Cornwall
Care Services Directory

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

The independent guide to choosing and paying for care

2017/18

www.carechoices.co.uk
Home Care Service
for people who wish to stay living independently in their own homes

At Cornwall Care we recognise the importance of individual living; we understand that having the opportunity to live independently in your own home can have an enormous impact on your confidence and wellbeing.

We have over 200 dedicated staff members delivering care across Cornwall from an hour a week to 24 hours a day. We support people with a variety of conditions, including but not limited to:

- Physical disabilities
- Learning disabilities
- Children and families with disabilities*
- Age related illnesses and palliative care
- Dementia and mental health conditions

* This covers disabled children over the age of 18 and parents with disabilities themselves

08455 191192 CornwallCare
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All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and Care Choices Ltd cannot be held liable for any errors or omissions.

To obtain extra copies of this Directory, free of charge, call Care Choices on 01223 207770.

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

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

Welcome to this edition of the independent Cornwall Care Services Directory, which contains information for adults looking for care or support within the county, whether they are paying for it themselves or receiving support from the council.

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

Your first step to accessing services is to arrange an assessment with your local Adult Social Services department to establish your specific needs. This is free, irrespective of your income and available to all. More details are provided on page 16. The assessment will determine whether you are eligible for financial support via a Personal Budget, which may allow you to buy in your own support and take control of your situation. Often called ‘personalisation’, this model of social care puts you at the centre of the process.

Alternatively, your circumstances may mean you are classed as a ‘self-funder’, with the means to pay for your care. This is discussed on page 28 for those paying for care at home and 45 for those paying for residential care.

Support or care to remain living in your own home may be the option that best suits your circumstances. Ideas to make life easier at home are explored, starting on page 5 and a list of local home care providers begins on page 29.

If you are unable to remain at home, you may want to consider a housing with care scheme (see page 35) or residential care. Comprehensive lists of care homes and care homes with nursing in Cornwall start on page 52.

In this Directory, you will also find important information about care decisions, including finding care in another county, making a comment or complaint about a service and how solicitors can help you.

Finding care options in your area

This Directory offers a telephone and website service allowing 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 be sent to you by post or email, or discussed with you over the telephone. If you are searching online, the results can be saved and emailed to others. You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Browsealoud’ function.

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

Please call 0800 389 2077 or visit www.carechoices.co.uk
A message from Cornwall Council

Cornwall Council’s Children, Families and Adults Directorate has responsibility for providing social care to adults in Cornwall, as well as providing children’s social care, and support to schools. We help adults with eligible social care needs, find care and support so they can live as independently as possible in their own homes. These may be older people, people with physical disabilities or learning disabilities and mental health service users. We also provide support for carers who look after relatives or friends who can’t manage on their own.

Social care support includes:
• making sure you eat well and look after yourself;
• help with day-to-day living;
• ensuring your emotional wellbeing and mental health are good; and
• supporting your family and friends to care for you.

You can also use the online Cornwall Community Directory (www.supportincornwall.org.uk) to find help from community and voluntary groups.

The Directory includes:
• support at home;
• leisure activities;
• getting around;
• health and wellbeing;
• work, learning and volunteering;
• advice, information and money matters;
• staying safe;
• caring for someone; and
• housing and care homes.

In many cases, we work with organisations in the community, or health colleagues, to support people to live as independently as they wish to.

The Care Act will have an impact on the services we provide and the way those services are delivered and charged for. For more information on the Care Act, go to www.cornwall.gov.uk/careact

Helping you to stay independent

Services developed in partnership with the voluntary sector

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

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

Day care centres

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

Day care centres give people the chance to change their routine, meet new people, take up an activity or receive specialist services such as chiropody or hairdressing. There is a wide variety around the county, catering for older people, people with mental health conditions, learning disabilities and dementia.

Centres can be as important for carers as those attending as they allow for a regular break from caring.

**Age UK day centres**

Age UK Cornwall & The Isles of Scilly
Boscawen House,
Chapel Hill, Truro TR1 3BN
Tel: 01872 266383

Truro Day Centre
St Clement Street, Truro TR1 1EQ
Tel: 01872 279279

Falmouth Day Centre
Killigrew Street,
Falmouth TR11 3QP
Tel: 01326 316880

Newquay Day Centre
Crantock Street, Newquay TR7 1JR
Tel: 01637 876150

St Austell Day Centre
St John’s Church Hall,
20a Bodmin Road,
St Austell PL25 5AE
Tel: 01726 76806

**Other day centres**

Caradon Mental Health Resource Centre
The Coach House, Trevillis House,
Lodge Hill, Liskeard PL14 4EJ
Tel: 01579 347651

Carleen Care Centre
Wheal Vor, Carleen Breage,
Helston TR13 9NP
Tel: 01736 763604

Carol Spinks Homecare
Offices Room 6, 12-14 Fore Street,
Saltash PL12 6JL
Tel: 01752 844832

Hayle Day Care Centre
Commercial Road, Hayle TR27 4DE
Tel: 01736 755000

Pengarth Day Centre
Morrrab Gardens, Penzance TR18 4DA
Tel: 01736 364307

Reflections
Parkhenver, West End,
Redruth TR15 3AA
Tel: 01209 215790 / 01209 218004

St Mary’s Haven Day Care Centre
St Mary’s Haven, St Mary’s Street,
Penzance TR18 2DH
Tel: 01736 367342

Concern Wadebridge
John Betjeman Centre,
Southern Way,
Wadebridge PL27 7BX
Tel: 01208 812392

Westgate Centre
28a Westgate Street,
Launceston PL15 7AE
Tel: 01566 777344

For assistance with finding care and support, call Care Choices on 0800 389 2077
Learning disability day centres

Drym Valley Centre (Learning disability and previous mental health)
Higher Drym Farm,
Praze, Camborne TR14 0NU
Tel: 01736 850707

Blantyre Centre
Truro Road, St Austell,
Cornwall PL25 5HJ
Tel: 01726 72583

Bodmin Day Services
Lyndhurst, 66 St Nicholas Street,
Bodmin PL31 2AS
Tel: 01208 73623

Bridge, The
Farnsworth Skills for Life Centre,
Tregenver Road, Falmouth TR11 2QW
Tel: 01872 327604

Camborne Centre, The
Old Magistrates Hall,
Adelaide Street, Camborne TR14 8HH
Tel: 01872 322280

Elms, The
61 Green Lane, Redruth TR15 1LS
Tel: 01209 310618

Holifeld Farm Project Daycare
Gweek TR12 6UJ
Tel: 01326 221017

Kehelland Horticultural Centre (learning disability/physical disability)
Kehelland, Camborne TR14 0DD
Tel: 01209 718975

Launceston Day Centre
15 Newport Industrial Estate,
Launceston PL15 8EX
Tel: 01566 776422

Leats, The
Truro TR1 3AH
Tel: 01872 322220

Morley Tamblyn Lodge
Lodge Hill, Liskeard PL14 4EN
Tel: 01579 345858

Park View
The Old Castle Market,
Porthleven Road, Helston TR13 0FR
Tel: 01209 615056

Studio 61
61 Lemon Street, Truro TR1 2PE
Tel: 01872 241767

Mental health day centres

These are only accessed via referral from a GP or CMHT.

Boundervean
6 Pendarves Road, Camborne TR14 7QE
Tel: 01209 613006

Fountain House
1 Eastbourne Road, St Austell PL25 4SZ
Tel: 01726 76299

Richmond House
Tolver Place, Tolver Road, Penzance TR18 2AB

Physical disabilities centres

Echo Centre (Liskeard)
Barras Place, Liskeard PL14 6AY
Tel: 01579 341070

Cornwall care homes offering day care

Torcare Ltd
Vicarage Road, Torpoint PL11 2BW
Tel: 01752 813677
Porteroughe Care Home
Vicarage Road, Torpoint PL11 2EP
Tel: 01752 814469

Antron Manor
Antron Hill, Mabe Burnthouse,
Penryn TR10 9HH
Tel: 01326 376570

Appleby Lodge
157 Launceston Road, Kelly Bray,
Callington PL17 8DU
Tel: 01579 383979

Ar-Lyn Residential Home
Vicarage Lane, Lelant, St Ives TR26 3JZ
Tel: 01736 753330

Bonaer Nursing Home
17 Station Hill, Hayle TR27 4NG
Tel: 01736 752090

Caprera
61 Truro Road, St Austell PL25 5JG
Tel: 01726 72956

Clovelly
18 St Michaels Road, Newquay TR7 1RA
Tel: 01637 876668

Meadowbrook House
52 Grenville Road, Lostwithiel PL22 0RA
Tel: 01208 872810

Eirenikon Park
Bossiney Road, Tintagel PL34 0AE
Tel: 01840 770252

Eldon House
Downgate, Upton Cross, Liskeard PL14 5AJ
Tel: 01579 362686

Eventide Home
Castle Villa, 14 Castle Street,
Liskeard PL14 3AU

Tel: 01579 342676

Eventide Home
22 Downs View, Bude EX23 8RQ
Tel: 01288 352602

Fernleigh House
Albaston, Gunnislake PL18 9AJ
Tel: 01822 832926

Godolphin House Care Home
Godolphin House,
42 Godolphin Road,
Helston TR13 8QF
Tel: 01326 572609

Harbour House
Penberth Road, Portreath,
Redruth TR16 4LW
Tel: 01209 843276

Hillsborough
Southern Road, Callington PL17 7ER
Tel: 01579 383138

Highermead Care Home
College Road, Camelford PL32 9TL
Tel: 01840 212528

Hollybush
45 Glamis Road, Newquay TR7 2RY
Tel: 01637 874148

Longview Care Home
Rosehill, Goonhavern, Truro TR4 9JX
Tel: 01872 573378

Manse, The
15 Cargoll Road, St Newlyn East,
Newquay TR8 5LB
Tel: 01872 510844

Mount Pleasant
Rosemundy, St Agnes TR5 0UD
Tel: 01872 553165
Newquay Day Centre
The Youth Centre, Whitegate Road,
Newquay TR7 2RG
Tel: 01872 327054

Old Manor House, The
6 Regent Terrace, Penzance TR18 4DW
Tel: 01736 363742

Old Roselyon Manor Nursing Home
Old Roselyon, Par PL24 2LN
Tel: 01726 814297

Old Vicarage, The
Antony, Torpoint PL11 3AQ
Tel: 01752 812384

Pathfields
Bungalow 1, Bude EX23 8DW
Tel: 01288 356235

Penmeneth House
16 Penpol Avenue, Hayle TR27 4NQ
Tel: 01736 752359

Pendarves
25 Pendarves Road, Camborne TR14 7QF
Tel: 01209 714576

Pendrea House
14 Westheath Avenue, Bodmin PL31 1QH
Tel: 01208 74338

Perran Bay Home
St Piran’s Road, Perranporth TR6 0BH
Tel: 01872 572275

Polventon House
High Street, St Keverne,
Helston TR12 6NS
Tel: 01326 280734

Roseacre
St Winnolls, Polbathic, Torpoint PL11 3DX
Tel: 01503 230256

Rosehill House Residential Home
Middleway, St Blazey, Par PL24 2LB
Tel: 01726 812424

Rowan House
4 Lower Port View, Saltash PL12 4BY
Tel: 01752 843843

Rowans, The
31 Goonown, St Agnes TR5 0UY
Tel: 01872 552147

Springfield House
North Hill, Launceston PL15 7PQ
Tel: 01566 782361

St Anthony’s Residential Home
Station Road, Liskeard PL14 4BY
Tel: 01579 342308

St Clair House
32 Basset Road, Camborne TR14 8SL
Tel: 01209 713273

St Petroc’s House Care Home
Stonehaven (Healthcare) Ltd,
St Nicholas Street, Bodmin PL31 1AG
Tel: 01208 262900

Tamar House Nursing Home
175 Old Ferry Road, Saltash PL12 6BN
Tel: 01752 843579
Meals on wheels

Some services are able to deliver frozen or freshly cooked meals to your home. Frozen meals can be delivered in bulk and kept in your freezer until required, while hot meals should be eaten immediately.

You may find a service by word of mouth or using the internet – your local library may be able to help here.

Adult Social Services can advise as well, call 0300 1234 131, or check the Cornwall Community Directory for services in your area at www.supportincornwall.org.uk

Adapting your home

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

Home Improvement Agencies (HIAs)

HIAs are local organisations funded and supported by local and central government. They pride themselves in working professionally and sensitively with older and disabled homeowners, providing advice, support and assistance to help them repair, improve, maintain or adapt their homes to meet their changing needs.

Most HIAs provide three main services, including: information and advice on repairs or adaptations you may be considering – this usually entails a visit to your home and is often free; a handyperson service for small jobs and repairs – typically, the HIA will employ its own handypersons and charge you an hourly rate for their services; and a home adaptations service for more major works.

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

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

For further information about, and contact details for, local HIAs, visit www.housingcare.org
## Making life easier at home

### In the living room

<table>
<thead>
<tr>
<th>WHAT IS DIFFICULT?</th>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
</table>
| **GETTING IN/OUT OF CHAIRS** | • Block of foam in chair base  
• Buy ready-made chair raisers  
• Buy a chair at the right height  
• Take regular, gentle exercise | • Buy an electric riser chair |
| **OPENING/CLOSING WINDOWS** | • Move furniture out of the way  
• Install/purchase a fan  
• Buy a tool to open/close windows | • Install environmental controls or air-conditioning  
• Install new windows |
| **CONTROLLING THE HEATING** | • Change the switches for ease of use  
• Fit a timer switch  
• Purchase a standalone heater | • Move the heating controls  
• Install new or additional heating system |
| **KEEPING WARM** | • Use a trolley to transport the fuel for your fire  
• Replace the fire with a heater  
• Apply for a winter fuel payment | • Insulate your house  
• Swap to a cheaper heating system  
• Change to a simpler heating system |
| **TURNING LIGHTS ON/OFF** | • Install a light switch toggle  
• Purchase a socket extension  
• Purchase handi-plugs | • Move the light switches  
• Replace the light switches  
• Install environmental controls |
| **HEARING THE TV** | • Use subtitles  
• Purchase wireless headphones | • Request an assessment for a hearing aid  
• Install a room loop |

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

<table>
<thead>
<tr>
<th>WHAT IS DIFFICULT?</th>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GETTING IN AND OUT OF BED</strong></td>
<td>• Learn new ways of moving safely</td>
<td>• Use a transfer board</td>
</tr>
<tr>
<td></td>
<td>• Purchase a leg lifter</td>
<td>• Buy an electric adjustable bed</td>
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<tr>
<td></td>
<td>• Raise the bed</td>
<td>• Install a hospital bed</td>
</tr>
<tr>
<td></td>
<td>• Fit grab rails</td>
<td>• Use a hoist</td>
</tr>
<tr>
<td><strong>SITTING UP IN BED, TURNING OR ROLLING OVER</strong></td>
<td>• Change to less heavy bedding</td>
<td>• Buy a bed cradle/bed ladder</td>
</tr>
<tr>
<td></td>
<td>• Learn new ways of moving safely</td>
<td>• Use a bed lever</td>
</tr>
<tr>
<td></td>
<td>• Purchase a pillow raiser</td>
<td>• Buy a specialised mattress</td>
</tr>
<tr>
<td></td>
<td>• Change the mattress</td>
<td>• Install a drop-down rail</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Install an over-bed pole</td>
</tr>
<tr>
<td><strong>KEEPING WARM IN BED</strong></td>
<td>• Buy a heavier duvet</td>
<td>• Buy an electric blanket</td>
</tr>
<tr>
<td></td>
<td>• Buy thermal clothing</td>
<td>(make sure it’s tested regularly)</td>
</tr>
<tr>
<td><strong>GETTING DRESSED</strong></td>
<td>• Learn new ways of dressing</td>
<td>• Consider home support</td>
</tr>
<tr>
<td></td>
<td>• Buy alternative/adaptive clothing</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Buy simple gadgets: long-handled shoehorn; dressing stick; button hook</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Contact <a href="#">Cornwall Council’s Assessment Team</a> for an assessment</td>
<td></td>
</tr>
<tr>
<td><strong>CUTTING YOUR NAILS</strong></td>
<td>• Buy easy grip scissors</td>
<td>• See a podiatrist</td>
</tr>
<tr>
<td><strong>TAKING YOUR TABLETS</strong></td>
<td>• Ask for an easy-open bottle</td>
<td>• Get an automatic pill dispenser</td>
</tr>
<tr>
<td></td>
<td>• Keep a note of when you take a tablet</td>
<td>• Ask someone to prompt you</td>
</tr>
<tr>
<td></td>
<td>• Get a pill dispenser</td>
<td></td>
</tr>
<tr>
<td><strong>READING THE TIME</strong></td>
<td>• Buy a clock with large numbers</td>
<td>• Buy a clock that ‘speaks’</td>
</tr>
</tbody>
</table>

