together to achieve this. Multi-disciplinary teams of health and social care staff are being developed to provide better linked care and support. This includes working together to share information and improve services.

The Guide can be viewed electronically and with Browsealoud compatible software by going to [www.carechoices.co.uk](http://www.carechoices.co.uk)
Helping you navigate the information, systems, support and services available

Where to start

This Guide is a good starting point to help you think about care and support options and will provide you with information on where to go next, what you can do yourself and who to contact.

Services, funding and contact details in this Guide may change. If you can go online you will be able to find the most up-to-date information about care and support in Cambridgeshire at www.cambridgeshire.gov.uk/careandsupport

- If you can't easily access the internet, ask at your local library. Staff there can help you to either find the information you need online or help you get started with the internet.
- If you prefer to talk to someone you can:
  - call Customer Services on 0345 045 5202 to discuss your options; or
  - call one of the specialist telephone lines in this Guide.

If you are worried about someone and concerned that they are, or may be, being abused, call Customer Services on 0345 045 5202. See page 47 for more information on safeguarding.

If you have, or are worried about, a mental health issue you should contact your GP in the first instance (see page 19 for more information about mental health and dementia).

What happens if you contact the Council to find out about care and support or are referred by your GP?
Customer Services will act as the first point of contact for all care and support enquiries, call 0345 045 5202. The trained staff know about the services available and can offer advice on who else may be able to help and what to do next.

Contacting Customer Services
When you contact Customer Services on 0345 045 5202, staff will have a conversation with you to find out more about your circumstances. The aim is to provide you with the right information and ensure you receive the support you need. This could include helping you to get information and advice, short-term support to remain independent, or a referral for a social care assessment.

Information and advice
There is information available to help you plan for the future, stay healthy and retain or regain your independence, and, if care becomes a necessity, to inform you about your choices. We can also tell you about voluntary services and things to do in your area.

For more information visit our website www.cambridgeshire.gov.uk/careandsupport or call Customer Services on 0345 045 5202, or visit your local library.

Short-term support – staying independent
There is short-term support available designed to help people become as independent as possible following an illness or operation. It is tailored to individual needs to help you learn (or re-learn) important skills you need for everyday life, giving you the best opportunity to regain confidence, rather than relying on longer-term support. It may include:
- a programme of re-ablement to help you (re-)learn how to do things for yourself (see page 16);
- loan of community equipment to help make everyday tasks easier; or
- assistive technology to help you maintain your independence (see page 12).

Social care assessments
A social care assessment looks in detail at your situation and the things that are important to you, so that together we can see if you are eligible for support from us and make a care and support plan for you. You can have someone you know with you at your assessment. During the assessment, we will explain how we decide who is eligible for support, and any costs and charges that may apply.

Everyone is entitled to an assessment of their needs if they ask for one. This means you can ask for an assessment...
even if you are paying for the full cost of your care and support yourself.

We are also able to offer support and advice prior to a formal assessment to explore what support is available and help to explain how the system works.

Planning your support
Your care and support plan is all about you – your strengths and abilities; your care needs; what you want to achieve; and the support you need to live as independently as possible.

We will work out the cost of your care and support and let you know whether we can contribute any money towards this. See page 44 for more information on paying for care.

Once your support is in place we will contact you to check how you are doing and whether you need any additional support. We will make sure you have someone to contact in case you have any questions or need any help.

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

For information on advocacy in Cambridgeshire, go to www.cambridgeshire.gov.uk/advocacy

Staying independent

There is a wide range of services, support and equipment all aimed at helping people to live independently and make the most of their lives. These range from practical support to help manage everyday living, to ideas about activities and groups to encourage people to be involved in their community.

The next pages provide information on some of the support and services available to help you start thinking about options. More details are available at www.cambridgeshire.gov.uk/careandsupport

Alternatively, you can telephone Customer Services on 0345 045 5202 or call in to your local library where someone can help you access the information online.

Living at home

Daily living and equipment – making life easier at home

Pages 7-10 show some useful ideas, hints and tips about things that you can do and equipment that might help you in your home.

Safe and Well Cambridgeshire, run by NRS Healthcare and supported by the Council, provides a range of equipment that you can purchase to help with everyday tasks.

Tel: 01480 415719
Web: www.safeandwell.co.uk/cambridgeshire

There is also a wide range of gadgets available to purchase from the high street or through homeware catalogues and online retailers.

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

6 This Guide’s helpline 0800 389 2077 – information on choosing and paying for care
### Making life easier in the home

### In the living room

**WHAT IS DIFFICULT FOR YOU?**

<table>
<thead>
<tr>
<th>GETTING IN AND OUT OF CHAIRS</th>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
</table>
| Standing up from sitting is difficult | * Block of foam in chair base  
* Buy ready-made chair raisers if your chair is too low  
* Buy a new chair – get professional help to make sure the height is right  
* Take regular, gentle exercise | * Buy an electric riser chair |

<table>
<thead>
<tr>
<th>OPENING AND CLOSING WINDOWS</th>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
</table>
| Can’t reach the windows  
Not secure to leave windows open | * Move any furniture out of the way  
* Install/purchase a fan  
* Purchase a gadget to open/close window | * Remove the window opener  
* Install environmental controls or air-conditioning  
* Install new windows |

<table>
<thead>
<tr>
<th>CONTROLLING THE HEATING</th>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
</table>
| Can’t reach the controls for the fire or heating | * Change the switches  
* Fit a timer switch  
* Purchase a standalone heater | * Move the heating controls  
* Install new or additional heating system |

<table>
<thead>
<tr>
<th>SWITCHING LIGHTS ON AND OFF</th>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
</table>
| Can’t reach the switch  
The switch is difficult to use | * Install a light switch toggle  
* Purchase a socket extension  
* Purchase handi-plugs | * Move the light switches  
* Replace the light switches  
* Install environmental controls |

<table>
<thead>
<tr>
<th>KEEPING WARM</th>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
</table>
| Insulating your home  
Affording the fuel  
Carrying the fuel | * Replace the fire with a heater  
* Apply for the winter fuel payment  
* Use a trolley to safely transport the fuel | * Get a grant to insulate your house  
* Change to a cheaper heating system  
* Change to an easier-to-use heating system |

<table>
<thead>
<tr>
<th>WATCHING TV</th>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
</table>
| Hearing the sound of the TV | * Use subtitles  
* Purchase wireless headphones | * Request an assessment for a hearing aid  
* Install a room loop |
In the bedroom

<table>
<thead>
<tr>
<th>WHAT IS DIFFICULT FOR YOU?</th>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GETTING IN AND OUT OF BED</strong></td>
<td>Standing up from sitting on the bed</td>
<td>• Learn new techniques for moving safely</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Purchase a leg lifter</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Raise the bed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Fit grab rails</td>
</tr>
<tr>
<td><strong>SITTING UP IN BED, TURNING OR ROLLING OVER</strong></td>
<td>Bed is too soft</td>
<td>• Change bedding</td>
</tr>
<tr>
<td></td>
<td>Bedding is too heavy</td>
<td>• Learn new techniques for moving safely</td>
</tr>
<tr>
<td></td>
<td>Nothing to lean on</td>
<td>• Purchase a pillow raiser</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Change the mattress</td>
</tr>
<tr>
<td><strong>KEEPING WARM IN BED</strong></td>
<td>Checking the safety of your electric blanket</td>
<td>• Buy a heavier duvet</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Buy thermal clothing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Contact an electrician about any electrical blanket safety concerns</td>
</tr>
<tr>
<td><strong>GETTING DRESSED</strong></td>
<td>Difficult to reach all of your body</td>
<td>• Learn new techniques for dressing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Buy simple gadgets: long-handled shoe horn; elastic shoe laces; dressing stick; button hook; stocking aids</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Contact (see key below) regarding an assessment of needs</td>
</tr>
<tr>
<td><strong>CUTTING YOUR NAILS</strong></td>
<td>Can’t reach your feet</td>
<td>• Buy easy grip scissors</td>
</tr>
<tr>
<td></td>
<td>Hard to hold scissors</td>
<td></td>
</tr>
<tr>
<td><strong>TAKING YOUR TABLETS</strong></td>
<td>Opening bottles</td>
<td>• Ask your pharmacist for an easy to open bottle</td>
</tr>
<tr>
<td></td>
<td>Remembering to take tablets</td>
<td>• Keep a note when you have taken a tablet</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>READING THE TIME</strong></td>
<td>Seeing the clock to tell the time</td>
<td>• Buy a clock with larger numbers</td>
</tr>
</tbody>
</table>

Contact Customer Services on 0345 045 5202
In the kitchen

<table>
<thead>
<tr>
<th>WHAT IS DIFFICULT FOR YOU?</th>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REACHING CUPBOARDS</strong></td>
<td>• Re-arrange things in cupboards/on surfaces</td>
<td>• Alter the spring in the door closers</td>
</tr>
<tr>
<td>Cupboards are too high or low</td>
<td>• Buy an Easi-Reacher or Handi-Reacher</td>
<td>• Lower or raise the cupboards</td>
</tr>
<tr>
<td>Cupboards are too deep</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cupboard doors are too heavy</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>USING TAPS AND SWITCHES</strong></td>
<td>• Fit tap turners</td>
<td>• Change switches</td>
</tr>
<tr>
<td>Taps or switches are too awkward</td>
<td>• Purchase Handi-Plugs</td>
<td>• Raise or reposition taps</td>
</tr>
<tr>
<td>Can’t reach taps or switches</td>
<td></td>
<td>• Fit lever taps or new taps</td>
</tr>
<tr>
<td><strong>CUTTING, CHOPPING, PREPARING AND COOKING FOOD</strong></td>
<td>• Sit at a table</td>
<td>• Alter the kitchen</td>
</tr>
<tr>
<td>Work surface too high or low</td>
<td>• Consider kitchen gadgets including: knife with a thick handle; chopping</td>
<td></td>
</tr>
<tr>
<td>Hard to grip packets or jars</td>
<td>board with spikes; pan handle holder; teapot tipper; lid gripper</td>
<td></td>
</tr>
<tr>
<td>Hard to grip a knife</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pans or kettles are too heavy to lift</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>MOVING AROUND THE KITCHEN</strong></td>
<td>• Re-organise the furniture</td>
<td>• Review mobility equipment used</td>
</tr>
<tr>
<td>Not enough space</td>
<td></td>
<td>• Adapt the kitchen</td>
</tr>
<tr>
<td><strong>EATING AND DRINKING</strong></td>
<td>• Use large handled cutlery</td>
<td>• Consider the suitability of the kitchen</td>
</tr>
<tr>
<td>Cutlery is hard to grip</td>
<td>• Use a non-slip mat</td>
<td></td>
</tr>
<tr>
<td>Food/plate keeps slipping</td>
<td>• Use a lightweight insulated cup</td>
<td></td>
</tr>
<tr>
<td>Can’t carry food to table</td>
<td>• Use a cup with two handles</td>
<td></td>
</tr>
<tr>
<td>Can’t lift cup</td>
<td>• Contact [see key below] regarding an assessment of needs</td>
<td></td>
</tr>
<tr>
<td><strong>LAUNDRY AND IRONING</strong></td>
<td>• Install a wall-fixed ironing board</td>
<td>• Buy a trolley</td>
</tr>
<tr>
<td>Washing machine is too high or too low</td>
<td></td>
<td>• Consider home support for meal times</td>
</tr>
<tr>
<td>Putting up ironing board</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Contact Customer Services on 0345 045 5202

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
### WHAT IS DIFFICULT FOR YOU?

<table>
<thead>
<tr>
<th>WASHING HANDS, FACE AND BODY</th>
<th>SIMPLE SOLUTIONS</th>
<th>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</td>
<td>Contact [n](see key below) regarding an assessment of needs</td>
<td>Consider home support</td>
</tr>
<tr>
<td>body</td>
<td></td>
<td></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                                                     |
| Toilet is too high or too low| Use a combined toilet seat and support frame                                 | Adaptation to bathroom                                                            |
| Difficult to clean yourself  | Install a flush lever extension                                                | Consider home support                                                             |
| Toilet is hard to get to     | Contact [n](see key below) regarding an assessment of needs                    |                                                                                   |

### CLEANING TEETH

| Gripping the toothbrush       | Purchase a toothbrush gripper                                                  |                                                                                  |
| Standing at the basin         | Purchase an electric toothbrush                                                |                                                                                  |
|                               | Use a stool                                                                     |                                                                                  |

### HAVING A SHOWER

| Difficult to stand for long   | Have a strip wash                                                               | Use a shower board                                                                |
| shower                        | Use non-slip mats                                                              | Use a shower chair or stool                                                        |
| Shower too high               | Purchase a half-step                                                           | Replace shower controls                                                            |
| Shower controls are awkward   | Contact [n](see key below) regarding an assessment of needs                    | Consider home support                                                              |
| Shower is slippery            |                                                                                   |                                                                                   |
Improving safety in the home can help to prevent older people from having falls and injuring themselves, whilst allowing them to continue to live independently.

