A Guide to Independent Living in Cambridgeshire 2021

The essential guide to accessing information and support in Cambridgeshire to keep you independent, safe, well, and living a fulfilled life.

Getting out and about | Staying independent at home | Housing options
Coming home from hospital | What to expect from the council | Useful contacts

In association with

www.cambridgeshire.gov.uk
www.carechoices.co.uk
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To obtain extra copies of this Guide, email carechoices@cambridgeshire.gov.uk

Alternative formats
This Guide is available electronically at www.carechoices.co.uk. The e-book is also Recite Me compatible for those requiring information in the spoken word.

For information on local services and support, go to www.cambridgeshire.gov.uk/directory
Welcome

Welcome to the 2021 Guide to Independent Living in Cambridgeshire, produced in association with the publisher Care Choices.

This Guide introduces the information, care, and support you need to enjoy the best quality of life for as long as possible. It’s packed full of information and is easy to use. Discover all the things you can do to remain independent, safe, well, and living a fulfilled life – whatever your age or ability.

Care is not just a costly care home, and neither is it just paying for carers to come and visit. There are many people, places, and activities that can help you to carry on doing what matters to you, without having to pay for professional care.

Many of the suggestions in this guide are small lifestyle changes that will make a big difference. By taking action now, you can improve your life today and in the future.

There’s a lot of excellent support available in Cambridgeshire. This Guide will help you think about the options available and help you to make the choices that are right for you.

Use this Guide to have a look through all the help that’s available at your fingertips. You’ll find out about local activities, transport, equipment and adaptations, home support, what you can expect from the council, and much, much more.

Keep your Guide by the phone or somewhere handy, or even better, start filling in your action plan on page 6.

Tip
To give you some extra help, we’ve given you some handy tips throughout the Guide, so look out for them.

Tip
You might want to use this Guide on your own, or ask a friend, or family member to help you think things through:

• browse this Guide to identify the five key things that you are interested in or feel will support you;
• explore the suggestions to find out more about the areas that matter to you; and
• use your action plan on page 6 to help you plan the things you want to put in place and who you will contact first.

The details in this Guide may change over time. If you can go online, you can find the most up-to-date information about living independently in Cambridgeshire at www.cambridgeshire.gov.uk/adults

COVID-19 statement
As a result of the coronavirus (COVID-19) pandemic, many services have been affected. Some have changed how they operate, and others may have had to stop completely. This Guide reflects ‘business as usual’ and therefore it is recommended that you check with the relevant service to determine availability. You can find the latest information concerning providers and services by visiting the Cambridgeshire County Council website at www.cambridgeshire.gov.uk
We are here to help you and your loved one.

Your local Barchester care homes are welcoming new residents and provide the reassurance that residents’ well-being and safety are their priority.

- Personalised residential, nursing, dementia and respite care.
- All staff are well-trained in infection control and dementia care.
- We’re keeping relatives connected with their loved ones.
- Wide choice of nutritious and delicious menus, prepared by talented chefs.
- Daily life-enriching activities, to celebrate life and keep the fun in everything we do.
- Barchester is one of the UK’s leading care providers – with 25 years’ experience and award-winning health and safety record.

Call to book an appointment to find out how we can help.

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- Oaklands                  | Rose Lodge                  |
- Cambridge, CB25 9BX       | Wisbech, PE13 3EP           |
- 01223 633 504             | 01945 223 132               |

Barchester Healthcare is proud to be the only care provider to win the RoSPA Health and Safety Award in both 2019 and 2020.
My action plan

We want this Guide to help support you to live independently and continue to do the things you enjoy. Most people who use this Guide find a number of activities, equipment, or services to help them do this.

Please use your action plan to note down the steps you want to take, including useful resources to help you. Then, follow your plan to get the support that’s right for you and your family.

Things you would like to achieve
This could be one thing, or lots of things – try to list all the things that are important to you.

1. What would you like to be able to achieve? This could be making a change, doing more of what you enjoy, having more time to spend with friends and family, or giving back to your community.

2. If achieved, what difference would this make to your life?

Use the list that you have written to find some options
This could be one thing, or lots of things – try to list all the things that are important to you.

3. Write down anything you already have in place to help you, for example, family or other support networks, or other solutions that you arrange for yourself.

4. Write down the help and support that a friend, family member, or a local community group could give you.

5. What other options have you identified from this Guide that you might want to talk through with other people and ask them to help you arrange? Where can you get help? List websites, advice from friends and family, or page numbers of this Guide.

For more support to help you live independently, visit www.cambridgeshire.gov.uk/adults
Getting out and about

Keeping active is more than just physical activity; it’s about staying connected with people and places. It’s about feeling productive or knowing that you are making a contribution to society.

Getting out and about, whether it’s in work, education, training, or leisure, will help you to stay happy, healthy, and independent for longer. There is a range of transport and mobility services that can help you get out and about and do the things that matter to you.

Cycling

Cycling can be a useful means of transport as well as a fun way to exercise and socialise. There are many different types of bikes and many more opportunities for people with disabilities to cycle.

Cycling UK has a guide to adapted cycles at www.cyclinguk.org/article/cycling-guide/guide-to-adapted-cycles

Cambridgeshire is one of the best places in the country to cycle. It is relatively flat and has an extensive cycling network for all ages and abilities to enjoy. For more information and to see local cycling route maps, visit www.cambridgeshire.gov.uk/cycling

If you have a disability, you might want to visit www.wheelsforwellbeing.org.uk for more information.

Learning to drive

Many people with a disability drive. There are various modifications to help make your driving or travelling experience as comfortable as possible.

If you are looking to start learning to drive, the disability driving instructor’s website has an online register of specialist driving instructors for people with physical disabilities, special educational needs, and those with hearing difficulties. The website also has advice on how to start to learn to drive, how to return to driving after an accident or illness, and how to keep driving safely.

You can find out more on www.disabilitydrivinginstructors.com

Check if a health condition affects your driving

You need to tell DVLA about some medical conditions as they can affect your driving. You can find an A-Z of these medical conditions at www.gov.uk/health-conditions-and-driving

You must give up your licence if either:
• your doctor tells you to stop driving for three months or more; or
• you do not meet the required standards for driving because of your medical condition.

Having your own transport

For many people, having their own transport is an integral part of independent living. The Motability Scheme provides an affordable, worry-free way for you to lease a car; a wheelchair accessible vehicle; a scooter; or a powered wheelchair in exchange for your mobility allowance.

For information on local services and support, go to www.cambridgeshire.gov.uk/directory
**Tip**

600,000 disabled people pay their allowance to the Motability Scheme to meet the cost of leasing a car, powered wheelchair or scooter.

Find out what the Motability Scheme can offer:

Web: [www.motability.co.uk](http://www.motability.co.uk) • Tel: 0300 456 4566

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**Obtaining a wheelchair**

Mobility shops sell a range of manual and electric wheelchairs. Alternatively, your GP or health worker can refer you to the local NHS wheelchair service to assess whether you meet the criteria for an NHS wheelchair. Current users of the NHS wheelchair service should contact AJM Healthcare Ltd for re-assessment, reviews, appointments, or general enquiries.

AJM HealthCare

Web: [www.cambridgeshireandpeterborough.wheelchair.services](http://www.cambridgeshireandpeterborough.wheelchair.services)

Email: cambridgeandpeterborough@ajmhealthcare.org

Tel: 0808 169 9633

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**Parking**

A Blue Badge is a parking permit for people who are registered blind, severely sight impaired, have a ‘hidden’ disability, or severe mobility issues. It lets you park closer to the places you want to visit (for example; in marked disabled parking bays). Blue Badges can’t be issued to relatives or carers, but you can use your badge in any car you’re travelling in whether you’re the driver or a passenger.

Find out more and apply for a Blue Badge at [www.cambridgeshire.gov.uk/bluebadges](http://www.cambridgeshire.gov.uk/bluebadges) or call 0345 045 5204. You can find out more on [www.gov.uk](http://www.gov.uk) and search ‘Blue Badge Scheme’.

If you have a Blue Badge, you may also be eligible to apply for a disabled parking bay near your home. Find details about eligibility criteria and how to apply by visiting [www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk) and searching ‘disabled parking bay’.

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**Using public transport**

**Travelling by bus**

A disabled person’s bus pass (sometimes called a free or concessionary pass) can be used for free off-peak travel on any local bus in England, including London.

In Cambridgeshire, this means free travel from Monday to Friday after 9.30am until the last bus and all day on weekends and bank holidays. This includes the Cambridge Park & Ride, Guided Busway, and the 905 (formerly X5) services.

To find out if you’re eligible, and to apply online, visit [www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk) and search ‘free bus pass’ or call 0345 045 1367.

**Travelling by train**

A railcard gives you discounts on rail fares. To find out about available railcards, including a Disabled Person’s Railcard, and a Senior Railcard for people aged over 60, visit [www.railcard.co.uk](http://www.railcard.co.uk). If you’re travelling around by National Rail, you can plan your train journey using the information provided for disabled passengers online at [www.nationalrail.co.uk/stations_destinations/disabled_passengers.aspx](http://www.nationalrail.co.uk/stations_destinations/disabled_passengers.aspx)
Community transport

As a disabled or older person, there’s a wide range of community transport options available to help you get out and about.

Taxicards
Taxicard discount schemes help with the cost of taxi journeys in Cambridge City and some Cambridgeshire villages for people who have difficulties using public transport. Even without a discount, taxis can help you to travel if family or friends are not available. Information for Cambridge City can be found at www.cambridge.gov.uk/taxicard Information about the taxicard schemes in South Cambridgeshire can be found at www.cambridgeshire.gov.uk/communitytransport

Dial-a-Ride
Dial-a-Ride provides transport for people who have difficulty using public transport because of a disability but who still like to travel independently.

Use Dial-a-Ride to go shopping, to visit a club, meet up with friends and family, or for other journeys.

You will need to become a member of the scheme before using the service. Search online for ‘Dial-a-Ride Cambridgeshire’ to find your local service.

Volunteer car schemes
These schemes offer organised lifts to help people get to medical appointments, go to the shops, or keep in touch with family and friends.

Journeys are provided by volunteer drivers and booked through a co-ordinator. Search online for ‘volunteer car schemes Cambridgeshire’ to find your local service.

Shopmobility
If you have a mobility problem, even temporarily, Shopmobility can lend you a wheelchair or scooter to help you shop or use other local facilities.

There is a scheme for most of the major shopping areas in Cambridgeshire.

Cambridge City Centre Shopmobility
Web: www.cambridge.gov.uk/borrow-a-scooter-from-shopmobility
Tel: 01223 461858 (Grafton Centre) or 01223 457452 (Grand Arcade).

Huntingdonshire Shopmobility
Web: www.huntingdonshire.gov.uk/people-communities/shopmobility-scheme
Tel: 01480 432793

Peterborough Shopmobility
Web: www.shopmobilitypeterborough.co.uk
Tel: 01733 313133 (Queensgate).

Contact your district council to find out about community transport where you live.

Web: www.cambridgeshire.gov.uk/communitytransport

Local activities and groups you can join

Community activities
Enjoying your favourite activity and getting to know others in your community can improve your wellbeing, regardless of your ability. Whether you love to be creative or sporty, whether you are naturally chatty or love to get your hands dirty, there are many opportunities to try new things, meet new people, and get involved.

To find events and activities, groups, clubs and organisations near you, visit www.cambridgeshire.gov.uk/residents/adults/connect-with-your-local-community

The Cambridgeshire Directory of Services provides online listings of services, events, groups, organisations, and clubs across the county. The Directory is being updated daily with the latest information about what is currently available, visit www.cambridgeshire.gov.uk/directory

If you can’t go online, local library staff can help.

Tip
To help you get started, here are some questions to help you think about the type of activities that appeal to you:

For information on local services and support, go to www.cambridgeshire.gov.uk/directory
Do you want to get involved in your local community?
• Do you have any hobbies that you would like to do more of?
• Would you like to try something new?
• Would you like to meet people who have similar experiences and interests to yourself?

How regularly do you want to take part in something?

Tip
There is an action plan on page 6 that you can use to make a list of activities you’d like to do to help keep you independent, safe, well, and living a fulfilled life.

Library services
Cambridgeshire libraries offer books, newspapers, magazines, CDs/DVDs, free Wi-Fi, and computer access.

Libraries have other resources such as large print and audio books for people with visual impairments, computer courses for beginners, and a range of monthly events – including The Library Presents (a programme of arts activities including music, theatre, and crafts).

If you have internet at home, you can access e-books, e-magazines, e-audiobooks, and a wide range of online reference books.

If you have difficulty visiting a library and do not have internet access at home, ask about the Mobile Library Service and Library at Home Service.

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

Community Navigators
During these challenging times, Community Navigators can help you find available local support and activities. This may include:

• practical help around the home, including access to our Help at Home service for essential shopping and prescription collection (refer to page 22);
• support to manage your wellbeing with information on social groups and referral to our Project Catalyst Wellbeing Phoneline (including Volunteer Check and Chat);
• information on community transport options; and
• links to other local support services.

Cambridge City
Email: city.navigators@care-network.org.uk
Tel: 01223 300460

East Cambridgeshire
Email: eastcambs.navigators@care-network.org.uk
Tel: 01353 659639

Fenland
Email: fens.navigators@care-network.org.uk
Tel: 01354 695208

Huntingdonshire
Email: hunts.navigators@care-network.org.uk
Tel: 01480 775493

South Cambridgeshire
Email: southcambs.navigators@care-network.org.uk
Tel: 01954 212100

Setting up a new group
If you can’t find a local group supporting your particular interest, you may want to think about setting one up yourself. The organisations adjacent and overleaf provide information, guidance, and support to help groups set up, develop, and grow.