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**Cornwall Council’s Assessment Team:** 0300 1234 131

For assistance with finding care and support, call Care Choices on 0800 389 2077
### WHAT IS DIFFICULT?  SIMPLE SOLUTIONS  COMPLEX SOLUTIONS

**REACHING INTO CUPBOARDS**
- Rearrange your cupboards/surfaces
- Buy an Easi-Reach or Handi-Reach
- Alter the spring in the doors
- Lower or raise the cupboards

**USING TAPS AND SWITCHES**
- Fit tap turners
- Purchase Handi-Plugs
- Change switches
- Raise or reposition taps
- Fit lever taps or new taps
- Alter the kitchen

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

**MOVING AROUND KITCHEN**
- Re-organise the furniture
- Review mobility equipment
- Adapt the kitchen

**EATING AND DRINKING**
- Use large handled cutlery
- Use a non-slip mat
- Use a lightweight cup/mug
- Use a cup with two handles
- Contact [ ] (see below) for an assessment
- Buy a trolley
- Consider home support for meal times

**LAUNDRY/IRONING**
- Install a wall-fixed ironing board
- Raise/lower washing machine

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Cornwall Council’s Assessment Team: 0300 1234 131

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

<table>
<thead>
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<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>WASHING HANDS, FACE AND BODY</td>
<td>• Install tap turners</td>
<td>• Install lever taps or new taps</td>
</tr>
<tr>
<td></td>
<td>• Buy a long-handled sponge</td>
<td>• Purchase a stool</td>
</tr>
<tr>
<td></td>
<td>• Purchase a flannel strap</td>
<td>• Raise or lower stool</td>
</tr>
<tr>
<td></td>
<td>• Contact Cornwall Council’s Assessment Team: 0300 1234 131 (see below) for an</td>
<td>• Consider home support</td>
</tr>
<tr>
<td></td>
<td>assessment</td>
<td></td>
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<tr>
<td>HAVING A BATH</td>
<td>• Purchase a non-slip mat</td>
<td>• Install a bath lift</td>
</tr>
<tr>
<td></td>
<td>• Buy a long-handled sponge</td>
<td>• Use a hoist</td>
</tr>
<tr>
<td></td>
<td>• Use a half-step</td>
<td>• Replace the bath with a shower</td>
</tr>
<tr>
<td></td>
<td>• Install grab rails</td>
<td>• Convert to a wet room</td>
</tr>
<tr>
<td></td>
<td>• Use a bath board or bath seat</td>
<td>• Consider home support</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DRYING YOURSELF</td>
<td>• Use a non-slip mat</td>
<td>• Change the floor covering</td>
</tr>
<tr>
<td></td>
<td>• Purchase a towelling gown</td>
<td>• Purchase a hot air body dryer</td>
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</tr>
<tr>
<td>USING THE TOILET</td>
<td>• Install a raised toilet seat</td>
<td>• Review mobility equipment</td>
</tr>
<tr>
<td></td>
<td>• Use a combined toilet seat and support frame</td>
<td>• Consider home support</td>
</tr>
<tr>
<td></td>
<td>• Install a flush lever extension</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Contact Cornwall Council’s Assessment Team: 0300 1234 131 (see below) for an</td>
<td></td>
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<td></td>
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<tr>
<td>CLEANING TEETH</td>
<td>• Purchase a toothbrush gripper</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Buy an electric toothbrush</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Use a stool</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HAVING A SHOWER</td>
<td>• Have a strip wash</td>
<td>• Use a shower board</td>
</tr>
<tr>
<td></td>
<td>• Use non-slip mats</td>
<td>• Use a shower chair or stool</td>
</tr>
<tr>
<td></td>
<td>• Purchase a half-step</td>
<td>• Replace shower controls</td>
</tr>
<tr>
<td></td>
<td>• Contact Cornwall Council’s Assessment Team: 0300 1234 131 (see below) for an</td>
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Cornwall Council’s Assessment Team: 0300 1234 131

For assistance with finding care and support, call Care Choices on 0800 389 2077
Specialist equipment

There is a range of equipment available to make life easier and to improve safety and independence in the home, such as stair rails, raised toilet seats and shower stools. These items are often referred to as ‘simple aids for daily living’.

Cornwall Council has partnered with the Disabled Living Foundation (DLF) to provide a quick and easy to use online guided advice service called AskSARA, which can help anyone who finds that they have difficulties with everyday tasks.

Visit www.asksara.dlf.org.uk to learn more about possible solutions or see pages 11 to 14.

Useful contacts

Action for Blind People
A national charity with local reach. The Exeter team has deep roots in the local community, which helps to meet the needs of blind and partially-sighted service users.
Suite 1, Chiltern House, 2 Sigford Road, Exeter EX2 8NL
Tel: 01392 458060
Email: exeter@actionforblindpeople.org.uk
Web: www.actionforblindpeople.org.uk

Action on Hearing Loss
Unit 27, HQ Business Centre, 237 Union Street, Plymouth PL1 3HQ
Web: www.actiononhearingloss.org.uk

Cornwall Blind Association
Telephone support, befriending, advocacy and counselling schemes.
The Sight Centre, Newham Road, Truro TR1 2DP
Tel: 01872 261110
Email: info@isightcornwall.org.uk
Web: www.isightcornwall.org.uk

Cornwall Mobility Centre
Assessments, information and advice for paediatric mobility and transportation, daily living equipment, driving and wheelchairs.
North Buildings, Royal Cornwall Hospital, Truro TR1 3LQ
Tel: 01872 254920
Email: info@cornwallmobility.co.uk
Web: www.cornwallmobilitycentre.co.uk

Disability Cornwall
A user-led disabled people’s organisation providing a range of services to empower, assist and facilitate independent living and, when necessary, act as a representative voice for disabled people, their families and carers.
Units 1G and H Guildford Road Industrial Estate, Guildford Road, Hayle TR27 4QZ
Tel: 01736 759500
Email: info@disabilitycornwall.org.uk
Web: www.disabilitycornwall.org.uk

Disability Information and Advice Line
Can help you to source any equipment for needs you may have.
Tel: 01736 759500

Hearing Loss Cornwall
Supports deaf and hard of hearing people in Cornwall and the Isles of Scilly.
3 Walsingham Place, Truro TR1 2RP
Tel: 01872 225868
Textphone: 01872 263664
Web: www.hearinglosscornwall.org

Tremorvah Industries
Endeavours to match the best mobility equipment to people’s needs and aspirations.
Unit 8, Threemilestone Industrial Estate, Truro TR4 9LD
Tel: 01872 324340
Email: enquiries.tremorvah@cornwall.gov.uk
Web: www.tremorvah.co.uk
Telecare

Telecare is equipment that can detect falls, inactivity, smoke, flooding, gas or extreme temperatures in the home. Sensors, when activated, will connect to a response centre where trained operators will contact the individual through their home unit. They will take the most appropriate action, such as contacting a nominated responder, family member, carer, neighbour, doctor or the emergency services.

Telecare can allow users to regain confidence in their homes and remain independent.

Where do I start?

The way councils provide services to eligible adults and their carers is called personalisation. This term is used to describe a number of ways in which eligible adults can receive a mixture of local authority and government money to pay for the care services they need without direct council involvement.

If you approach the council for social care support, your needs and finances will be assessed (see below for information on assessments). If you have a carer, they can be involved and have their needs assessed too.

Your assessment

If you appear to have care or support needs, you have a legal right to an assessment of your care needs and finances. Councils are statutorily obliged to provide this to you, regardless of whether you access their services. The assessment (which is free) will consider:
- how you can best be supported to live as independently as possible;
- your home and how you are coping in it;
- your emotional wellbeing;
- your diet; and
- any health and medical treatments you need.

You will need to contact Adult Social Services, which is responsible for this process. Call 0300 1234 131.

Once Adult Social Services has an understanding of your care and financial needs, the next stage is to determine what services you may be eligible for and who will pay for them. The council will give you more information on eligibility and the national eligibility criteria it uses at the time of your assessment.

Information on paying for care can be found on page 28 if you are receiving home care and page 45 if you are moving into a care home.

Personal Budgets

If you are eligible for support from the council,
you may be given a Personal Budget.

A Personal Budget is the amount of money that the council calculates it will cost to meet the support needs of eligible people. If you are eligible for a Personal Budget, the actual amount you receive will depend on your eligible needs and your finances. The money should be spent in line with a support plan that has been agreed by both you and the council and can be either a full or a partial contribution to such costs. You may also choose to pay for additional support on top of the budget. Any eventual contractual agreement for services is between you and your care provider, not the council.

If you are eligible, a Personal Budget may be taken:
- in the form of a Direct (cash) Payment, held directly by you or, where you lack capacity, by a ‘suitable person’;
- by way of an account held and managed by the council in line with your wishes; or
- as a mixture of the above.

Personal Budgets cannot currently be used to pay for residential care.

Assessments from hospital

If you have been admitted to hospital and you might need care on discharge you may be referred to the discharge team for an assessment, which will take place on the ward. The team may be made up of social workers, carers’ officers, mental health workers and housing officers.

Whatever services you need on discharge, Adult Social Services will work with you, your family and carers to either restart services already in place prior to admission or to provide the appropriate services if you are eligible.

Sometimes interim care packages are set up to facilitate your discharge and you will be reassessed by a community social worker within four to six weeks.

Short Term Enablement and Planning service (STEPs)

STEPs is run by CORMAC in partnership with Cornwall Council. It works with vulnerable adults over 18 years old, who may be elderly, have a physical or sensory impairment, or have a learning disability or mental health needs.

The service can support you for a limited period, following some sort of health or social care crisis at home, where some temporary support at home may be required, or when you are returning home from hospital and need some extra support or re-enablement.

STEPs aims to produce better outcomes for people through enablement, working with other health professionals if necessary to help you regain maximum independence. The service can only be accessed once you have had an assessment. To arrange for an assessment, call 0300 1234 131. Alternatively, you might be referred for an assessment by the hospital discharge team or other health care professionals.

After your period of support, you are likely to be able to manage independently or with help from friends, family and the community. If you need more support, the council will carry out a needs assessment (see page 16 for more information).

Depending on your length of time with the service and your financial circumstances, you may be required to pay for, or contribute to, the costs of the support provided.

You can get more advice by calling 0300 1234 131 and asking for the assessments team.
Intermediate care

This aims to give recovery and rehabilitation support to help people regain their independence when they come out of hospital or, just as importantly, prevent them going unnecessarily into hospital.

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

Intermediate care, including any care home fees where relevant, is provided by the NHS and is free. It is usually limited to a maximum of six weeks. If, after this, you have ongoing care or support needs, the council will conduct an assessment and may help you to arrange any services you might need. There may be a charge for these services.

Age UK Cornwall’s Home Support service can help with domestic tasks such as cleaning and shopping, or by simply staying with someone to allow their carer to go out.

Tel: 01872 266383
Email: email@ageukcornwall.org.uk
British Red Cross also provides a support at home service.

Lighterage Hill,
Newham TR1 2XR
Tel: 01872 272878

Royal Voluntary Service Cornwall and Devon can tailor support to your individual needs, including community transport services to keep you mobile.

Tel: 01209 705159
Email: cornwalldevonhub@royalvoluntaryservice.org.uk

NHS Continuing Healthcare

NHS Continuing Healthcare is a package of continuing care that is arranged and funded solely by the NHS. This is free of charge, wherever it is delivered. NHS Continuing Healthcare support may be provided in a care home or care home with nursing or in a person’s own home.

People eligible for NHS Continuing Healthcare will have been assessed to have a ‘primary health need’ and are likely to have complex medical needs and substantial or intense ongoing care needs. See page 46 for more information.

Personal health budgets

A personal health budget is an amount of money to support a person’s identified health needs, planned and agreed between the person and their local NHS team. The aim is to enable people with long-term conditions and disabilities to have greater choice, flexibility and control over the healthcare and support they receive.
Services for carers

Carers regularly look after, help or support someone who wouldn’t be able to manage everyday life without their help. A carer doesn’t have to be living with the person they care for, and the help they give doesn’t have to be physical. The carer may be caring for a partner, another relative, a friend or a neighbour. For example, it may be someone who:

- is over 60;
- is living with dementia;
- has a physical or learning disability or a mental health condition;
- has sight, hearing or communication difficulties;
- has a long-term health condition; or
- misuses drugs or alcohol.

The carer may be helping with:

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

Having a carer’s assessment

Anyone who provides, or intends to provide, regular unpaid support to someone who could not manage without their support has the right to have their own needs assessed, even if the person they care for has refused support services or an assessment of their own needs.

A carer’s assessment is an opportunity for people to tell the council what they need as a carer, and to find out what support might be available. The assessment is an essential first step for carers to get the support they may need. It looks at:

- the care the carer provides and how this affects their life;
- any support they are getting now and what else would help; and
- what they would like their support to achieve.

The assessment can also give lots of information about other services that might help, and other ideas for support. The carer’s assessment will show if the carer qualifies for support from Adult Social Services.

Carers’ Personal Budgets

The carer’s Personal Budget is a single payment that can be used towards the cost of something specific that will support carers in their caring role. For example, it could be used for leisure activities, education or training, or just to take a short break from caring.

When Adult Social Services considers a carer’s Personal Budget, it gives priority to situations where there is a significant risk of the carer not being able to continue to provide care if they do not get some support. The amount a carer could get depends on their needs identified by their carer’s assessment. The money is not taxed and it will not affect any benefits.

Respite at home

Home-based respite services give carers a break from their caring responsibilities. A care worker can come in to look after the person they care for, so the carer can have some time to themselves. The breaks could be regular or just when needed.

Respite at home is considered to be a service for the person who is being cared for. If they have a Personal Budget (see page 16) for their own needs they could use that money to pay for it. A financial assessment of the person being cared for will confirm whether they need to pay towards the cost of this service.

Benefits

Carers may want to explore whether they
are entitled to Carer’s Allowance – currently £62.10 per week but this may change.

Carers may also qualify for Carer’s Premium or Carer’s Credit depending on their eligibility. The Government website, www.gov.uk has more information on benefits, including carers’ benefits. Alternatively, contact a local carers’ organisation which may be able to help undertake a benefit check.

There are various local voluntary organisations providing information, advice and support to carers. Visit www.supportincornwall.org.uk/carers for further information.

There is a Dementia Carers Support Worker who supports carers in the west of Cornwall who are looking after a person with dementia. To contact the worker, please telephone Adult Social Services on 0300 1234 131.

**Carer emergency card scheme**

Adult Social Services, in conjunction with Lifeline, runs an innovative, free scheme to ensure that alternative plans can be put into place in the event of a carer having an emergency that leaves them unable to carry out their caring role.

Carers carry a card with emergency contact details and, if an emergency arises, they can call the number on the back of the card. Cornwall Lifeline, answering the call, will then put into place the agreed emergency plan to support the person being cared for.

The service is free, and in many instances the emergency contact who is called by Lifeline is a neighbour, friend or family member. This gives people the peace of mind that in the event of an emergency, procedures are in place to look after the person being cared for.

For more information, call 01872 324369 or email eccs@cornwall.gov.uk/ Alternatively, apply for a card online using the Emergency Carer’s Card application form at www.cornwall.gov.uk/carers

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### Care in your own home

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

**Why choose home care?**

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

After a stay in hospital someone may carry out an assessment of your situation to see if home care will benefit you. You and your family will be fully involved in looking at what will suit you best if you’d like them to be.

Alternatively, you or those close to you might notice changes in your ability to manage the day-to-day things you normally cope with easily, like preparing meals or looking after yourself. If this happens, contacting Adult Social Services is a good first step towards finding help.
**How home care can help you**
The level of home care provided can be tailored to meet your needs – from a visit once a day to a much greater amount of support.

Even those with quite significant and debilitating medical conditions can get skilled personal care that can enable them to stay in their own home. Some agencies will provide live-in care, where a care worker will stay with you at home to support you throughout the day and night.

**Finding the right support**

This Directory offers a telephone and website service allowing 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 be sent to you by post or email, or discussed with you over the telephone. If you are searching online, the results can be saved and emailed to others. You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Browsealoud’ function.

Whatever your care needs, this Directory and the Care Choices telephone and website service will be able to point you in the best direction, however you would like care information presented. Please call 0800 389 2077 or visit www.carechoices.co.uk

The Care Quality Commission (www.cqc.org.uk) is responsible for checking that any care provided meets essential standards of quality and safety. Further information is on page 50.

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

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

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

**Living with dementia at home**

If you are concerned about persistent forgetfulness or memory difficulties, it is important to consult a GP. They can undertake an initial examination and refer you to a memory clinic for further investigation if necessary.