Falls, slips and trips can lead to broken hips or wrists and other injuries, and are a leading cause of disability among the older population.

Falls in the home can result in ill health, lengthy hospital stays, residential care or loss of independence, and can greatly affect quality of life. It is important for you to consider what you can do to help make your home and environment safe. Clearing away clutter, ensuring floors and carpets are safe, making sure your home is well lit and installing handrails, where necessary, are all useful suggestions for improving safety.

Remaining active, eating well, paying attention to foot problems, properly fitting shoes and slippers can also help to avoid falls. Taking steps to improve and maintain health and general wellbeing is an important aspect of falls prevention.

Call Cambridgeshire Community Services’ Falls Prevention Team on 01223 883710 for more information.

Community alarms and lifelines

Sometimes it’s useful to have the reassurance that help is at hand if you need it.

There are various lifeline and community alarm services in Cambridgeshire that can notify someone that you need help. This could be emergency services, your next-of-kin or a named key holder.

Many people can benefit from the service, including people with long-term health needs, disabilities, restricted mobility, those who live alone or who have special needs of any kind.

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

Cambridge
City Council Community Alarm Service
Tel: 01223 457648
Email: independent.living@cambridge.gov.uk

East Cambridgeshire
Sanctuary Housing
Tel: 0330 123 3365
Email: 365enquiries@sanctuary-housing.co.uk

Huntingdonshire
Luminus Group Lifeline Alarm System
Tel: 01480 428 562
Email: info@luminus.org.uk

Peterborough and Fenland
Cross Keys Homes Lifeline Community Alarm Service
Tel: 01733 385100
Email: lifeline@crosskeyshomes.co.uk

South Cambridgeshire
District Council Community Lifeline Service
Tel: 01954 713468
Email: lifelines@scambs.gov.uk

There are a number of other providers, go to www.cambridgeshire.gov.uk/careandsupportdirectory and look for ‘Community alarms’.

Visit www.carechoices.co.uk for further assistance with your search for care
**Assistive technology and telehealthcare**

There is a range of technological devices to help people in everyday living, from technology that can simply remind you to take medication to more complex activity-monitoring systems and ‘telehealth’ monitoring, which can help people manage long-term chronic conditions. Contact the Assistive Technology and Telehealthcare Team for information about the devices available.

Tel: **01223 883756**

---

**Adaptations to your home**

If you have mobility problems, adaptations to your home may help you to get around more easily. If you require a major change, you could apply for a Disabled Facilities Grant (DFG) to help with some or all of the costs. You might also want to request the advice of an occupational therapist.

If, during your assessment, it is agreed that you need adaptations to your home, a referral will be made to your local Home Improvement Agency (HIA). There are three HIAs in Cambridgeshire. Please contact your district council for details or go to the website [www.cambridgeshire.gov.uk/careandsupport](http://www.cambridgeshire.gov.uk/careandsupport) and look at ‘Living at home: Looking after your home’.

---

**Need to get help for odd jobs around the home or finding a reliable trader?**

We all need to find a reliable trader from time to time and, if you can't find one by recommendation, it can be difficult knowing who you can trust to do a good job. The Trading Standards Approved Trader Scheme, 'Buy with Confidence', can help. All members of the scheme have been checked thoroughly by Trading Standards and have demonstrated a commitment to high-quality service.

To find members of the scheme:

- look up members on the scheme’s website at [www.buywithconfidence.gov.uk](http://www.buywithconfidence.gov.uk);
- call the Citizens Advice Consumer Helpline on **0345 404 0506** to be given details of the three nearest members that best meet your needs; or
- visit your local library if you don’t have access to a computer at home, or ask the library staff to look up members for you.

Although Trading Standards checks each trader thoroughly before approving them, this does not give a price guarantee, so you should still get three quotes to ensure you are being charged a reasonable price.

**Do you have a concern about a trader who has called at your home?**

The Citizen’s Advice Consumer Service, **0345 404 0506**, has a Response Team to investigate incidents, with the police, where it believes that people are being conned in their homes. Where appropriate, the offender may be arrested, prosecuted and prevented from taking money from you for shoddy or unnecessary workmanship.

**Do you want to discourage cold callers?**

‘No cold calling’ areas can help to discourage cold callers. If your area is plagued by cold callers and you feel it would benefit from becoming a no cold calling zone, please contact **0345 045 5206**.

**Do you need advice on faulty goods or poor services?**

To obtain advice, contact the Citizens Advice Consumer Helpline, **0345 404 0506**. They will provide information and advice on basic rights when buying goods or services, especially where something has gone wrong with them.
Care Network’s Help at Home

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

Help at Home can assist with small one-off jobs like changing a light bulb or cutting back an overhanging shrub (it welcomes donations for these one-off tasks).

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

Contact the scheme if you would like to discuss this service. A member of staff will visit and discuss your needs, gain your consent and, if agreed, link you with a checked and trained volunteer who can visit for up to three weeks. The service covers the whole of Cambridgeshire.

You can call Help at Home or ask your health or social care professional to call your local service.

Rally Round

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

Getting out and about

Activities and groups

There is a wide range of opportunities to try new things, take part in activities, volunteer and get involved. To find out about events and activities happening in your area, groups, clubs and organisations near to you, opportunities for learning and study, go to www.cambridgeshire.gov.uk/careandsupport and look at ‘Getting out & about: Social, leisure, activities and volunteering’.

If you can’t go online, please visit your local library and staff there will help you.

Community Navigators can help if you want to join local groups. See page 14 for contact details.

If you are interested in starting a local group yourself, the organisations below provide information, guidance and support to help voluntary and community groups to set up, develop and grow.

Cambridge Council for Voluntary Service
Tel: 01223 464696
Web: www.cambridgescvs.org.uk

Hunts Forum of Voluntary Organisations
Tel: 01480 420601
Web: www.huntsforum.org.uk

Transport

There are a number of services in place that you may be able to use to help you get out and about. These include: Shopmobility schemes, run in the larger towns in Cambridgeshire; community transport schemes, including buses as well as volunteer car schemes; Dial-a-Ride and others. If you receive certain benefits you may be eligible to join the Motability Scheme and lease a car or scooter. You can get information at your local library or you can go to www.cambridgeshire.gov.uk/careandsupport and look at ‘Getting out & about: Getting around – using transport’.

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

If you feel a wheelchair would be helpful to you, please talk to your GP or health worker for initial advice. Current users should contact the wheelchair service directly for re-assessment, reviews, appointments or general enquiries.

Tel: 0300 123 1403
Email: provide.enquiries@nhs.net

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

Library services

There’s something for everyone at Cambridgeshire libraries. They offer books, newspapers, magazines, CDs/DVDs, free WiFi and computer access. The online library service provides free of charge access to a range of services available from your own home such as eBooks, eMagazines and eAudiobooks, as well as excellent online reference databases. Plus, they have many other fantastic resources such as large print books, audio books for people with a visual impairment and beginners’ computer courses.

If you have difficulty visiting a library, ask about the Mobile Library Service and Library at Home Service.

The library also hosts a range of events each month which you are welcome to attend.

Tel: 0345 045 5225
Web: www.cambridgeshire.gov.uk/library

Community Navigators

Cambridgeshire’s team of volunteer Community Navigators can help improve the health, wellbeing and independence of older and vulnerable people. Whatever the question, Community Navigators will do their utmost to find an answer. Examples include:

- car schemes and help with transport;
- social groups and activities;
- befriending schemes; and
- practical help around the home.

Community Navigators work across the county and are available to support you, helping you to find solutions to help you feel safer and more connected to your community, or making sure you are able to stay independent and healthy. If you are worried about taking the next steps, Community Navigators are happy to make calls with you on your behalf. The Navigators aim to connect you with the services and activities that will let you live a happier, healthier and more independent life.

The Community Navigators project has offices across the county. They will match you with a local volunteer who has been police-checked, trained and knows what services and activities are available in your area. They can meet you in your home, locally or at a drop-in session.

Cambridge City
Llandaff Chambers, 2 Regent Street, Cambridge CB2 1AX Tel: 01223 300460
Email: city.navigators@care-network.org.uk

East Cambridgeshire
41e Forehill, Ely CB7 4AA Tel: 01353 659639
Email: eastcambs.navigators@care-network.org.uk

Fenland
Unit 7, South Fens Business Centre, Fenton Way, Chatteris PE16 6TT Tel: 01354 694413
Email: fens.navigators@care-network.org.uk

Huntingdonshire
Saxongate Centre, Bradbury Place, Huntingdon PE29 3RR Tel: 01480 423065
Email: hunts.navigators@care-network.org.uk

South Cambridgeshire
18 Broadway House, 149-151 St Neots Road, Hardwick CB23 7QI Tel: 01954 212100
Email: southcambs.navigators@care-network.org.uk
Information and rights-based advice on a variety of subjects relevant to the everyday life of older people.
Tel: 0300 666 9860
Email: informationservices@ageukcambridgeshire.org.uk
Web: www.ageuk.org.uk/cambridgeshire

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

Visiting scheme – befriending older people who are not able to get out of the house easily and need companionship.
Tel: 0300 666 9860

Day services – a day out of the house to enjoy companionship and a hot meal. There are six centres across Cambridgeshire.
Tel: 0300 666 9860

Home help service – help with domestic chores.
Tel: 0300 666 9860

Community wardens – daily check calls to provide reassurance and sense of security.
Tel: 0300 666 9860

Safer Homes service – aims to improve safety and security in older people’s homes in Huntingdonshire.

The Silver Line

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
Coming home from hospital

If you have been in hospital you may need some support to help get back to your normal life.

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

Finding out your needs

Specialist social workers and nurses will discuss with you and your family how best to meet your needs when you are discharged.

If you are agreeable, a worker from the hospital Social Care Team will visit you to discuss what you think your care and support needs are likely to be when you leave hospital. This is called a ‘discharge assessment’. Your relatives or carers can be involved in these discussions if you want. Your carer, if you have one, can also ask for a separate assessment of their own needs.

A number of options exist, including care at home and sometimes a time-limited period of rehabilitation in a specialist setting. There are also exceptional circumstances where it is felt that you might not be able to manage in your current home, even with support. In these circumstances a range of accommodation options will be discussed with you. These could include sheltered housing as well as residential care homes.

Planning your care

The information gathered during your discharge assessment will show whether you are eligible for a referral for NHS Continuing Care (see page 46). You can ask your healthcare professional or the person undertaking your assessment for more information about how people qualify to receive it.

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

You will receive a copy of your care and support plan showing the services you will get when you leave hospital, based on your assessed needs. See page 6 for more information on care and support plans.

Services provided free of charge

Intermediate care

Intermediate care is short-term support for people who no longer need to be in hospital but may need extra support to help their recovery. It may be provided in their own home or a residential care home. Support will be provided by a team of professionals including occupational therapists, physiotherapists, nurses and social care staff, and will depend on individual needs.

Re-ablement

You may have a programme of re-ablement as part of your intermediate care. This will provide you with short-term support at home to help you become as independent as possible through learning or re-learning the skills necessary for daily living, for example, support with personal care or to prepare a meal. Rather than someone carrying out these tasks for you, as in traditional social care, a member of the Re-ablement Team will visit you at home to support you to do things for yourself and to become as independent as possible. Re-ablement may include providing aids or equipment on loan to help make day-to-day living easier.

At the end of your period of intermediate care or
re-ablement you will have an assessment to see if you need longer-term support at home.

Social care support services like re-ablement are also available to people requiring care and support in the community. Your GP or another professional, including our trained staff in Customer Services, call 0345 045 5202, may also refer you for re-ablement.

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

Community health services
These are treatment and support based services provided by NHS staff, such as district nurses, specialist nurses, community matrons, dieticians, podiatrists and others.

For more information about coming home from hospital go to www.cambridgeshire.gov.uk/careandsupport and look at ‘Care & support: Planning your care – Leaving hospital’.

Services provided free of charge continued

Providers of Specialised Home Care Services
We can provide support especially for your needs:
- Meal Preparation
- Companionship
- Personal Care
- Light Housekeeping
- Convalescence Support
- Local Transportation
- Respite Support
- Shopping

We would be happy to offer you a FREE No Obligation Consultation

Call us on 01733 768 327 or 07448 138 923

Help at home after a hospital stay
Care Network Cambridgeshire’s ‘Help at Home’ service (see page 13) and Age UK Cambridgeshire’s home help service (see page 15) can help with non-medical tasks if you only need a little help at home after a hospital stay.