CCVS
(covering Cambridge, South Cambs, and Fenland).
Web: www.cambridgecvs.org.uk
Tel: 01223 464696
Email: enquiries@cambridgecvs.org.uk
Other ways to expand your social network

**Friendship schemes**
Age UK Cambridgeshire and Peterborough provide a weekly visiting scheme offering friendship and support to older people who are lonely or isolated.

They also have friendship clubs providing an opportunity to socialise out of the house, enjoy activities and entertainment, and have a hot meal.

Find out more by visiting [www.ageuk.org.uk/cambridgeshireandpeterborough](http://www.ageuk.org.uk/cambridgeshireandpeterborough) or calling 0300 666 9860.

**The Silver Line**
The Silver Line is a free, national, and confidential helpline providing information, friendship, and advice to people aged 55 and over. It is open 24 hours a day, 365 days a year.

Web: [www.thesilverline.org.uk](http://www.thesilverline.org.uk)
Tel: 0800 470 8090

**Keeping in touch**
Staying in touch with friends and family improves your wellbeing. Many people use smartphones and tablets to talk to their friends and family via video messaging. You can find out more at [www.safeandwell.co.uk/cambridgeshire](http://www.safeandwell.co.uk/cambridgeshire)

**Learning, work, and volunteering**
People of all ages and abilities can take part in learning, work, and volunteering activities.

Throughout Cambridgeshire, you’ll find a wide range of opportunities available to help you develop your skills, support you in employment, and help you to contribute to your community.

**Cambridgeshire Skills**
We all learn for different reasons and Cambridgeshire Skills has a variety of courses to choose from. You may want to develop your basic maths, English, or digital skills, or learn a vocational skill, such as horticulture, retail, or customer service to help you be more independent at home and/or think about volunteering or employability.

You can work towards a qualification or just learn to help you to develop your personal skills.

If you have a learning difficulty or disability and/or autism and are not yet ready to learn in the main programme offer, the Move on Up programme is a more supported learning opportunity to help you develop your independence through enhanced life and work skills. With support from the programme, you will create your Aspiration Tree and build your Vocational Profile that will form the basis of your learning and progression opportunities.

All courses with Cambridgeshire Skills give you the chance to learn new skills, be more confident, more independent, and improve your communication and social skills.

For more information, visit the Cambridgeshire Skills website at [www.cambsals.co.uk/about-us](http://www.cambsals.co.uk/about-us)

Web: [www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)
Tel: 01353 666166

**Care Network Community Development Team**
Web: [www.care-network.org.uk](http://www.care-network.org.uk)
Tel: 01954 211919

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### Hunts Forum of Voluntary Organisations
Web: [www.huntsforum.org.uk](http://www.huntsforum.org.uk)
Tel: 01480 420601

### VCAEC (Voluntary Community Action East Cambs)
Web: [www.vcaec.org.uk](http://www.vcaec.org.uk)
Tel: 01353 666166

### Care Network Community Development Team
Web: [www.care-network.org.uk](http://www.care-network.org.uk)
Tel: 01954 211919

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For information on local services and support, go to [www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)
Social training enterprises

Social training enterprises provide vocational training and work-related activities for people with disabilities or complex needs. Training opportunities include cycle repair, catering, horticulture, retail, printing, woodwork, recycling, and customer service skills. Learning opportunities include social skills and personal development, independent living, portfolio building, and careers advice and guidance. You can find out more using the websites here.

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Employment

If you are over 18 and have a disability, your local Jobcentre Plus can offer advice and information on finding a job and the range of programmes and funding that may be available.

An Access to Work grant can pay for practical support if you have a disability, health, or mental health condition. It will help you to start work, stay in work, or start a business. Find out more information at www.gov.uk/access-to-work

More information on sources of support and advice to help disabled people find and stay in work is available at www.gov.uk/government/publications/help-and-support-for-young-disabled-people-to-find-and-stay-in-work

Benefits

You may be entitled to disability benefits. If you think you may be eligible, you can have a look at the benefits calculators on www.gov.uk/benefits-calculators

You can also have your benefits checked by Citizens Advice by calling 0344 848 7979. You can find out more about benefits and paying for care on pages 29 and 36 respectively.

Volunteering

Volunteering is a great way to develop your employment skills, meet new people, and make a difference to the lives of others in your community. There are volunteering opportunities suitable for all abilities, ages, and levels of commitment throughout Cambridgeshire.

Here are five examples of ways you can volunteer locally:

1. In your local library – teach people computer skills, run a story time, join your Library

   Friends Group, deliver books to housebound neighbours, or simply help stock books.

2. In your local Child and Family Centre – help run Stay & Play sessions or baby groups, help with administration, or promote local activities. Visit your nearest centre to find out more.

3. In your local nature reserve – reconnect with nature, help conserve your local green space, and join a Friends Group.

4. In your local school – become a School Governor in Cambridgeshire.
5. **In your community** – try out anything from volunteering to help maintain our highways, or gritting routes to keep them safe for everyone during winter, to volunteering at a museum.

Search for local volunteering opportunities at [www.do-it.org](http://www.do-it.org)

There are also five volunteer centres in Cambridgeshire which can answer your questions and help you to find a variety of volunteering opportunities:

**CCVS**
Web: [www.cambridgecvs.org.uk](http://www.cambridgecvs.org.uk)

**Voluntary and Community Action for East Cambridgeshire**
Web: [www.vcaec.org.uk](http://www.vcaec.org.uk)

**Volunteer Centre Fenland**
Web: [www.volunteercentrefenland.org.uk](http://www.volunteercentrefenland.org.uk)

**Volunteer Centre Huntingdonshire**
Web: [www.huntsvc.org.uk](http://www.huntsvc.org.uk)

**Volunteer Centre Peterborough**
Web: [www.pcvs.co.uk/volunteer-centre](http://www.pcvs.co.uk/volunteer-centre)

**Tip**

**Timebank**
Timebanking is an exciting way for local people to come together and volunteer to help each other by exchanging knowledge, help, and skills. For example, a timebank member can choose to give one hour of their time by taking an older person to the local shops, and in return can spend that hour earned on anything which other members are offering. This could be help with gardening, IT support, or companionship. To find out more about the local timebanks in Cambridgeshire, visit [www.cambridgeshire.gov.uk/council_communities-localism/time-currency/timebanking](http://www.cambridgeshire.gov.uk/council_communities-localism/time-currency/timebanking)

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**Staying independent at home**

Most people stay living in their own home as their ability and situation changes. There are many things you can do to keep your independence and remain living in your own home for as long as possible. This might mean changing the way you do something or trying something new.

**Equipment to make life easier and keep you safe**

**Equipment**
Many people use equipment to help them remain independent, safe, and well in their homes. This could be a kettle tipper to help you to prepare hot drinks, a shower seat to help you wash, or light bulbs that automatically turn on when you get out of bed.

There is also equipment that keeps your home safe, by checking for smoke or maintaining the temperature. Advances in technology mean there is easier-to-use and inexpensive equipment available, so you can find the solution that best suits your circumstances.

Some everyday items and technology can help as well, such as reminder apps on smart phones, or wide-handled cutlery. Most of this equipment is available through high street and online retailers, or your local pharmacy.

To discover the right equipment and technology for you, visit [www.cambridgeshire.gov.uk/adults/equipment](http://www.cambridgeshire.gov.uk/adults/equipment)

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For information on local services and support, go to [www.cambridgeshire.gov.uk/directory](http://www.cambridgeshire.gov.uk/directory)
Safe + Well
Safe + Well Cambridgeshire is run by NRS Healthcare and supported by Cambridgeshire County Council. It provides information, advice, and a range of equipment and devices that you can purchase to help with everyday tasks.

Go to www.safeandwell.co.uk/cambridgeshire and complete the questionnaire to help identify things that might help you or call 01480 415719 to talk to an occupational therapist.

Tip
- Speak to someone who is already using the equipment or read some user reviews.
- Will it need to be installed by a professional?
- Do you know how much it costs? Are there any ongoing costs?
- Consider speaking to your friends or family about the equipment that you want to purchase.

Lifeline services
The Technology Enabled Care Service (TECS) at Cambridgeshire County Council has recently awarded a new contract for a single Lifeline provider across the county. Previously there were numerous Lifeline providers in the Cambridgeshire area. The new service will simplify accessing and using the service.

The Cambridgeshire Lifeline Service can give you:
- increased independence, safety, and security in your own home;
- peace of mind that you can summon assistance at any time you might need it; and
- reassure family and friends they will be contacted when needed.

All for a minimal fee.

The Cambridgeshire Lifeline service includes:
- A six week trial period funded by the council and no additional installation charges
- 24/7 telephone support from the alarm monitoring centre
- 24/7 access to personal response service if your family and friends are not available
- Fitting a key safe

Additional options include:
- a help button and positioning device when you are outside your home; and
- other sensors and Telecare equipment relevant to your circumstances.

If you have any queries, please contact the Technology Enabled Care Service (TECS)
Tel: 01480 378 160
Email: TECS@cambridgeshire.gov.uk

Other Lifeline services:
Cambridge
City Council Community Alarm Service
Email: independent.living@cambridge.gov.uk
Tel: 01223 457199

Huntingdonshire
Chorus Homes – LifeLine Community Alarm Service
Email: info@chorushomesgroup.co.uk
Tel: 01480 428562

Peterborough, Fenland and East Cambridgeshire
Cross Keys Homes Lifeline Community Alarm Service
Email: lifeline@crosskeyshomes.co.uk
Tel: 01733 396439

South Cambridgeshire
District Council Community Lifeline Service
Email: lifelines@scambs.gov.uk
Tel: 01954 713470
LifeLine Personal Alarm

The little red button that could save your life

LifeLine is here to put your mind at rest. We can provide you with an emergency alarm system that allows you to call for help 24 hours a day, 365 days a year.

LifeLine really is your personal emergency service.

Call us today to see how we can help you on 01733 396439 or apply online at www.crosskeyshomes.co.uk/LifeLine

Cross Keys Care is part of Cross Keys Homes and is fully registered with the Care Quality Commission and TSA.

Tell us what you think

☑️ What have you found useful?
☑️ What could we do better?

Share your feedback
Take our five minute survey

www.carechoices.co.uk/reader-survey

DO YOU NEED HELP ADAPTING OR MAINTAINING YOUR HOME?

If you are elderly or disabled Cambs Home Improvement Agency (Cambs HIA) may be able to assist you to achieve essential Adaptations or Repairs and grant or loan funding, helping you to remain safe and independent in your home.

Contact Us Today:
Tel: 01954 713330/713347  Email: HIA@CambsHIA.org
For more information about Cambs HIA and other local services visit our website: www.cambshia.org

Cambs Home Improvement Agency works in Cambridge City, Huntingdonshire and South Cambridgeshire
Making life easier at home

If you’re having difficulties with everyday tasks at home, these simple solutions could make life easier and keep you independent. These are a starting point; other solutions are available which might better suit your needs.

Finding it difficult to get in and out of chairs? Try putting a piece of hard board under the seat base. Alternatively, buy chair raisers, a higher chair or an electric riser chair. Also try taking regular gentle exercise.

If you can’t reach your windows, could you move furniture out of the way? Ask someone to help if you need to move heavy furniture. There are also tools for opening and closing windows.

Struggling to keep warm/cool? Consider a fan or heater. Is your house insulated? Are there any draughts? You may also be eligible for the winter fuel payment from the Government. Visit www.gov.uk/winter-fuel-payment

If you have trouble using light switches, think about replacing your switches for ones that are easier to use. Consider handi-plugs or light switch toggles, or there’s even technology available so that you can turn your lights on and off using speech.

Use subtitles if you can’t hear the TV, or buy wireless headphones. Do you need a hearing aid? Request an assessment from your council.

Do you forget to take your tablets? Try making a note of when you’ve taken them, or buy an automatic pill dispenser or pill box. If you struggle to open your medicine, you can ask your pharmacist for advice on alternative packaging that could make it easier for you.

Can you reach everything in your cupboards? If not, try a handi-reacher or rearrange your kitchen so the things you use most are within easy reach.

If you are having problems with preparing food, consider buying ready-chopped options or try a chopping board with spikes. There are also long-handled pans, teapot tippers and lid grippers that could help. Palm-held vegetable peelers or a food processor might be a solution and meal delivery services are also available.

Is eating and drinking becoming difficult? Large handled cutlery could help, or non-slip mats for the table. Lightweight cups and mugs with two handles could also be a solution.

Using taps can be made easier by fitting tap turners. You could also consider changing to lever-style taps which might be easier for you to use.
If **moving whilst in bed** is a problem, have you thought about using an over-bed pole? You might also want to buy a pillow raiser or change your bedding so it’s lighter.

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 22.

Clocks are available with large numbers or lights if you **can’t read the time** in bed. You can also buy clocks that speak the time.

If you are **finding it harder to read in bed**, consider an e-reader that allows you to change the font size. Some also have integrated lights. Look for bedside lamps with a step-on or button switch if yours are difficult to use.

Do you **struggle to get in and out of bed**? You could learn new ways of moving around, purchase a leg lifter or a hoist or install grab rails for support. Seek advice about these options. If the bed is the issue, you could buy an electric adjustable bed or raise the bed to the right height.

If it’s **hard to hold your toothbrush**, try a toothbrush gripper. You might also benefit from having an electric toothbrush or sitting on a stool while brushing your teeth.

You might like to buy a raised toilet seat, or a seat with a built in support frame if it’s **hard to use your toilet**. Flush lever extensions are also available.

Has it become more **difficult to wash**? Items are available, like long-handled sponges and flannel straps. You could also consider a slip resistant bath mat, grab rails, a half step to help you get in and out of the bath or a bath or shower seat. Tap turners can also be used in the bathroom.

The Technology Enabled Care Service (TECS) at Cambridgeshire County Council can give advice and guidance on technology that could make your life easier. To find out more visit [www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk) and search ‘TECS’.