The various types of support available to you and your carer are likely to involve NHS services, Adult Social Services and voluntary agencies. Examples of services and support to help people living with dementia include:
- specialist day centres;
- specialist day centres;
• respite care or short breaks;
• assistive technology and community alarms;
• home care;
• meals at home;
• community equipment;
• extra care sheltered housing; and
• carers’ support groups.

Family support

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

The more support you can give someone, the better life with dementia can be, especially in the early years. Focus on what the person can do, not what they cannot do, help with little errands or with cooking, listen to the person with dementia, and find out more about the condition.

When someone is living with dementia, they need:
• support to live their life;
• reassurance that they are still valued and that their feelings matter;
• freedom from as much external stress as possible; and
• appropriate activities and stimulation to help them to remain alert and motivated for as long as possible.

Dementia Friends

People with dementia sometimes need a helping hand to go about their daily lives and feel included in their local community. Dementia Friends is giving people an understanding of dementia and the small things they can do that can make a difference to people living with dementia – from helping someone find the right bus to spreading the word about dementia. See www.dementiafriends.org.uk for further information.

Respite care

Spouses, partners and relatives who care for a person with dementia may require a break from their caring responsibilities. This is known as ‘respite care’ and may be a regular break of a few hours a week or a period of a few weeks. It may be planned or be required in an emergency and can involve the person with dementia attending a day centre or a care worker visiting the person’s home to enable the carer to have a break. Contact the council to see if you are eligible for support with arranging these services, see page 16 for information on assessments.

Care at home

It can often be best for a person with dementia to stay living in their own home for as long as possible. This may mean that they require some support services at home.

The person living with dementia will respond best to the same care staff who know them well. Continuity of care can be provided by either care agencies or carers employed directly by the person or his or her family.

Specialist dementia day centres

A good day care service will be able to offer a range of activities and support that will enable the person with dementia to retain skills and remain part of their local community. Specialist day centres for people with dementia should be organised and run with their needs in mind, aiming to build on their strengths and abilities. Activities may include outings, entertainment, personal care, meals, hairdressing and support for carers.

Attendance at day centres can be offered from just a few hours a week to a number of days. For more information on non-specialist day care centres, see page 6. Contact the
council, or your local Alzheimer’s Society office for more details, see page 68.

**Memory cafés**

There are memory cafés in most of the major towns in Cornwall, which provide an opportunity for people with memory issues and those who care for them to drop in for a chat and a coffee. They usually offer reminiscence-based activities and health and social care professionals are on hand to answer questions and offer advice in an informal setting.

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**Bodmin Memory Café and Carers’ Group**

Bodmin Christian Fellowship Rooms, Berrycoombe Road, Bodmin PL31 2NS
Tel: **01208 77586**
Co-ordinator: Brenda Keen
Open: Fourth Thursday of every month, 2.00pm to 4.00pm

**Bude Memory Café**

The Parkhouse Centre, Bude EX23 8LD
Tel: **01288 356060**
Co-ordinator: Kim Tresidder
Open: First and third Friday of every month, 2.00pm to 4.00pm

**Callington Memory Café**

Callington Town Hall, Callington PL17 7BD
Tel: **01579 351888 or 01579 382705**
Co-ordinator: Nick Ford/Rick Lumley
Open: Alternate Saturdays, 2.00pm to 4.00pm

**Camborne Memory Café**

All Saints Church Community Centre, Church View Road, Tuckingmill, Camborne TR14 8RQ
Tel: **01872 277963**
Co-ordinator: Alzheimer’s Society
Open: First and third Wednesday of every month, 1.30pm to 3.30pm

**Carnon Downs Memory Café**

Carnon Downs Village Hall, Carnon Downs TR3 6JQ
Tel: **07795 590305**
Co-ordinator: Teresa Sampson
Open: First and third Thursday of every month, 2.00pm to 4.00pm

**Crantock Memory Café**

Crantock Village Hall, Crantock TR8 5TR
Tel: **01637 831347**
Co-ordinator: Joan
Open: First Monday of every month, 2.00pm to 4.00pm

**Downderry Memory Café**

The Coastal Zone, Downderry, Looe PL11 3IZ
Tel: **01503 241003 or 01503 250381**
Co-ordinator: Margaret/Heather
Open: Alternate Thursdays, 2.00pm to 4.00pm

**Falmouth Memory Café**

Emmanuel Baptist Church, Western Terrace, Falmouth TR11 4QJ
Tel: **0845 475 3319**
Co-ordinator: Bob/Toops
Open: Second and fourth Tuesday of every month, 2.00pm to 4.00pm

**Fowey Memory Café**

Fowey One Stop Shop, Caffa Mill House, 2 Passage Lane, Fowey PL23 1JS
Tel: **0300 123 4111**
Open: Every other Thursday, 2.00pm to 4.00pm

**Helston Memory Café**

Hens Horn Court, Station Road, Helston TR13 8TY
Tel: **07974 728435**
Co-ordinator: Margaret Ford
Open: First and third Tuesday of every month, 2.00pm to 4.00pm
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<tr>
<th>Memory Café</th>
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<tr>
<td>Isles of Scilly Memory Café</td>
<td>Carn Gwavel, St Mary’s, Isles of Scilly TR21 0NA</td>
<td>01720 422663</td>
<td>Jenny</td>
<td>Every Wednesday and Friday, 2.00pm to 4.30pm</td>
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<tr>
<td>Launceston Memory Café</td>
<td>Launceston Methodist Church, Launceston PL15 8BA</td>
<td>01566 774425</td>
<td>Cym Downing</td>
<td>Every other Saturday, 2.00pm to 4.00pm</td>
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<tr>
<td>Liskeard Memory Café</td>
<td>Liskeard Methodist Church, Wesley House, Bay Tree Hill, Liskeard PL14 4BL</td>
<td>07787 096482</td>
<td>Deirdre Croker</td>
<td>First Friday of every month, from 2.00pm to 4.00pm</td>
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<tr>
<td>Looe Community Memory Café</td>
<td>St Martin’s Hall, Looe PL13 1NX</td>
<td>01503 264414</td>
<td>Carolyn</td>
<td>Second Friday of every month, 2.00pm to 4.00pm</td>
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<tr>
<td>Lostwithiel Memory Café</td>
<td>Lostwithiel Community Centre, Liddicoat Road, Lostwithiel PL22 OHE</td>
<td>01208 871196</td>
<td>Jo Hague</td>
<td>Every alternate Thursday, from 2.00pm to 4.00pm</td>
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<td>Mullion Memory Café</td>
<td>Mullion Methodist Chapel, Mullion TR12 7EJ</td>
<td>01326 240709</td>
<td>Lillian Watson</td>
<td>First and third Friday of every month, 2.00pm to 4.00pm</td>
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<tr>
<td>Newquay St Michael’s Memory Café</td>
<td>St Michael’s Church, St Michael’s Road, Newquay TR7 1QZ</td>
<td>01637 873463</td>
<td>Eileen</td>
<td>First and third Tuesday of every month, 2.00pm to 4.00pm</td>
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<tr>
<td>Padstow Memory Café</td>
<td>St John’s Church, Padstow</td>
<td>01841 540373</td>
<td>Alternate Tuesdays, 1.30pm to 3.30pm</td>
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<td>Pensilva Memory Café</td>
<td>St John’s Church, Higher Road, Pensilva PL14 5NF</td>
<td>01579 362698</td>
<td>Carolyn</td>
<td>Fourth Thursday of every month, 2.00pm to 4.00pm</td>
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<td>Penzance Memory Café</td>
<td>Committee Room 1, Penzance One Stop Shop, Penzance TR18 3QW</td>
<td>07974 728435 or 07851 111496</td>
<td>Margaret/Chris</td>
<td>Second and fourth Thursday of every month, 2.00pm to 4.00pm</td>
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<tr>
<td>Perranporth Memory Café</td>
<td>St Michael’s Church Hall, St Michael’s Road, Perranporth TR6 0JX</td>
<td>01637 830681</td>
<td>Dilyys</td>
<td>Second Monday of every month, 2.00pm to 4.00pm</td>
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<tr>
<td>Perranwell Memory Café</td>
<td>Perranwell Village Hall, Perranwell TR3 7NJ</td>
<td>01872 864726</td>
<td>Sue Short</td>
<td>Second and fourth Tuesday of every month, 2.00pm to 4.00pm</td>
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For assistance with finding care and support, call Care Choices on 0800 389 2077
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<td>Polperro Memory Café</td>
<td>The Methodist Church, Fore Street,</td>
<td>01503 272473</td>
<td>Pauline Ridd</td>
<td>Every other Tuesday, 6.30pm to 8.30pm</td>
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<td>Polperro PL13 2JJ</td>
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<td>Open: Third Friday of every month, 2.00pm to 4.00pm</td>
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<td>Probus Memory Café</td>
<td>Probus Village Hall, Fore Street,</td>
<td>01726 884598</td>
<td>Michael Durose</td>
<td>Second and fourth Wednesday of every month, 2.30pm to 4.30pm</td>
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<td>Redruth Memory Café</td>
<td>Redruth Community Centre, Foundry Row,</td>
<td>01872 277963</td>
<td>Alzheimer’s Society</td>
<td>Second and fourth Wednesday of every month, 1.30pm to 3.30pm</td>
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<td>Redruth TR15 2SP</td>
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<td>Open: Second and fourth Wednesday of every month, 1.30pm to 3.30pm</td>
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<tr>
<td>Saltash Memory Café</td>
<td>Burraton Methodist Church, Liskeard Road,</td>
<td>01752 845261</td>
<td>Rosemarrie Cooke</td>
<td>Second and fourth Wednesday of every month, 2.00pm to 4.00pm</td>
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<tr>
<td></td>
<td>Saltash PL12 4RH</td>
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<td>Tel:</td>
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<td></td>
<td>Co-ordinator</td>
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<td>Open: Second and fourth Wednesday of every month, 2.00pm to 4.00pm</td>
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</tr>
<tr>
<td>St Austell Memory Café</td>
<td>Cuddra WI Hall, Bucklers Lane, off Holmbush Road, St Austell PL25 3JN</td>
<td>01726 64734</td>
<td>Mike</td>
<td>Second and fourth Friday of every month, 1.30pm to 3.30pm</td>
</tr>
<tr>
<td></td>
<td>Tel:</td>
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<td></td>
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<tr>
<td></td>
<td>Co-ordinator</td>
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<tr>
<td></td>
<td>Open: First and third Monday of every month, 2.00pm to 4.00pm</td>
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</tr>
<tr>
<td>St Day Memory Café</td>
<td>Parkhenver, West End, Redruth TR15 3AA</td>
<td>01209 215790</td>
<td>Angela Downing</td>
<td>Second and fourth Saturday of every month, 2.00pm to 4.00pm</td>
</tr>
<tr>
<td></td>
<td>Tel:</td>
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</tr>
<tr>
<td></td>
<td>Co-ordinator</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Open: Second and fourth Saturday of every month, 2.00pm to 4.00pm</td>
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</tr>
</tbody>
</table>

Visit www.carechoices.co.uk for further assistance with your search for care
Alzheimer’s Society

This leading charity works to improve the quality of life of people affected by dementia. If you have concerns about any form of dementia, please contact your local office for information and support and access to local services. See page 68 for contact details.

Telephone Befriending

Telephone Befriending aims to improve the quality of life and reduce feelings of isolation for people living with dementia and their families, friends and carers. It is carried out by trained and dedicated volunteers, who will telephone at a prearranged time. This service offers support for both people living with dementia and their families and carers.

Side by Side

Side by Side helps people with dementia to keep doing the things they love with the support of a volunteer. By doing things like going for a walk, attending a football match, or joining a local class together, volunteers can support people with dementia to take up hobbies. The focus of the service is to build upon the existing skills and strengths of people with dementia; supporting them to get out and about and encouraging them to be part of their community.

Dementia Support Service – South East Cornwall

South East Cornwall currently benefits from two dementia support workers. This service is designed to help people living with dementia, and their carers, deal with any challenges they may face and help them prepare for the future through individualised support.

Singing for the Brain® Truro

Singing for the Brain® uses music to bring people together in a friendly and stimulating social environment. Singing is not only an enjoyable activity, but can provide people with dementia, along with their carers, with an opportunity to express themselves and socialise with others in a fun and supportive group. Participation is entirely down to how comfortable attendees feel and no singing or music experience is necessary. Every Tuesday, 2.00pm to 4.00pm, All Saints Church Hall, Highbertown, Truro TR1 3LD

Information provision

Alzheimer’s Society runs an information provision service from its Truro office. This can provide information and support to anyone with concerns about any form of dementia or memory loss. This includes people with dementia, their carers, relatives, friends and professionals.

This service can offer free publications, Alzheimer’s Society factsheets and make referrals to local services. The information worker will also attend local events to provide communities with vital information about living well with dementia.

For all the above, call 01872 277963. Alzheimer’s Society’s National Dementia Helpline is available on 0300 222 1122 and can provide information, support, guidance and signposting to other appropriate organisations. The Helpline is open from 9.00am to 5.00pm Monday to Friday and 10.00am to 4.00pm Saturday and Sunday.
We suggest that you have paper with you when speaking with home care agencies so you can make notes.

<table>
<thead>
<tr>
<th>Agency 1</th>
<th>Fees per week</th>
<th>Agency 2</th>
<th>Fees per week</th>
<th>Agency 3</th>
<th>Fees per week</th>
<th>Quality rating</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
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<td>£</td>
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<td>£</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>About the agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>How long has the agency been operating?</td>
</tr>
<tr>
<td>How long are staff allocated per visit?</td>
</tr>
<tr>
<td>Can you contact the agency in an emergency or outside office hours?</td>
</tr>
<tr>
<td>Does the agency have experience with your specific needs?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are you likely to be visited by different staff each day?</td>
</tr>
<tr>
<td>Are all staff checked with the Disclosure and Barring Service?</td>
</tr>
<tr>
<td>Will you be notified in advance if your care worker is on holiday or sick?</td>
</tr>
<tr>
<td>Are staff matched to you specifically, based on your needs and preferences?</td>
</tr>
<tr>
<td>Can you meet your care worker(s) before they start?</td>
</tr>
<tr>
<td>Does the agency have both male and female staff?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accommodating your needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can the agency accommodate your needs if they increase? Ask about the process for this.</td>
</tr>
<tr>
<td>Does the agency have a training scheme in place?</td>
</tr>
<tr>
<td>Are all staff trained to a certain level?</td>
</tr>
<tr>
<td>Are staff able to help with administering medication if required?</td>
</tr>
<tr>
<td>Is there a way for staff to communicate with each other about the support they provide when they visit you? How?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Regulation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can you see the agency’s contract terms?</td>
</tr>
<tr>
<td>Can you lodge a complaint easily?</td>
</tr>
<tr>
<td>Are complaints dealt with quickly?</td>
</tr>
<tr>
<td>Will your support plan be reviewed at regular intervals?</td>
</tr>
<tr>
<td>Can you see a copy of the agency’s CQC registration certificate and quality rating?</td>
</tr>
</tbody>
</table>

*See page 50.
Councillors provide upfront information on how much people can expect to pay for home care and how charges are worked out. This information must be made available when a needs assessment is carried out. Written confirmation of how the charge has been calculated must be provided after a financial assessment.

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

The council calculates charges in accordance with national eligibility criteria set by the Government. This ensures people are only required to pay what they can afford, taking into account capital, income and expenditure.

Your assessment looks at how much money you have coming in, gives an allowance (set by the Government) for everyday living expenses and makes allowance for disability-related expenditure. This is the extra amount you spend as a result of your disability or illness. Adult Social Services can help you to identify these costs. They will also carry out a full benefit check and, if you want them to, assist you with claiming your full entitlement. Figures mentioned here may change over the lifetime of this Directory.

**Non-means tested care and support**

Care provided by the NHS is free; for example, services provided by a community or district nurse. Some people do not have to pay towards care services. For example, aftercare services provided under section 117 of the Mental Health Act are free of charge.

If you are in need of care or support you may be eligible to claim Attendance Allowance (AA), or Personal Independence Payments (PIP). AA and PIP are non-means tested benefits. Provided you are eligible, you can receive AA or PIP regardless of how much income or capital you have. AA is payable to people over the age of 65 and PIP to those aged 16 to 64. There are different rates that can be awarded, dependent on the level and type of help you need. These can be found at [www.gov.uk](http://www.gov.uk).

**Other ways to fund your care and support**

It is important to seek independent financial advice if you are paying for your own care and support. There are independent financial advisers that focus specifically on care funding advice, often referred to as specialist care fees advisers. They are regulated by the Financial Conduct Authority (FCA) and must stick to a code of conduct and ethics and take shared responsibility for the suitability of any product they recommend.

**The Society of Later Life Advisers (SOLLA)**

Aims to assist consumers and their families in finding trusted, accredited financial advisers who understand financial needs in later life.