Day services
Day services offer a chance to get out of the house and meet other people. They may also provide meals and a range of social activities. To find a day service, go to www.cambridgeshire.gov.uk/careandsupport and look at ‘Getting out & about: Search for groups, activities and events’.

Services for which there may be a charge

Home (domiciliary) care
If you have long-term needs following a period of re-ablement or rehabilitation, support workers may visit you at home to help you with your personal care, for example getting up and going to bed, washing and bathing, going to the toilet and getting dressed. For more information about home care see page 25.

Community meals
Should you find cooking for yourself difficult, you might want to get meals delivered by the community meals service. These are in the form of frozen meals; you can also get help to prepare them if you can’t do so yourself. Cambridge Meals on Wheels delivers hot meals to the elderly and/or infirm in Cambridge and surrounding villages and Melbourne, Ely and Huntingdon and surrounding areas.

Telephone: 01223 314288
Email: cammsltduk@googlemail.com
Website: www.cammsltduk.org

Residential or nursing home
This may be an answer for people who can no longer manage in their own homes. If you and everyone else agree that a residential home is the best option for you, you will need to think carefully about the home you want to live in.

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

For further information on care homes see page 39.
For paying for care please see page 44 or go to www.cambridgeshire.gov.uk/payingforcare

Visit www.carechoices.co.uk for further assistance with your search for care
Do you look after someone?

Help and support for carers

Many individuals do not recognise themselves as a family carer. A family carer is anyone who provides or intends to provide practical or emotional support to a relative, friend or neighbour who is ill or disabled. Family carers are unpaid, as opposed to professional carers who work in a care agency and get paid a wage for the support they provide.

Unpaid/family carers can ask for an assessment of their needs as a carer. As no two caring situations are the same, a carer’s assessment is an opportunity to reflect upon a carer’s needs, and to access information and advice which can help if they choose to continue in their caring role. A support plan will note any outcomes identified in the assessment and give details of the support which can help the carer to maintain their own personal wellbeing.

The introduction of the Care Act has strengthened the support available to unpaid/family carers. Carers who meet the national eligibility criteria, because they carry out a high level of caring which may affect their own wellbeing, may be offered a service. This could be a Direct Payment (see page 44), or arranged on their behalf by us to meet the needs identified from their assessment and detailed in their support plan.

Information, advice and support for carers in Cambridgeshire is provided by Carers Trust Cambridgeshire on behalf of the Council.

Tel: 0345 241 0954
Email: care@carerstrustcambridgeshire.org
Web: www.carerstrustcambridgeshire.org

Planning for an emergency
If you are a carer and the person you look after lives in Cambridgeshire you can register a ‘What if? Plan’ with Carers Trust Cambridgeshire and apply for an Emergency Card. The ‘What if’ service is a free service funded by the Council which ensures adults with care needs are looked after during an emergency or unplanned event involving their family carer. It operates 24 hours a day, every day of the year. To register with the service, contact Carers Trust Cambridgeshire on 0345 241 0954.

You can also go to www.cambridgeshire.gov.uk/careandsupport and look at ‘Care & support: Being a carer’ to find out more about being a carer.

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
Disability and mental health services

**Worries about mental health and dementia**

Your GP should be your first point of contact if you have, or are worried about, mental health issues. They will consider whether they can provide the help and treatment you need, or whether you should be referred to the secondary mental health services.

The local NHS mental health service provider is the Cambridgeshire and Peterborough NHS Foundation Trust. It provides an integrated health and social care service. Your needs will be assessed and a support plan will be devised to meet your needs. This will include the support you need to live your life in the community, such as personal care and one-to-one support, access to work and community services.

Tel: 01223 726789  
Web: www.cpft.nhs.uk

**Dementia care**

If you are worried about dementia talk to your GP (for health care solutions) or your local adult social care team (for most other services).

Your GP, as well as discussing your concerns, will be able to carry out a series of tests which will establish the nature of your condition and advise whether treatment is possible.

Sometimes people can experience memory impairment which can be caused by a range of emotional, physiological and physical ailments. It is important that any diagnosis eliminates these possibilities. Your GP may refer you to a specialist, like a consultant psychiatrist, a community psychiatric nurse or an occupational therapist with a special interest in dementia care, to enable a full assessment for diagnosis of dementia and aftercare.

**Support in the community**

As it can be best for the person with dementia to stay living in their own home for as long as possible, a range of community care services is available to facilitate this. For example: home care (see pages 25-27); meals in the home; sitting services (which provide a break for carers); advice on equipment and adaptations; day care services and respite care, memory cafes.

**Useful websites and contacts:**

**Alzheimer’s Society**  
Tel: 0300 222 1122  
Web: www.alzheimers.org.uk

Cambridge, Ely and Huntingdon:  
Tel: 01954 250322  
Email: cambridgeandelyoffice@alzheimers.org.uk

Peterborough:  
Tel: 01733 893853  
Email: peterborough@alzheimers.org.uk

Fenland:  
Tel: 01945 580460  
Email: fenland.marshland@alzheimers.org.uk

**SANE**  
A charity involved in supporting people with mental health conditions, campaigning and initiating research about mental health.  
Tel: 0300 304 7000  
Email: info@sane.org.uk  
Web: www.sane.org.uk

**The SUN Network**  
The SUN Network supports the involvement of people who use mental health and drug and alcohol services in the planning, design and evaluation of those services within Cambridgeshire.  
Tel: 01480 276057  
Email: enquiries@sunnetwork.org.uk  
Web: www.sunnetwork.org.uk

**Residential dementia care**

If the time comes when continuing to live at home is no longer viable, the benefits of residential care need to
Dementia care continued

be considered. Questions to ask of any home registered for someone with dementia would include: Who is the senior clinician who can act as a single point of contact for information and advice? What training programmes do staff participate in? Does the home offer a person-centred approach to their care planning? Is the home designed with the needs of its clients in mind, especially regarding safety and accessibility? Is there plenty of natural light? Is moving around helped by easily-understood signage? How is technology employed to help alleviate falls and help orientation? Further questions can be found in the residential dementia care checklist on page 43.

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

Specialist services – sensory impairment, physical and learning disability and Autism

The Council’s disability services enable people with a disability to lead a full and independent life and to put them in control of the care and support they receive.

Services for people with a sensory impairment

The Council’s Sensory Services Team works with children and adults who:
• have a dual sensory loss (deaf/blindness);
• are deaf or hard of hearing;
• have severe sight loss/blind; or
• are partially sighted – sight impaired 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 needs. If eligible, they will work with you to decide which services/equipment will meet your needs, focusing on enabling you to be as independent as possible.

The team also provides support to carers, offering them an assessment in their own right. If you need services that are provided by other teams (for example personal care or day services), the team will work closely with these services to ensure your eligible needs are met. For more information, call Customer Services on 0345 045 5202.

The team also works very closely with the voluntary sector and other local organisations that provide a number of services and support. These can range from practical help in adjusting hearing aids, to help accessing sporting activities, and providing advice and guidance. Organisations include:

Cambridgeshire Deaf Association
8 Romsey Terrace, Cambridge CB1 3NH
Tel: 01223 246237
Email: office@cambsdeaf.org
Web: www.cambsdeaf.org

Cambridgeshire Hearing Help (formerly Camtad)
8a Romsey Terrace, Cambridge CB1 3NH
Tel/Textphone: 01223 416141
Email: enquiries@cambridgeshirehearinghelp.org.uk
Web: www.cambridgeshirehearinghelp.org.uk

Cam Sight
167 Green End Road, Cambridge CB4 1RW
Tel: 01223 420033
Email: info@camsight.org.uk
Web: www.camsight.org.uk

Deafblind UK
National Centre for Deafblindness, John and Lucille van Geest Place, Cygnet Road, Hampton, Peterborough PE7 8FD
Tel/Textphone: 01733 358100
Email: info@deafblind.org.uk
Web: www.deafblind.org.uk

Fenvision
Isle of Ely Society for the Blind, The Town Hall, Market Place, March PE15 9JF
Tel: 01354 656726
Email: ioesb@live.co.uk
Web: www.isleofelysociety.co.uk

Huntingdonshire Society for the Blind
8 St Mary's Street, Huntingdon PE29 3PE
Tel: 01480 453438
Email: info@huntsblind.co.uk
Web: www.huntsblind.co.uk

Physical and learning disability

The Council’s Physical Disability Team is a countywide team working with adults aged 18 to 74 who have a significant need arising from their physical disability or illness. The focus of the team is building on people’s strengths and, where possible, their links to their community. Services
might include assistance with personal care, meals, supporting disabled parents, social inclusion and support for carers. The team aims to support people to stay as independent as possible, and people may be referred to the Re-ablement Service (see page 16) in the first instance. If, following assessment, a person has eligible needs, they may be offered support through a personal budget, see page 44.

The team may offer a separate assessment to carers of disabled people, including young carers, identifying the needs of the wider family.

The aim of the service is to keep people in their communities for as long as possible, but if necessary it can assist and advise with residential placements for people under 65. (People over 65 will be assisted by the Older People’s Services.)

For more information call Customer Services on 0345 045 5202.

Cambridgeshire Learning Disability Partnership teams include both social care staff and specialist health professionals. They assess and, where appropriate, treat the needs of individuals who have a learning disability and provide information about the support, facilities and opportunities people can access and use in the community. This support aims to maximise individuals’ choice, control and independence.

Care managers and specialist health professionals are able to give information to enable people to make the right choices for themselves. If you feel that you or someone you know or care for needs help or further information, go to www.cambridgeshire.gov.uk/careandsupport and look at ‘Disability & sensory loss: Learning Disability Partnership’. For more information call Customer Services on 0345 045 5202.

Adult and Autism Support Service
The Council’s Adult and Autism Team works with adults aged 18 to 75 who have eligible needs but do not have a primary disability – such as a learning disability, physical disability, sensory loss or mental health need. The team also supports young people who are preparing for adulthood by working alongside Children’s Services.

The team works to enable people to be as independent as possible, supporting them to live independently. In the first instance it will look to meet a person’s identified needs in their local community and will offer time-limited support if needed. The support provided can help with social inclusion or daily living skills and is provided through a personal budget, see page 44.

For more information call Customer Services on 0345 045 5202.

Cambridgeshire Alliance for Independent Living (CAIL)
CAIL is a charity that works with people with disabilities or long-term health conditions, carers and older people. CAIL uses the experiences of all of these people to bring about positive change. This could be improving services by helping commissioners to understand what is important to the people using those services; or it could be raising awareness and understanding of people with disabilities with the public and private sector.

At any given time, CAIL has numerous projects running, all of which rely on the involvement of those it seeks to represent. To find out more about current projects and to get involved, call 0300 111 2301 or email admin@cambridgeshirealliance.org.uk

Disability Cambridgeshire
Serves disabled and older people and their carers, in South and East Cambridgeshire, Fenland and Cambridge City.

Tel: 01480 839192
Email: info@disability-cambridgeshire.org.uk
Web: www.disabilitycambridgeshire.org.uk

Disability Huntingdonshire
Provide information and advice on a wide range of disability issues.

Tel: 01480 748168
Email: info@dish.org.uk
Web: www.dish.org.uk

Papworth Trust
Papworth Trust works with disabled people, their families and carers.

Tel: 0800 952 5000
Email: info@papworthtrust.org.uk
Web: www.papworthtrust.org.uk

Visit www.carechoices.co.uk for further assistance with your search for care
"CHS is all about people – we offer good value services all of us would be proud to use"

Residential Care, Assisted Living and Retirement Housing across Cambridgeshire

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

- Flexible care on hand from our own care team, regulated by the Care Quality Commission
- 24 hour emergency assistance – just a call button away
- Stylish and well-designed assisted living apartments – to make life easier
- Door entry systems for added security
- Communal areas and gardens maintained by our in-house team

The staff here are exceptional among carers and very quickly and perceptively saw what upset my Mum and what she enjoyed, and under their kind care she became calm for the first time in years. In my work I visit various care homes and feel Alex Wood House is in a league above many of them and is thoroughly excellent. Whole-heartedly recommended.

Relative of AWH resident – Cambridge

Residential Care:
- Alex Wood House - Cambridge
- Langdon House - Cambridge
- Vera James House - Ely

Assisted Living:
- Dunstan Court - Cambridge
- Moorlands Court - Melbourn
- Richard Newcombe Court - Cambridge

Retirement Housing:
- Barnabas Court - Milton
- Ellis House - Cambridge
- St Andrews Glebe - Cambridge

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

You may want to think about where you live to consider whether making changes could make life easier for you.

Housing providers

The city and district councils in Cambridgeshire have statutory responsibilities for housing. Their duties include the provision of housing for rent and working with housing associations to supply housing for general and special needs. They also give advice and information on accommodation enquiries for a range of housing.