If you have any further queries please contact the Technology Enabled Care Service (TEC) team:

Tel: **01480 378160**
### Adaptations to your home

If you find that equipment is not offering as much support as you need, there are adaptations that you can make to your home. These can include stair lifts, grab rails or large ramps, changing a bath to a shower, or putting in a downstairs toilet.

Many people find that by making these adaptations, their everyday activities are easier to do, they avoid having to move out of their own home, and can continue to live as independently as possible.

You can consult an occupational therapist, or you can purchase equipment independently. Go to [www.safeandwell.co.uk/cambridgeshire](http://www.safeandwell.co.uk/cambridgeshire) and complete the questionnaire to help identify things that might help you, or telephone 01480 415719.

**Age UK** has information on making changes and adaptations to your home. Visit [www.ageuk.org.uk/information-advice/care/housing-options/adapting-home](http://www.ageuk.org.uk/information-advice/care/housing-options/adapting-home)

### Local Home Improvements Agencies

Local Home Improvement Agencies can assist you to organise building-related works to your home that will allow you to remain living independently, safely and comfortably.

**Care and Repair Services East Cambridgeshire**
Email: careandrepairservices@eastcambs.gov.uk
Tel: 01353 616950

**Care and Repair West Norfolk** – covering Fenland.
Web: [www.careandrepair-wn.org](http://www.careandrepair-wn.org)
Email: careandrepair@west-norfolk.gov.uk
Tel: 01553 616677

**Cambridgeshire Home Improvement Agency** – covering Cambridge City, South Cambridgeshire and Huntingdonshire.
Web: [www.cambshia.org](http://www.cambshia.org)
Email: hia@cambshia.org
Tel: 01954 713330

### Stronger for longer - staying steady on your feet

Falls are not an inevitable part of getting older – much can be done to keep you stronger for longer, independent, and doing the things you enjoy. Doing simple strength and balance exercises at least twice a week is one of the most effective ways of keeping you strong and steady. The exercises can be done in fun and sociable community classes, or in your own home. Visit [www.cambridgeshire.gov.uk/strongerforlonger](http://www.cambridgeshire.gov.uk/strongerforlonger) to find your nearest class and the ‘super six’ exercises to do at home.

Improving safety at home is another way to keep you active at home. Clearing away clutter, ensuring floors and carpets are safe, making sure your home is well lit, and installing handrails all help. For more information, visit [www.cpft.nhs.uk/falls.htm](http://www.cpft.nhs.uk/falls.htm)

There are many other ways of remaining mobile including:

- eating well;
- paying attention to foot problems and wearing properly fitting shoes and slippers;
- not mixing alcohol and medication; and
- making sure the GP reviews your medication every 12 months if you are on more than four medications.

For more personalised advice on reducing your chances of falling, contact the Healthy You Falls Prevention Health Trainer Service on 0333 005 0093, or visit the council’s website on [www.cambridgeshire.gov.uk/strongerforlonger](http://www.cambridgeshire.gov.uk/strongerforlonger)

### Social Prescribing

Social Prescribers (also known as NHS Link Workers) work alongside GPs and other members of the primary health team. You can ask your GP to refer you to a Social Prescriber/Link Worker in their practice, if you would like to have a conversation about 'what matters to you'. Social Prescribers:

- Give you time, focusing on and taking a holistic approach to your health and wellbeing.
- Connect you to community groups, activities and statutory services for practical and emotional support.
• Are an integral part of the multi-disciplinary teams in Primary Care Networks (PCNs).

Examples of community support and services include; volunteering, arts activities, group learning, gardening, befriending, cookery, healthy eating advice, and a range of sports.

Looking after your home

Sometimes you might need some support to look after your home and garden to help you keep safe and healthy, especially during the winter months.

**Stay Well this Winter**
The Stay Well this Winter programme is a network of partners who work across the local health and social care system to mitigate the risks associated with cold weather on the health and wellbeing of those in need.

Stay Well this Winter can provide you with a wealth of vital support, including: appropriate information and resources, access to supporting services, financial aid to cover heating costs for those facing fuel poverty, and support to increase the energy efficiency of your home and reduce heating costs.

For more information, please visit [www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk) and search ‘fire safety’ or telephone the Cambridgeshire Fire and Rescue Service on 0800 917 9994.

**Help with odd jobs or finding a reliable trader**
We all need to find a reliable trader from time to time and asking your friends for recommendations is a good way to do this. If this doesn’t help you, Trading Standards’ approved trader scheme, ‘Buy with Confidence’, can help.
Visit [www.buywithconfidence.gov.uk](http://www.buywithconfidence.gov.uk) or call the Citizens Advice Consumer Helpline on 0808 223 1133 for details of three members in your area that best meet your needs.

All scheme members have been checked by Trading Standards and have demonstrated a commitment to high-quality service.

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

**Safe Local Trades** are a local approved trader scheme who can also help. Visit [www.safelocaltrades.com](http://www.safelocaltrades.com), email on enquiries@safelocaltrades.com or call on 0800 014 1832 / 01733 530019.

If you need help with some DIY, you can get in touch with the Cambridgeshire Handyperson Service. This is run by Age UK Cambridgeshire and Peterborough to help with minor alterations, repairs, and DIY for people aged 65 and over and any adult with a disability. Charges may apply for some services.
You want the best, most reliable care for your loved one so they can stay in their own home with dignity. A Class Care is renowned for using a highly personal approach that tailors a solution for each client that is as individual as them.

Families from around the UK turn to us for live-in homecare support, whilst in the Cambridge area we offer assisted living through homecare visits. From 24-hour care or night care, to simple help at home with the basics such as housework or providing conversation, we can help you or your family in your quest for independent living.

“A Class Care have been looking after my 91 year old mother since early December 2012. They are kind, considerate, knowledgeable and hard working.

It is such a relief to have found people we can trust. I am extremely happy with their care and very happy to recommend them.”

For more information, contact us:
01223 864066 • www.aclasscare.co.uk • info@aclasscare.co.uk
Avoiding scams

Anyone can fall for a scam, but if you know what to look out for, you’re less likely to be deceived. Millions of people are targeted by scammers every year. A scam is a dishonest way to make money by deceiving people. There are many different types of scam.

You may be approached:

• in person;
• online;
• on social media;
• by post; or
• by phone or text.

Scammers often target people who:

• live alone;
• are at home during the day;
• have money or valuables; or
• may feel lonely and want to talk.

Tip

You don’t need to feel you are being rude if you ask someone you believe is conning you to leave your home, or if you put the telephone down on them. Reputable businesses will not mind if you take the time to make sure that they are genuine.

Independent Age have lots of useful tips on how to avoid being scammed. Find out more at www.independentage.org/information/money/scams/how-to-avoid-a-scam or visit www.cambridgeshire.gov.uk/residents/community-protection/scams

A Ready to Eat Hot Meal, Delivered to Your Door

“I don’t know about you, but lunch is my favourite meal; it is the best part of the day for me. And as my team and I love to cook, we’d like to share our passion for flavoursome, delicious home cooking with you. When shopping and cooking gets too much for you, a hot meal delivery is a fabulous way to maintain your independence at home.”

Order today and get a FREE dessert with your first meal:

01945 571085
SweetThingsSavoury.com
33 Gaultree Square, Emneth, PE14 8DA

✓ Hot lunch, delivered ready to eat
✓ Main meal £8.50 and optional dessert £3.50 (+ £1 per course on Sundays)
✓ There will always be a meat/fish & vegetarian option to choose from
✓ Gluten free available at no extra cost
✓ Available Wednesday to Sunday
✓ Friendly, regular, safe (DBS checked) delivery drivers
✓ Free delivery to PE13 & PE14 areas
✓ Easy ordering & payment over the phone or online
✓ Cancel or pause your deliveries as you need
✓ No contract (T&Cs apply)

Over 170 5* online reviews ★★★★★

For information on local services and support, go to www.cambridgeshire.gov.uk/directory
Home support
You might need support to stay living independently at home. This could be help from family, friends, neighbours, or others. You may need help with tasks such as washing, shopping, or cleaning.

Domestic tasks
If you, or someone you care for, is having difficulty shopping or preparing and cooking meals, there are various options you could choose to help make mealtimes easier. Consider asking a friend or family member for help. People can often pick up your shopping when they are doing their own or can run your errands when they are out.

Tip
Many supermarkets and food delivery services offer home delivery for foods bought online and you can choose ready meals, including frozen meals, which you can heat in a microwave or an oven. All major supermarkets offer online delivery. Some also offer a telephone delivery service for those who are unable to shop online. Please contact your local supermarkets directly to find out if they offer this service.

CAMMS Meals on Wheels delivers hot meals to older people and/or disabled people in Cambridge and surrounding villages, Ely, St Neots, St Ives, and surrounding areas.

CAMMS Meals on Wheels
Web: www.cammsltduk.org
Tel: 01223 314288

For help with cleaning and gardening, see page 19. In addition, Age UK Cambridgeshire and Peterborough provide help with domestic tasks such as cleaning, laundry, and ironing. Visit www.ageuk.org.uk/cambridgeshireandpeterborough/ourservices/homes-support-service or call 0300 666 9860.

Tip
If you ask someone to help you with your shopping, check if they will take you shopping rather than doing your shopping for you.

Personal care in your own home
If you need support with your personal care, such as washing yourself or getting dressed, you can employ a care worker to help you. Care workers can visit you at home daily, and generally visits are available from 7.00am until 10.00pm, although night services can also be provided. The length of visits will depend on the support that you need. The hourly rate charged for services depends on what help is required, the time of day, and location.

Live-in care
If you require a lot of help with your personal care, you may want to consider having a support worker who lives in your home, or 24-hour live-in care on a short-term basis. This will enable anyone who might support you informally to take a break.

Charges for live-in care depend on the amount of care and the skills and support required.

When choosing your care worker, you can choose your own personal assistant, or you can use an agency. Before you make any decisions, you should contact homecare providers and personal assistants to ask what they provide, their charges, and get a draft contract between you and them.

Eaton provides 24-hour bespoke live-in or live-out services for you and your loved ones
- Singles or Couples
- Respite Care
- Companionship Care
- Short-Term Care
- Concierge Lifestyle Service

Speak to our care professionals in confidence by phone: 0800 254 5443
or email: enquiries@eatonbespoke.co.uk
www.eatonbespoke.co.uk

It’s the little things that make a big difference

It’s the little things that make a big difference.
Tip
Some care workers may also help you with cleaning, shopping, and cooking. Before you choose who to use, ask them what they can and can’t do.

You can use the checklist on page 43 to help you choose a care worker.

Inspecting and regulating home care services

All registered providers of home care must be regulated by the Care Quality Commission (CQC). All services are inspected by the CQC, who award quality rating reports. The ratings mean you can easily see where a service is performing well, and where it needs to improve.

Tip
It’s always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC’s website at www.cqc.org.uk

For home care arranged by the council, the agencies used are accredited to work for the council. The council will let you know how much the care you need will cost you. If you are unable to afford this, the council may be able to contribute towards the cost.

To find out more about support the council can provide, see page 35.

For more information about care at home, visit www.cambridgeshire.gov.uk/residents/adults

Specific support for people with a sensory impairment

There is a range of organisations that support people with sensory impairments to remain safe and well at home.

For more information, visit www.cambridgeshire.gov.uk/residents/adults/support-for-sight-and-hearing-loss-and-disabilities

You could also email careinfo@cambridgeshire.gov.uk or call 0345 045 5202. (8.00am to 6.00pm, Monday to Friday; and 9.00am to 1.00pm on Saturday).

Other helpful organisations are listed below and opposite:

Cambridgeshire Deaf Association
Email: office@cambsdeaf.org
Web: www.cambsdeaf.org • Tel: 01223 246237

Cambridgeshire Hearing Help
Email: enquiries@cambridgeshirehearinghelp.org.uk
Web: www.cambridgeshirehearinghelp.org.uk
Tel: 01223 416141

Camsight
Email: info@camsight.org.uk
Web: www.camsight.org.uk

Deafblind UK
Email: info@deafblind.org.uk
Web: www.deafblind.org.uk
Tel: 0800 132320 • Text: 07950 008870

Disability Cambridgeshire
An advice and information service for disabled people and/or older people and their families and carers.
Email: admin@disability-cambridgeshire.org.uk
Web: www.disability-cambridgeshire.org.uk
Tel: 01223 755610

Disability Huntingdonshire
Email: info@dish.org.uk • Web: www.dish.org.uk
Tel: 0330 355 3256

Fenland (Isle of Ely) Society for the Blind
Email: fenlansocf.t.blind@gmail.com
Web: www.isleofelysociety.co.uk
Tel: 01354 656726

Huntingdonshire Society for the Blind
Email: info@huntsblind.co.uk
Web: www.huntsblind.co.uk
Tel: 01480 453438

For information on local services and support, go to www.cambridgeshire.gov.uk/directory
Specific support for people with mental health issues and dementia

Mental health
Having good mental health helps us relax more, achieve more, and enjoy our lives more. There are simple things we can all do to look after our mental health and wellbeing. On the ‘Every Mind Matters’ website, you can get a free, tailor-made plan designed to help you feel more in control, deal with stress and anxiety, boost your mood, and improve your sleep. Build your plan here [www.nhs.uk/oneyou/every-mind-matters](http://www.nhs.uk/oneyou/every-mind-matters)

There are also lots of helpful tips and organisations to support people with their mental health. You can find out more at [www.cambridgeshire.gov.uk/be-well/your-health-and-wellbeing/mental-health-and-well-being](http://www.cambridgeshire.gov.uk/be-well/your-health-and-wellbeing/mental-health-and-well-being)

- **Connect** – with the people around you and make time for family and friends.
- **Be active** – go for a run, take the dog for a walk, play five-a-side sport, cycle to work, or sign up for a dance class. Whatever it is, make sure it is something you enjoy.
- **Take notice** – be aware of the world around you and how you are feeling. Reflecting on your experiences will help you appreciate what matters to you.
- **Keep learning** – whether it’s learning how to cook your favourite food, a new language, or taking up a new sport or hobby, it’s all good for our mind.
- **Give** – do something nice for a friend or a stranger. Thank someone. Smile. Volunteer your time; it can be incredibly rewarding.