Web: [www.societyoflaterlifeadvisers.co.uk/find-an-adviser](http://www.societyoflaterlifeadvisers.co.uk/find-an-adviser)

**The Money Advice Service**

A free and impartial money advice service set up by the Government. It offers free and unbiased advice.

Tel: 0800 138 7777

Web: [www.moneyadviseservice.org.uk](http://www.moneyadviseservice.org.uk)

Further information on paying for care can be found beginning on page 45.
## Home care providers

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP</td>
<td>Older people (65+)</td>
</tr>
<tr>
<td>D</td>
<td>Dementia</td>
</tr>
<tr>
<td>PD</td>
<td>Physical disability</td>
</tr>
<tr>
<td>LDA</td>
<td>Learning disability, autism</td>
</tr>
<tr>
<td>MH</td>
<td>Mental health</td>
</tr>
<tr>
<td>SI</td>
<td>Sensory impairment</td>
</tr>
<tr>
<td>YA</td>
<td>Younger adults</td>
</tr>
<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

### A & D COMMUNITY CARE
Penzryn
Tel: 01326 314642
**OP D PD MH SI**

### CALTON HOUSE LTD
Camborne
Tel: 01209 611888
**LDA MH**

### A CARING TOUCH
Truro
Tel: 01872 520202
**OP D PD SI YA**

### CARERS BREAK COMMUNITY INTEREST COMPANY
St Austell
Tel: 01726 890828
**OP D PD LDA MH SI YA AD**

### ADVANCE CORNWALL
Camborne
Tel: 01209 610003
**OP D PD LDA MH YA**

### CARESTA LTD – UNIT 2 PENWITH BUSINESS CENTRE
Penzance
Tel: 01736 333177
**OP D PD**

### AGINCARE UK LTD
Cornwall
Tel: 08000 121 247
Advert page 30
**OP D PD LDA MH YA AD**

### CAROL SPINKS HOMECARE
Saltash
Tel: 01752 844832
**OP D PD LDA MH SI YA AD**

### ALEXANDRA COMMUNITY CARE PENZANCE
Penzance
Tel: 07792 764226
**OP D PD LDA MH SI YA AD**

### CELTIC CARE
Falmouth
Tel: 01326 377779
**OP D PD MH SI**

### ALEXANDRA’S COMMUNITY CARE REDRUTH
Redruth
Tel: 01209 610878
**OP D PD MH**

### COMFORT CARE (TRURO) LTD
Truro
Tel: 01872 272577
**OP D PD YA**

### ALLIED HEALTHCARE PENZANCE
Helston
Tel: 01736 364530
**OP D PD LDA MH YA**

### CORNWALL CARE LTD
Truro
Advert inside front cover & page 36
Tel: 08455 191192
**OP D LDA MH SI**

### ANSOM HOME CARE LTD
St Austell
Tel: 01726 337040
**OP D PD SI YA**

### D.O.V.E. PROJECT, THE
Camborne
Tel: 01209 612494
**OP PD LDA YA**

### ATLANTIS CARE HOME
Polperro
Tel: 01503 272243
**OP D**

### DUCHY CARE
Newquay
Tel: 01637 878637
**D PD LDA MH SI**

### AVERLEA DOMICILIARY CARE
St Austell
Tel: 01726 66892
**OP D**

### EIRENIKON PARK RESIDENTIAL HOME
Tintagel
Tel: 01840 770252
**OP**

### BLUEBIRD CARE
Cornwall North
Tel: 01840 212184
Mid and West Cornwall
Tel: 01872 276006
**OP D PD LDA SI YA**
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.

Live-in Care from £795 per week

Agincare
Caring in Your Community
08000 121 247  |  www.liveincare.info

Awards winning Home Care from 30 minutes per week to full-time Live-in Care

If you are looking for extra support at home or an alternative to residential care homes, then we’re here to help in Cornwall.
Helping Hands has been providing award winning quality help at home since 1989.
We are a family run company with over 28 years’ of experience to offer. Our one to one home care enables you or your loved one to remain at home with compassion and dignity.
We can provide help around the home, assistance with shopping, support with personal care, a hospital discharge or even a break for an existing carer.
Our local carers are here to help.

To find out how we can help you, call:
0843 775 8193
or visit: www.helpinghands.co.uk

Live-in Care
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.

Helping Hands
The Home Care Specialists
08000 121 247  |  www.liveincare.info

Awards winning Home Care
Award winning Home Care from 30 minutes per week to full-time Live-in Care

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Our local carers are here to help.

To find out how we can help you, call:
0843 775 8193
or visit: www.helpinghands.co.uk

Home. There’s no place like it.
Being able to live at home can be one of the most important comforts in someone’s life and because family and friends can’t always be there, we at Home Instead are here to help.

What makes us different?
• UK’s No. 1 Quality Home Care Provider - In 2014, 2015 and 2016 as measured by Laing & Buisson’s analysis of our Care Quality Commission (CQC) inspection results across the UK.
• Client Choice - All our visits are at least 1 hour and our clients choose what services they want and when they want them - our CAREGivers visit at the time requested by our clients.
• Continuity of Care - Our clients are matched with our CAREGivers, introduced to them and they have the same Caregivers visiting them each time.
• Great Staff - Our CAREGivers are caring and compassionate as well as very well trained, DBS checked and insured.
• The Only National Care Provider to Receive a Queen’s Award for Enterprise: Innovation - In recognition of Home Instead Senior Care’s unique approach to delivering the highest quality of care across the UK.

Home Instead Senior Care
To me, it’s personal.

Services include:
• Companionship
• Home help/Light housekeeping
• Personal care
• Local transportation, errands & shopping
• Meal preparation
• Medication reminders
• Convalescence/respite support
• Specialist dementia and Alzheimer’s care
and much more...

Kerns House
Enterprise House
Unit 11, Threemilestone
Enterprise House
Industrial Estate, Truro TR4 9LD
St Austell Bay Business Park,
01872 224004
01726 829312
www.homeinstead.co.uk/truro
www.homeinstead.co.uk/midcornwall
01872 224004
01726 829312
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<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>EMBRACE LIFESTYLES (SOUTH WEST) LTD</th>
<th>St Austell</th>
<th>Tel: 0121 457 4400</th>
<th>PD LDA</th>
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<tbody>
<tr>
<td>HELP AT HOME</td>
<td>CARE SERVICE</td>
<td>Falmouth</td>
<td>Tel: 01326 374588</td>
<td>OP D PD MH SI</td>
<td></td>
</tr>
<tr>
<td>HF TRUST – CHY KERES</td>
<td></td>
<td>Launceston</td>
<td>Tel: 01566 779805</td>
<td>OP LDA YA</td>
<td></td>
</tr>
<tr>
<td>HF TRUST – CORNWALL DCA</td>
<td></td>
<td>Wadebridge</td>
<td>Tel: 01208 815614</td>
<td>LDA</td>
<td></td>
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<tr>
<td>HF TRUST – ST AUSTELL</td>
<td></td>
<td>St Austell</td>
<td>Tel: 01726 77611</td>
<td>OP D PD LDA MH SI YA</td>
<td></td>
</tr>
<tr>
<td>HILLCREST KERNW</td>
<td></td>
<td>Truro</td>
<td>Tel: 01872 278807</td>
<td>LDA YA</td>
<td></td>
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<tr>
<td>HOME INSTEAD SENIOR CARE</td>
<td>Advert page 30</td>
<td>Mid Cornwall</td>
<td>Tel: 01726 829312</td>
<td>OP D PD LDA MH SI YA</td>
<td></td>
</tr>
<tr>
<td>HUB, THE</td>
<td></td>
<td>Launceston</td>
<td>Tel: 01566 880308</td>
<td>D PD LDA MH SI AD</td>
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<tr>
<td>IN CARING HANDS</td>
<td></td>
<td>Truro</td>
<td>Tel: 01872 302222</td>
<td>OP D PD LDA MH SI YA</td>
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<tr>
<td>KARREK COMMUNITY</td>
<td></td>
<td>St Austell</td>
<td>Tel: 07557 277870</td>
<td>PD LDA</td>
<td></td>
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<tr>
<td>KERRIER HOMECARE LTD</td>
<td></td>
<td>Redruth</td>
<td>Tel: 01209 215656</td>
<td>OP D PD SI</td>
<td></td>
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<tr>
<th>Service</th>
<th>User Bands</th>
<th>FALCARE</th>
<th>Falmouth</th>
<th>Tel: 01326 317580</th>
<th>OP D PD LDA SI YA</th>
</tr>
</thead>
<tbody>
<tr>
<td>FERNLEIGH HOUSE</td>
<td></td>
<td>Gunnislake</td>
<td>Tel: 01822 832926</td>
<td>OP D PD MH SI</td>
<td></td>
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<tr>
<td>FORGET-ME-NOT</td>
<td></td>
<td>HOMECARE SERVICES</td>
<td>St Austell</td>
<td>Tel: 01726 77212</td>
<td>OP PD</td>
</tr>
<tr>
<td>FOUR SEASONS</td>
<td></td>
<td>COMMUNITY CARE</td>
<td>Torpoint</td>
<td>Tel: 01752 811152</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td>GREENBANK CARE</td>
<td></td>
<td></td>
<td>Liskeard</td>
<td>Tel: 01579 347794</td>
<td>OP D MH SI</td>
</tr>
<tr>
<td>GUINNESS CARE AT</td>
<td></td>
<td>HOME ORANGE</td>
<td>St Austell</td>
<td>Tel: 01208 816091</td>
<td>OP D YA</td>
</tr>
<tr>
<td>HARBOR HOME CARE</td>
<td></td>
<td>– 5 JACQUEMAND IND EST</td>
<td>Portreath</td>
<td>Tel: 01209 843001</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>HARTLEY HOME</td>
<td></td>
<td>CARE</td>
<td>Camelford</td>
<td>Tel: 01840 213294</td>
<td>OP D PD LDA</td>
</tr>
<tr>
<td>HAYLE</td>
<td></td>
<td></td>
<td>Hayle</td>
<td>Tel: 01736 752187</td>
<td>OP D PD MH SI AD</td>
</tr>
<tr>
<td>HEALTH AND CARE</td>
<td></td>
<td>AT HOME</td>
<td>Newquay</td>
<td>Tel: 01637 838600</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td>HEART OF THE</td>
<td></td>
<td>SOUTH CORNWALL BRANCH</td>
<td>Truro</td>
<td>Tel: 01872 271557</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
</tbody>
</table>

**Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care**
Care at Home Services
We offer calls from 30 minutes to 24 hours, whether you need someone to pop in a few times a week, or assistance with daily tasks, Nurse Plus care staff can help.
Care & support at times to suit you, long or short term packages. Call today for a free care assessment

Call: 01872 271499 www.homecareplusuk.com
Registered with the Care Quality Commission (CQC)

PRC OUTREACH
We specialise in assisting adults with learning disabilities, physical disabilities, epilepsy, and/or sensory impairments, with ALL aspects of daily living

Unit 3 (Poppies) Knights Yard, Belgravia Street, Penzance TR18 2BL
01736 360391/07530 804480 precoutreach@gmail.com
www.precoutreach.com

What do you think about this publication?
Complete our short questionnaire
www.carechoices.co.uk/reader-survey

SEARCHING FOR CARE OPTIONS IN YOUR AREA?
With so many providers to choose from, where do you start?
- find care providers quickly and easily
- search by location and care need
- information on care quality
- links to inspection reports
- additional care provider information, photos and direct website links
- brochure requests

Developed by the publisher of this Directory

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

CAREselect
CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077
VISIT THE CARE SELECT WEBSITE WWW.CARESELECT.CO.UK

For assistance with finding care and support, call Care Choices on 0800 389 2077
LANHYDROCK CARE  
Bodmin  
Tel: 01208 73904

LIVE LIFE CARE LTD  
Truro  
Tel: 01872 561761

MENCAP – EAST CORNWALL SUPPORT SERVICE  
St Austell  
Tel: 01726 891988

MORWENNER CARE AGENCY  
Bodmin  
Tel: 01208 74339

MSS CARE  
Helston  
Tel: 01326 281301

NEWCROSS HEALTHCARE SOLUTIONS LTD (TRURO)  
Truro  
Tel: 01872 222525

NORTH HILL HOMECARE  
St Austell  
Tel: 01726 73912

PENDREA HOME CARE  
Bodmin  
Tel: 01208 264962

PENDRUCCOMBE HOUSE  
Launceston  
Tel: 01566 776800

PENHELLIS COMMUNITY CARE LTD  
Helston  
Tel: 01326 572626

PENTOWAN HOME CARE  
Newquay  
Tel: 01637 851790

PENWITH CARE  
Hayle  
Tel: 01736 797909

PHOENIX CARE CORNWALL LTD  
Penzance  
Tel: 01736 360197

POL COMMUNITY CARE LTD  
Liskeard  
Tel: 01503 775050

PRC OUTREACH  
Penzance  
Tel: 01736 360039

PREMIER HEALTHCARE SOLUTIONS  
Hayle  
Tel: 01736 448263

PROPER CARE (CORNWALL) LTD  
Helston  
Tel: 01326 560973

QURA BRAIN INJURY SERVICE  
Truro  
Tel: 01872 273613

RESTGARTH DOMICILIARY CARE LTD  
Liskeard  
Tel: 01579 321758

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
RIGHT NURSE CARE SERVICES
Truro
Tel: 01872 274120
OP D PD LDA MH SI YA AD

ROWANS DOMICILIARY AGENCY
St Agnes
Tel: 01872 553295
OP D PD MH SI

SCOPE COMMUNITY ACTIVITIES CORNWALL
St Austell
Tel: 07436 274648
PD LDA SI YA

SOUTH WESTERN HOMECARE
Constantine
Tel: 01326 341457
OP D PD MH SI YA

SPECTRUM DOMICILIARY CARE SERVICE
Penny
Tel: 01326 371000
LDA YA

SUPPORTED LIVING
St Austell
Tel: 07477 146513
LDA MH YA

SUPPORTING YOU IN CORNWALL
Camborne
Tel: 07769 142006
LDA MH YA

SWALLOWCOURT HOME CARE LTD
Truro
Tel: 01872 278197
OP PD LDA YA

TAYLORS OF GRAMPOUND
Truro
Tel: 01726 884402
OP D PD MH SI YA

THYME CARE LTD
Penzance
Tel: 01736 369090
OP D YA

TLC – DOMICILIARY CARE AGENCY
St Columb
Tel: 01637 889140
OP D PD LDA SI YA

TORCARE DOMICILIARY SERVICE
Torpoint
Tel: 01752 812384
OP D YA

TRELAWNEY DOMICILIARY CARE LTD
Camborne
Tel: 01209 712480
OP LDA

TREWCARE LTD
Falmouth
Tel: 01326 375949
OP D PD MH SI YA AD

UNITED CARE CONCEPTS LTD
Saltash
Tel: 0844 692 3826
OP D PD LDA MH SI YA AD

UNITED RESPONSE – CORNWALL DCA
Truro
Tel: 01872 250150
OP D PD LDA MH SI YA

UNITED RESPONSE – EAST CORNWALL & PLYMOUTH DCA
Callington
Tel: 01579 382833
LDA

UNITED RESPONSE – UNITS 2 & 3 CHENOWETH BUSINESS PARK
Truro
Tel: 01872 500052
OP D PD LDA MH SI YA AD

VICTORIA COMMUNITY CARE (CORNWALL) LTD
St Blazey
Tel: 01726 810101
OP D PD MH SI YA

WEST CORNWALL SUPPORT SERVICE
Hayle
Tel: 01736 753593
LDA

WESTCOUNTRY HOME CARE LTD
Launceston
Tel: 01566 775960
OP D PD LDA MH SI AD

WHITE RIVER HOMECARE
St Austell
Tel: 01726 73855
OP D PD SI YA

Comprehensive lists of care homes and care homes with nursing start on page 52.

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
Housing with care

Housing with care combines independent living in a home with security of tenure, along with care services arranged according to need. Schemes may be run by housing associations, the local authority, voluntary organisations or private companies. Properties may be available for rent, mixed tenure or to purchase.

Supported Living

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

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

Supported Living refers to the way in which accommodation and support are organised, rather than the amount of support. This will be tailored to individual need and can include access to support 24-hours a day if assessed as necessary, although many people do not require this – particularly with the use of assistive technology (discussed further on page 15).

Independent Living Service Team
Cornwall Housing Ltd, Chy Trevail, Beacon Technology Park, Bodmin PL31 2FR
Tel: 0300 123 4161
Text: 07941 712712
Email: info@cornwallhousing.org.uk
Web: www.cornwallhousing.org.uk

Shared Lives

Shared Lives is a care service for adults with learning or physical disabilities and for older people. It is family-based care provided by individuals and families. Shared Lives carers are local people recruited and trained to make sure they have the right qualities to provide care and support. See page 69 for contact details.