Sheltered housing

Sheltered housing, where you have your own home but there is also a warden on call in case you need help, is also available for rent or purchase in the private sector and advice can be obtained from organisations listed in the next section.

Extra Care – what it is and how to access it

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

Extra Care includes private accommodation with access to support, meals and recreation facilities. It provides a flexible approach to care with security and 24-hour support from social and health care teams if needed. Applications can be made to the housing provider or the local authority.

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

District council housing contacts

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

**East Cambridgeshire District Council**
Housing Advice Service
The Grange, Nutholt Lane, Ely CB7 4EE
Tel: 01353 665555
Email: customerservices@eastcambs.gov.uk

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

**Huntingdonshire District Council**
Pathfinder House, St Mary’s Street, Huntingdon PE29 3TN
Tel: 01480 388218
Email: housingservices@huntingdonshire.gov.uk

**South Cambridgeshire District Council**
South Cambridgeshire Hall, Cambourne Business Park, Cambourne, Cambridge CB23 6EA
Tel: 0345 045 0501
Email: duty.housing@scambs.gov.uk

Housing advice is also available from a range of independent organisations including:

**Elderly Accommodation Counsel (EAC)**
3rd Floor, 89 Albert Embankment, London SE1 7TP
Tel: 0800 377 7070
Email: info@firststopadvice.org.uk
Web: www.eac.org.uk

**Papworth Trust Home Solutions**
The Papworth Trust,
The Bernard Sunley Centre, Papworth Everard,
Cambridge CB23 3RG
Tel: 0800 952 5000 (advice for people with disabilities)
Tel: 0300 333 6544 (housing advice)
Email: hiacustomersupport@papworthtrust.org.uk
Web: www.papworth.org.uk

**Shelter**
Advice helpline: 0808 800 4444
Web: www.shelter.org.uk

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

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

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

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

T: 0333 121 6301
E: ely@mihomecare.com
www.mihomecare.com
Care in your own home

This is often called domiciliary care or home care and is aimed at helping people to live in their own homes for as long as possible by using a range of home care services. Help on offer ranges 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. Support workers need to be properly trained, particularly in moving and handling and the use of hoists for some tasks.

**Daily care support**

Support 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 half an hour or 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 rate for these types of services depends 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 very high needs on a permanent basis. It can also provide respite breaks for regular carers and short-term support following discharge from hospital.

In some cases, it’s preferable and more economical to have a support worker actually living in the home. This can be for a short period 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 mental health conditions who 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) When considering a service it’s always a good idea to check its report online (if you can’t access the internet, ask for assistance at your local library).

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

For more information call Customer Services on 0345 045 5202. You can also call the Care Choices helpline, which provides a free, independent information and help service encompassing care services and accommodation. See page 48 for contact details.
Our staff
Our staff are caring, trained to give medication and police checked.

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

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

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

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

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

Newmarket & East Cambs
Tel: 01638 718855 / 01353 883333
Email: newmarketandfenland@bluebirdcare.co.uk

www.bluebirdcare.co.uk
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 and support needs will be met.

For care and support packages which have been arranged by Cambridgeshire County Council, contracts and care plans will have been completed and the agencies used will have been accredited to work for Cambridgeshire County Council.

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

### Agencies

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

1. 
2. 
3. 

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

How long has the agency been operating?

1. 
2. 
3. 

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

1. 
2. 
3. 

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

1. 
2. 
3. 

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

1. 
2. 
3. 

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

### Care workers

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. 

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

1. 
2. 
3. 

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

1. 
2. 
3. 

### Paying

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

1. 
2. 
3. 

### Comments, compliments and complaints

If you would like to make a comment about the service you receive or are unhappy about any aspect of it, you can speak to your home care provider, the local authority, the Care Quality Commission or the Local Government Ombudsman. For more information, please see page 49.
Hello, we are Availl. We are a local care provider aiming to make a real difference in adult care and support. We believe everybody deserves respect, dignity and as much independence as possible.

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

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

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

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

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

Call us for a FREE, immediate assessment or simply to find out more about what Availl can do for you.
All domiciliary agencies listed here are registered by the regulatory body the Care Quality Commission (CQC).

A CLASS CARE LIMITED
Cambridge
Tel: 01223 864066
Advert page 30
OP D MH YA

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

ABCARE
Cambridge
Tel: 01223 213937
Advert page 36
OP D PD LDA MH SI YA

ABSOLUTE CARE SOLUTIONS
Cambridge
Tel: 01223 269429
OP D PD LDA MH YA

ACTION FOR CHILDREN OUTREACH SERVICES
Huntingdon
Tel: 01480 454353
PD LDA SI YA

ADU’S CARE
St Neots
Tel: 01480 716362
OP D PD LDA MH YA

AFFINITY TRUST – DOMICILIARY CARE AGENCY – CAMBRIDGESHIRE
Cambridge
Tel: 01354 696009
PD LDA MH

AGINCARE UK LIMITED
Cambridge
Tel: 01223 581508
Advert page 32
OP D PD LDA MH SI YA AD

ALLIED HEALTHCARE CAMBRIDGE
St Ives
Tel: 01480 464445
OP D PD LDA MH YA

AVAILL (CAMBRIDGE)
Cambridge
Tel: 01223 308815
Advert page 28
OP D PD LDA MH SI YA AD

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

BEECH COURT
Littleport
Tel: 0845 260 1097
OP MH YA

BETTER HEALTHCARE SERVICES (CAMBRIDGE)
Cambridge
Tel: 01223 464999
OP D PD LDA MH SI YA AD

BETTER HOME CARE
Cambridge
Tel: 01223 262669
Advert page 37
OP D PD SI

BIRCHAM HOUSE
Sawston
Tel: 01223 836069
OP D PD MH YA

BLUEBIRD CARE
(CAMBRIDGE AND SOUTH CAMBS)
Hardwick
Tel: 01954 212881
Advert page 26
OP D PD LDA MH SI YA

BLUEBIRD CARE (HUNTINGDONSHIRE) LTD
Huntingdon
Tel: 01480 414888
Advert page 26
OP D PD LDA YA

CAERUS CARE LTD
March
Tel: 01945 464733
PD LDA MH SI YA

Visit www.carechoices.co.uk for further assistance with your search for care
There’s no place like it

Being able to live at home can be one of the most important comforts in an older person’s life, and because family and friends can’t always be there Home Instead Senior Care are here to help.

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

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

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

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

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

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

Here at A Class Care we aim to provide you with the highest standards of care enabling you to remain in your home for longer.

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

Some of the services we offer:

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

Why don’t you contact our friendly team today for an informal chat. We can arrange a free non obligatory assessment for you or your loved one.

Visit us today at www.aclasscare.co.uk
or call us on 01223 864066

Actually, we offer anything you need to stay in your home for longer
<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP Older people (65+)</td>
<td>D Dementia</td>
</tr>
</tbody>
</table>

CAMBRIDGE CITY AND SOUTH SHARED LIVES SCHEME  
Fulbourn  
Tel: 01223 884465

CAMBRIDGE CITY COUNCIL CARE – DITCHBURN PLACE  
Cambridge  
Tel: 01223 457199

CAMBRIDGE NURSING AGENCY  
Bluntisham  
Tel: 01487 741127

CAMBRIDGE AND PETERBOROUGH DOMICILIARY CARE AGENCY  
Cambridge  
Tel: 0207 454 0454

CARE FULL CARE LTD  
Cambridge  
Tel: 01223 871999

CARERS TRUST CAMBRIDGESHIRE  
St Ives  
Tel: 0845 241 0954

CHS HOMECARE  
Melbourn  
Tel: 01763 260564

CITY CARE SERVICES  
Cambridge  
Tel: 01223 842100

COMMUNITY SUPPORT SERVICE  
Huntingdon  
Tel: 01480 379800

CORDERCARE OFFICE  
Wisbech  
Tel: 01945 475438

CRAEGMOOR SUPPORTING YOU IN CAMBRIDGESHIRE  
Chatteris  
Tel: 01354 691611

DIMENSIONS CAMBRIDGE  
DOMICILIARY CARE OFFICE  
Cambridge  
Tel: 01954 206140

DJ SUPPORT  
Fulbourn  
Tel: 01223 882540

EDINA COURT  
Wisbech  
Tel: 01945 463419

EDMUND HOUSE  
Cambridge  
Tel: 01223 883130

ELITE HOMECARE SERVICES  
Peterborough  
Tel: 01733 704328

FITZROY SUPPORTED LIVING – CAMBRIDGESHIRE  
Huntingdon  
Tel: 01487 773547

FUTURE CARE SOLUTIONS  
Cambridge  
Tel: 01223 269387 / 882681

GRAYS QUALITY HOME CARE LTD  
Cambridge  
Tel: 01954 719952

GREEN RD, THE, 13A (SUFFOLK MIND)  
Cambridge  
Tel: 01223 839548

GUYA TT HOUSE  
Cambridge  
Tel: 01638 610109

HALES GROUP LTD – HUNTINGDON  
Huntingdon  
Tel: 01480 270420

HIGH ROAD, 73 (VOYAGE 1 LTD)  
Wisbech  
Tel: 01945 870968

Visit www.carechoices.co.uk for further assistance with your search for care
Mark Higginson Care Ltd delivers operational solutions to clients across a number of Healthcare and Social Care Sectors. Our staff have expertise that deliver on a number of skills and across a range of services. We deliver bespoke programs across the following areas:

- Care & Nursing Home / Service Management
- Care & Nursing Home / Service Turnaround
- Quality Assurance & Regulatory Compliance Testing
- Bespoke Projects
- KPI Reporting
- Bank & Insolvency Services

Email: enquiries@mhcareltd.co.uk  Mobile: 07496218745
www.mhcareltd.co.uk

Anglian Care & Domestic Support Services Limited

(EO 1997)
The Paddocks – Hospital Drove PE12 9EL

01354 705012
Email: acdssltd@gmail.com

We have been A Helping Hand in the Local Community to 100’s of Vulnerable Adults since 1997.

We can help you with:

- Medication + Personal Care + Cooking + Shopping
- Domestic + Hospital Visits + Outings + Appointments
- Or just simply take the time to chat and reminisce.

We can also provide:

Weekend/holiday and respite care at home for you or your loved ones, including check calls when necessary.

Day/night sitting service available on request.

Areas covered:

- March + Chatteris + and all surrounding areas

Call us now and let us help to promote your independence.

Registered with the Care Quality Commission.
All staff are fully trained and have an Enhanced Disclosure from the Disclosure and Barring Services.

Live-in Care
from £695 per week

The alternative to Care Home admission.

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

Agincare
Caring in Your Community

08000 121 247  |  www.liveincare.info
Cambridge - 01223 581 508

This Guide’s helpline 0800 389 2077 – information on choosing and paying for care
HILLS INDEPENDENT HOMECARE SERVICE
St Neots
Tel: 01480 353227

HOME INSTEAD SENIOR CARE HUNTINGDON
Huntingdon
Tel: 01480 454293

HOUSING AND CARE 21 – POPPYFIELDS
St Neots
Tel: 0370 192 4000

JASMINE HOUSE – ELY
Ely
Tel: 01223 699101

LAURELS, THE
Huntingdon
Tel: 01480 450596

LOCAL CARE GROUP – WATERBEACH
Waterbeach
Tel: 01223 864329

LUCMONT LIMITED
T/A HOME INSTEAD SENIOR CARE
St Ives
Tel: 01480 495834

MEARS CARE LTD
Cambridge
Tel: 01223 508100
St Neots
Tel: 01480 478700

MIDAS CARE
Cambridge
Tel: 0844 406 1008

MIHOME CARE
Huntingdon
Tel: 01480 418890
Wisbech
Tel: 01945 588050

MIHOME CARE – ELY
Ely
Tel: 0333 121 6301

MULTI-CARE COMMUNITY SERVICES LTD
Huntingdon
Tel: 01480 466387

NURSE PLUS AND CARER PLUS (UK) LTD
Cambridge
Tel: 01223 423739

PAPWORTH TRUST – CAMBRIDGESHIRE
Papworth Everard
Tel: 01480 831298

QUALITY CARE TEAM LTD
Cambridge
Tel: 01223 830257

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

Visit www.carechoices.co.uk for further assistance with your search for care
Some people think that most care providers are ‘more or less’ the same...this isn’t true.

Quality Home Care differs from other care providers in many ways.

‘All our team genuinely care’

We are a Cambridgeshire company who provide the ultimate level of standards in care.

We provide a person-centred approach for clients with a range of disabilities covering all ages. Our aim is to deliver a package of care tailored to your needs, enabling you to live an active and independent life within your own home. Our commitment to providing outstanding quality of people, flexibility and choice, is the key to what we do. Every one of us takes utmost pride in the service we provide.