Cambridgeshire and Peterborough Psychological Wellbeing Service
The Psychological Wellbeing Service provides psychological therapies to people experiencing common mental health conditions.

Cambridgeshire and Peterborough Psychological Wellbeing Service
The Psychological Wellbeing Service provides psychological therapies to people experiencing common mental health conditions.

Web: [www.cpft.nhs.uk/services/pws/psychological-wellbeing-service](http://www.cpft.nhs.uk/services/pws/psychological-wellbeing-service)
Tel: 0300 300 0055

If you need more support with your mental health, your GP is your first point of contact. Your GP will discuss your concerns and the right treatment for your circumstances.

First Response Service (FRS)
First Response supports people in Cambridgeshire and Peterborough who are experiencing a mental health crisis. Available 24 hours a day, 365 days a year. Tel: 111 (select option two).

Drugs and alcohol
If you need advice and support around drugs and alcohol, there is advice on the local Change, Grow, Live website at [www.changegrowlive.org/content/change-grow-live-cambridgeshire-cambridge](http://www.changegrowlive.org/content/change-grow-live-cambridgeshire-cambridge)

Dementia
A range of services in the community is available to help people with dementia stay living in their own homes for as long as possible. For example, services to provide a break for carers (see page 26); and advice on equipment and adaptations (see page 13). The Alzheimer’s Society website includes lots of information and support for people with dementia and their families.

Alzheimer’s Society
Provides information and a range of support services for people with any form of dementia and their carers.
Web: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)
Dementia Connect Support Line: 0333 150 3456

Cambridgeshire Local Office
Email: cambridgeshiredementia@alzheimers.org.uk
Tel: 01954 250322

Peterborough Local Office
Email: peterborough@alzheimers.org.uk
Tel: 01733 893853
If you need more support, your GP is your first point of contact. Your GP will discuss your concerns with you and the right treatment for you or the person you care for.

**Coming home from hospital**

You might need some extra support for a short amount of time after leaving hospital to help whilst you recover and, if required, to help you adapt to new ways of doing everyday things. You can ask family or friends for help until you can do things for yourself. When you are coming home from hospital, you might receive some health funded after care, speak to the ward staff who can advise you on how to plan for your hospital discharge.

**Support whilst you recover**

You can arrange support with domestic tasks and personal care on a short-term basis. Details for this can be found on page 22.

Care Network offers a free Help at Home service for any adult who has come out of hospital. Approved and trained volunteers give practical and emotional support for up to three weeks to help people regain their independence. Volunteers will call in to check you are OK and help with tasks such as picking up prescriptions, collecting shopping, and linking you with a range of community groups.

**Care Network**
Web: [www.care-network.org.uk](http://www.care-network.org.uk)

**South and East Cambridgeshire and Cambridge City**
Email: hah.south@care-network.org.uk
Tel: 01223 714433

**Huntingdonshire and Fenland**
Email: hah.north@care-network.org.uk
Tel: 01354 694413

Age UK Cambridgeshire and Peterborough Hospital Discharge Support Service can support you on your return home for up to four weeks free of charge. They can install equipment such as key safes, help with shopping and collect prescriptions, as well as conducting regular welfare calls and visits when requested.

Email: HDsupport@ageukcap.org.uk
Tel: 01354 691896

If appropriate, the council can also arrange short-term support for when you return home. This could include: providing equipment, help with preparing meals, and personal care such as washing and dressing. The council does not usually provide support for domestic tasks such as cleaning, shopping, and laundry. You can ask to speak to the hospital social work team, who can help you identify what is important to you, agree your outcomes, and discuss the help and support available.

**Reablement**

The council’s Reablement team can support you at home to do things for yourself. The team will support you to maximise your independence by helping you maintain or relearn the skills needed for everyday life.

Reablement programmes last from a few days to a few weeks and are tailored to you individually.

Many people find that after their Reablement programme they can cope very well on their own, without the need for further care and support. As part of your Reablement programme, we will help you to plan any ongoing care that you might need. We can also advise on local services you may be interested in, and suggest equipment which could make your day-to-day living easier.
Looking after someone who couldn’t manage without your help and support

You may be reading this Guide because you are a carer, or you know someone who is. Carers are people who provide unpaid support to a partner, family member, friend, or neighbour who may be ill or disabled and could not manage without this help. This can range from help with the weekly shop, to providing full-time, personal care.

Being a carer can be rewarding – but it is also very hard work. Caring is a stressful role and it’s important to think about your own mental and physical health and emotional wellbeing as well as the person you care for.

Support is available for anyone who cares for someone else, whether or not you would call yourself a carer. This support can help make your caring role easier, and it can free up more time for you to take care of yourself so that you can continue caring.

**Tip**
If you're a carer, you can use the action plan on page 6 to help you and the person you care for understand how you can best support yourselves.

Many people find it helpful to ask their friends and family for support in their caring role. There are lots of online tools and apps that make it easy for you to let trusted family and friends see what jobs need doing, volunteer for those jobs, see who has agreed to do what, and which jobs have been done.

**Carers UK Digital Resources**
We’ve teamed up with Carers UK to give carers, in our area, access to a wide range of digital tools and essential resources that may help make their caring situation easier. This includes elearning to help you to build strategies to support your own wellbeing and to understand the impact of stress.

The wide range of topics covered include nutrition, building resilience, working and caring, and how to cope with experiencing loss. You can create an account by visiting [carersdigital.org](http://carersdigital.org) and using the free access code DGTL3385. This includes Jointly, available at [www.jointlyapp.com](http://www.jointlyapp.com).

**Information and support for adult carers**
In this Guide, there is a lot of advice on how to get out and about in the community on page 7. Page 13 is full of tips about how to adapt the home of the person you are caring for to support them to stay independent, safe, and well.

There is also lots of support in Cambridgeshire for adult carers themselves, including local organisations and voluntary groups. The type of support on offer covers:

- **Time out** – short breaks for carers, including respite care for the person you care for, which can give you a chance to recharge your batteries.
- **Practical help** – help with things that perhaps used to be simple, such as housework, laundry, grocery shopping, or gardening, which can become a strain when caring for someone.
- **Modifications** – equipment or alterations to the home that can make life easier.
- **Emotional support** – whether it’s in the form of professional counselling or just someone to talk to on a regular basis.
- **Support to improve wellbeing** – access to exercise, learning opportunities, or social activities.
- **Advocacy** – having someone to speak on your behalf.
Caring Together
Caring Together provides information, advice, and guidance for adult carers in Cambridgeshire. Caring Together can also provide a vast range of support including flexible breaks for carers of all ages, carers’ emergency planning, training for carers, and peer support groups.
Email: hello@caringtogether.org
Web: www.caringtogether.org
Tel: 0345 241 0954

Making Space
Making Space supports people who care for someone with a mental health condition. Whether the carer simply needs someone to talk to about their own concerns, help with the complex needs of the person being cared for, or someone to speak to on the carer’s behalf, Making Space can help.
Email: enquiries@makingspace.co.uk
Web: www.makingspace.co.uk
Tel: 01480 211006

Information and support for young carers
Some young people help to look after someone in their family. It could be someone with a disability or a long term physical or mental health need, or maybe there is regular drug or alcohol use. Young carers might provide personal care, give medication, provide emotional support, and much more. You might also face challenges or barriers because of your caring role that you need some support with. Taking on levels of responsibility that may not be appropriate for your age can have a significant impact on your physical health and wellbeing, your access to education, leisure, and your future opportunities.

There are many people who might be able to help you. Talk to a family member, a friend, or ask in your school to talk to your Young Carers Champion or a teacher you trust. Centre 33 can offer advice and support should you need it.

Centre 33
A service providing specialist support, information, and advice to young carers. Centre 33 helps young carers meet each other, supports them in their education settings, and helps with the transition to adult services.
Centre 33 can assess individual needs within families to identify additional support you may be eligible for as a young carer, and can help you to access this support. Centre 33 also offers Young Carers’ Needs Assessments and Transitions Assessments (16+). Email: help@centre33.org.uk
Web: www.centre33.org.uk Tel: 0333 414 1809

To find out more about support for young carers, visit www.cambridgeshire.gov.uk/residents/children-and-families and see ‘Parenting and family support’ then ‘Supporting Young Carers’.

Parent carers
Information for parents looking after children and young people with special educational needs and/or disabilities can be found on Cambridgeshire’s Local Offer. This can be found at www.cambridgeshire.gov.uk/residents/children-and-families/local-offer/
Additionally, more information can be found on the Caring Together website at https://www.caringtogether.org/support-for-carers

Parent carer forums are groups of parents and carers of children and young people with disabilities who work with local authorities, education, health, and other providers to make sure the services they plan and deliver meet the needs of disabled children and families. The forums actively seek to improve services in all areas of the lives of children and young people with disabilities and/or additional needs aged 0 to 25 years. The work they undertake includes:

• helping parents engage with professionals across health, education and social care;
• facilitating participation in service delivery;
• providing a voice for parents at strategic level meetings;
• holding informative events; and
• helping parents and carers have access to the information about what services are available to them.

### Pinpoint (Cambridgeshire)
Web: [www.pinpoint-cambs.org.uk](http://www.pinpoint-cambs.org.uk)
Email: [information@pinpoint-cambs.org.uk](mailto:information@pinpoint-cambs.org.uk)
Tel: 01480 877333

### Family Voice (Peterborough)
Web: [www.familyvoice.org](http://www.familyvoice.org)
Email: [office@familyvoice.org](mailto:office@familyvoice.org)
Tel: 01733 685510

### Planning for an emergency
It is important to make sure that the person you care for is kept safe even if you are not able to be there for them. The ‘What If?’ Plan provides of emergency support to the person you care for, should you be unable to care because of a sudden illness, accident, or other unplanned event.

It is a free service funded by Cambridgeshire County Council to look after adults with care needs during an emergency involving their family carer.

As a carer, you can register a ‘What If?’ Plan with Caring Together and apply for an emergency card. Emergency support is provided by contacting your nominated contacts for you, with essential back-up support from professional carers available, if required. It operates 24 hours a day, 365 days a year.

Caring Together’s specialist advisors can also help you to register a plan. You can register with the service at [www.caringtogether.org/whatifplan](http://www.caringtogether.org/whatifplan)

### Financial support for carers
The Government offers two kinds of financial support for carers. Carer’s Allowance is paid at a standard rate. You are entitled to Carer’s Allowance if you:

• are aged 16 or over;
• spend at least 35 hours a week caring for someone;
• have lived in England, Scotland, or Wales for at least two of the last three years; and
• aren’t either in full-time education or earning more than £128 a week after tax and expenses.

**Tip**
Before an application for Carer’s Allowance is made, it’s a good idea for you to check with the person you’re caring for, as it might affect their benefit payments.
Carer’s Premium is an extra payment of up to £37.50 per week that can sometimes be added into the calculation of other means-tested benefits you might get on top of Carer’s Allowance.

Tip
If you are a carer and are not in receipt of these benefits, but think you may be eligible, apply at www.gov.uk/browse/benefits/disability
Alternatively, you can have your benefits checked by Citizens Advice by calling 0800 144 8848.

If you want to check your eligibility for benefits, visit www.gov.uk/benefits-calculators

Housing options

Finding the right support or accommodation is key to helping you remain independent and confident in your wellbeing and security. Most people want to stay living in their home for as long as possible, and there is a range of things to help you do this, including using equipment (page 13), adapting your home (page 18), getting some help with cleaning or gardening (page 19), or considering help with personal care (page 22). Many people find talking these options over with family and friends can be useful.

Visit www.cambridgeshire.gov.uk/adults and see ‘Staying independent’ or see page 13 of this Guide.

Tip
Use your action plan on page 6 to help you decide what you could do to stay safe, well, and independent at home for longer.

If you feel that you would benefit from being closer to family and friends, or have easier access to services such as your local doctor, library, and shop, there are several housing options available that might meet your needs and help you to remain living independently at home for as long as possible.

Housing advice
Housing advice is available from independent organisations including:

Elderly Accommodation Counsel (EAC)
Web: www.hoop.eac.org.uk

Shelter
Web: www.shelter.org.uk

Advice helpline: 0808 800 4444

Your district council’s housing advice service can give more information on housing in your area:

Cambridge City Council
Email: housing.advice@cambridge.gov.uk
Tel: 01223 457918

East Cambridgeshire District Council – Housing Advice Service
Email: customerservices@eastcambs.gov.uk
Tel: 01353 665555

Fenland District Council
Email: info@fenland.gov.uk
Tel: 01354 654321

Huntingdonshire District Council
Email: housingadvice@huntingdonshire.gov.uk
Tel: 01480 388218

South Cambridgeshire District Council
Email: housingadvice@scambs.gov.uk
Tel: 0345 045 0051

Shared Lives
The Shared Lives scheme supports adults with care and support needs and learning disabilities by matching you with an approved carer.