Sheltered housing

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

A scheme manager is either based at the site or visits regularly. Many sheltered housing

Care devoted to individual needs

Roseland Court Care Home in Tregony, near Truro, provides a range of care services in beautiful Cornish countryside. Set in landscaped grounds, with historic palm garden, residents can enjoy a safe, secure and peaceful retirement setting.

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

Roseland Court Care Home, Tregony, Truro, TR2 5PD. Tel: 01872 530974 www.roselandcourt.co.uk

Visit www.carechoices.co.uk for further assistance with your search for care
Live as independently as possible with accommodation and support to meet your needs

Our Supported Living service is for people over the age of 18 years old who have any support needs, including mental health and learning disabilities, that require bespoke person-centred support packages.

At Cornwall Care we recognise the importance of individual living. We support people to live as independently as possible in their own homes as well as our own Supported Living flats, which are individualised and homely environments where people with complex care needs can live independently.

Our Supported Living staff work with individuals to promote and enhance their skills, providing them with emotional support and helping them with a variety of tasks, including (but not limited to) daily living skills (such as cooking and household tasks), attending appointments, college or other courses and developing socialisation skills.

We work closely with a range of health, social care and third sector organisations and professions to ensure we give the best care possible, providing a complete service and taking into consideration all of the individual’s needs. We understand that needs differ and evolve, which is why we tailor our care packages and train our staff to suit the individual so they have the best possible experience with us. If you or someone you know needs support, please don’t hesitate to get in touch with our team.

Tel: 08455 191192
Email: welcome@cornwallcare.org  www.cornwallcare.com
schemes also have communal lounges, laundry facilities, lifts, door entry systems and specially-adapted facilities.

Local providers include: DCH (formerly Devon and Cornwall Housing); Coastline Housing; Penwith Housing Association and Ocean Housing.

To find out whether social housing may be a suitable option, please talk to the Housing Options Service on 0300 123 4161 or visit www.cornwall.gov.uk or check the Cornwall Community Directory for services in your area at www.supportincornwall.org.uk

**Extra care housing**

Extra care housing is similar to sheltered schemes, with self-contained accommodation together with some communal facilities. In an extra care scheme, instead of low-level support traditionally provided by wardens in sheltered schemes, higher levels of care and support are provided on site by a designated team of care workers, who can be available 24-hours a day.

Extra care allows you to retain your own tenancy and have care services delivered, ensuring that you can remain safely in your own self-contained accommodation. For information on extra care housing in your region, contact Adult Social Services.

**Specialist services**

**Learning disability**

The council’s service for people with learning disabilities and their families is a joint service with the Learning Disability Health Services of Cornwall Partnership Foundation Trust.

This is known as Community and Support Services (CASS), and operates a number of day services, in both large and small venues and short break services.

You can get help and advice on problems you may be experiencing with: being listened to or understood; your education; keeping well; money and work; somewhere to live; things to do and helping others to care for you.

Support can come from: arts therapists; community nurses; dieticians; occupational therapists; physiotherapists; psychiatrists and psychologists; speech and language therapists and your doctor.

Teams will also help you get advice and support from: advocacy services; the Department for Education; the Department for Work and Pensions; Jobcentre Plus; the Housing Department and the police.

They can also assess the needs of family carers and help support the person they care for.
Scope
Offers free, impartial and expert information, advice and support to disabled people and their families, 9.00am to 5.00pm weekdays.
Tel: 01726 212706
National advice line: 0808 800 3333
Email: cornwall@scope.org.uk
Email: helpline@scope.org.uk
Web: www.scope.org.uk

Supported Living Cornwall
(The DOVE Project)
Supports a range of people with a variety of disabilities to live in their own communities.
19-21 Glanvilles Mill, Fore Street, Ivybridge PL21 9PS
Tel: 01752 896883
Web: www.thedoveproject.co.uk

Many other services and support organisations exist for people with a learning disability. You can find out more on the Cornwall Community Directory at www.supportincornwall.org.uk

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

There is increased demand for home care for people with mental health conditions arising from greater use of supported living instead of care home placements. Like other specialist care services, this can be paid for (if you have been assessed as eligible) with a Personal Budget, discussed on page 16.

Local CMHTs
Carrick CMHT
Tel: 01872 221000

East and West Caradon CMHT
Tel: 01579 373737

Kerrier CMHT
Tel: 01209 318300

North Cornwall CMHT
Tel: 01208 834300

Penwith CMHT
Tel: 01736 571000

Restormel CMHT, Alexandra House and Newquay Hospital
Tel: 01726 873377

To find out which CMHT covers the area in which you live, please contact Bodmin Hospital switchboard on 01208 251300.

Restormel Mind
A small but enthusiastic team endeavouring to promote good mental health and wellbeing, empower people to lead a full life as part of their local community and involve service users in planning and delivery of services.

Bodmin Wellbeing Centre, 2a Hamley Court, Dennison Road, Bodmin PL31 2LL
Tel: 01208 892855
Email: info@restormelmind.org.uk
Web: www.restormelmind.org.uk

Carrick Mind
Carrick Mind Befriending Scheme offers a special relationship of trust and support to anyone in the community who is trying to cope with mental health issues.
Unit 7, Jubilee Wharf, Commercial Road, Penryn TR10 8FG
Tel: 01326 617220
Physical disability

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

Sensory services

The Sensory Services team can provide information packs, advice and access to services as well as support from a network of national and local agencies for those who are blind or partially sighted or have a degree of sight loss.

The team offers a service to people with a significant sight loss in both eyes that is not correctable with surgery or glasses. If your sight loss is not as severe as this, the team can give you advice about appropriate support available from other organisations.

If you care for someone with a sensory need the Sensory Services team can carry out an assessment of your needs as a carer to help you to continue to support them.

Contact Adult Social Services for further information on 0300 1234 131 or:
Cornwall Blind Association (CBA)
Telephone support, befriending, advocacy and counselling schemes.
Tel: 01872 261110
Web: www.isightcornwall.org.uk

Advocacy

Advocates can give advice, support and

Cornwall Advocacy
An independent organisation offering a variety of advocacy services to people who have a learning disability.
Woodbine Farm Business Centre, Truro Business Park, Truro TR3 6BW
Tel: 01872 242478
Email: enquiries@cornwalladvocacy.org.uk
Web: www.cornwalladvocacy.org.uk

Advocacy in Cornwall
Provides a service for adults with mental health issues who are living in the community in Cornwall.
Tel: 0300 343 5706
Text: 80800, keyword ‘SEAP’
Email: info@advocacyincornwall.org.uk
Web: www.advocacyincornwall.org.uk

Cornwall People First
Run by people with a learning disability, Cornwall People First runs projects to make things better for people with a learning disability and hosts events and meetings so people can have their say.
The Lescudjack Centre,
Penmere Close, Penzance TR18 3PE
Tel: 01736 334857
Email: contact@cornwallpeoplefirst.com
Web: www.cornwallpeoplefirst.com
Planning for end of life

Although the subject of dying is often painful to contemplate, planning for the end of life can be a good way to share your wishes and help your family to know what you would like. Good planning for all your needs should mean that you can convey your wishes, including where you would like to die if you choose. You may wish to remain in your own home or care home in your last days and not be admitted to hospital.

When choosing a service you should consider its end of life care philosophy and policies. Enabling people to die in comfort and with dignity is a core part of providing care. The way care professionals approach the process will be incredibly important for you, your family and carers.

The service should have an open approach to end of life care. It should initiate conversation with you and your family and work with your GP to ensure your needs and wishes are discussed and planned for. An end of life care plan should also be drawn up, as it is vital to establish your preferences and choices.

You could use the Preferred Priorities for Care (PPC) document to help with outlining your wishes. The PPC document is designed to help you prepare for the future and gives you an opportunity to think about, talk about and write down your preferences and priorities for care at the end of life.

It is also important to know that all health and social care staff must be trained in communication regarding end of life care and will be trained in assessing the needs of individuals and carers.

It is worth asking care providers whether they are working towards The Gold Standards Framework. This can be used in various settings, for example hospitals, primary care and care homes, to improve the co-ordination and communication between different organisations involved in providing care for someone near the end of their life.

Planning for your funeral

While you are thinking about the future, you may want to consider writing down your wishes for your funeral. This can help to alleviate pressures on your family. They may appreciate knowing your wishes and that they can make sure they are considered at your funeral. By detailing your wishes, your family can be comforted by the fact that they don’t need to make all the decisions about what you would have liked or wonder whether they are making the right choices.

Things to consider are included in ’My Funeral Wishes’, a form produced by Dying Matters and the National Association of Funeral Directors. Visit www.dyingmatters.org/page/my-funeral-wishes

You do not have to instruct a funeral director, but if you do, ensure that the director you choose is a member of either the National Association of Funeral Directors or The National Society of Allied and Independent Funeral Directors. These associations have strict guidelines that members must adhere to.

See page 71 for details of organisations that may be able to help you plan for the end of your life or your funeral.

Speak Up self-advocacy
Run by and for people with learning disabilities.
Tel: 0303 123 7013
Email: team@speakup.org
Web: www.speakup.org.uk
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 and rates each home. These inspection reports and ratings are available at the home or from the CQC (www.cqc.org.uk). Before you decide whether to move into a residential home, you should contact the council for a needs assessment (see page 16).

Types of care home

Care homes (personal care only)
If you need someone to look after you 24-hours a day, but don’t need nursing care, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving but you may need to pay for it, depending on your needs and finances. See page 45 for more information on paying for your care. It is a good idea to have a needs assessment before you choose a care home to ensure it is the best way to meet your needs, see page 16 for more on assessments.

Care homes with nursing
A care home with nursing provides the same care and support as a care home offering personal care, but with 24-hour nursing staff on hand. 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 for your care needs.

If, after a needs assessment, a care home providing nursing care is the best solution for you, a social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees is paid by the NHS to the home directly: the current amount is £155.05 per week. This figure may change over the lifetime of this directory, check with Adult Social Services.

For help with finding care homes and care homes with nursing in your area, call this Directory’s independent service on 0800 389 2077.

Activities in care homes

The word ‘activity’ can imply many different things but, in the context of a care home, it should mean everything a resident does from when they open their eyes in the morning until they go to sleep at night.

Activities should stimulate residents emotionally, physically and mentally and, in a good care home, should encompass all aspects of daily life.

They can range from choosing what to wear, to helping with tasks around the home or garden, to listening to the radio or joining in with an art or exercise class. Above all, activities provide a point of interest, fun and challenge to each day.

They should enable people to participate in daily life, be engaged and maintain hobbies or activities they have enjoyed throughout their life, as well as offering the opportunity to try something new, if they wish.

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

Ensure you speak to any potential providers about the activities they provide in their care home.
## Care homes checklist

**Home 1**

**Home 2**

**Home 3**

<table>
<thead>
<tr>
<th>Fees per week</th>
<th>Quality rating*</th>
</tr>
</thead>
<tbody>
<tr>
<td>£</td>
<td></td>
</tr>
<tr>
<td>£</td>
<td></td>
</tr>
<tr>
<td>£</td>
<td></td>
</tr>
</tbody>
</table>

We suggest that you take paper with you when visiting care homes so that you can make notes.

### Staff

- What is the minimum number of staff that are available at any time?
- Are staff respectful, friendly and polite?
- Do staff have formal training?
- Are the staff engaging with residents?

### Activities

- Is there an Activities Co-ordinator?
- Can you get involved in activities you enjoy?
- Does the home organise any outings?
- Are residents escorted to appointments?
- Do the residents seem entertained?
- Does the home have a varied activities schedule?

### Life in the home

- Is the home adapted to suit your needs?
- Can you bring your own furniture?
- Are there enough plug sockets in the rooms?
- Are there restrictions on going out?
- Is there public transport nearby?
- Does the home provide any transport?
- Can you make/receive calls privately?
- Can you decide when to get up and go to bed?
- Does the home allow pets?

*See page 50.

### Personal preferences

- Is the home too hot/cold? Can you control the heating in your room?
- Is the décor to your tastes?
- Are there restricted visiting hours?
- Is there somewhere you can go to be alone?
- Does the home feel welcoming?

### Catering

- Does the menu change regularly?
- Can the home cater for any dietary requirements you may have?
- Can you eat when you like, even at night?
- Can you have food in your room?
- Is there a choice of food at mealtimes?
- Is alcohol available/allowed if you want it?
- Can visitors join you for meals?

### Fees

- Do your fees cover all of the services and activities?
- Are fees likely to change regularly?
- Is the notice period for cancellation of the contract reasonable?
- Could you have a trial period?
- Can you keep your room if you go into hospital?
- Can you handle your own money?
Care homes and dementia

A good care home will follow the concept of a person-centred approach to care for people with dementia. This means that the unique qualities and interests of each individual will be identified, understood and accounted for in any care planning.

The person with dementia will have an assessment and an ongoing personalised care plan, agreed across health and social care. This should identify a named care co-ordinator and addresses their individual needs.

They must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Powers of Attorney and Preferred Priorities of Care. For more information on these, see pages 49 and 40.

It is important that care and support options are tailored to the needs of the individual. Make sure staff know the person you care for by providing life story books, telling staff about their likes and dislikes and providing belongings that bring comfort and have meaning for them.

Within the home, much is down to the attitude and skills of the manager and the staff. Do they provide an environment that enables a person with dementia to exercise choice and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home? Further questions to consider are included in the residential dementia care checklist on page 44.

Design and technology

The design of a care home specialising in dementia needs to be based on small group living, preferably with accommodation on one level and with opportunities to go in and out of the building within a safe environment.

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

Staff training

Dementia-specific training is essential to ensure that care home staff understand how best to support and care for people with dementia. Ask to speak with the Dementia Champion and question the placement if the home does not have a specific Dementia Lead.
**Residential dementia care checklist**

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 42.

<table>
<thead>
<tr>
<th>Design</th>
<th>Health</th>
<th>Staff</th>
<th>Approach to care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there clear signs throughout the home?</td>
<td>Can residents get help with eating and drinking?</td>
<td>Are staff trained to identify when a resident might be unwell?</td>
<td>Does the home follow a specific approach to dementia therapy, for example, validation therapy?</td>
</tr>
<tr>
<td></td>
<td>Have the home been designed or adapted for people with dementia?</td>
<td>Are staff trained to spot when someone needs to go to the toilet?</td>
<td>Will the home keep you informed about changes to your loved one’s care?</td>
</tr>
<tr>
<td></td>
<td>Are the home and grounds secure?</td>
<td>Do the staff have any dementia specific training/experience?</td>
<td>Does the home have a specific approach to end of life care?</td>
</tr>
<tr>
<td></td>
<td>Are there prompts outside the residents’ rooms to help people identify their own?</td>
<td>Will your loved one have a member of staff specifically responsible for their care?</td>
<td>Does the home keep up to date with best practice in dementia care?</td>
</tr>
<tr>
<td></td>
<td>Is the décor familiar to your loved one?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Choices**

Do residents get choice in terms of what they wear each day?  
Are residents encouraged to be independent?  
Can residents decide what to do each day?  
Can residents have a say in the décor of their room?  

**Activities**

Are residents able to join in with household tasks like folding washing?  
Are there activities on each day?  
Can residents walk around outside on their own?  
Are residents sitting in front of the TV or are they active and engaged?  
Are there rummage boxes around?  

*See page 50.
When a local authority provides or arranges services for you, you may be asked to contribute towards the cost of care at home or in a care home, depending on your personal circumstances.

Financial assessment

To determine whether or not you will need to contribute towards the cost of your support, the council will conduct a financial assessment. This will look at your capital, savings and income. Most people are likely to have to contribute something towards the cost of their care. The value of your home is included as part of your capital in this assessment if you are moving into residential care, except in limited circumstances. It is not included if you are receiving care in your own home. If you choose not to have a financial assessment, you will be responsible for paying the full cost of your care and support.

If you have capital and savings of less than £14,250, you may be asked to contribute part of your income and the local authority may meet the shortfall.

If you have capital and savings between £14,250 and £23,250, you are likely to have to contribute towards the cost of your care. You may need to contribute part of your income, and a sliding scale operates whereby you contribute £1 for each £250 you have in capital and savings above the lower figure.

If your capital and savings amount to more than £23,250, you will likely have to pay the full cost of your care yourself. However, you are still entitled to an assessment of your needs by the council and you may be able to get some support with funding your care, see page 47.

These figures may change during the lifetime of this Directory.

If you are eligible for support from the council and you are moving into a care home or care home with nursing, you will be given a choice of homes that charge the amount the council would usually pay for someone with your needs. If the home you choose charges a fee in excess of the local authority’s funding limit, you will need to find someone else to meet the additional amount. This is often referred to as a ‘third party payment’ or ‘top-up’ (explained further on page 47).

Running out of money

If your capital and savings are likely to reduce to £23,250 through payment of care home fees, you must let the council know well in advance. It must undertake an assessment of your circumstances before deciding if it will make a contribution.