CAMBRIDGE • LINTON • ELY • HUNTINGDON • PAPWORTH EVERARD • NEWMARKET & ALL SURROUNDING AREAS

Cambridgeshire 01480 839 911

WWW.QUALITYHOMECARE.CARE
QUALITY HOME CARE
Cambridge
Tel: 01480 839911

RADIS COMMUNITY CARE
- Baird Lodge
  Ely
  Tel: 01353 661673
  OP D PD YA
- Broadleas Court ECH
  St Ives
  Tel: 01480 493170
  OP D PD LDA MH YA
- Huntingdon
  Huntingdon
  Tel: 01480 433880
  OP D PD LDA MH YA AD
- Millbrook House
  Ely
  Tel: 01353 720870
  OP D MH YA
- Ness Court ECH
  Cambridge
  Tel: 01638 745594
  OP D YA
- Somers Court
  Wisbech
  Tel: 01945 463533
  OP

SANCTUARY HOME CARE LTD
- Cambridge
  Ely
  Tel: 01905 334882
  OP D PD LDA MH YA AD
- Doddington
  March
  Tel: 01354 742957
  OP D PD LDA MH YA
- Huntingdon
  Cambridge
  Tel: 01480 437980
  OP D PD LDA MH YA AD
- March
  Cambridge
  Tel: 01354 661849
  OP D PD LDA MH YA AD

SCOPE COMMUNITY SERVICES
CAMBRIDGESHIRE AND HERTFORDSHIRE
Royston
Tel: 01763 268111
PD LDA SI YA

SOCIAL CARE SOLUTIONS – CAMBRIDGESHIRE
Chatteris
Tel: 01480 223650
OP LDA YA

SUNSHINE WISBECH
Wisbech
Tel: 01945 474700
OP D PD LDA MH YA AD

TAYLORED CARE LTD
Cambridge
Tel: 01223 571745
OP D PD LDA SI YA

TOTALCARE (FENLAND) LTD
March
Tel: 01354 661951
OP D PD LDA MH YA

TRIPLE HOME CARE LTD
Huntingdon
Tel: 01480 432496
OP YA

WESTMINSTER HOMECARE (CAMBRIDGESHIRE)
Cambridge
Tel: 01480 356219
OP D PD LDA MH YA AD

WESTMINSTER HOMECARE LTD (T/A INDEPENDENT LIVING NETWORK)
Ely
Tel: 01353 667646
OP D PD LDA MH YA

WILLOWBANK
Chesterton
Tel: 01223 324922
OP D PD MH YA

WOODLANDS COURT
Cambridge
Tel: 01223 321115
PD LDA MH SI

YEW TREE COTTAGE DOMICILIARY CARE
Cambridge
Tel: 01223 812999
LDA

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

Service  OP Older people (65+)
User Bands  D Dementia
            PD Physical disability
            LDA Learning disability, autism
            MH Mental health
            SI Sensory impairment
            YA Younger adults
            AD People who misuse alcohol or drugs
Purely Care is a specialist provider of live-in care services. We are passionate about enabling our clients to retain their independence by remaining safely and securely in their own homes.

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

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

Cambridge Nursing Agency Ltd
Our personal care services are available 7 days a week and vary from short visits to round the clock care. We provide both personal care and domestic services including washing, cooking and cleaning. For more information or to discuss your needs call
01487 741127 or
07841 622 939
Covering St Ives, Huntingdon and the surrounding areas
8 East Street, Bluntisham, Huntingdon, Cambridgeshire PE28 3LS

Quality Care Team
Where Quality of life is our primary goal in Care

Why choose ABCare?
- Over 5 years experience
- CQC registered
- Staff of all grades available
- All staff highly trained & DBS checked
- Competitive rates

Call us on 01223 213937

ABCare
5 Woburn Place, Duxford, Cambridge CB22 4QJ
Tel: 01223 830257  Mob: 07985 615259
qctcairns@gmail.com

Reg: 04684428
Better Home Care is a local, family run homecare agency. We provide superior private homecare and community care support to help clients enhance their quality of life, enjoy time with loved ones or remain active and part of the community. Our head office is based in Comberton, South Cambridgeshire. We care for adults, helping them to retain their independence in the comfort of their own homes and communities. We are also here to support family members who care for loved ones.

Services we offer
- Waking nights - anything from 2000hrs to 0800hrs in the morning
- Live in Care - 24/7 cover with a trained and experienced carer living in the house
- Home Care - personal care visits lasting anything from half an hour
- Respite Care - care to cover a variety of times to allow the main carer a rest or time off

Better Home Care is registered and regulated by the CQC

Our services are rated ‘Good’
Come and be part of the community at Rose Cottage

- Rose Cottage provides a quality care service for people who want an attractive residential setting offering round the clock support.

- Set in a rural location in the picturesque village of Broughton, with its beautiful gardens and spacious accommodation, Rose Cottage provides a tranquil home for anyone looking for care in their later years.

- Enjoy the home cooked food, the events and activities, or just the quiet of your own room.

- Our friendly staff are a big feature of our service and will soon put you at ease.

- Respite Care is bookable throughout the year for people who need short-term care.

- Please call us for our brochure or visit our website – feel free to visit us at any time.

T: 01487 822550 E: office@rosecottagecare.com

www.rosecottagecare.com

Rose Cottage Residential Home, School Road, Broughton, Huntingdon, PE28 3AT
Care homes

All care providers in the country must be registered with the Care Quality Commission (CQC). All services are inspected by the CQC, which reports on its findings. These inspection reports are available from the care service or the CQC (visit www.cqc.org.uk). Further information about the CQC can be found on page 48.

Please also see the section on paying for care on page 44.

There are two types of care home:

**Care homes offering personal care only**
If you are reasonably active, but would like greater security and care, subject to a needs assessment, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving.

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

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

If the person requiring care has a diagnosis of dementia, please ensure the home you choose is registered with the Care Quality Commission to meet these needs.

Help choosing a care home
When considering potential care homes please use the care homes checklist on page 41 and for homes specialising in dementia please use the residential dementia care checklist on page 43.

NEED HELP IN YOUR SEARCH FOR CARE?

www.carechoices.co.uk

developed by the publisher of this Guide

With so many providers to choose from, where do you start? www.carechoices.co.uk can help.

- search care providers quickly and easily
- search by postcode/town and care type
- information on standards of care
- links to the latest inspection reports

Alternatively, call our friendly helpline team on 0800 389 2077 to talk to someone directly.
You can contact the homes directly for a brochure and more information or telephone our regional office on 01480 498067

01733 203347 - Aliwal Manor, Whittlesey
01223 247864 - Brook House, Cambridge
01223 712111 - Buchan House, Cambridge
01954 273310 - Fitzwilliam House, Cottenham
01223 236079 - Etheldred House, Histon
01223 354773 - Primrose Croft, Cambridge
01480 375163 - Rheola, St. Ives
01223 712135 - St. Georges Court, Cambridge
01480 456899 - Hunters Down, Huntingdon
01945 581141 - Glennfield, Wisbech
<table>
<thead>
<tr>
<th>First impressions</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Were you met when you first arrived?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do staff seem warm, friendly and polite?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do the residents seem happy, active and sociable?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the home feel homely and welcoming?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is the home fresh, clean and comfortably furnished?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fees</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>How much are the fees?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do the fees cover all the services available?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Under what circumstances will the fees alter – e.g. annually or according to increasing needs?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is the notice to terminate reasonable?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Transport</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the home easy to get to for relatives and friends?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the home provide its own transport?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accommodation</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are bedrooms single or shared? Is there a choice?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</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>
<td></td>
</tr>
<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>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you control the heating in your room?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you lock your room and is there a secure place for valuables?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there a separate dining room? Bar?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<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>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accessibility</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<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>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there adequate provision for people with sight or hearing difficulties?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Staff</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do the staff appear clean, cheerful and respectful?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do the staff talk to residents and how do they talk to them?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are the staff formally trained?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there an adequate number of staff on day and night?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Catering</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you have a choice about meals?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is the food varied and interesting?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can the home cater for your dietary needs?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you have snacks or drinks any time of the day or night?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you eat in your room?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Activities</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can you continue to pursue your hobbies and interests?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are there organised activities and entertainment?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are outings and holidays arranged? How much do they cost?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are escorts available if necessary?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is a library service available?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you have your own flower bed or help in the garden?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you stay in your own room if you want to?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gardens</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are the grounds/gardens attractive?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are all areas safe and accessible?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there somewhere to sit?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are they quiet?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contract terms</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can you retain your own room if away?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you have a short-stay or trial period?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Will you be given a statement of terms on admission?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are all procedures, such as complaints, clearly spelt-out?</td>
<td>☐ ☐ ☐</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
At Barchester, we know finding the right care home can be a daunting decision, but we’ll do everything we can to help.

We take individual choices very seriously at Barchester. Our carefully selected and well-trained staff take time to get to know the people we care for. We help them to feel at home, to maintain their interests, make new friendships and improve their quality of life. We’re proud of the support we offer.

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

- Nursing care
- Residential care
- Dementia care
- Respite care

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

Hickathrift House
217 Smeeth Road,
Wisbech, PE14 8JB
Tel: 01945 223 130

Oaklands
Bottisham, Cambridge,
Cambridgeshire, CB25 9BX
Tel: 01223 633 504

Hilton Park
Bottisham, Cambridge,
Cambridgeshire, CB25 9BX
Tel: 01223 633 505

Rose Lodge
Walton Road, Wisbech,
Cambridgeshire, PE13 3EP
Tel: 01945 223 132

Longueville Court
The Village Green,
Orton Longueville, PE2 7DN
Tel: 01733 821 654

Werrington Lodge
Baron Court, Werrington Meadows,
Peterborough, PE4 7ZF
Tel: 01733 821 653
Residential dementia care checklist

Things to look for in care homes specialising in dementia. Please use in conjunction with the care homes checklist on page 41.

**Residents**
The best indication of a good home is that the residents appear happy and responsive.
- Are residents involved in activities or chatting? Y N
- Are residents clean and comfortably dressed? Y N
- Do they seem alert and interested? Y N
- Do they talk to you as you walk around? Y N
- Are they encouraged to do as much for themselves as they can? Can you see any examples of this? Y N

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

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

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

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

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

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

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

**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? Y N
- Do they take time to sit and chat to residents or talk to them while they are helping them with physical tasks such as washing or dressing? Y N
- Do they know about residents’ backgrounds, habits and interests? Y N
- Will the person with dementia have a member of staff particularly responsible for their care? Y N
- Is there a member of staff you can talk to about your own worries about the person with dementia? Y N

**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? Y N
- Do they answer your questions openly and seem to understand your concerns? Y N
- Do they have a knowledge of dementia and can they deal with difficulties that may arise in an understanding way? Y N
- Is there a full assessment at home before a resident is admitted? Y N
- Does each resident have a care plan and are their needs regularly reviewed? Y N
- Is the family carer consulted about the care plan and about any proposed changes to it? Y N

Visit www.carechoices.co.uk for further assistance with your search for care 43
Paying for care

Some services outlined in this Guide are available to you for free. For other services there is a charge and, depending on your situation, you may be required to pay for, or contribute to, the cost of services.

Attendance Allowance

This is a non-means-tested, non-taxable benefit from the DWP paid at two different rates depending on the level of help you need. The lower rate is for those needing care by day or night, and the higher rate is for those needing care both during the day and night or who are terminally ill. At the time of publication, the lower rate is £55.10 a week and the higher rate is £82.30 a week.

Check the current rates at
Web: www.gov.uk/attendance-allowance
Tel: 0345 605 6055

Always seek advice

Independent help is available to guide you through your financial options. There may be a number of solutions to retaining your capital whilst paying for care. For information about seeking financial advice go to www.cambridgeshire.gov.uk/financialadvice

Society of Later Life Advisers (SOLLA)
Tel: 0333 2020 454
Email: admin@societyoflaterlifeadvisers.co.uk
Web: www.societyoflaterlifeadvisers.co.uk

Money Advice Service
Tel: 0300 500 5000
Web: www.moneyadviceservice.org.uk

Citizens Advice Bureau
See page 51 for contact details.

Personal budgets

If you have had an assessment by us and have been assessed as eligible for support (see details on page 5) we will ask you to complete a financial assessment questionnaire so that we can work out if you should be paying for your care and support and whether we can contribute any money towards this.

If you qualify for financial help, we can arrange a personal budget for you. This is the total amount of money needed to provide your care and support, including the amount we can contribute and the amount you will need to pay.

Your personal budget can be paid either directly to you, or managed by us or other specialist organisations on your behalf. Currently, personal budgets cannot be used to pay for residential care.