The carer shares their family and community life with you, supporting you to learn how to be independent and interact socially. This can be provided as a daytime service, an overnight service, for a few weeks, or as a permanent arrangement.
"CHS Group is all about people - We provide high quality, good value affordable housing together with support, care and community services across Cambridgeshire designed with older people in mind"

Residential, Retirement & Housing with Care across Cambridgeshire
Our properties are COVID secure and our teams are all trained in line with the latest government COVID-19 guidance

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

- One & two bed apartments available
- 24 hour care available if needed
- Communal gardens
- Encourages independent living & offers respect, dignity & privacy
- Fully trained staff - rated ‘Good’ by CQC
- Friends & family are always welcome
- Community alarm and secure access

Residential Care:
- Alex Wood House - Cambridge
- Langdon House - Cambridge

Extra Care:
- Dunstan Court - Cambridge
- Moorlands Court - Melbourn
- Richard Newcombe Court - Cambridge

Older People’s Housing Schemes:
- Barnabas Court - Milton
- Ellis House - Cambridge
- St Andrews Glebe - Cambridge

CHS Group (Cambridge Housing Society)
Endurance House, Vision Park, Chivers Way, Histon, Cambridge CB24 9ZR
Tel: 0300 111 3555 Minicom: 01223 713784 Fax: 0300 111 3556
Email: info@chsgroup.co.uk Web: www.chsgroup.org.uk
If a Supported Living service or a Shared Lives arrangement isn’t suitable for you, you may still want to think about personal care at home, wherever you live, and other help, such as household equipment to make your life easier.

To find out more visit www.cambridgeshire.gov.uk and search ‘Shared Lives’.

**Supported Living**

Supported Living mainly supports people who have a learning disability by ensuring that, when you have your own tenancy, you have enough support from professional care staff to manage risks and help you live a fulfilled life.

Most Supported Living homes are shared by two to four people with similar disabilities. Supported Living is a combination of suitable accommodation with some form of personal care. Staff are available to help you with day to day living.

Shared Lives and Supported Living schemes must be registered with the Care Quality Commission (CQC).

**Sheltered Housing**

If you need additional support on a long-term basis, sheltered, or Extra Care housing may suit your needs.

Sheltered housing is mainly for older people. In sheltered housing you have your own home but may have a warden on call in case you need help. Accommodation is usually self-contained, and most schemes have a communal lounge, laundry room, and a garden. Many schemes run social events that are usually organised and run by residents living in the scheme.

**Extra Care Housing**

Extra Care housing has been designed to enable older people to live independently. Similar to sheltered housing, you have your own home, but also have the reassurance of knowing that there is a care team on site 24 hours a day to meet your personal care needs.

Most schemes have a restaurant and dining area, communal lounge, laundry rooms, assistive bathroom, hairdressers, and a guest suite available for your visitors. Your Extra Care home can be owned, part-owned and part-rented, or rented.

To be eligible for funding from the council for Extra Care housing, you need to be assessed by the council and must have both a housing and care and support need. A housing need could be that your current home is no longer suitable for you to complete daily tasks. A care and support need could be that you need help with personal care. This might include help with bathing and showering or dressing and preparing meals.

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**Search for care in your area**

Visit www.carechoices.co.uk to find care providers quickly and easily.

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests

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

For information on local services and support, go to www.cambridgeshire.gov.uk/directory
My mother has thrived at Clayburn, she loves having people around and interacting with them and I commend and thank the brilliant staff there for all their hard work.

Son of Resident published on 3 September 2020

We’d like to thank all of our staff for their tireless work in these unprecedented times, ensuring that the lives of our residents remain active and fulfilled.

We’d also like to thank our residents and relatives at Clayburn Court for their kind words and continued support.

You are the heart of our homes

Schedule a virtual tour today

Call us today 01733 808749

or visit anchor.org.uk/ClayburnCourt

9.4 Proudly not-for-profit

Clayburn Court review score*
Carehome.co.uk

*carehome.co.uk review scores are based on independent reviews with a maximum score of 10. Review quoted and rating correct as of 03/11/2020.
Care homes
Moving into a care home is a major commitment — it involves changing where you live and potentially paying a lot of money for your ongoing accommodation and care needs.

Tip
Before you think about moving into a care home, consider other less disruptive, and potentially less costly options such as equipment, adaptations, or personal care.

Consider whether you really need the amount of care available at a care home and look at alternative accommodation such as Extra Care housing schemes or Supported Living. These offer independence with an increased level of care and support.

If no other accommodation options are suitable for you, a care home may be the way to meet your needs. Residential and nursing care homes are where a number of people live together, supported by care staff, who are available 24 hours a day. Care homes cater for older people, and for younger adults with disabilities.

Inspecting and regulating residential care services
All care homes must be registered with the Care Quality Commission (CQC). All services are inspected by the CQC, who award quality rating reports. The ratings mean you can easily see where a service is performing well, and where it needs to improve.

Tip
It’s always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC’s website at www.cqc.org.uk

When considering potential care homes, use the checklist on page 57 and for homes providing care for people with dementia, use the checklist on page 55.

Care homes may be privately owned or run by charities or councils. To be eligible for a care home placement arranged by the council, you will need to have a care and support assessment and must have a care and support need that cannot be met through alternative options. The council will let you know how much the care home will cost you, and, if you are unable to afford this, the council may be able to contribute towards the cost. To find out more about the support the council can provide, see page 35.

Types of care home

Residential care homes
Residential care homes are for people who can’t continue to live at home, even with additional support, or changes to their home (see page 13 for support which may help you remain living independently at home). If you are unable to receive the support you need at home, you may want to consider a residential care home. A residential care home helps you with personal care, including eating, washing, going to the toilet, and dressing. These homes do not offer nursing support.

Before entering a nursing home, you will need to be assessed to ensure that your needs will be best met within a nursing home.

If the person requiring care has a diagnosis of dementia, you will need to make sure that the home is able to meet these needs.

Care homes with nursing
Nursing homes provide the same personal care as residential care homes, but they also provide 24-hour nursing care by trained nursing staff.

For information on local services and support, go to www.cambridgeshire.gov.uk/directory
End of life care

Talking about the future and dying can be difficult, but it is important that you and your family, friends, and carers discuss your wishes as you near the end of your life.

More people are starting to make ‘end of life plans’ to make it easier for others to support and carry out their wishes, when the time comes.

End of life care should help you have the best possible quality of life possible until you die, and to die with dignity. Planning ahead for your needs should mean that, if you wish to, you can remain in your own home or care home and not have to be admitted to hospital. Wherever you are being cared for, as you approach the end of your life, you are entitled to a high quality of care.

Advance Decisions
An Advance Decision allows you to write down any treatments that you don’t want to have in the future, in case you later become unable to make or communicate decisions for yourself.

It will only be used if you can’t make or communicate a decision for yourself. The legal name is an Advance Decision to Refuse Treatment, and it’s also sometimes called a Living Will or an Advance Directive.

Advance Decisions are legally binding in England and Wales, as long as they meet certain requirements. This means that if a healthcare professional knows you’ve made an Advance Decision, they have to follow it. If they ignore an Advance Decision then they could be taken to court. Find out more here: https://compassionindying.org.uk/making-decisions-and-planning-your-care/planning-ahead/advance-decision-living-will

Preferred Priorities for Care (PPC)
The Preferred Priorities for Care (also known as PPC) can help you prepare for the future. It gives you an opportunity to think about, talk about, and write down your preferences and priorities for care at the end of your life. You do not need to do this unless you want to.

The PPC can help you and your carers (your family, friends, and professionals) to understand what is important to you when planning your care. If a time comes when, for whatever reason, you are unable to make a decision for yourself, anyone who has to make decisions about your care on your behalf will have to take into account anything you have written in your PPC.

The PPC is not meant to be used for legally binding refusals of specific medical treatments in advance.

Find out more by visiting https://www.nhs.uk/Planners/end-of-life-care/Documents/Preferred_Priorities_for_Care.pdf

If you are being cared for at home or in a care home, your GP has overall responsibility for your care.

The people providing your care should ask you about your wishes and preferences and take these into account as they work with you, your family, and your GP to plan your end of life care.

There are several useful websites and publications providing information about planning ahead and end of life care, visit www.cambridgeshire.gov.uk and search for ‘End of Life Care’ or visit www.compassionindying.org.uk
What to expect from Cambridgeshire County Council

Adult Social Care at the council can provide you with the advice, information, and support you need to stay independent, safe, and well. Most people find that they can get the support that they need from their friends, family, and local community.

If you would like to know more about getting out and about in your area, have a look at page 7. There are also some helpful tips about how to make some small changes to your home, such as using equipment or getting some extra help to cook and clean to keep you living independently on page 13.

**Tip**
Use your action plan on page 6 to help you decide what you could do to stay independent, safe, well, and living a fulfilled life.

**Tip**
Before contacting Adult Social Care, ask yourself the following questions:

- What would you like to be able to achieve?
- What difference would this make to your life?
- What has changed recently in your life?
- What options have you considered?

Your support needs can increase and you might need some support in addition to that provided by your friends, family, and local community. In this case, the council’s Adult Social Care service could help you.

Adult Social Care will identify the best options available to help you. This could be accessing community-based support, getting some equipment, or referring you for a more in-depth assessment.

If you’re planning to contact Adult Social Care on behalf of someone else, you’ll need to make sure that they know you’re planning to do so.

If you’re looking after someone who couldn’t manage without your help, you may also need some support so that you can continue to care and maintain your own health and wellbeing. See page 26 for more information.

Visit [www.cambridgeshire.gov.uk/adults](http://www.cambridgeshire.gov.uk/adults) or visit your local library for more information about what to expect from Adult Social Care at the council.

**Care and support plans**

If you are referred for a more in-depth care and support assessment, the Adult Social Care team will have a detailed conversation with you to understand your circumstances and to appreciate what you would like to achieve. The team will look at the support you receive from family, friends, and your local community, and will work with you to determine what additional support will help you to remain independent.

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

Once your initial care and support plan meets your desired outcomes, takes any risks into account, and is considered reasonable in terms of the available budget, it can be agreed by the council.
Someone to speak on your behalf

Sometimes you might need someone to help you express yourself or speak on your behalf. This is known as advocacy. The person who supports you with these things is called an advocate. Advocates can give advice, support, and information to people of any age, helping you to voice your concerns and guiding you through the care planning process.

You can have an advocate present with you when you have conversations with the social care worker if you wish. You might also consider using an advocate if you feel unsure or concerned when you are faced with making an important decision about your care and support.

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

Cambridgeshire and Peterborough adults and children’s integrated advocacy service is provided by VoiceAbility.
Email: helpline@voiceability.org
Web: www.voiceability.org
Tel: 0300 303 1660

Paying for your care

Paying for care can be an expensive and long-term commitment. If you think you may need care in the future, it is a good idea to get advice on how to pay for it before you make any decisions.

Visit www.cambridgeshire.gov.uk/residents/adults/organising-care-and-support/paying-for-care or consider one of the resources here.

Cambridge and District Citizens Advice
Web: www.cambridgecab.org.uk
Tel: 0344 848 7979

Citizens Advice Rural Cambs (offices in Ely, Huntingdon, St Neots and Wisbech)
Web: www.ruralcambscab.org.uk
Tel: 0344 245 1292

Tell us what you think

- What have you found useful?
- What could we do better?

Share your feedback
Take our five minute survey

www.carechoices.co.uk/reader-survey

Search for care at www.carechoices.co.uk to find support in your area
Financial assessment and arranging your care

If you are unable to meet the cost of your care, the council will assess your financial circumstances to see if it is able to contribute any money towards this.

There are different financial thresholds depending on whether you are receiving care in your own home or are moving into a care home. If your capital and savings are above these thresholds, you will need to pay the full cost of your care and support.

Care in your own home
If you have capital or savings of more than £23,250, not including your home, or you choose not to disclose your financial circumstances, you will have to pay the full cost of any care and support you require in your own home or periods of respite care in a care home. The council can arrange care for you, and you will be invoiced for this, or you can arrange your care privately and pay for it directly. If you ask the council to arrange your care and support for you, you may be liable to pay an arrangement fee in addition to the costs of meeting your assessed care and support needs. This arrangement fee covers the cost of putting the care and support you need in place.

Visit [www.cambridgeshire.gov.uk/adults](http://www.cambridgeshire.gov.uk/adults) and see ‘Money and benefits’ for more information.

If you are eligible for support from the council following an assessment of your needs and finances, you may be given a Personal Budget. A Personal Budget is the amount of money calculated by the council that it will cost to provide the care you need. The council might make a contribution towards your Personal Budget, based on your financial assessment. You can receive this money in the form of a Direct Payment so that you can arrange your care yourself, or you can ask the council to arrange your care for you.

Direct Payments put you in control so that you can arrange and purchase the care and support agreed in your care and support plan. The Direct Payment Support Service (DPSS) can meet with you and provide free information and advice. If you have a personal assistant, they can assist with recruitment and employment.

People Plus is currently contracted by the council to provide the DPSS.

For more information about Direct Payments, visit the Cambridgeshire County Council website and search for ‘paying for care’.

Moving into a care home or care home with nursing
If your income, capital, and savings are in excess of £23,250, you are likely to have to pay the full cost of your care. The cost of your home is taken into account unless there are special circumstances, such as your partner or your child under the age of 18 continuing to live there. The care homes you consider must be able to meet your assessed care needs.

If the council is contributing towards the cost of your care, your choice of care home will be limited to those that accept the council’s funding level.

If the home you have chosen charges more than the council’s contribution, you must find someone to help pay the difference. Except in limited circumstances, the law states that you are not allowed to make this additional payment yourself.

The responsibility for this often falls to a member of your family or a benevolent sponsor such as a charity. Once confirmed, the responsible person must sign...
an agreement with the council formalising the arrangement.

You may be able to arrange a Deferred Payment Agreement with the council. This is an arrangement which lets you use the value of your home to help pay for care home costs.

This means the council could provide financial help; which it will then recover once your home has been sold, or from your estate.

Visit www.cambridgeshire.gov.uk and search ‘paying for care’ for more information.

Running out of money
If your capital and savings are likely to fall below £23,250, let the council know well in advance.

The council can arrange an assessment as soon as possible and may make a contribution towards the cost of your care.

NHS Continuing Healthcare funding
You may also be eligible for NHS Continuing Healthcare funding, which is social care arranged and funded solely by the NHS and is free of charge. To be eligible for NHS continuing healthcare, you must be assessed by a team of healthcare professionals (a multidisciplinary team). You can find out more by visiting www.nhs.uk and searching for ‘NHS Continuing Healthcare’.