If you become eligible for the council’s support with funding your care, and the home you are living in charges more than the council’s fee levels, you must find someone to help pay the difference. This is known as a ‘top-up’ or ‘third party payment’, see page 47 for more information. If funds for a top-up are not available, you will need to find accommodation which can meet your needs at the local authority fee level.

Understanding your rights before moving into care is essential. There is a number of financial products and specialist companies that may be able to help. It is important to seek independent financial and legal advice before committing yourself to anything. See page 48 for more information.

Non-means-tested support

Some support may be available to you without the council needing to look into your finances.
Benefits
Attendance Allowance, Disability Living Allowance and Personal Independence Payments are non-means-tested, non-taxable benefits from the Department for Work and Pensions. There are different rates depending on the level of your needs. Everyone who needs care should consider claiming these benefits, however, they will not be paid if you are, or become, a permanent resident in a care home.

If you are entitled to the mobility component of Disability Living Allowance or Personal Independence Payment, this payment will not stop once you are in a care home and is not included in your financial assessment.

You may also want to consider applying for Universal Credit (if you are under pension age) or Pension Credit (if you are over pension age).

NHS Continuing Healthcare
NHS Continuing Healthcare is fully-funded care and support, provided and paid for by the NHS. To be eligible, your needs must be primarily health-related and are likely to be severe. If you are eligible for NHS Continuing...
Healthcare, you can receive the services in any setting, including your own home or in a care home. The NHS will pay if you need healthcare from a community nurse or a therapist as well as personal care to help you at home.

**Self-funding your care**

Paying for care can be an expensive and long-term commitment, so it is strongly recommended that you seek specialist information and advice before entering into any arrangements. It is important that you seek specialist advice from appropriately qualified and regulated financial advisers, see page 48 for suggested contacts.

**Twelve-week property disregard**

If your former home is included in your financial assessment but your other capital and savings are less than £23,250, and your income is not enough to meet your care home fees, the council may share the cost of the first twelve weeks of permanent care, provided it agrees that care is needed.

**Deferred Payment Agreements**

After the twelve-week property disregard period, you may be offered a Deferred Payment Agreement. This allows you to delay selling your former home during your lifetime. Any fees paid by the council will be charged against the value of your home, and must be repaid once the house is sold or from your estate.

Interest is payable throughout the period of the loan and there is also a one-off fee to join the scheme which covers all legal and administrative costs for the lifetime of the loan.

The council may limit the amount of the loan, depending on the equity in your property.

**NHS Nursing Care Contribution**

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 Registered Nursing Care Contribution (sometimes referred to as Funded Nursing Care) towards the cost of your nursing care. This is paid directly to the home.

**Third party payments**

If you are eligible for the council’s support, you will be offered a choice of homes that meet the local authority’s funding rates. If you decide to live in a more expensive home and someone is able to make an additional payment for you, they will have to pay the difference between the local authority’s rate and the amount the home charges. This additional payment is called a ‘top-up’ or ‘third party payment’.

You are not allowed to make this additional payment yourself, except in limited circumstances, so the responsibility usually falls to a family member, friend or charity.

Before anyone agrees to pay your top-up, they should be aware that the amount may increase, usually once a year, and they must be confident that they can sustain the payments for as long as they are required. They will need to sign a contract to confirm that they are able to do this.

If the additional payments stop being paid for any reason, then you should seek help and advice from your council. You may have to move to a cheaper home within the local authority’s funding levels.

If you are already resident in a care home, and no top-up was required at the time you became a resident, the home may seek to introduce one at a later date, which
would need to be agreed first with the local authority. This may happen if a change to your arrangements is made at your request or with your agreement, for example you move to a nicer room.

It is important to note that councils have a duty to offer you a place at a home that accepts their funding rates. If no such place is available, a top-up should not be charged.

**Seeking financial advice**

Planning for your future care and support needs can be complicated and funding care can be expensive. Professional advice may be helpful in enabling you (and your family) to identify the most suitable and cost-effective solution.

Everyone is encouraged to seek unbiased, expert advice from independent financial advisers to help work out how to pay for long-term care. Independent financial advisers are regulated by the Financial Conduct Authority (FCA) and must take shared responsibility for the suitability of any product they recommend.

Unlike advisers who are tied to particular providers, specialist care-fees advisers can offer advice on products from across the whole market.

A list of independent financial advisers who are accredited by the Society of Later Life Advisers can be found at [www.societyoflaterlifeadvisers.co.uk](http://www.societyoflaterlifeadvisers.co.uk) or you can call [0333 202 0454](tel:0333%20202%200454).

There is also a number of organisations that will provide free advice about funding care and support. These are a good place to start if you are looking for information and want to see what sort of options are available.

**Age UK**
Tel: [0800 678 1174](tel:0800%20678%201174)
Web: [www.ageuk.org.uk/moneymatters](http://www.ageuk.org.uk/moneymatters)

**Citizens Advice Bureau**
Web: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

**Money Advice Service**
Tel: [0800 138 7777](tel:0800%20138%207777)
Web: [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

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**Important information**

**Finding care options in your area**

This Directory offers a telephone and website service allowing 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 be sent to you by post or email, or discussed with you over the telephone.

If you are searching online, the results can be saved and emailed to others. You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Browsealoud’ function.

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

Please call [0800 389 2077](tel:0800%20389%202077) or visit [www.carechoices.co.uk](http://www.carechoices.co.uk)
How solicitors can help

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

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

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

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

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

If you don’t have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms will make home visits if necessary and will adapt their communications to meet your needs. It’s important to find a solicitor who specialises in this area of the law. The Citizens Advice Bureau offers an advice service and will be able to recommend solicitors in your area.

Comments, compliments and complaints

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

Making a complaint should not be made difficult for you and should not affect the standard of care that you receive whether in your own home or in a care home or care home with nursing. Care services are required under national essential standards of quality and safety to have a simple and easy to use complaints procedure.

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

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

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

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

**Inspecting and regulating care services**

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

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

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

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

Following an inspection, each care home and home care agency is given a report of how it rates against national essential standards of quality and safety. The CQC has also started rating services as: Outstanding, Good, Requires Improvement and Inadequate.

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

**Out-of-county care**

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

If your care home place is state-funded, speak to the local authority about who is responsible for your care fees, especially if you choose a care home in another region. Any home you choose must be suitable for your assessed needs and comply with the paying authority’s terms and conditions.

You should seek further advice before making your decision.

For help finding care providers in Cornwall and other regions, contact this Directory’s phone service on 0800 389 2077 with details of your requirements.

Protecting vulnerable adults

Vulnerable adults may experience abuse, neglect and worse. A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited.

What is adult abuse?
Abuse is mistreatment that violates a person’s human and civil rights. The abuse can vary from treating someone with disrespect in a way which significantly affects the person’s quality of life, to causing actual physical suffering.

It can happen anywhere – at home, in a care home or a care home with nursing, a hospital, in the workplace, at a day centre or educational establishment, in supported housing or in the street.

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

Who might be causing the abuse?
The person who is responsible for the abuse may be known to the person abused and could be:
- a paid carer or volunteer;
- a health worker, social care or other worker;
- a relative, friend or neighbour;
- another resident or service user;
- an occasional visitor or someone who is providing a service; or
- someone who deliberately exploits vulnerable people.

If you think someone is being abused, call Adult Social Services on 0300 1234 131. Your concerns will be taken seriously and will receive prompt attention, advice and support.

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

If you are worried about contacting the police you can contact Adult Social Services on 0300 1234 131 to talk things over first. If immediate action is needed dial 999.

You can also:
- contact the Care Quality Commission (CQC) on 03000 616161 if the vulnerable adult is living in a registered care home, care home with nursing or receiving home care services; or
- let a public service professional, such as a social worker, community nurse, GP, probation officer or district nurse know your concerns. They have responsibilities under the county’s adult protection procedure and can advise you about what to do next.
The Disclosure and Barring Service (DBS)
There is a barring system for all those intending to work, or working with children and vulnerable adults.

This service combines the criminal records checking and barring functions. For disclosure information and services, visit www.gov.uk/dbs

Care home owners, home care agencies and employment agencies that supply care workers are required to request checks as part of a range of pre-employment checks, including disclosures from the DBS.

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

Residential care in Cornwall

This Directory is divided into geographical areas listed on this map.

Home care providers can be found on page 29.
<table>
<thead>
<tr>
<th>Location</th>
<th>Details</th>
</tr>
</thead>
</table>
| **ACORN PARK LODGE** | 22 Park Road, Redruth TR15 2JG  
Tel: 01209 698595  
LDA |
| **ALBANY HOUSE – REDRUTH** | 129 Albany Road, Redruth TR15 2JB  
Tel: 01209 210526  
LDA MH |
| **ANTRON MANOR CARE HOME** | Antron Hill, Mabe Burnthouse, Penryn TR10 9HH  
Tel: 01326 376570  
OP |
| **APPLEDOWN** | 15 Heather Lane, Canonstown, Hayle TR27 6NG  
Tel: 01736 740552  
LDA |
| **AR-LYN RESIDENTIAL HOME** | Vicarage Lane, Lelant, St Ives TR26 3JZ  
Tel: 01736 753330  
OP PD SI |
| **BLACKWOOD** | Roskear, Camborne TR14 8BA  
Tel: 01209 713498  
OP D PD MH |
| **BREAGE HOUSE** | Breage, Helston TR13 9PW  
Tel: 01326 565805  
OP D PD LDA YA |
| **BUNGALOW, THE** | 38 Polweath Road, Penzance TR18 3PN  
Tel: 01736 330638  
OP D PD LDA SI YA |
| **CHY AN TOWANS** | 11 Upton Towans, Hayle TR27 5BJ  
Tel: 01736 754152  
LDA |
| **CHY BYGHAN** | Sunny Corner Lane, Sennen, Penzance TR19 7AX  
Tel: 01736 871459  
OP D |
| **CHYPONS RESIDENTIAL HOME** | Clifton Hill, Newlyn, Penzance TR18 5BU  
Tel: 01736 362492  
OP D MH |
| **CLINTON LODGE** | 11 Clinton Road, Redruth TR15 2LL  
Tel: 01209 698595  
D PD LDA SI YA |
| **COURTLANDS CARE HOME** | Rosudgeon, Penzance TR20 9PN  
Tel: 01736 710476  
OP D PD |
| **CROSSROADS HOUSE CARE HOME** | Scorrier, Redruth TR16 5BP  
Tel: 01209 820551  
OP D MH SI |
| **DOWNES RESIDENTIAL CARE HOME, THE** | Foundry Hill, Hayle TR27 4HW  
Tel: 01736 754400  
OP |
| **FAIRFIELD HOUSE** | Bridge, Portreath, Redruth TR16 4QG  
Tel: 01209 843628  
LDA |
| **GARSEWEDNACK RESIDENTIAL HOME** | 132 Albany Road, Redruth TR15 2HZ  
Tel: 01209 215798  
OP D |
| **GODOLPHIN HOUSE CARE HOME** | 42 Godolphin Road, Helston TR13 8QF  
Tel: 01326 572609  
OP D PD MH |
| **GREEN, THE** | Drump Road, Redruth TR15 1LU  
Tel: 01209 215250  
Advert inside front cover D MH |
| **HARBOUR HOUSE** | Penberthy Road, Portreath, Redruth TR16 4LW  
Tel: 01209 843276  
OP D |
| **HEADLANDS** | Headland Road, Carbis Bay, St Ives TR26 2NT  
Tel: 01736 795769  
Advert inside front cover OP D |
| **HIGHDOWNS RESIDENTIAL HOME** | Highdowns, Blackrock, Camborne TR14 9PD  
Tel: 01209 832261  
LDA MH |
| **HILLCREST** | 2 Trefusis Road, Redruth TR15 2JH  
Tel: 01209 698595  
LDA |
| **HUTHNANCE PARK** | Nancegollan, Helston TR13 0AZ  
Tel: 01736 850955  
LDA |
| **LANGHOLME** | Arwenack Avenue, Falmouth TR11 3LD  
Tel: 01326 314512  
OP |
| **LITTLE TREFEWHA CARE HOME** | Praze-an-Beeble, Camborne TR14 0JZ  
Tel: 01209 831566  
OP |

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

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

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
LOWENAC
2 Lowenac Gardens, Camborne TR14 7EX
Tel: 01209 200544

MENWINNION COUNTRY HOUSE
Lamorna Valley, Penzance TR19 6BJ
Tel: 01736 810233

MOROVAHVIEW RESIDENTIAL HOME
1 Bar View Lane, Hayle TR27 4AJ
Tel: 01736 753772

MOUNT PLEASANT HOUSE
Pentalek Road, Camborne TR14 7RQ
Tel: 01209 716242

OLD MANOR HOUSE, THE
6 Regent Terrace, Penzance TR18 4DW
Tel: 01736 363742

PARC VRO RESIDENTIAL HOME
Mawgan-in-Meneage, Mawgan, Helston TR12 6AY
Tel: 01326 221275

PENDARVES
3 Pendarves Road, Camborne TR14 8QB
Tel: 01209 610827

PENDARVES RESIDENTIAL CARE HOME
25 Pendarves Road, Camborne TR14 7QF
Tel: 01209 714576

PENLEE RESIDENTIAL CARE HOME
56 Morrab Road, Penzance TR18 4EP
Tel: 01736 364102

PENMENETH HOUSE
16 Penpol Avenue, Hayle TR27 4NQ
Tel: 01736 752359

PINE TREES CARE CENTRE
15 Horsepool Road, Connor Downs, Hayle TR27 5DZ
Tel: 01736 753249

PINES, THE
Poldory, Carharrack, Redruth TR16 5HS
Tel: 01209 200544

POLVENTON RESIDENTIAL CARE HOME
St Keverne, Helston TR12 6NS
Tel: 01326 280734

RIDGEWOOD
54 Mount Pleasant Road, Camborne TR14 7RJ
Tel: 01209 710799

RIDGEWOOD LODGE
51 Roskear, Camborne TR14 8DQ
Tel: 01209 714032

ROSCARRACK HOUSE
Bickland Water Road, Falmouth TR11 4SB
Tel: 01326 312498

ROSE HOUSE
Wheal Rose, Scorrier, Redruth TR16 5DF
Tel: 01209 891090

ROSECRANZ HOUSE
22 Rosewarne, Camborne TR14 8RE
Tel: 01209 714238

ROSEMERRY
2a Cadogan Road, Camborne TR14 7RS
Tel: 01209 610210

ROSEWARNE
Holman Park, Tehidy Road, Camborne TR14 8FD
Tel: 01209 713729

ROSEWARNE CARE
Largiemore, 42 Tehidy Road, Camborne TR14 8LL
Tel: 01209 712854

SHELDON HOUSE NURSING HOME
Sea View Road, Falmouth TR11 4EU
Tel: 01326 313411

SILVERDALE
10 Trevicrew Road, Redruth TR15 2SP
Tel: 01209 217585

Parc Vro
‘A well established family run home set in beautiful country surroundings’

We are a small, friendly home with exceptional staff and home cooking, all facilities offered. Day Care and trial visits welcome. Dementia Care available.

For a brochure and to arrange a visit please tel: 01326 221275
Home manager - Miss Abi Bidgood
Parc Vro, Mawgan, Helston TR12 6AY
Registered with CQC. Member of NCA.