If you are paying for all of your own support, you will not receive a personal budget but we can still give you advice and help to organise your care and support.

Direct Payment

A Direct Payment is an amount of money for you to arrange and purchase the care and support agreed in your care and support plan. We will tell you more about Direct Payment or you can go to www.cambridgeshire.gov.uk/careandsupport and look at ‘Care & support: Paying for care – Direct Payment’.

Penderels Trust is contracted by the Council to provide a Direct Payment support service. They can meet with you and provide a free Direct Payment information and advice visit and can assist you with recruitment and employment issues if you have a personal assistant.

Penderels Trust, Stirling House, Denny End Road, Waterbeach CB25 9QE
Tel: 0845 600 0684
Email: cambridgeshire@penderelestrust.org.uk
Web: www.penderlestrust.org.uk
Paying for your own care and support at home

If you have capital or savings of more than £23,250, not including your home, or you choose not to disclose your financial circumstances, you will have to pay the full cost of any care and support services you require but you are still entitled to an assessment of your needs, as explained below.

We can arrange care for you and you will be invoiced for this, or you can arrange your care privately and pay your service provider directly.

If you ask us to arrange your care and support for you, you may be liable to pay a one-off arrangement fee in addition to the costs of meeting your assessed care and support needs. This arrangement fee covers the cost of putting the care and support you need in place.

If you have a disability-related issue
If you have disability-related issues and are over the age of 65 and not in receipt of Attendance Allowance (AA), or under the age of 65 and not in receipt of Disability Living Allowance (DLA) or Personal Independence Payment (PIP), then you may be entitled to claim one of these benefits. These benefits are not means-tested and are not affected by your total income.

You can apply for AA by calling 0345 605 6055 and PIP by calling 0800 917 2222. DLA has been replaced by PIP for new claimants.

Paying for residential care

If you are considering moving into permanent residential care, you may be entitled to the following financial assistance and support, subject to an assessment, as explained on page 5.

How we assess your capital and savings
If your capital and savings are in excess of £23,250 (please see below about when we include the value of your home), you can have an assessment with us to define your strengths and abilities and identify your care needs, but you are likely to have to pay the full cost of your care. Whichever homes you consider must be able to meet your assessed care needs.

If you are eligible for support and your capital and savings are below £23,250, we will contribute financially towards the cost of your assessed care needs. To work out how much we will pay, you must arrange a financial assessment.

If we are funding your care, your choice of care home will be limited to those that accept our funding level. More expensive homes will expect you to arrange for a third party to ‘top-up’ the difference (see page 46). You are not allowed to do this yourself if your capital is below £23,250, except in limited circumstances.

If your capital is less than £14,250 and the home you choose charges fees that are within the local authority’s funding rate, your contribution will be assessed on your income only.

With capital between £14,250 and £23,250 you will be expected to contribute £1 per week for every £250 you have between £14,250 and £23,250.

Will I have to sell my house?
If you have moved into a care home permanently and you own your former home, its value will be included as capital in your financial assessment unless one of the following still lives there:
• your husband, wife or partner;
• a lone parent who is your estranged or divorced partner;
• a relative aged 60 or over;
• a relative under 60 who receives certain disability allowances; or
• a child under 18 you are financially responsible for.

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

Deferred payment agreements
A deferred payment agreement is an arrangement with the Council enabling you to use the value of your home to help pay care home costs. After the 12-week property disregard period, any financial help from us will be charged against the value of your home and recovered once your house has been sold. However, we may limit how much we will pay and it may affect your entitlement to Pension Credit if your property is not seen to be on the market and becomes treated as capital by the Department of Work and Pensions (DWP).

NHS Funded Nursing Care
Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care you may be entitled to a non-means-tested contribution.
Paying for residential care continued

towards the cost of your nursing care. This is paid directly to the home.

View the current rate at www.nhs.uk/chq/Pages/what-is-nhs-funded-nursing-care.aspx

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

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

Running out of money
If your capital is likely to reduce to £23,250, you must let us know well in advance as we may step in to help with your care fees. We must conduct an assessment of your situation and may make a contribution, described on page 45.

If the home you have chosen charges more than our contribution, you must find someone to help pay the difference. This is called a ‘top-up’ payment. Whoever does this, they should realise that they may have to pay this for some time. Alternatively, you would have to find a cheaper home. More information about top-ups is below.

Understanding your rights before moving into care is essential. There are a number of financial products and specialist companies that may be able to help. It is important to seek professional advice before committing yourself (see page 44).

Whatever your circumstances...
Remember:
• your assessment will be made up of two elements, a care part and a financial one;
• a nursing home will generally be more expensive than a residential home offering personal care only;
• if your partner still lives at home, they will not be means-tested;
• if your spouse wishes to claim 50% of your occupational pension, they can. However, it may not be in their interest to do so. The Revenue and Assessment Team at Cambridgeshire County Council can advise you on what is best for you, call 01480 372387; and
• if you are moving into a nursing home, you may be eligible for NHS funded Nursing Care.

Consider claiming:
• Income Support;
• Pension Credit;
• Attendance Allowance if you are over 65 with disability-related care needs; or
• Personal Independence Payment if you are under 65 with disability-related care needs.

Third party (top-up) payments

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

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

It is important that whoever agrees to do this for you is made aware that the amount could increase in the future and they must be confident any increases will be met. Should payments stop for any reason, you should seek help and advice from adult social care immediately. As the financing of care is a complex area, you are advised to contact us to ask for specific advice and individual guidance. Call 0345 045 5202.
Essential information

Worried about someone or yourself – keeping safe (safeguarding adults)

Safeguarding adults means protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted. This includes, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding any action, and recognising that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

There are ten types of abuse.

- **Organisational abuse:** including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one’s own home. This may range from one-off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- **Modern slavery:** including slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Self-neglect:** this covers a wide range of behaviour, neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding.
- **Physical abuse:** including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- **Sexual abuse:** including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- **Psychological abuse:** including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- **Financial or material abuse:** including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Neglect and acts of omission:** including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Discriminatory abuse:** including forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion.
- **Domestic violence:** including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence.

How can the Council help?

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

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

When considering a care service, it's always a good idea to check its inspection report and rating on the CQC’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

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 Guide on the site and have it read to you by using the ‘Browsealoud’ function.

Whatever your care needs, this Guide, the Care Choices helpline and website will be able to point you in the best direction, however you would like care information presented.
Making a compliment, comment or complaint

You should feel able to give feedback on any aspect of your care or support service. It should not be difficult for you to provide feedback and you should feel that your comments are being taken seriously. It is usually best to give your feedback to the manager of the service before you take any further action.

However, if you are concerned about something, and feel that your concerns are not being taken seriously, you should contact the registered owners of the service. The law says that the registered owners must respond to any complaints made.

If you are not satisfied with the response you receive, and if you receive care from a council-approved provider, you can complain to the adult social care Complaints Team.

Tel: 0345 045 5202
Email: customercare@cambridgeshire.gov.uk

If you are not happy with the response from the care provider and you do not receive help from us you can make a complaint to the Local Government Ombudsman (LGO).

Local Government Ombudsman
PO Box 4771, Coventry CV4 0EH
Tel: 0300 061 0614
Text: 07624 811595 (text ‘call back’ to this number and an LGO adviser will call you)
Web: www.lgo.org.uk

For more information about providing feedback go to www.cambridgeshire.gov.uk/customercare

Health information services

Healthwatch Cambridgeshire

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

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

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

VISIT THE NEW CARE SELECT WEBSITE WWW.CARESELECT.CO.UK

CAREselect
CALL CARE SELECT FOR MORE INFORMATION: 0800 389 2077

Visit www.carechoices.co.uk for further assistance with your search for care
NEED HELP IN YOUR SEARCH FOR CARE?

Developed by the publisher of this Adult Care and Support Services Guide

With so many providers to choose from where do you start? www.carechoices.co.uk can help.

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

Alternatively, call our friendly helpline team on 0800 389 2077 to talk to someone directly.
e: enquiries@carechoices.co.uk Follow us @CareChoicesLtd

www.carechoices.co.uk
Concerned about NHS services or need to find out about local services? The Patient Experience Team can help you navigate the sometimes seemingly complex NHS. It will:

- offer confidential help and advice to resolve problems quickly;
- provide information about local health services and support groups;
- signpost to other organisations such as Independent Advocacy and other Patient Experience services; and
- give guidance on the NHS complaints procedure.

**Patient Experience Team**
Lockton House, Clarendon Road,
Cambridge CB2 8FH
Tel: **0800 279 2535** or **01223 725588**
Email: CAPCCG.pet@nhs.net

The team is available 9.00am to 5.00pm, Monday to Friday excluding Bank Holidays. Outside these hours an answerphone system is available, please leave a message and your call will be returned.

**Other sources of information**
Besides organisations run by the NHS and local authorities, there are hundreds of voluntary organisations in Cambridgeshire which provide helpful information and services.
As well as raising their own funds, many groups receive grant aid from the County Council and other local authorities. Some volunteer organisations are run entirely by people giving their own spare time to help others. The larger voluntary organisations may employ professional staff to run their affairs and provide specialist services. To find out more ask at your library or go to [www.cambridgeshire.gov.uk/careandsupportdirectory](http://www.cambridgeshire.gov.uk/careandsupportdirectory).

**Citizens Advice Bureau (CAB)**
Offices offer information, advice and assistance in confidence for everyday problems including debt, counselling, law surgeries and welfare rights advice. Please check the office will be open before visiting.

**Cambridge**
66 Devonshire Road, Cambridge CB1 2BL
Tel: **0344 848 7979**
Web: [www.cambridgecab.org.uk](http://www.cambridgecab.org.uk)

**Rural Cambs**
Tel: **0344 245 1292**

**Visit www.carechoices.co.uk for further assistance with your search for care**
TLC are an owner and operator of care homes operating in and around the Southeast of the UK.

Cambridge Manor and Cherry Hinton are the two TLC care homes local to you. Give one of our homes a call today to visit us for a cup of tea and a chat.

**Cambridge Manor Care Home**

Cambridge Manor is a beautiful, modern, purpose-built home with immaculate hotel-style facilities in a highly relaxing and comfortable setting. The home caters for all types of care, from residents who just need a little extra help through to those with nursing or memory loss needs.

**Cherry Hinton Care Home**

Cherry Hinton is situated in the leafy suburb of Cherry Hinton, Cambridge and combines a warm and friendly atmosphere with high quality care. Like Cambridge Manor, the home caters for all types of care, especially nursing and residential care for older people.

**WOODLANDS CARE CENTRE**

Hawkins Road, Cambridge CB4 2RD

General Manager: Lynda Sampford RGN.
Tel: 01223 324444 Fax: 01223 324445 Email: woodlands@ranccare.co.uk

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

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

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

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

www.ranccare.co.uk
**Cambridge City care homes**

**ALEX WOOD HOUSE**
3a Fortescue Road, Cambridge CB4 2JS
Tel: 01223 578602  Advert page 22  OP

**ANTELOPE WAY**
18-20 Antelope Way, Cherry Hinton, Cambridge CB1 9GT
Tel: 01223 416382  OP PD LDA MH

**BROOK HOUSE CARE CENTRE**
45 Seymour Street, Cambridge CB1 3DJ
Tel: 01223 247864  Advert page 40  OP D

**BROWNS FIELD HOUSE**
25 Sherbourne Close, Cambridge CB4 1RT
Tel: 01223 426337  OP D

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

**CAMBRIDGESHIRE COUNTY COUNCIL – RUSSELL STREET, 40-44**
Cambridge CB2 1HT Tel: 01223 712261  LDA YA

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

**FEN ROAD**
71-73 Fen Road, Chesterton, Cambridge CB4 1UN
Tel: 01223 425634  D PD LDA SI YA

**Cambridge City care homes with nursing**

**BUCHAN HOUSE**
Buchan Street, Cambridge CB4 2XF
Tel: 01223 712111  Advert page 40  OP D

**CAMBRIDGE MANOR CARE HOME**
33 Milton Road, Cambridge CB4 1UZ
Tel: 01223 363904  Advert page 52  OP

**CAMBRIDGE NURSING CENTRE, THE**
5 High Street, Chesterton, Cambridge CB4 1NQ
Tel: 01223 855964  Advert page 60  OP D

**CHERRY HINTON NURSING HOME**
369 Cherry Hinton Road, Cambridge CB1 8DB
Tel: 01223 210070  Advert page 52  OP D

**FEN ROAD**
71-73 Fen Road, Chesterton, Cambridge CB4 1UN
Tel: 01223 425634  D PD LDA SI YA

**HINTON GRANGE**
442 Bullen Close, Cambridge CB1 8YU
Tel: 01223 246360  OP D PD LDA MH

**HOPE RESIDENTIAL AND NURSING CARE HOME, THE**
Brooklands Avenue, Cambridge CB2 8BQ
Tel: 01223 359087  OP D

**ST GEORGES COURT CARE CENTRE**
Russell Street, Cambridge CB2 1HT
Tel: 01223 712135  Advert page 40  OP

**WOODLANDS CARE CENTRE**
Hawkins Road, Cambridge CB4 2RD
Tel: 01223 324444  Advert page 52  OP D PD YA

---

Visit www.carechoices.co.uk for further assistance with your search for care
Ensuring care from home to home