Lasting Power of Attorney
A Lasting Power of Attorney (LPA) is a legal document that lets you appoint one or more people (known as ‘attorneys’) to help you make decisions or to make decisions on your behalf.

This gives you more control over what happens to you if you have an accident, or an illness, and can’t make your own decisions (you ‘lack mental capacity’). You must be 18 or over and have mental capacity (the ability to make your own decisions) when you make your LPA.

There are two types of LPA:
• health and welfare; and
• property and financial affairs.

You can choose to make one type or both. There is no need to involve solicitors and you can make a Lasting Power of Attorney (LPA) online or by using paper forms. You can find out more at www.gov.uk/power-of-attorney

Appointeeship
You can apply for the right to deal with the social security benefits of someone who cannot manage their own affairs because they lack the capacity to do so or are severely disabled. Find out more by visiting www.gov.uk and searching for ‘appointee’.

Deputyship
You can apply to become someone’s deputy if they ‘lack mental capacity’. This means they cannot make a decision for themselves at the time it needs to be made. They may still be able to make decisions for themselves at certain times.
People may lack mental capacity because, for example:

- they’ve had a serious brain injury or illness;
- they have dementia; or
- they have severe learning disabilities.

As a deputy, you’ll be authorised by the Court of Protection to make decisions on their behalf.

There are two types of deputy.

- **Property and financial affairs deputy** – You’ll do things like pay the person’s bills, receive their income, and manage their financial affairs.
- **Personal welfare deputy** – You’ll make decisions about medical treatment and how someone is looked after.

Find out more about becoming a deputy at [www.gov.uk](http://www.gov.uk) and searching for ‘deputyship’.

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**Making a compliment, comment, or complaint about Adult Social Care**

You can provide feedback yourself, or a family member, friend or representative can contact the council on your behalf. You can provide feedback:

- **via the telephone on** 0345 045 5202 (Minicom: 01480 376743);
- **in writing to**: Customer Care Team, Shire Hall, SH12 16, Castle Street, Cambridge CB3 0AP; and
- **for all social care complaints**, you can raise your concerns with a social care representative.

**What if I need help to provide my comments?**

If you need assistance in providing feedback, please contact the council on 0345 045 5202. If you would prefer to discuss this in person, you can also be supported to provide feedback at our main office receptions, or in our libraries where staff can support you in completing the online form.

**What happens when I provide feedback?**

We will let you know that we have received your feedback. If you do this online, we will let you know immediately, otherwise we will acknowledge your feedback within three working days.

Once we have received your comments, we will review them and determine whether your feedback is a complaint, compliment, suggestion, or representation. We will then let you know details of the respective process.

If your feedback is about a service that is being funded by or arranged by the council, the usual first step is to speak to the manager of the service. You may find that asking for a chance to speak to them informally about your concerns is enough to resolve the matter, or you could put your concerns into a letter if you prefer. If the problem hasn’t been resolved by raising it with the care provider, then you should contact your local council.

You can find out more about giving feedback on the council’s website at [www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk) by searching ‘adult social care complaints’.

If the service is registered and regulated by Care Quality Commission (CQC) you can also share your experiences with them. Telephone 03000 616161 or email enquiries@cqc.org.uk

If you remain dissatisfied with the response from the council after your complaint has been considered at all stages of our complaints process, we recommend that you contact the Local Government and Social Care Ombudsman (LGSCO).

**Local Government and Social Care Ombudsman**

PO Box 4471, Coventry CV4 0EH

Tel: 0300 061 0614
Healthwatch Cambridgeshire and Peterborough

Your local health and social care champion, Healthwatch Cambridgeshire and Peterborough (HCP), makes sure you are listened to and can get involved when important decisions are made about local health, social care, and public health services. HCP listens to local people to find out what is working well within local services and what needs to be better. HCP has statutory powers and can challenge health and care decision-makers if care isn’t working the way it should, or if a decision has been made where people have not been able to contribute.

Healthwatch Cambridgeshire and Peterborough
Email: enquiries@healthwatchcambspboro.co.uk
Web: www.healthwatchcambridgeshire.co.uk
Tel: 0330 355 1285
Write to: Healthwatch Cambridgeshire and Peterborough, The Maple Centre, 6 Oak Drive, Huntingdon PE29 7HN

Partnership Boards

The Cambridgeshire and Peterborough Partnership Boards give people with experience of using adult social care services a say on current and future care.

Each Partnership Board is made up of:
• service user representatives – called Independent Members;
• voluntary sector service providers; and
• statutory services such as health and social care.

Healthwatch organises the board meetings and provides support and training to the Independent Members to help them in their roles.

Email: enquiries@healthwatchcambspboro.co.uk
Web: www.healthwatchcambridgeshire.co.uk
Tel: 0330 355 1285 • Text: 07520 635176
Write to: Healthwatch Cambridgeshire and Peterborough, The Maple Centre, 6 Oak Drive, Huntingdon PE29 7HN

Worried about someone or yourself – safeguarding adults

Anyone can be vulnerable to abuse at some point in their life.

Some adults are less able to protect themselves against harm or exploitation, and some have difficulty making their wishes and feelings known. This may make them more vulnerable to abuse. The council call these ‘adults at risk’.

For someone to be considered an ‘adult at risk’ there are three things that all need to apply:
• the person has care and support needs;
• the person is experiencing, or is at risk of experiencing, abuse and neglect; and
• as a result of their needs, they are unable to protect themselves from this.

Abuse can take place anywhere, including at home, in a care home, at a day centre, in a hospital, or in the wider community. The harm may be caused by a partner, carer, relative, friend, care worker, stranger, or someone else with care and support needs, and it may be deliberate or unintentional.

If you’ve been affected by abuse; you might feel scared and helpless. It’s important to know that there are people you can turn to for help and there are things you can do to protect yourself. Whatever the circumstances, it is important that you raise your concerns.
Types of abuse

There are different types of abuse that you or someone that you know could be experiencing:

- **Physical**: such as someone hitting, slapping, pushing, or kicking you.
- **Sexual**: this includes any type of sexual behaviour that you don’t want or cannot consent to.
- **Psychological**: such as bullying, threatening to leave you on your own, or threats to put you in a care home, or denying you access to your friends.
- **Financial**: such as taking or spending your money without your permission.
- **Neglect or self-neglect**: such as not being given or eating enough food, not being given or taking medication, or not allowing access to care workers.
- **Discriminatory**: any behaviour that is based on being different such as exclusion from an activity due to a hearing impairment, because of your ethnicity, or because of the language you speak.
- **Domestic violence**: this is any form of unacceptable personal abuse committed by a partner, ex-partner, or a family member.
- **Organisational**: such as your care provider or other organisations treating you badly, neglecting you, or providing a poor service.
- **Modern slavery**: such as being forced to work by people who abuse you or are cruel to you.

Tip

If you or someone else you know is in immediate danger or needs urgent medical treatment, contact the police and/or call an ambulance on 999.

If you are worried that either you or someone that you know is experiencing, or is at risk of, abuse, and there is no immediate danger:

- Tell someone you trust today – this may be a family member, friend, neighbour, or GP.
- Call the police on 101 if you think they need to be involved.

If you are concerned that you, or an adult you know is at risk of experiencing abuse or neglect, you can contact the council as follows:

**Email:** referral.centre-adults@cambridgeshire.gov.uk
**Tel:** 0345 045 5202 (8.00am to 6.00pm, weekdays; and 9.00am to 1.00pm, Saturday).
**Minicom:** 01480 376743
**Text:** 07765 898732

If it is outside of office hours and someone is in danger and unable to protect themselves, or cannot remain in the community without immediate intervention, telephone 01733 234724.

It does not matter whether you are able to identify an actual abuser. Visit www.cambridgeshire.gov.uk/adults and search ‘Report abuse’ for more information.

How the council can help

The council will provide information and offer practical advice to you, or the person suffering abuse, so that you can make an informed choice about any help that might be needed, or any action you may wish to take.

If the person being abused, or at risk of being abused, is unable to make an informed choice themselves, care will be taken to support and protect them. What happens next will depend on the wishes of the person being abused and the seriousness of the situation. If they are in physical danger, or at risk of serious neglect, ensuring their safety will be the most important thing to do.

Once you have contacted the council, a decision will be made about how to deal with your concern. This process is known as ‘safeguarding’, which means protecting adults who are vulnerable from abuse or neglect.

If it is decided that a safeguarding response is needed, a member of staff trained in safeguarding work will carry out a careful and sensitive enquiry into your concern.

More information can be found at www.safeguardingcambspeterborough.org.uk
You love your home and you feel safe there. Needing additional care and support shouldn’t change that.

With our well-trusted care service, you can remain at home surrounded by loved ones and beloved pets and still enjoy your home, garden and community.

We build our care packages around you and your individual needs which means that you and your family can rest assured you’ll receive care and support exactly as you need. Serving towns and villages across all of Cambridgeshire, our care ranges from a 30-minute daily visit through to full Live-in care.

Care in your home, just as you like it.

Call us for a friendly chat about care at home.
Bluebird Care Cambridge and Newmarket & Fenland
bluebirdcare.co.uk/cambridge | 01954 212881
bluebirdcare.co.uk/newmarket | 01353 883333

More detailed information on live-in care can be found at bluebirdcare.co.uk/live-in-care

We pride ourselves on our 5-star rating. Scan this QR code to find out more.
## Choosing care and support

### Home care and personal assistant checklist

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We suggest that you have paper with you when speaking with home care agencies and personal assistants (PA) so you can make notes. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists).

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### About the agency or PA

- **How long have they been operating?**
- **How long are care workers allocated per visit?**
- **Can you contact them in an emergency or outside of their usual hours?**
- **Do they have experience with your specific needs?**

### Care workers

- **Are you likely to be visited by a different person each day?**
- **Are all care workers, or is the PA, checked with the Disclosure and Barring Service?**
- **Will you be notified in advance if your care worker or PA is on holiday or sick?**
- **Are care workers matched to you specifically, based on your needs and preferences?**
- **Can you meet your care worker(s) before they start?**

### Accommodating your needs

- **Can your needs be accommodated if they increase?** Ask about the process for this.
- **Are all care workers trained to a certain level?**
- **Are they able to help with administering medication if required?**
- **Is there a way for care workers to communicate with each other about the support they provide when they visit you?** How?

### Regulation

- **Will your support plan be reviewed at regular intervals?**
- **Can you see the agency’s or PA’s contract terms?**
- **Can you lodge a complaint easily?**
- **Are complaints dealt with quickly?**
- **Can you see a copy of the agency’s CQC registration certificate and quality rating?**

### Notes

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*See page 23. NB. PAs are not required to be registered with the Care Quality Commission.*

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For information on local services and support, go to [www.cambridgeshire.gov.uk/directory](http://www.cambridgeshire.gov.uk/directory)
Hello, we are Availl. We are a local care provider aiming to make a real difference in adult care and support. We believe everybody deserves respect, dignity and as much independence as possible.

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

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

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

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

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

Call us for a FREE, immediate assessment or simply to find out more about what Availl can do for you.
At the time of publication, all home care agencies listed here were registered by the regulatory body the Care Quality Commission (CQC).

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<th>SI Sensory impairment</th>
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For information on local services and support, go to www.cambridgeshire.gov.uk/directory
A 24 hour live-in Care Service as an alternative to residential care

At Able Care we believe that people are happiest in the familiar surroundings of their own home. We can support you in maintaining your independence by providing a valuable alternative to residential care, whilst easing the reliance upon family, friends and neighbours.

Able Care can provide:
✔ Carers that you prefer returning to you on a weekly or fortnightly basis
✔ Carers that can assist with personal care
✔ Carers to help you with your household needs
✔ Carers that can provide support from companionship through to palliative care

Call Able Care on 01603 624135 or 01223 606880
e: enquiries@ablecareagency.co.uk
w: www.ablecareagency.co.uk
Sackville Place, 44/48 Magdalan Street, Norwich NR3 1JU

Anglian Care & Domestic Support Services Limited
1 Darthill Road, March, Cambridgeshire PE15 8HP
01354 705012
Email: acdssltd@gmail.com

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

We can help you with:
• Medication • Personal Care • Cooking • Shopping
• Domestic • Hospital Visits • Outings • Appointments
Or just simply take the time to chat and reminisce.

We can also provide:
Weekend/holiday and respite care at home for you or your loved ones, including check calls when necessary.
Day sitting service available on request.