For assistance with finding care and support, call Care Choices on 0800 389 2077
### West Cornwall care homes continued

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<tbody>
<tr>
<td>OP</td>
<td>MH</td>
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<td>OP</td>
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<td>SI</td>
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<tr>
<th>ST CLAIR HOUSE</th>
<th>32 Basset Road, Camborne TR14 8SL</th>
<th>Tel: 01209 713273</th>
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<tbody>
<tr>
<td>ST MARY’S HAVEN AND ST MARY’S HAVEN RESPITE</td>
<td>St Marys Street, Penzance TR18 2DH</td>
<td>Tel: 01736 367342</td>
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<tr>
<td>STATION VILLA</td>
<td>18 Station Hill, Hayle TR27 4NG</td>
<td>Tel: 01736 755251</td>
</tr>
<tr>
<td>THORNbury</td>
<td>West Tolgus, Redruth TR15 3TN</td>
<td>Tel: 01637 416431</td>
</tr>
<tr>
<td>TOLVERTH HOUSE</td>
<td>Long Rock, Penzance TR20 8JQ</td>
<td>Tel: 01736 710736</td>
</tr>
<tr>
<td>TRANQUIL CROSS</td>
<td>South Drive, Tehidy, Camborne TR14 0EZ</td>
<td>Tel: 01637 416444</td>
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### West Cornwall care homes with nursing

<table>
<thead>
<tr>
<th>BEECHES NURSING HOME, THE</th>
<th>22 St George’s Road, Hayle TR27 4AH</th>
<th>Tel: 01736 752725</th>
<th>Advert inside back cover</th>
</tr>
</thead>
<tbody>
<tr>
<td>BENONI NURSING HOME LTD</td>
<td>12 Carrallack Terrace, St Just, Penzance TR19 7LW</td>
<td>Tel: 01736 788433</td>
<td></td>
</tr>
<tr>
<td>BONAER CARE HOME</td>
<td>17 Station Hill, Hayle TR27 4NG</td>
<td>Tel: 01736 752090</td>
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<tr>
<td>CHYLIDN</td>
<td>Valley Lane, Carnon Downs, Truro TR3 6LP</td>
<td>Tel: 01872 863900</td>
<td></td>
</tr>
<tr>
<td>CORNWALLIS NURSING HOME</td>
<td>Trewidden Road, St Ives TR26 2BX</td>
<td>Tel: 01736 796856</td>
<td></td>
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### Advertisers are highlighted

<table>
<thead>
<tr>
<th>FAIRHOLME</th>
<th>Roskear, Camborne TR14 8DN</th>
<th>Tel: 01209 714491</th>
<th>Advert below</th>
</tr>
</thead>
<tbody>
<tr>
<td>GLENCOE CARE HOME</td>
<td>23 Churchtown Road, Gwithian, Hayle TR27 5BX</td>
<td>Tel: 01736 752216</td>
<td></td>
</tr>
<tr>
<td>FAIRHOLME NURSING HOME</td>
<td>24 hour care provided by experienced qualified nurses in a warm and caring environment</td>
<td></td>
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</tr>
<tr>
<td>◆ Short and long term placements◆ Competitive fees◆ Good home cooking with special diets catered for◆ Regular visits from the chiropodist and hairdresser◆ Excellent links within the community</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TELEPHONE: (01209) 714491</td>
<td><a href="http://www.fairholmenursinghome.co.uk">www.fairholmenursinghome.co.uk</a></td>
<td></td>
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</tr>
</tbody>
</table>
Care Select delves further into the subject of arranging support for a loved one, including detailed information on different types of care and support, as well as:

- Understanding their needs
- Choosing care
- Broaching difficult conversations

Your companion through the emotional and practical aspects of choosing and funding care for an ageing relative.

Care Select delves further into the subject of arranging support for a loved one, including detailed information on different types of care and support, as well as:

- Understanding their needs
- Choosing care
- Broaching difficult conversations

What if I make the wrong choice? How will I know which to choose?

WHAT IF I MAKE THE WRONG CHOICE?

CAN WE AFFORD IT? CAN WE AFFORD IT?

WHAT IF MUM DOESN’T AGREE?

WHAT ARE THE CARE OPTIONS?

WHAT IF MUM DOESN’T AGREE?

TO CLAIM YOUR FREE COPY OF CARE SELECT CALL 0800 389 2077*
KING CHARLES COURT
Marlborough Road, Falmouth TR11 3LR
Tel: 01326 311155  OP D PD SI

PENHELLIS NURSING HOME
Cross Street, Helston TR13 8NQ
Tel: 01326 565840  OP D PD SI

POLDHU
Poldhu Cove, Mullion, Helston TR12 7JB
Tel: 01326 240977  OP PD

PONSANDANE
Chyandour Terrace, Penzance TR18 3LT
Tel: 01736 330063  OP D LDA

PORTHGWARA NURSING HOME
North Corner, Coverack, Helston TR12 6TG
Tel: 01326 280307  OP PD YA

SHELDON HOUSE NURSING HOME
Sea View Road, Falmouth TR11 4EF
Tel: 01326 313411  OP D

ST MARTIN'S
St Martin’s Crescent, Camborne TR14 7HJ
Tel: 01209 713512  OP D PD MH

ST TERESA’S CARE HOME WITH NURSING PHYSICAL DISABILITIES
Long Rock, Penzance TR20 9BJ
Tel: 01736 710336  OP PD YA

TREFAULA HOUSE
St Day, Redruth TR16 5ET
Tel: 01209 820215  OP D PD MH

TREGENNA HOUSE
Pendarves Road, Camborne TR14 7QG
Tel: 01209 713040  OP D MH

TRENGROUSE
Trengrouse Way, Helston TR13 8BA
Tel: 01326 573382  Advert inside front cover  OP D

TREVAYLOR MANOR
Gulval, Penzance TR20 8UR
Tel: 01736 350856  OP D PD MH

TREVERN
Advert inside front cover

TREWARTHA
Trewartha Estate, Carbis Bay, St Ives TR26 2TQ
Tel: 01736 797183  Advert inside front cover  D MH

Central Cornwall care homes

AVERLEA RESIDENTIAL HOME
Fore Street, Polgooth, St Austell PL26 7BP
Tel: 01726 66892  OP D

BEACH, THE
Alexandra Road, Newquay TR7 3NB
Tel: 01326 371000  LDA

BEECH LODGE
97 Bodmin Road, St Austell PL25 5AG
Tel: 01726 61518  OP D

BIGWIG HOUSE
Rhubarb Hill, Holywell Bay, Newquay TR8 5PT
Tel: 01637 831220  YA

BOS Y’N DRE
76 Bodmin Road, St Austell PL25 5AG
Tel: 01726 74629  LDA

BRAKE MANOR, THE
97 Bodmin Road, St Austell PL25 5AG
Tel: 01726 61518  OP D

CAPRERA
61 Truro Road, St Austell PL25 5JG
Tel: 01726 72956  OP D MH YA

CHY KOES
Woodland Road, St Austell PL25 4RA
Tel: 01726 76045  PD

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

Visit www.carechoices.co.uk for further assistance with your search for care
A family run home offering a high standard of dementia care in Cornwall. Established since 1981, we specialise in dementia care provision.

- A care environment designed to promote independence and well being
- An environment where we promote and safeguard health, welfare and quality of life
- We engage with family members and carers as care partners
- Person centered care is paramount as choices, wishes, likes and dislikes are kept at the heart of care planning
- We aim to alleviate people's loneliness and isolation
- Specialised in full time, respite and day care
- Offers home cooked food with varied menus
- We have a visiting chiropodist, hairdresser and occupational therapists
- A variety of daily entertainment and recreational programmes are organised for the residents
- Set in three acres of beautiful landscaped gardens

For a free brochure or to find out how we can help, please call the home manager on: 01872 573378

Longview Care Home, Rosehill, Goonhaven, Truro, Cornwall, TR4 9JX
<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>Care Home Name</th>
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<td>CLOVELLY HOUSE CARE HOME</td>
<td>18 St Michaels Road, Newquay TR7 1RA</td>
<td>01637 876668</td>
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<td>D</td>
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<td>HOLLYBUSH RESIDENTIAL HOME</td>
<td>45 Glamis Road, Newquay TR7 2RY</td>
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<td>Comprigney Hill, Truro TR1 3EF</td>
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<td>West Cliff, Porthtowan TR4 8AE</td>
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<td>52 Truro Road, St Austell PL25 5JJ</td>
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<td>Kimberley Close, Crantock Street, Newquay TR7 1JG</td>
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<td>Rhubarb Hill, Hollywell Bay, Newquay TR8 5PT</td>
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<td>St Newlyn East, Newquay TR8 5JD</td>
<td>01872 510750</td>
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<td>2 Quintrell Road, St Columb Minor, Newquay TR7 3DZ</td>
<td>01637 877662</td>
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<td>CRANTOCK LODGE</td>
<td>34 Bonython Road, Newquay TR7 3AN</td>
<td>01637 872112</td>
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<td>Rosehill, Goonhavern, Truro TR4 9JX</td>
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<td>HF TRUST – TRELAWNEY</td>
<td>34 Brookside, St Austell PL25 4HL</td>
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<td>MONTROSE BARN</td>
<td>Rose-in-Vale, Mithian, St Agnes TR5 0QE</td>
<td>01872 553059</td>
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<td>LDA</td>
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<td>MENNA HOUSE</td>
<td>Menna, Grampound Road, Truro TR2 4HA</td>
<td>01726 883478</td>
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<td>MH</td>
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<td>MOUNT PLEASANT CARE HOME</td>
<td>18 Rosemundy, St Agnes TR5 0UD</td>
<td>01872 553165</td>
</tr>
</tbody>
</table>

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
Mount Pleasant
Residential Care Home, St. Agnes

Enjoy high-class comfort and care in the beautiful village of St. Agnes, with scenic views and a good family atmosphere. Local amenities on the doorstep

- 24 HOUR HIGH QUALITY CARE AT A MODEST PRICE.
- ENJOY EXCELLENT HOME COOKING WITH SPECIAL DIETS CATERED FOR.
- CONVALESCENT, HOLIDAY BREAKS AND DAY CARE ALSO AVAILABLE.
- SINGLE ROOMS AND LIMITED MARRIED ACCOMMODATION AVAILABLE.
- OUR STAFF ARE ALL HIGHLY TRAINED CAREFULLY SELECTED LOCAL PEOPLE, WITH ENGLISH BEING THEIR FIRST LANGUAGE.
- PETS GLADLY ACCOMMODATED.

- REGULAR VISITING DENTIST, DOCTOR, CHIROPODIST, OPTICIAN, HAIRDRESSER, ETC.
- RANGE OF ORGANISED ACTIVITIES INCLUDING OCCUPATIONAL THERAPY.
- WEEKLY EXERCISE SESSIONS AND IN-HOUSE ACTIVITIES.
- COURTESY TRANSPORT PROVIDED.
- SMOKING IS PERMITTED WITHIN DESIGNATED AREAS.
- RESIDENT OWNERS SUPERVISE THE RUNNING OF THE HOME.

Mrs Sear’s primary objective is to make the residents feel at home, not in a home, whilst providing the highest possible standard of care in a warm friendly environment. At Mount Pleasant both staff and residents are understanding and caring and you will be amongst friends who will help in every way.

All rooms are fully furnished, with washing facilities (some ensuites) and Nurse Call system. Bathrooms are fitted with bath seats and a hoist.

If you are contemplating moving into a residential care home, make an appointment to go and see Mrs Sear at Mount Pleasant and receive friendly advice with no obligation.

BROCHURE AVAILABLE ON REQUEST.

ALL ROOMS AT GROUND FLOOR LEVEL

Contact Mrs Sear on (01872) 553165
Email: mountpleasantcarehome@hotmail.com
www.mountpleasantcarehome.com
ROSEMUNDY, ST AGNES, CORNWALL TR5 0UD
<table>
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Service  OP Older people (65+)  D Dementia  PD Physical disability  LDA Learning disability, autism  
User Bands MH Mental health  SI Sensory impairment  YA Younger adults  AD People who misuse alcohol or drugs
For assistance with finding care and support, call Care Choices on 0800 389 2077

Amazing people
...deserve amazing care

Our care homes are wonderful places – filled with amazing residents, not to mention our dedicated staff and inspiring volunteers. We're told our care and support is second to none, but it's the fantastic food, stimulating environments and unique social activities that make Barchester the best choice for the people and families we support.

Nursing Care • Residential Care • Dementia Care • Respite Breaks

Thousands of families trust Barchester to care for their loved ones. To find out about our amazing people, visit www.barchester.com or call us anytime to benefit from over 24 years' experience.

Kenwyn Care Home
Newmills Lane, Truro, TR1 3EB
Call: 01872 464 403

Kernow House Care Centre
Landlake Road, Launceston, PL15 9HP
Call: 01566 461 160

SEARCHING FOR CARE OPTIONS IN YOUR AREA?

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

• find care providers quickly and easily • search by location and care need
• information on care quality • links to inspection reports
• additional care provider information, photos and direct website links
• brochure requests

Developed by the publisher of this Directory

Alternatively, call our friendly team on 0800 389 2077 to talk to someone directly.
Central Cornwall care homes 
continued

TREGOLLS MANOR
Tregolls Road, Truro TR1 1XQ
Tel: 01872 223330

WENTWORTH RESIDENTIAL HOME
59 South Street, St Austell PL25 5BN
Tel: 01726 72941

TRESEDER HOUSE
111 Moresk Road, Truro TR1 1BP
Tel: 01872 274172

WOODLAND
Woodland Road, St Austell PL25 4RA
Tel: 01726 72903 Advert inside front cover

TRESILLIAN RESIDENTIAL HOME
41 Eastcliffe Road, Par PL24 2AJ
Tel: 01726 814834

WOODSIDE FARM HOUSE
Edgecumbe Road, St Austell PL25 5SW
Tel: 01726 77401

TRESLEIGH
Fore Street, Grampound Road, Truro TR2 4DU
Tel: 01726 883431

ZION HOUSE
Higher Trevellas, St Agnes TR5 0XS
Tel: 01872 552650

Central Cornwall care homes with nursing

AMBERLEY HOUSE CARE HOME – TRURO
The Crescent, Truro TR1 3ES
Tel: 01872 271921

HENDRA COURT
St Andrews Road, Par PL24 2LX
Tel: 01726 812277

CARRICK
11 Carlyon Road, Playing Place, Truro TR3 6EU
Tel: 01872 864657

KENWYN
Newmills Lane, Kenwyn Hill, Truro TR1 3EB
Tel: 01872 464403 Advert page 62

CATHEDRAL VIEW HOUSE
Kenwyn Church Road, Truro TR1 3DR
Tel: 01872 222132

MEADOWBROOK HOUSE
52 Grenville Road, Lostwithiel PL22 0RA
Tel: 01208 872810

COLLAMERE NURSING HOME
52 Grenville Road, Lostwithiel PL22 0RA
Tel: 01208 872810

MOUNTFORD Advert inside front cover
Cyril Road, Truro TR1 3TB
Tel: 01872 274097

COWBRIDGE NURSING HOME
Rose Hill, Lostwithiel PL22 0JW
Tel: 01208 872227

NEWQUAY NURSING AND RESIDENTIAL HOME
55-57 Pentire Avenue, Newquay TR7 1PD
Tel: 01637 873314

ELMSLEIGH CARE HOME
St Andrews Road, Par PL24 2LX
Tel: 01726 812277

NORTH HILL HOUSE
7 North Hill Park, St Austell PL25 4BJ
Tel: 01726 72647

ESHCOL HOUSE NURSING HOME
12 Clifton Terrace, Portscatho, Truro TR2 5HR
Tel: 01872 580291

OLD ROSELYON MANOR NURSING HOME, THE
Par PL24 2LN
Tel: 01726 814297

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
Central Cornwall care homes with nursing continued

ROSELAND CARE LTD
23 Fore Street, Tregony TR2 5PD
Tel: 01872 530974 Advert page 35 OP D PD

ST MARGARETS NURSING HOME
Mylords Road, Fraddon, St Columb TR9 6LX
Tel: 01726 861497 OP

TREVARNA
4 Carlyon Road, St Austell PL25 4LD
Tel: 01726 75066 Advert inside front cover OP D MH

East Cornwall care homes

APPLEBY LODGE
Launceston Road, Kelly Bray, Callington PL17 8DU
Tel: 01579 383979 OP

ATLANTIS CARE HOME
Polperro Road, Polperro PL13 2JP
Tel: 01503 272243 OP D

BARNFIELD HOUSE LISKEARD
9-10 Barnfield Terrace, Liskeard PL14 4DT
Tel: 01579 347617 OP PD MH YA

BOWDEN-DERRA PARK
Polyphant, Launceston PL15 7PU
Tel: 01566 880340 D PD LDA MH SI

CHYVARHAS Advert inside front cover
22 Saltash Road, Callington PL17 7EF
Tel: 01579 383104 OP D PD LDA MH SI YA AD

CLANN HOUSE
Clann Lane, Lanivet, Bodmin PL30 5HD
Tel: 01208 831305 OP

CLUBWORTHY HOUSE
Clubworthy, Launceston PL15 8NZ
Tel: 01566 785435 LDA

COOMBE HOUSE RESIDENTIAL HOME
Lamellion, Liskeard PL14 4JU
Tel: 01579 346819 OP D MH

CROMARTY HOUSE
11 Priory Road, Bodmin PL31 2AF
Tel: 01208 78607 LDA

EIRENIKON PARK RESIDENTIAL HOME
Bossiney Road, Tintagel PL34 0AE
Tel: 01840 770252 OP

ELDON HOUSE RESIDENTIAL HOME
Downgate, Upton Cross, Liskeard PL14 5AJ
Tel: 01579 362686 OP D PD LDA MH SI YA AD

ELMSLEA CARE HOME
34 Dunheved Road, Launceston PL15 9JQ MH

EVENTIDE RESIDENTIAL HOME LTD
22 Downs View, Bude EX23 8RQ
Tel: 01288 352602 OP

FAIRFIELD COUNTRY REST HOME
Launcells, Bude EX23 9NH
Tel: 01288 381241 OP D

FERNELEIGH HOUSE
Albaston, Gunnislake PL18 9AJ
Tel: 01822 832926 OP D PD MH SI

GARDEN HOUSE
Polyphant, Launceston PL15 7PU
Tel: 01566 880340 D PD LDA MH SI

HF TRUST – CHY KERES
Tregadillett, Launceston PL15 7EU
Tel: 01566 779805 OP LDA YA

HF TRUST – ROSLYN HOUSE
68 Molesworth Street, Wadebridge PL27 7DS
Tel: 01208 815489 LDA

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

For assistance with finding care and support, call Care Choices on 0800 389 2077
East Cornwall care homes continued

HF TRUST – ST TEATH SITE
Trehannick Road, St Teath, Bodmin PL30 3LG
Tel: 01208 851462  LDA

HIGHER KEASON CARE HOME
Higher Keason Farm, St Ives, Liskeard PL14 3NG
Tel: 01579 383137  OP YA

HIGHERMEAD CARE HOME
College Road, Camelford PL32 9TL
Tel: 01840 212528  OP D

HIGHPOINT LODGE
69 Molesworth Street, Wadebridge PL27 7DS
Tel: 01208 814525  OP MH

HILLSBOROUGH RESIDENTIAL HOME
Southern Road, Callington PL17 7ER
Tel: 01579 383138  OP PD SI

KILKHAMPTON LODGE
Kilkhampton Road, Kilkhampton,
Bude EX23 9PA
Tel: 01288 321129  LDA MH YA

KILMAR HOUSE
Higher Lux Street, Liskeard PL14 3JU
Tel: 01579 343066  OP

KINGSTON HOUSE
Miners Way, Liskeard PL14 3ET
Tel: 01579 346993  PD LDA SI YA

LISKEARD EVENTIDE HOME
14 Castle Street, Liskeard PL14 3AU
Tel: 01579 342676 Advert below  OP

LISKEARD EVENTIDE HOME
The aim of the Home is to provide a warm, friendly atmosphere where Residents can retain their independence and privacy. Residents are encouraged to continue with their interests and activities, with the security of care from experienced well-trained staff.