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

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

Caring for the elderly with nursing needs

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

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

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

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
East Cambridgeshire care homes

**ALDERTON HOUSE**  
5 Wellington Street, Littleport, Ely CB6 1PN  
Tel: 01353 862677

**BRAMBLES, THE**  
104 Station Road, Soham, Ely CB7 5DZ  
Tel: 01353 722971

**BURWELL**  
16 and 18 Hawthorn Way, Burwell, Cambridge CB25 0DQ  
Tel: 01638 743764

**FAIR HAVEN CARE HOME**  
102 Station Road, Soham, Ely CB7 5DZ  
Tel: 01353 720916

**FEN HOUSE**  
143 Lynn Road, Ely CB6 1SD  
Tel: 01353 667340

**FIRS RESIDENTIAL CARE HOME, THE**  
Tower Farm, Tower Road, Little Downham, Ely CB6 2TD  
Tel: 01353 699996  
*Advert page 54*

**GUYATT HOUSE**  
42 The Causeway, Burwell, Cambridge CB5 0DU  
Tel: 01638 610109

**HOLLY COTTAGE LLP**  
1 Egremont Street, Ely CB6 1AE  
Tel: 01353 661297

**JASMINE HOUSE**  
1a Uphehrs Lane, Ely CB6 1BA  
Tel: 01353 662261

**LABURNUM LODGE**  
2 Victoria Street, Littleport, Ely CB6 1LX  
Tel: 01353 860490

**LILY HOUSE**  
Lynn Road, Ely CB6 1SD  
Tel: 01353 666444

**OLD VICARAGE, THE**  
32 Church Lane, Littleport CB6 1PS  
Tel: 01353 865200

**QUEENS COURT**  
2 Downing Close, Bottisham, Cambridge CB25 9DD  
Tel: 01223 811905

**ROBINSON HOUSE**  
24c Fordham Road, Soham, Ely CB7 5AQ  
Tel: 01353 624330

**VERA JAMES HOUSE**  
Chapel Street, Ely CB6 1TA  
Tel: 01353 661113  
*Advert page 22*

**WATERBEACH LODGE**  
Ely Road, Waterbeach, Cambridge CB25 9NW  
Tel: 01223 862576  
*OP D PD LDA MH SI*

---

**East Cambridgeshire care homes with nursing**

**GABLES, THE**  
93 Ely Road, Littleport, Ely CB6 1HJ  
Tel: 01353 861935  
*D LDA*

**HILTON PARK CARE CENTRE**  
Bottisham, Cambridge CB25 9BX  
Tel: 01223 633505  
*Advert page 42*  
*OP D PD MH YA*

**HILTON PARK – OAKLANDS**  
Bottisham, Cambridge CB25 9BX  
Tel: 01223 633504  
*Advert page 42*  
*OP D PD MH YA*

**LIMES, THE**  
5 Church Lane, Littleport, Ely CB6 1PS  
Tel: 01353 863194  
*D*

**LIMES 1, THE**  
Bottisham, Cambridge CB25 9BX  
Tel: 01223 633505  
*Advert page 42*  
*OP D PD MH YA*

**LITTLEPORT GRANGE**  
Grange Lane, Ely Road, Littleport, Ely CB6 1HW  
Tel: 01353 861329  
*Advert outside back cover*  
*OP PD*

**SOHAM LODGE**  
Qua Fen Common, Soham, Ely CB7 5DF  
Tel: 01353 720775  
*Advert page 54*  
*OP D MH YA*

---

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

www.ranccare.co.uk
Fenland care homes

ALIWAL MANOR CARE CENTRE
Turners Lane, Whittlesey PE7 1EH
Tel: 01733 203347 Advert page 40
OP D

BELMONT ROAD
9-10 Belmont Road, March PE15 8RQ
Tel: 01354 660623
PD LDA YA

CAMBRIDGESHIRE COUNTY COUNCIL – ALDER CLOSE, 20
March PE15 8PY
Tel: 01223 654146
LDA YA

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

CLOVELLY HOUSE
44 Station Road, March PE15 8LE
Tel: 01354 655768 Advert page 56
OP

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

DOVE COURT
Kirkgate Street, Wisbech PE13 3QU
Tel: 01945 474746
OP D YA

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

HERMITAGE, THE
6-12 St Mary’s Street, Whittlesey PE7 1BG
Tel: 01733 204922
OP

HIGH ROAD, 73
Gorefield, Wisbech PE13 4PG
Tel: 01945 870968
OP PD LDA SI YA

KENEYDON HOUSE
2 Delph Street, Whittlesey PE7 1QQ
Tel: 01733 203444
OP D

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

LYNCROFT CARE HOME
81 Clarkson Avenue, Wisbech PE13 2EA
Tel: 01945 475229 Advert page 56
OP D

ROYAL MENCAP SOCIETY – BROAD OAKS
30 Gaul Road, March PE15 9RQ
Tel: 01354 656022
LDA YA

SPRINGFIELD RESIDENTIAL CARE HOME
63 The Causeway, March PE15 9NY
Tel: 01354 652451
OP D

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

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

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

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

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

GLENFIELD CARE CENTRE
Money Bank, Wisbech PE13 2JF
Tel: 01945 581141 Advert page 40
OP D

HERON HOUSE CARE HOME
Coronation Close, The Avenue, March PE15 9PP
Tel: 01354 661551 Advert page 60
OP D PD YA

ORCHARD HOUSE
107 Money Bank, Wisbech PE13 2JF
Tel: 01945 466784 Advert page 56
OP D PD MH

ROSE LODGE
Walton Road, Wisbech PE13 3EP
Tel: 01945 223132 Advert page 42
OP D PD YA

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

Huntingdonshire care homes

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

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

BROOKFIELD RESIDENTIAL HOME
1 High Street, Somersham PE28 3JA
Tel: 01487 840900 Advert page 59
OP

CAMBRIDGESHIRE COUNTY COUNCIL – ST LUKE’S CLOSE, 6
Huntingdon PE29 1JT
Tel: 01480 456941
LDA YA

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

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

EYNESBURY HOUSE
Howitts Lane, Eynesbury, St Neots PE19 2JA
Tel: 01480 218899
LDA MH

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

HARDWICK DENE
Hardwick Lane, Buckden, St Neots PE19 5UN
Tel: 01480 811322
OP D

HILL HOUSE
High Street, Ellington, Huntingdon PE28 0AG
Tel: 01480 890324
OP D

HILL VIEW
46 St Judiths Lane, Sawtry PE28 5XE
Tel: 01487 831709
OP D

HILLINGS, THE
Grenville Way, Eaton Socon, St Neots PE19 8HZ
Tel: 01480 214020
OP D

MANOR, THE – CARE HOME PHYSICAL DISABILITIES
Church Road, Brampton, Huntingdon PE28 4PF
Tel: 01480 412412
PD YA

Advertisers are highlighted

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

This Guide’s helpline 0800 389 2077 – information on choosing and paying for care
Huntingdonshire care homes continued

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

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

OAKLEY HOUSE
10 Bushmead Road, Eaton Socon PE19 8BP
Tel: 01480 407010

OAKTREES
Warboys Road, Oldhurst PE28 3AA
Tel: 01487 822878

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

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

RHEOLA CARE CENTRE
Broad Leas, St Ives PE27 5PU
Tel: 01480 375163 Advert page 40

ROSE COTTAGE RESIDENTIAL HOME
School Road, Broughton,
Huntingdon PE28 3AT
Tel: 01487 822550 Advert page 38

ROYAL MENCEP SOCIETY – KINGS LANE, 32
Popewalk House,
St Neots PE19 1LB
Tel: 0808 808 1111

ST GEORGE’S GLATTON HALL
Glatton Ways, Glatton,
Huntingdon PE28 5RS
Tel: 01487 830085

WOODLANDS
50 High Street, Earith,
Huntingdon PE28 3PP
Tel: 01487 841404

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

**ST ELIZABETH’S**
CARE HOME WITH NURSING
Caring for people with epilepsy, autism and other complex needs since 1903.

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

Tel: 01279 843451
E: enquiries@stelizabeths.org.uk
www.stelizabeths.org.uk

Brookfield Residential Home is a small, high quality, family-run home situated in the village of
Somersham, Cambridgeshire. Located approximately 8 miles from Huntingdon and 15 miles from
Cambridge, Somersham is a typical Cambridgeshire village that offers a variety of restaurants, shops,
hairstylists and a post office, all within walking distance of the home.

A recent extension and refurbishment has not only created a warm and homely feel but also allows this
Victorian house to accommodate 14 residents. We have two large lounges and a spacious dining room
with a stair lift to the first floor. Most rooms offer en-suite facilities and some have a view over the
beautifully landscaped garden.

Tel: 01487 840900 • Fax: 01487 840825 • Email: angiecaswell.brookfield@hotmail.co.uk

Service

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

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

Heron House March 01354 661551
Kingfisher House Newmarket 01638 669919
Midfield Lodge Oakington 01223 232267
Swan House Chatteris 01354 696 644

www.fshc.co.uk
Huntingdonshire care homes with nursing

CROMWELL HOUSE CARE HOME  
82 High Street, Huntingdon PE29 3DP  
Tel: 01480 411411

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

FIELD LODGE  
London Road, St Ives PE27 5SX  
Tel: 01480 499840

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

HUNTERS DOWN CARE CENTRE  
Hartford Road, Huntingdon PE29 1XL  
Tel: 01480 456899 Advert page 40

MANOR HOUSE RESIDENTIAL AND NURSING HOME  
80 Huntingdon Road, Upwood, Nr Huntingdon PE26 2QQ  
Tel: 01487 898429 Advert page 60

PRIMROSE HILL CARE HOME  
Thames Road, Huntingdon PE29 1QW  
Tel: 01480 450099

RED HOUSE RESIDENTIAL AND NURSING HOME, THE  
Bury Road, Ramsey PE26 1NA  
Tel: 01487 898396 Advert page 60

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

South Cambridgeshire care homes

BOX TREE COTTAGE RESIDENTIAL HOME  
16 Way Lane, Waterbeach, Cambridge CB25 9NQ  
Tel: 01223 863273

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

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

CHURCHFIELD AVENUE  
21-23 Churchfield Avenue, Sawston CB22 3LA  
Tel: 01223 835733

FITZWILLIAM HOUSE  
Rooks Street, Cottenham, Cambridge CB24 8QZ  
Tel: 01954 273310 Advert page 40

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

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

KAY HITCH WAY  
4 Kay Hitch Way, Histon, Cambridge CB24 9YR  
Tel: 01223 235406

Advert page 60

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

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

Visit www.carechoices.co.uk for further assistance with your search for care  61
Let’s talk about better care.

At Bramley Court we believe that it’s through taking time to understand each individual, their likes and dislikes and their life stories that we can provide personalised care with a real difference.