Areas covered:
• March • Chatteris • and all surrounding areas

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

Registered with the Care Quality Commission. All staff are fully trained and have an Enhanced Disclosure from the Disclosure and Barring Service.
Cambridgeshire County Council Reablement Service North (March Team)
March
Tel: 01223 699858

Cambridgeshire County Council Reablement Services North (Huntingdon Team)
Huntingdon
Tel: 01480 416088

Cambridgeshire County Council Reablement Service South (City Team)
Cambridge
Tel: 01223 703237

Cambridgeshire County Council Reablement Service South (Ely)
Ely
Tel: 01353 652172

Cambridgeshire Reablement Service North (Cambourne Team)
Great Cambourne
Tel: 01954 282465

Caremark Cambridge and South Cambridgeshire
Cambridge
Tel: 01223 778818

Caretex Community Service Ltd (East Anglia)
Wisbech
Tel: 07585 300312

Careuk247 Home Care Cambridgeshire
Cambridge
Tel: 01480 504247

Caring Together
St Ives
Tel: 0345 241 0954

Christine Marie Care
Cambridge
Tel: 01223 751362

CHS Homecare (Domiciliary Care Agency)
Melbourn
Tel: 01763 260564

Caremark Cambridge and South Cambridgeshire
Cambridge
Tel: 01223 778818

Caretex Community Service Ltd (East Anglia)
Wisbech
Tel: 07585 300312

Careuk247 Home Care Cambridgeshire
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Tel: 01223 751362

CHS Homecare (Domiciliary Care Agency)
Melbourn
Tel: 01763 260564

For information on local services and support, go to www.cambridgeshire.gov.uk/directory
City Care Services
Cambridge
Tel: 01223 842100

Community Support Service
Huntingdon
Tel: 01480 379800

Compassionate Heart
Cambridge
Tel: 01223 210477

Conquest Lodge
March
Tel: 01354 659708

CorderCare Office
Wisbech
Tel: 07813 582571

Craegmoor Supporting You in East Anglia
Chatteris
Tel: 01354 691611

DJSupport
Cambridge
Tel: 01223 882540

Domiciliary Care Agency East Area
Wisbech
Tel: 01945 587210

Dream Elite Care
Whittlesey
Tel: 01733 686850

Eaton Home Care Ltd
Cambridge
Tel: 0800 254 5443

Edina Court
Wisbech
Tel: 01945 463419

Edmund House
Cambridge
Tel: 01223 883130

Eaton Bespoke enables you to choose the times, duration and frequency of each visit through to 24 hour live in care

Singles or Couples
Respite Care
Companionship Care
Short Term Care

Speak to our care professionals in confidence by phone 0800 254 5443
or email enquiries@eatonbespoke.co.uk or visit www.eatonbespoke.co.uk

Your life story deserves our personal home care.
Home care providers continued

ELMS Health Solutions
Cambourne
Tel: 01223 751700

Ely Diocesan Association for Deaf People
(Cambridgeshire Deaf Association)
Huntingdon
Tel: 01223 246237

Faith Care Line Services Ltd
Huntingdon
Tel: 0800 774 7042

Fen Homecare
Ely
Tel: 01353 968165

Fitzroy Supported Living – Cambridgeshire
Huntingdon
Tel: 01487 773547

Fuschia Homecare Cambridge
Cambridge
Tel: 01954 252486

Future Care Solutions
Cambridge
Tel: 01223 882681

Gella Care Services Ltd
St Neots
Tel: 07387 754169

Guyatt House Care
Ely
Tel: 01353 771773

Harmony Care Services Ltd
Cambridge
Tel: 01223 656090

Health and Social Care Services Ltd
St Neots
Tel: 01480 225080

Home Instead Senior Care
There’s no place like it

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

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

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

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

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

For information on local services and support, go to www.cambridgeshire.gov.uk/directory
**SUPPORT WORKERS YOU CAN TRUST**

**Pure Heart Homecare Limited**

- PERSONAL CARE • POST HOSPITAL CARE
- DEMENTIA PATIENT CARE • PHYSICAL DISABILITY SUPPORT
- SHORT AND LONG TERM CARE • COMPANIONSHIP • REHABILITATION

**CONTACT US TODAY TO SEE HOW WE CAN HELP**

<table>
<thead>
<tr>
<th>t: 01945 773861</th>
<th>a: 130 Wisbech Road, Outwell, PE14 8PF</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:admin@purehearthomecare.co.uk">admin@purehearthomecare.co.uk</a></td>
<td><a href="http://www.purehearthomecare.co.uk">www.purehearthomecare.co.uk</a></td>
</tr>
</tbody>
</table>

Care At Home...Because Home Is Where The Heart Is

---

**Lav Care Services**

Lav Care Services is committed to transparency and quality to ensure the best possible experience for the families that we support and care for.

Our aims and objectives ensure holistic and person centered care form the core of the services we provide, with our experienced staff committed to assisting you with your every need.

<table>
<thead>
<tr>
<th>01223 398500</th>
<th><a href="mailto:admin@lavcareservice.co.uk">admin@lavcareservice.co.uk</a></th>
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<tbody>
<tr>
<td><a href="http://www.lavcareservice.co.uk">www.lavcareservice.co.uk</a></td>
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</tbody>
</table>

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**Do you need a helping hand?**

With care visits available from 30 minutes all the way up to full-time live-in care, we provide personalised home care packages to support you in Cambridgeshire.

With over 30 years’ experience, we’ll support you with anything you need to live independently in the home you know and love, including:

✔ Personal care ✔ Getting out and about
✔ Housekeeping ✔ Short-term care

Looking for care? 0808 274 2935

For more information www.helpinghands.co.uk

---

**Tell us what you think**

Share your feedback

Take our five minute survey

✔ What have you found useful?
✔ What could we do better?

www.carechoices.co.uk/reader-survey

---

**Search for care at** www.carechoices.co.uk **to find support in your area**
<table>
<thead>
<tr>
<th>Company Name</th>
<th>Address</th>
<th>Telephone Number</th>
<th>OP</th>
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<th>MH</th>
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<td>Hearts At Home Homecare Ltd</td>
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<td>01733 844096</td>
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<td>Helping Hands Cambridge</td>
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<td>Hills Independent Homecare Service</td>
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<td>Home Instead Senior Care Huntingdon</td>
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<td>Hunts Mencap Hub</td>
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<td>Jasmine House – Ely</td>
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<td>01353 662261</td>
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<td>Kare Plus Cambridge</td>
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<td>Love Life Care</td>
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<td>Lucmont Ltd T/A Home Instead Senior Care</td>
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<td>Nichols Court Extra Care Scheme</td>
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<td>01638 745594</td>
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<td>Wisbech</td>
<td>01945 429809</td>
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<td>Rainbow Outreach and Healthcare Solutions Ltd</td>
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<td>07389 194433</td>
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<td>Ranis Healthcare Ltd</td>
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Rest Assured Homecare provide high quality personal care so you can feel comfortable, relaxed and assured in your own home.

We have a reliable, friendly and professional team that will ensure exceptional standards of specialised care, including:

- Live in Care
- Personal Care at Home
- Companionship & Outings
- Household tasks & Laundry
- Hospital to Home Support
- Specialist Care (including Dementia and End of Life Care)

For further details please call 01945 669 779 or email: info@rahltd.co.uk
www.rahltd.co.uk facebook/RAHUKLimited
### Home care providers continued

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<td>Older people (65+)</td>
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<td>Physical disability</td>
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<td>LDA</td>
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<td>Learning disability, autism</td>
<td>People who misuse alcohol or drugs</td>
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<th>Ray Care Services</th>
<th>Cambridge</th>
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<td>Reed Specialist Recruitment Ltd – Cambridge</td>
<td>Cambridge</td>
<td>Tel: 01223 316554</td>
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<td>Regional Care Cambridge</td>
<td>Cambridge</td>
<td>Tel: 07715 309773</td>
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<td>Reliance Care Services Cambridge</td>
<td>Cambridge</td>
<td>Tel: 01223 660675</td>
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<tr>
<td>Rest Assured Homecare (UK) Ltd</td>
<td>Wisbech</td>
<td>Tel: 01945 669779</td>
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<td>Sanctuary Home Care Ltd</td>
<td>Doddington</td>
<td>Tel: 01354 742957</td>
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<td></td>
<td>March</td>
<td>Tel: 01354 661849</td>
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<tr>
<td>Shield Care Ltd</td>
<td>Cambourne</td>
<td>Tel: 01223 597989</td>
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<tr>
<td>Sunshine Wisbech</td>
<td>Wisbech</td>
<td>Tel: 01945 474700</td>
</tr>
<tr>
<td>Taylored Care Ltd</td>
<td>Cambridge</td>
<td>Tel: 07921 810680</td>
</tr>
<tr>
<td>TCS Homecare</td>
<td>Cambridge</td>
<td>Tel: 01223 298247</td>
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<tr>
<td>Thinkempathy Ltd</td>
<td>Huntingdon</td>
<td>Tel: 01480 595102</td>
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<tr>
<td>Triple Home Care Ltd</td>
<td>Huntingdon</td>
<td>Tel: 01480 432496</td>
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<td>Trust Homecare Solution Ltd</td>
<td>Cambourne</td>
<td>Tel: 01223 618280</td>
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<td>Visiting Angels</td>
<td>Huntingdon</td>
<td>Tel: 01223 455945</td>
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<tr>
<td>Voyage (DCA) Cambridge City</td>
<td>Ely</td>
<td>Tel: 01638 721723</td>
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<tr>
<td>Westminster Homecare (Cambridge)</td>
<td>Cambridge</td>
<td>Tel: 01954 263076</td>
</tr>
<tr>
<td>Westminster Homecare Ltd (Independent Living Network)</td>
<td>Ely</td>
<td>Tel: 01353 667646</td>
</tr>
<tr>
<td>Willowbank</td>
<td>Chesterton</td>
<td>Tel: 01223 836069</td>
</tr>
<tr>
<td>Woodlands Court</td>
<td>Cambridge</td>
<td>Tel: 01223 321115</td>
</tr>
<tr>
<td>Yew Tree Cottage</td>
<td>Cambridge</td>
<td>Tel: 01223 290600</td>
</tr>
<tr>
<td>Your Life (Ely)</td>
<td>Ely</td>
<td>Tel: 01353 772707</td>
</tr>
</tbody>
</table>

For information on local services and support, go to [www.cambridgeshire.gov.uk/directory](http://www.cambridgeshire.gov.uk/directory)
Tell us what you think

☑️ What have you found useful?
☑️ What could we do better?

Share your feedback
Take our five minute survey

www.carechoices.co.uk/reader-survey
### Residential dementia care checklist

**Home 1**

<table>
<thead>
<tr>
<th>Fees per week</th>
<th>Quality rating*</th>
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<tbody>
<tr>
<td>£</td>
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<tr>
<td>£</td>
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**Home 2**

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<th>Fees per week</th>
<th>Quality rating*</th>
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<tr>
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**Home 3**

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

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 57. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists).

<table>
<thead>
<tr>
<th>Design</th>
<th>Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there clear signs throughout the home?</td>
<td>Can residents get help with eating and drinking?</td>
</tr>
<tr>
<td>Has the home been designed or adapted for people with dementia?</td>
<td>How often does the home review residents’ medication?</td>
</tr>
<tr>
<td>Are the home and grounds secure?</td>
<td>Does the home offer help if a resident needs assistance taking medication?</td>
</tr>
<tr>
<td>Are there prompts outside the residents' rooms to help people identify their own?</td>
<td>Do GPs visit the home regularly?</td>
</tr>
<tr>
<td>Is the décor familiar to your loved one?</td>
<td></td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Choices</th>
<th></th>
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<tbody>
<tr>
<td>Do residents get choice in terms of what they wear each day?</td>
<td></td>
</tr>
<tr>
<td>Are residents encouraged to be independent?</td>
<td></td>
</tr>
<tr>
<td>Can residents decide what to do each day?</td>
<td></td>
</tr>
<tr>
<td>Can residents have a say in the décor of their room?</td>
<td></td>
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</tbody>
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<table>
<thead>
<tr>
<th>Activities</th>
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</thead>
<tbody>
<tr>
<td>Are residents able to join in with household tasks like folding washing?</td>
<td></td>
</tr>
<tr>
<td>Are there activities on each day?</td>
<td></td>
</tr>
<tr>
<td>Can residents walk around outside on their own?</td>
<td></td>
</tr>
<tr>
<td>Are residents sitting in front of the TV or are they active and engaged?</td>
<td></td>
</tr>
<tr>
<td>Are there rummage boxes around?</td>
<td></td>
</tr>
</tbody>
</table>

*See page 33.
Our family, caring for yours in the heart of Cambridgeshire

As a family-run organisation we understand the importance of nurturing future and current relationships.

It can seem like a mammoth task to find a care home worthy of a loved one, one that can provide everything they need, deserve and more. However, you can be assured that amongst our Excelcare Cambridge family, we work hard so that each and every person has exactly that.

We are dedicated to providing a level of care designed to precisely fit each person’s needs, with a focus on allowing people to live a fulfilling life that includes activities and a lifestyle they choose.

For a friendly discussion to find out more about how we can help you, please call your local Excelcare home!

Find us at...

01733 203347  Aliwal Manor
01223 247864  Brook House
01223 712111  Buchan House
01223 236079  Etheldred House

01954 273310  Fitzwilliam House
01945 581141  Glennfield
01480 456899  Hunters Down

01223 354773  Primrose Croft
01480 375163  Rheola
01223 712135  St Georges Court

info@excelcareholdings.com  
www.excelcareholdings.com
Care homes checklist

<table>
<thead>
<tr>
<th>Home 1</th>
<th>Fees per week</th>
<th>Quality rating*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
<td></td>
</tr>
<tr>
<td></td>
<td>£</td>
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<tr>
<td></td>
<td>£</td>
<td></td>
</tr>
</tbody>
</table>

For information on local services and support, go to www.cambridgeshire.gov.uk/directory

We suggest that you take paper with you when visiting care homes so that you can make notes. You can download and print this checklist at www.carechoices.co.uk/checklists

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
- Can you get involved in activities you enjoy?
- Is there an activities co-ordinator?
- 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?
- Does the home use Digital Care Planning accessible to families?

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
- Can the home cater for any dietary requirements you may have?
- Does the menu change regularly?
- 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?