We also offer day-care and respite care to individuals over the age of 65 years. Rated OUTSTANDING by CQC
Tel: 01579 342676  www.liskeardeventidehome.co.uk

MANOR HOUSE
Higher Tremar, Tremar, Liskeard PL14 5HJ
Tel: 01579 343534  OP D MH

MICHAEL BATT FOUNDATION – 13 LONGMEADOW ROAD
Saltash PL12 6DW
Tel: 01752 310531  LDA

NEW WITHEVEN
Jacobstow, Bude EX23 0BX
Tel: 01566 781285  LDA YA

NO. 18
18 Serpells Meadow, Polyphant,
Launceston PL15 7PR
Tel: 01566 880340  LDA

OLD VICARAGE CARE HOME
Antony, Torpoint PL11 3AQ
Tel: 01752 812384  OP D PD MH

OUR HOUSE
South Petherwin, Launceston PL15 7LQ
Tel: 01566 786736  D PD LDA MH SI YA

PEN INNEY HOUSE
Lewannick, Launceston PL15 7QD
Tel: 01566 782318  OP D PD

PENBOWNDER HOUSE
Trebusrye, Launceston PL15 7ES
Tel: 01566 774752  OP D LDA MH

PENDREA HOUSE
14 Westheath Avenue, Bodmin PL31 1QH
Tel: 01208 74338  OP

PENGOVER
Pengover Road, Liskeard PL14 3EN
Tel: 01579 343397 Advert inside front cover OP D MH

PENMOUNT GRANGE
Lanivet, Bodmin PL30 5JE
Tel: 01208 831220  OP

PORTE ROUGE CARE HOME
Vicarage Road, Torpoint PL11 2EP
Tel: 01752 814469  OP D YA

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<td>Younger adults</td>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
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Visit www.carechoices.co.uk for further assistance with your search for care
RED GABLES
59 Killerton Road, Bude EX23 8EW
Tel: 01288 355250

RESTGARTH
Langreek Lane, Polperro PL13 2PW
Tel: 01503 272016

RIVERMEAD VIEW
Station Road, Looe PL13 1HN
Tel: 01503 262014

RNID ACTION ON HEARING LOSS
16 PENDLEAN COURT
Barras Cross, Liskeard PL14 6DZ
Tel: 01579 340201

ROSEACRE
St Winnolls, Polbathic, Torpoint PL11 3DX
Tel: 01503 230256

ROWAN HOUSE RESIDENTIAL HOME
4 Lower Port View, Saltash PL12 4BY
Tel: 01752 843843

SPRINGFIELD HOUSE RESIDENTIAL CARE HOME
North Hill, Launceston PL15 7PQ
Tel: 01566 782361

ST ANNE’S – SALTASH
Plougastel Drive, Callington Road, Saltash PL12 6DJ
Tel: 01752 847001

ST ANNE’S RESIDENTIAL HOME LTD
Whitstone, Holworthy EX22 6UA
Tel: 01288 341355

ST ANTHONY’S RESIDENTIAL HOME LTD
Station Road, Liskeard PL14 4BY
Tel: 01579 342308

ST BREEOCK
Whiterock, Wadebridge PL27 7NN
Tel: 01208 812246

ST BRIDGET’S CARE HOME
64 St Nicholas Street, Bodmin PL31 1AG
Tel: 01208 78170

ST PETROC’S CARE HOME
St Nicholas Street, Bodmin PL31 1AG
Tel: 01208 262900

STONEYBRIDGE COTTAGE
Pengover Road, Liskeard PL14 3NH
Tel: 01579 348774

SUNRAYS
Stratton Road, Bude EX23 8AQ
Tel: 01566 781285

TAMARA HOUSE
Thanckes Close, Torpoint PL11 2RA
Tel: 01752 813527

TREGERTHA COURT CARE HOME
Station Road, Looe PL13 1HN
Tel: 01503 262014

TREHEIGHTS RESIDENTIAL CARE HOME
Trebertherick, Wadebridge PL27 6SB
Tel: 01208 863471

TREMANSE HOUSE CARE HOME
Beacon Hill, Bodmin PL31 1J
Tel: 01208 74717

TREMANSE HOUSE CARE HOME LTD
Whitstone, Holsworthy EX22 6UA
Tel: 01288 341355

UDAL GARTH
2 North Road, Torpoint PL11 2DH
Tel: 01752 815999

WHITE HOUSE CARE HOME, THE
40 Castle Street, Bodmin PL31 2DU
Tel: 01208 72310

WOODLANDS
Well Park Road, Drakewalls, Gunnislake PL19 9ED
Tel: 01822 832451

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

For assistance with finding care and support, call Care Choices on 0800 389 2077

Advert inside front cover
### East Cornwall care homes with nursing

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<td><strong>ASHEBOROUGH HOUSE CARE CENTRE – SALTASH</strong></td>
<td>St Stephens, Saltash PL12 4AP</td>
<td>Tel: 01752 845206</td>
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<td><strong>BEAUMONT COURT</strong></td>
<td>North Petherwin, Launceston PL15 8LR</td>
<td>Tel: 01566 785350</td>
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<tr>
<td><strong>BEECH LAWN NURSING AND RESIDENTIAL HOME</strong></td>
<td>45 Higher Lux Street, Liskeard PL14 3JX</td>
<td>Tel: 01579 346460</td>
<td>OP D PD MH</td>
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<tr>
<td><strong>BELMONT HOUSE NURSING HOME</strong></td>
<td>Love Lane, Bodmin PL31 2BL</td>
<td>Tel: 01208 75057</td>
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<td><strong>CARITATE NURSING HOME</strong></td>
<td>Lannival House, Treningle Hill, Bodmin PL30 5JU</td>
<td>Tel: 01208 75628</td>
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<tr>
<td><strong>CASTLE HILL HOUSE CARE HOME WITH NURSING</strong></td>
<td>Castle Street, Bodmin PL31 2DY</td>
<td>Tel: 01208 73802</td>
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<td><strong>CEDAR GRANGE</strong></td>
<td>Cross Lanes, Lanstephan, Launceston PL15 8FB</td>
<td>Tel: 01566 773049</td>
<td>OP D PD MH</td>
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<td><strong>CHYVARHAS</strong></td>
<td>22 Saltash Road, Callington PL17 7EF</td>
<td>Tel: 01579 383104</td>
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<tr>
<td><strong>ELMS CARE CENTRE, THE</strong></td>
<td>108 Grenfell Avenue, Saltash PL12 4JE</td>
<td>Tel: 01752 846335</td>
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<tr>
<td><strong>HILLCREST HOUSE</strong></td>
<td>Barbican Road, East Looe PL13 1NN</td>
<td>Tel: 01503 265151</td>
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**Visit www.carechoices.co.uk for further assistance with your search for care**

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

**User Bands**
- MH: Mental health
- SI: Sensory impairment
- YA: Younger adults
- AD: People who misuse alcohol or drugs
Useful local contacts

**Age UK Cornwall and Isles of Scilly**  
Aims to improve the lives of all older people by helping to solve problems and offering advice.  
Boscawen House, Chapel Hill, Truro TR1 3BN  
Tel: 01872 266383  
Email: email@ageukcornwall.org.uk  
Web: www.ageuk.org.uk/cornwall

**Alzheimer’s Society, Cornwall and Isles of Scilly**  
Works to improve the quality of life of people affected by dementia.  
Office 11 & 12, Woodbine Farm Business Centre, Threemilestone, Truro, Cornwall TR3 6BW  
Tel: 01872 277963  
Email: cornwall@alzheimers.org.uk

**Carers’ Break Service**  
Information, support and services to carers, concerned family and friends.  
207/208 Victoria Beacon Place, Station Approach, Victoria, Roche, St Austell PL26 8LG  
Tel: 01726 890828  
Email: enquiries@carersbreak.org.uk  
Web: www.carersbreak.org.uk

**Cornwall Community Directory**  
Find out more about what services and events are provided in your local community, as well as information and advice  
Web: www.supportincornwall.org.uk

**Cornwall Mental Health**  
A one stop shop for all mental health services in Cornwall, for public and professionals alike. Contains the Cornwall Mental Health Directory.  
Web: www.cornwallmentalhealth.com

**Cornwall Mobility Centre**  
Specialist services and equipment for people throughout the South West Peninsula to help with independent mobility.  
North Buildings, Royal Cornwall Hospital, Truro TR1 3LQ  
Tel: 01872 254920  
Email: info@cornwallmobility.co.uk  
Web: www.cornwallmobility.co.uk

**Cornwall Rural Community Council**  
A Cornish charity that promotes the needs of rural communities and runs services for carers, people with mental health conditions, children and young people.  
2 Prince’s Street, Truro TR1 2ES  
Tel: 01872 273952  
Email: Info@cornwallrcc.org.uk  
Web: www.cornwallrcc.org.uk

**Direct Payments Team**  
Part of Adult Social Services.  
Tel: 0300 1234 131

**Disability Cornwall**  
Aims to empower disabled people to achieve independence, choice and control.  
Units 1G and H Guildford Road Industrial Estate, Guildford Road, Hayle TR27 4QZ  
Tel: 01736 756655  
Disability Information and Advice Line: 01736 759500  
Email: info@disabilitycornwall.org.uk  
Web: www.disabilitycornwall.org.uk

**Adult Social Services**  
Cornwall Council headquarters  
County Hall, Treyew Road, Truro TR1 3AY  
Tel: 0300 1234 131  
Email: adultcare@cornwall.gov.uk  
Web: www.cornwall.gov.uk

Enquiries about all council services can be made at any of the Information Services (see page 69). Copies of this Directory are available from many of them as well.

**Enable in Cornwall**  
Support for adults with disabilities.  
Room B109, Beacon Place, Station Approach, Victoria, St Austell PL26 8LG
Hearing Loss Cornwall
Supports deaf and hard of hearing people in Cornwall and the Isles of Scilly.
3 Walsingham Place, Truro TR1 2RP
Tel: 01872 225868
Textphone: 01872 263664
Email: info@hearinglosscornwall.org
Web: www.hearinglosscornwall.org

Outlook South West
Offers a range of psychological therapies to people aged 16+ registered with a GP practice in Cornwall. It is free to access and includes everything from Cognitive Behavioural Therapy and traditional counselling services, to the latest evidence-based treatments.
2D Restormel Estate, Lostwithiel PL22 0HG
Tel: 01208 871905
Web: www.outlooksw.co.uk

PALS (Patient Advice Liaison Service)
For comments, compliments and complaints about NHS services.
Room 11, Banham House, Bodmin Hospital PL31 2QT
Tel: 01208 834620
Email: cpn-tr.Palscft@nhs.net

Royal Cornwall Hospitals NHS Trust
Web: www.rcht.nhs.uk
Royal Cornwall Hospital
Truro TR1 3LJ
Tel: 01872 250000

St Michael’s Hospital
Trelissick Road, Hayle TR27 4JA
Tel: 01736 753234

West Cornwall Hospital
St Clare Street, Penzance TR18 2PF
Tel: 01736 874000

Shared Lives South West
A social care service that enables people with a learning disability or mental health issues, older people, parents with a learning disability and people with dementia to get support in the ordinary homes of its approved carers.
Trewellard Farm, Wheal Rose, Scorrier, Redruth TR16 5DH
Tel: 01209 891888
Email: cornwall@sharedlivessw.org.uk
Web: www.sharedlivessw.org.uk

Tremorvah Industries
Endeavour to match the best mobility equipment to people’s needs and aspirations.
Unit 8, Threemilestone Industrial Estate, Truro TR4 9LD
Tel: 01872 324340
Email: enquiries.tremorvah@cornwall.gov.uk
Web: www.tremorvah.co.uk

Information services
Information Services are located in major towns across Cornwall. Specialists will be able to advise you on all council services, including how Adult Social Services can help you with your search for care. Adult Social Services has a dedicated referral team, which can be contacted on 0300 1234 131. General enquiries are also welcome by email at adultcare@cornwall.gov.uk

Find details of your local information service at www.cornwall.gov.uk/council-and-democracy/contacting-the-council/one-stop-shops
Useful national contacts

**Action on Elder Abuse (AEA)**
Works to protect, and prevent the abuse of, vulnerable older adults.
Helpline: 0808 808 8141
Email: enquiries@elderabuse.org.uk
Web: www.elderabuse.org.uk

**Age UK**
Tel: 0800 678 1174
Web: www.ageuk.org.uk

**Alzheimer’s Society**
National Helpline: 0300 222 1122
Monday to Wednesday, 9.00am to 8.00pm; Thursday and Friday, 9.00am to 5.00pm; Saturday and Sunday, 10.00am to 4.00pm
Web: www.alzheimers.org.uk

**Association of Charity Officers**
A national umbrella body for benevolent charities.
Tel: 0207 255 4480
Email: info@aco.uk.net
Web: www.aco.uk.net

**British Institute of Learning Disabilities**
Committed to improving the quality of life for people with a learning disability.
Tel: 0121 415 6960
Email: enquiries@bild.org.uk
Web: www.bild.org.uk

**Care Choices**
Free, independent assistance with finding care providers. Searchable website.
Tel: 0800 389 2077
Web: www.carechoices.co.uk

**Care Quality Commission**
Independent regulator of care services in England.
Tel: 03000 616161
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk

**Carers Trust**
Works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family

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**What do you think about this publication?**

Complete our short questionnaire

www.carechoices.co.uk/reader-survey
member or friend who is ill, frail, disabled or has mental health or addiction issues.
Tel: 0844 800 4361  
Email: support@carers.org  
Web: www.carers.org

**Carers UK**  
The voice of carers.  
Tel: 0300 772 9600  
Email: info@carersuk.org  
Web: www.carersuk.org

**Citizens Advice Bureau**  
Practical, reliable, up-to-date information on a wide range of topics.  
Tel: 0344 411 1444  
Web: www.citizensadvice.org.uk

**Elderly Accommodation Counsel**  
Help older people make informed choices about meeting their housing and care needs.  
Web: www.housingcare.org

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

**Independent Age**  
Produce a wide range of guides and factsheets for older people, their families and carers.  
Tel: 0800 319 6789  
Email: advice@independentage.org  
Web: www.independentage.org.uk

**My Family Our Needs**  
The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.  
Web: www.myfamilyourneeds.co.uk

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

**National Association of Funeral Directors**  
Web: www.nafd.org.uk

**National Society of Allied and Independent Funeral Directors**  
Web: www.saif.org.uk

**Registered Nursing Home Association**  
Campaigns for high standards in nursing home care.  
Tel: 0121 451 1088  
Email: frankursell@rnha.co.uk  
Web: www.rnha.co.uk

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

**SANE**  
Saneline: for advice on mental health issues.  
Tel: 0300 304 7000, every day between 4.30pm and 10.30pm.  
Web: www.sane.org.uk

**Silver Line, The**  
A 24-hour telephone befriending and advice line.  
Tel: 0800 470 8090  
Web: www.thesilverline.org.uk

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

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

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