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

To find out more information or to arrange a visit please contact the home manager by calling 01223 797 096.
LA MARSH
9 Crowlands, Cottenham CB24 8TE
Tel: 01954 250734
PD LDA

MAYCROFT CARE HOME
73 High Street, Meldreth, Royston SG8 6LB
Tel: 01763 260217
OP D PD SI

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

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

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

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

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

SOUTHWELL COURT
Hinkins Close, Melbourn SG8 6JL
Tel: 01763 262121
OP PD LDA MH

TEVERSHAM ROAD
11-13 Teversham Road, Fulbourn CB21 5EB
Tel: 01223 504072
OP LDA YA

THOMAS ROAD, 7
7 Thomas Road, Fulbourn CB21 5EA
Tel: 01223 514418
OP LDA YA

WATERBEACH
Fresh Fields, Primrose Lane, Waterbeach, Cambridge CB25 9JZ
Tel: 01223 441452
OP PD LDA SI YA

WHEATSHAEF HOUSE
5 High Street, Cottenham CB24 8SA
Tel: 01954 250799

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

YEWDALE FARM
West Fen, Willingham, Cambridge CB24 5LP

South Cambridgeshire care homes with nursing

BRAMLEY COURT
Chivers Way, Histon CB24 9AH
Tel: 01223 797096 Advert page 62
OP D

COTTENHAM COURT RESIDENTIAL AND NURSING HOME
High Street, Cottenham, Cambridge CB24 8SS
Tel: 01954 768642 Advert page 60
OP PD

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

ETHELDRED HOUSE CARE CENTRE
Clay Street, Histon CB24 9EY
Tel: 01223 236079 Advert page 40
OP D

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

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

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

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

SUNFLOWERS
197 High Street, Cottenham, Cambridge CB24 8RX
Tel: 01954 252138
PD SI

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

Visit www.carechoices.co.uk for further assistance with your search for care
<table>
<thead>
<tr>
<th>Index</th>
<th>Advertisers in bold</th>
</tr>
</thead>
</table>
| **A** | A Class Care Limited 29  
Abbeyfield Girton – Care at Home Service 29  
ABCare 29  
Absolute Care Solutions 29  
Action for Children Outreach Services 29  
Adu’s Care 29  
Affinity Trust – Domiciliary Care Agency – Cambridgeshire 29  
Agincare UK Limited 29  
Aisling Lodge 58  
Alderton House 55  
Alex Wood House 53  
Aliwal Manor Care Centre 57  
Allied Healthcare Cambridge 29  
Antelope Way 53  
Askham Court 57  
Askham Hall 57  
Askham House 57  
Askham Place 57  
Avail (Cambridge) 29 |
| **B** | Beaumont Healthcare Ltd 29  
Beech Court 29  
Belmont Road 57  
Bethany Francis House 58  
Better Healthcare Services (Cambridge) 29  
Better Home Care 29  
Bircham House 29  
Bluebird Care (Cambridge and South Cambs) 29  
Bluebird Care (Huntingdonshire) Ltd 29  
Box Tree Cottage Residential Home 61  
Brambles, The 55  
Bramley Avenue 61  
Bramley Court 63  
Brookfield Residential Home 58 |
| **C** | Caerus Care Ltd 29  
Cambridge City and South Shared Lives Scheme 29  
Cambridge City Council Care – Ditchburn Place 29  
Cambridge Manor Care Home 53  
Cambridge Nursing Agency 31  
Cambridge Nursing Centre, The 53  
Cambridge Road, 2 31  
Cambridgeshire and Peterborough Domiciliary Care Agency 31  
Cambridgeshire County Council – Alder Close, 20 57  
Cambridgeshire County Council – Russell Street, 40-44 53  
Cambridgeshire County Council – St Luke’s Close, 6 58  
Carers Trust Cambridgeshire 31  
Chamarel 58  
Cherry Hinton Nursing Home 53  
Chestnuts Residential Care Home, The 31  
CHS Homecare 57  
Churchfield Avenue 61  
City Care Services 31  
Clovelly House 57  
Community Support Service 31  
Conifer Lodge 58  
Conquest House 58  
Conquest Lodge 57  
CorderCare Office 31  
Cottenham Court Residential and Nursing Home 63  
Craegmoor Supporting You in Cambridgeshire 31  
Cromwell House Care Home 61  
| **D** | Dimensions Cambridge Domiciliary Care Office 31  
DJSupport 31  
Dove Court 57  
**E** | Eden View 63  
Edina Court 31  
Edmund House 31  
Edward House 53  
Elite Homecare Services 31  
Elm House 58  
Elms Residential and Nursing Home, The 58  
Eltisley Manor 61  
Etheldred House Care Centre 63  
Eynesbury House 58  
**F** | Fair Haven Care Home 55  
Fen House 55  
Fen Road 53  
Field Lodge 61  
Firs Residential Care Home, The 55  
Fitzroy Supported Living – Cambridgeshire 31  
Fitzwilliam House 61  
Florence House Residential Home 58  
Ford House 61  
Future Care Solutions 31  
**G** | Gables Care Home, The 57  
Gables Specialist Nursing Home, The 58  
Gables, The 55  
Glennfield Care Centre 58  
Gracefield Nursing and Residential Care Home 63  
Grays Quality Home Care Ltd 31 |
Green Rd, The, 13A (Suffolk Mind) 31
Guyatt House 31, 55

H
Hales Group Ltd – Huntingdon 31
Hardwick Dene 58
Hatley Court 61
Hermitage, The 57
Heron House Care Home 58
High Road, 73 31
High Road, 73 (Voyage 1 Ltd) 57
Hill House 58
Hill View 58
Hillings, The 58
Hills Independent Homecare Service 33
Hilton Park Care Centre 55
Hilton Park – Oaklands 55
Hinton Grange 53
Hollies Care Home, The 53
Holly Cottage LLP 55
Home Close 63
Home Instead Senior Care Huntingdon 33
Home Meadow 61
Hope Residential And Nursing Care Home, The 53
Housing and Care 21 – Poppyfields 33
Hunters Down Care Centre 61

J
Jasmine House 55
Jasmine House – Ely 33

K
Kay Hitch Way 61
Keneydon House 57

L
Laburnum Lodge 55

La Marsh
Langdon House 53

Langley Lodge Residential Home 57
Laurels, The 33
Lily House 55
Limes 1, The 55

Littleport Grange 55
Local Care Group – Waterbeach 33
Lucmont Limited 57
T/A Home Instead Senior Care 33

Lyncroft Care Home 57

M
Manor Farm 59
Manor House Residential and Nursing Home 61
Manor, The – Care Home Physical Disabilities 58
Maycroft Care Home 63
Mears Care Ltd 33
Midas Care 33
Midfield Lodge 63
Mihomincare 33
Mihomincare – Ely 63
Millfield Lodge Care Home Ltd 33
Mill Lane 63
Multi-Care Community Services Ltd 33

N
Nurse Plus and Carer Plus (UK) Ltd 33

O
Oakleigh Care Homes Limited 59
Oakley House 59
Oaks and Cinnabar 53
Oaktrees 59
Old Vicarage, The 55
Olivemede 59
Orchard House (Sawston) 63
Orchard House (Wisbech) 58

Orchard Manor Transition Service 63

P
Papworth Trust – Cambridgeshire 33
Pauline Burnet House 53
Paxton Hall Care Home 59
Poplars, The 63
Primrose Croft Care Centre 53
Primrose Hill Care Home 61

Q
Quality Care Team Ltd 33
Quality Home Care 35
Queens Court 55

R
Radis Community Care 35
Red House Residential and Nursing Home, The 61
Rheola Care Centre 59
Ringshill Care Home 61
Robinson House 55
Rose Cottage Residential Home 59
Rose Lodge 58
Rosewood 53
Royal Mencap Society – Broad Oaks 57
Royal Mencap Society – Kings Lane, 32 59

S
Sanctuary Home Care Ltd 35
Scope Community Services Cambridgeshire and Hertfordshire 35
Six Mile Bottom Road, 35 63
Social Care Solutions – Cambridgeshire 35
Soham Lodge 55
Southwell Court 63
Springfield Residential Care Home 57

Visit www.carechoices.co.uk for further assistance with your search for care 65
### Index continued

| Advertisers in bold | Care Choices Limited has taken every care to ensure that the information contained in this Guide is accurate. The company cannot accept responsibility for any errors or omissions or if a home varies from the facilities listed either in an advertisement or the indices. Care Choices Limited does not endorse or support any particular institution included in the Guide. © 2016 Care Choices Limited. Care Choices Limited reserves all rights in the titles Care Choices and HOMES Directories and their design. CareChoices™ is a trademark of Care Choices Limited. ISBN 978-1-910362-71-6 Ref. No: 4001/Cambridgeshire9/1215. Reproduction of any part of this publication in any form without the written permission of Care Choices Limited is prohibited. This publication is available free of charge from Cambridgeshire County Council. Published by: Care Choices Limited, Valley Court, Lower Road, Croydon, Nr Royston, Hertfordshire SG8 0HF. Tel: 01223 207770. Publisher: Robert Chamberlain. Director of Sales: David Werthmann. Head of Editorial: Emma Morriss. Editor: Angharad Jenkins. Content Editor: Emma Cooper. Regional Team Manager: Russell Marsh. National Sales Manager: Paul Leahy. Senior Sales Executives: Mark Dalton, Debbie Feetham, Elaine Green, Vanessa Ryder. Director of Creative Operations: Lisa Werthmann. Studio Manager: Jamie Harvey. Designer: Holly Cornell. Creative Artworkers: Gemma Barker, Bobbie Johnson. Distribution: David Mulry. |

| **St Georges Court Care Centre** | 53 | **Totalcare (Fenland) Ltd** |
| **St George’s Glatton Hall** | 59 | **Triple Home Care Ltd** |
| **Suez Road, 128** | 53 | **Vera James House** |
| **Sunflowers** | 63 | **V** |
| **Sunshine Wisbech** | 35 | **W** |
| **Swan House Care Home** | 58 | **Waterbeach** |
| **Symonds House** | 63 | **Waterbeach Lodge** |
| **T** |  | **Westminster Homecare (Cambridge)** |
| **Taylored Care Ltd** | 35 | **Westminster Homecare Ltd (t/a Independent Living Network)** |
| **Teversham Road** | 63 | **W** |
| **Thomas Road, 7** | 63 | **Werrington Lodge** |
| **Anglian Care & Domestic Support Services Limited** | 32 | **Excelcare** |
| **Barchester** | 42 | **Four Seasons Health Care** |
| **Barnabas Court** | 22 | **Hickathrift House** |
| **Bupa** | 60 | **Kingfisher House** |
| **Care Choices** | 39, 50, 56, 60 | **Kwikfix** |
| **Care Select** | 18, 49, 54, 67 | **Longueville Court** |
| **Carebase** | 62 | **MH Care Ltd** |
| **CHS Group** | 22 | **Moorlands Court** |
| **Dunstan Court** | 22 | **Newmarket & East Cambs (Bluebird)** |
| **Ellis House** | 22 | **Only Care Ltd** |
| **Excelcare** | 40 | **Purely Care** |
| **Four Seasons Health Care** | 60 | **Ranc Care Homes Ltd** |
| **Hickathrift House** | 42 | **Richard Newcombe Court** |
| **Kingfisher House** | 60 | **Scimitar Care Hotels PLC** |
| **Kwikfix** | 17 | **Inside front cover** |
| **Longueville Court** | 42 | **St Andrews Glebe** |
| **MH Care Ltd** | 32 | **St Elizabeth’s** |
| **Moorlands Court** | 22 | **TLC Care** |
| **Newmarket & East Cambs (Bluebird)** | 26 | **Woodlands Care Centre** |
| **Only Care Ltd** | 35 | **Woodlands Court** |
| **Purely Care** | 36 | **Werrington Lodge** |
| **Ranc Care Homes Ltd** | 52, 56 | **W** |
| **Richard Newcombe Court** | 22 | **35** |
| **Scimitar Care Hotels PLC** | 17 | **Y** |
| **St Andrews Glebe** | 22 | **Yew Tree Cottage** |
| **St Elizabeth’s** | 59 | **Woodlands Care Centre** |
| **TLC Care** | 26 | **Woodlands Court** |
| **Yew Tree Cottage** | 35 | **Werrington Lodge** |
| **Yew Tree Cottage Domiciliary Care** | 35 | **Werrington Lodge** |
| **Yewdale Farm** | 63 | **W** |
| **Woodlands Care Centre** | 53 | **Yewdale Farm** |
| **Woodlands Court** | 35 | **Yewdale Farm** |
| **Yewdale Farm** | 63 |  |
We understand how confusing and emotionally taxing arranging care services for a loved one can be. A Care Directory can only take you so far on this journey so we have published a further information guide, Care Select.

TO CLAIM YOUR FREE COPY OF CARE SELECT (USUALLY £9.95), JUST CALL OUR HELPLINE 0800 389 2077

*While stocks last
Littleport Grange, on the outskirts of Cambridge, offers residential, dementia, respite, convalescent, palliative care. Residential and dementia care in a semi-rural location.

Situated in Littleport, our home is a period residence set within beautiful gardens. Built by Cannon Sparke, and later the home of Thomas Peacock, the home still retains some of its original Victorian features. Our home has been refurbished and modernised to meet the needs of our elderly residents, and we have a very caring team who work hard to make everyone feel at home.

Our services include:

- Person-centred care
- Beautiful Gardens
- En suite bedrooms
- Freshly prepared food
- Activities programme
- Entertainment programme
- TV point in all rooms
- Residents internet access
- Hair salon
- Mini bus
- Newspapers can be provided
- Lift to the upper floors

Completely refurbished – just pop in to find out more...

To find out more contact us at:

Littleport Grange, Grange Lane, Ely Road, Littleport, Ely, Cambridgeshire CB6 1HW
Tel: 01353 861329
Fax: 01353 862878
Email: manager.littleport@minstercaregroup.co.uk