*See page 33.
Search for care 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 information, photos and web links
• Brochure requests

www.carechoices.co.uk
# Cambridge City care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Tel</th>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alex Wood House</td>
<td>3a Fortescue Road, Cambridge CB4 2JS</td>
<td>01223 578602</td>
<td>OP</td>
<td></td>
</tr>
<tr>
<td>Brook House Care Home</td>
<td>45 Seymour Street, Cambridge CB1 3DJ</td>
<td>01223 247864</td>
<td>OP D</td>
<td></td>
</tr>
<tr>
<td>Browns Field House</td>
<td>25 Sherbourne Close, Cambridge CB4 1RT</td>
<td>01223 426337</td>
<td>OP D YA</td>
<td></td>
</tr>
<tr>
<td>Cambridgeshire County Council</td>
<td>40-44 Russell Street</td>
<td>01223 712261</td>
<td>LDA YA</td>
<td></td>
</tr>
<tr>
<td>Edward House</td>
<td>Albion Row, Cambridge CB3 0BH</td>
<td>01223 364405</td>
<td>OP</td>
<td></td>
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</table>

# Cambridge City care homes with nursing

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Tel</th>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buchan House Care Home</td>
<td>Buchan Street, Cambridge CB4 2XF</td>
<td>01223 712111</td>
<td>OP D</td>
<td></td>
</tr>
<tr>
<td>Cambridge Care Home, The</td>
<td>5 High Street, Chesterton, Cambridge CB4 1NQ</td>
<td>01223 323774</td>
<td>OP D</td>
<td></td>
</tr>
<tr>
<td>Cambridge Manor Care Home</td>
<td>33 Milton Road, Cambridge CB4 1UZ</td>
<td>01223 363904</td>
<td>OP D YA</td>
<td></td>
</tr>
<tr>
<td>Cherry Hinton Nursing Home</td>
<td>369 Cherry Hinton Road, Cambridge CB1 8DB</td>
<td>01223 210070</td>
<td>OP D YA</td>
<td></td>
</tr>
</tbody>
</table>

# East Cambridgeshire care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Tel</th>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alderton House</td>
<td>5 Wellington Street, Littleport, Ely CB6 1PN</td>
<td>01353 862677</td>
<td>LDA</td>
<td></td>
</tr>
<tr>
<td>Brambles, The</td>
<td>104 Station Road, Soham, Ely CB7 5DZ</td>
<td>01353 722971</td>
<td>LDA</td>
<td></td>
</tr>
</tbody>
</table>

<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>
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<tr>
<td>LDA</td>
<td>Learning disability, autism</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>

For information on local services and support, go to [www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)
Burwell
16 and 18 Hawthorn Way, Burwell, Cambridge CB25 0DQ
Tel: 01638 743764

Fair Haven Care Home
102 Station Road, Soham, Ely CB7 5DZ
Tel: 01353 720916

Fen House
143 Lynn Road, Ely CB6 1SD
Tel: 01353 667340

Firs Residential Care Home, The
Tower Farm, Tower Road, Little Downham, Ely CB6 2TD
Tel: 01353 699996

Guyatt House
42 The Causeway, Burwell, Cambridge CB25 0DU
Tel: 01638 610109

Holly Cottage LLP
1 Egremont Street, Ely CB6 1AE
Tel: 01353 661297

Laburnum Lodge
2 Victoria Street, Littleport, Ely CB6 1LX
Tel: 01353 860490

Lily House
Lynn Road, Ely CB6 1SD
Tel: 01353 666444

Littleport Grange
Grange Lane, Ely Road, Littleport, Ely CB6 1HW
Tel: 01353 861329

Orchards, The
2 Forsythia Road, Ely CB6 1DP
Tel: 01353 889500

Queens Court
2 Downing Close, Bottisham, Cambridge CB25 9DD
Tel: 01223 811905 Advert below

Robinson House
24c Fordham Road, Soham, Ely CB7 5AQ
Tel: 01353 624330

Vera James House
Chapel Street, Ely CB6 1TA
Tel: 01353 661113

Waterbeach Lodge
Ely Road, Cambridge CB25 9NW
Tel: 01223 862576

**Queens Court, Cambridge**

**Residential & dementia care**

MHA is a charity with over 75 years’ experience providing quality care and supporting families.

**We offer full-time and respite care:**
- Personalised care plans, developed with residents and their family
- Homely bedrooms with en suite option
- Dedicated chaplain to provide pastoral care
- Music therapy for our residents living with dementia

Call or visit us online to find out more
01223 811905 www.mha.org.uk/queenscourt

---

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

---

Search for care at www.carechoices.co.uk to find support in your area
## East Cambridgeshire care homes with nursing

### Gables, The
93 Ely Road, Littleport, Ely, Cambridge CB6 1HJ
Tel: 01353 861935

### Limes 1, The
5 Church Lane, Littleport, Ely CB6 1PS
Tel: 01353 863194

### Hilton Park – Oaklands
Bottisham, Cambridge CB25 9BX
Tel: 01223 633 504

### Soham Lodge Bariatric Care
Soham Bypass, Soham, Ely CB7 5WZ
Tel: 01353 720775

### Hilton Park Care Centre
Bottisham, Cambridge CB25 9BX
Tel: 01223 633 505

### For information on different types of care home, see page 33.

## Fenland care homes

### Aliwal Manor Care Home
Turners Lane, Whittlesey PE7 1EH
Tel: 01733 203347

### Belmont Road
9-10 Belmont Road, March PE15 8RQ
Tel: 01354 660623

### Cambridgeshire County Council – 20 Alder Close
March PE15 8PY
Tel: 01354 654146

### Chestnuts Residential Care Home, The
169 Norwich Road, Wisbech PE13 3TA
Tel: 01945 584580

### Clovelly House
44 Station Road, March PE15 8LE
Tel: 01354 655768

### Conquest Lodge
Dagless Way, March PE15 8QY
Tel: 01354 659708

### Dove Court
Kirkgate Street, Wisbech PE13 3QU
Tel: 01945 474746

### Gables Care Home, The
1 East Park Street, Chatteris PE16 6LA
Tel: 01354 693858

### Hermitage, The
6-12 St Marys Street, Whittlesey PE7 1BG
Tel: 01733 204922

---

## Welcome to Soham Lodge Care Centre, we pride ourselves in the diversity of needs of those we provide care for, be that physical, emotional, psychological or spiritual. With our newly built socially distanced family room, we truly understand the importance of social interaction. Choice and independence are at the heart of Soham Lodge Care Centre.

We have landscaped gardens, air-con and WIFI throughout and an Echo Dot in every bedroom. Add to that our delicious home-cooked food, our person-centred specialist care by our experienced team who receive regular training, our NAPA registered activity programme, the latest UV AirSteril technology system in every bedroom and our promise of the highest standard of cleanliness and safety and you can see why we are the clear choice for specialist care.

If you are considering long-term or respite care for yourself or a loved one, we’re here for you.

---

### Soham Lodge Care Centre - Specialist Care
Soham Bypass A142, Soham, Ely, Cambridgeshire CB7 5WZ
T: 01353 720775  E: info@sohamlodge.co.uk  W: www.sohamlodge.co.uk

---

**For information on local services and support, go to [www.cambridgeshire.gov.uk/directory](http://www.cambridgeshire.gov.uk/directory)**
Tell us what you think

☑️ What have you found useful?

☑️ What could we do better?

Share your feedback

Take our five minute survey

www.carechoices.co.uk/reader-survey
Fenland care homes continued

**Hickathrift House**
217 Smeeth Road, Marshland St James, Wisbech PE14 8JB
Tel: 01945 223 130  **Advert page 5**  OP D PD YA

**Keneydon House**
2 Delph Street, Whittlesey PE7 1QQ
Tel: 01733 203444  OP D

**Langley Lodge Residential Home**
26 Queens Road, Wisbech PE13 2PE
Tel: 01945 582324  OP

**Lyncroft Care Home**
81 Clarkson Avenue, Wisbech PE13 2EA
Tel: 01945 475229  OP D YA

**Springfield Residential Home**
63 The Causeway, March PE15 9NY
Tel: 01354 652451  OP D

If you are considering a care home, see the checklist on page 57.

Fenland care homes with nursing

**Aria Court**
Coronation Close, March PE15 9PP
Tel: 01354 661551  OP D PD YA

**Askham Court**
13 Benwick Road, Doddington, March PE15 OTX
Tel: 01354 740269  PD YA

**Askham Grove**
13 Benwick Road, Doddington, March PE15 OTX
Tel: 01354 740269  OP D PD

**Askham Hall**
13 Benwick Road, Doddington, March PE15 OTX
Tel: 01354 740269  OP D

**Askham House**
13 Benwick Road, Doddington, March PE15 OTX
Tel: 01354 740269  OP MH

**Askham Place**
13 Benwick Road, Doddington, March PE15 OTX
Tel: 01354 740269  PD YA

**Cedar Court Nursing Home**
37 New Road, Whittlesey, Peterborough PE7 1SU
Tel: 01733 350320  OP D

**Conifer Lodge**
134 North Brink, Wisbech PE13 1LL
Tel: 01945 474912  OP LDA MH YA

**Elms Care Home, The**
2 Arnolds Lane, Whittlesey, Peterborough PE7 1QD
Tel: 01733 202421  OP D PD

**Gables Care Home, The**
101 Coates Road, Eastrea, Whittlesey, Peterborough PE7 2BD
Tel: 01733 351252  OP D MH YA

**Glennfield Care Centre**
Money Bank, Wisbech PE13 2JF
Tel: 01945 581141  **Advert page 56**  OP D

**Orchard House Care Home**
107 Money Bank, Wisbech PE13 2JF
Tel: 01945 466784  OP D PD MH

**Rose Lodge**
Walton Road, Wisbech PE13 3EP
Tel: 01945 223 132  **Advert page 5**  OP D PD YA

**Swan House Care Home**
Swan Drive, New Road, Chatteris PE16 6EX
Tel: 01354 696644  OP D PD SI

The lifestyle site for parents and carers of children with additional needs and those who support them.

www.myfamilyourneeds.co.uk

Birth to Adulthood • Real life blogs
Directory • Ask the Experts • Monthly columnist

hello@myfamilyourneeds.co.uk • @WeAreMFON

What have you found useful?
What could we do better?
Tell us what you think
Share your feedback
Take our five minute survey

www.carechoices.co.uk/reader-survey
Here at Brookfield we are very proud of our service and what we can offer those who choose to live here. Our door is always open and we will work with you to arrange the care that you want and need whether that is for day care or a full residential placement.

We are a small family run home where family values are at the heart of everything we do. With 2 lounges and a dining room to choose from we have lots of space for people to follow their interests in, with staff who really will go the extra mile to try and make it all possible for you.

Brookfield is truly a home from home, we know this because our residents tell us so!

At our last inspection, CQC said:

“People received outstanding care. We received extremely positive comments from a range of people about the caring nature of the service. People received very high quality care from staff who had the time to spend with them and their families. Staff showed kindness to people in everything they did by offering exceptionally friendly support around their individual needs. People were able to retain their interests and routines, and staff fitted in around these. People were at the heart of the service as staff put people first and foremost in everything.”

Inspection report 26 April 2018.

If you think Brookfield might be for you please feel free to give us a call or pop in, any of our staff will be more than willing to help in any way they can. Our Manager Angie is available Monday - Friday on:

Tel: 01487 840900 • Fax: 01487 840825
Email: brookfield@janescarehomes.co.uk
www.janescarehomes.co.uk
Huntingdonshire care homes

**Brookfield Residential Home**
1 High Street, Somersham, Huntingdon PE28 3JA
Tel: 01487 840900  Advert page 64

**Cambridgeshire County Council – 6 St Lukes Close**
Huntingdon PE29 1JT
Tel: 01480 456941

**Conquest House**
Straight Drove, Farcet, Peterborough PE7 3DJ
Tel: 01733 244623

**Elm House**
Howitts Lane, Eynesbury, St Neots PE19 2JA
Tel: 01480 471166

**Eynesbury House**
Howitts Lane, Eynesbury, St Neots PE19 2JA
Tel: 01480 218899

**Ferrars Hall Care Home**
Ferrars Road, Huntingdon PE29 3DQ
Tel: 01480 456359

**Florence House Residential Home**
Westfield Road, Ramsey, Huntingdon PE26 1JR
Tel: 01487 812295

**Hardwick Dene**
Hardwick Lane, Buckden, St Neots PE19 5UN
Tel: 01480 811322

**HF Trust – Corunna Close**
1 Corunna Close, Eaton Ford, St Neots PE19 7NE
Tel: 01480 471937

**Hill House**
High Street, Ellington, Huntingdon PE28 0AG
Tel: 01480 890324

**Hill View**
46 St Judiths Lane, Sawtry, Huntingdon PE28 5XE
Tel: 01487 831709

**Hillings, The**
Grenville Way, Eaton Socon, St Neots PE19 8HZ
Tel: 01480 214020

**Manor Farm**
Pittsdean Road, Abbotsley, St Neots PE19 6UW
Tel: 01767 679900

**Manor, The – Care Home Physical Disabilities**
Church Road, Brampton, Huntingdon PE28 4PF
Tel: 01480 412412

**Nelson Lodge**
Whinfell Close, Off Nelson Road, Eaton Socon, St Neots PE19 8AB
Tel: 01480 8102 5217  Advert page 32

**Oakleigh Residential Care Home**
22 North Road, Alconbury Weston, Huntingdon PE28 4JR
Tel: 01480 890248

**Oakley House**
10 Bushmead Road, Eaton Socon PE19 8BP
Tel: 01480 407010

**Oaktrees**
Warboys Road, Oldhurst, Huntingdon PE28 3AA
Tel: 01487 822878

**Old Vicarage Care Home, The**
27 Church Street, St Neots PE19 2BU
Tel: 01480 476789

**Olivemede**
Hawthorne Road, Yaxley, Peterborough PE7 3JP
Tel: 01733 240972

**Paxton Hall Care Home**
Rampley Lane, Little Paxton, St Neots PE19 6NY
Tel: 01480 213036

**Potton View**
Mill Hill, Potton Road, Gamlingay, Sandy SG19 3LW
Tel: 01767 654866  Advert page 61

**Rheola Care Home**
Broad Leas, St Ives PE27 5PU
Tel: 01480 375163  Advert page 56

**Rose Cottage Residential Home**
School Road, Broughton, Huntingdon PE28 3AT
Tel: 01487 822550

---

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

For information on local services and support, go to www.cambridgeshire.gov.uk/directory
Huntingdonshire care homes continued

Royal Mencap Society – 32 Kings Lane
Popewalk House, St Neots PE19 1LB
Tel: 01480 214928

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

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

Tell us what you think
Share your feedback
Take our five minute survey

www.carechoices.co.uk/reader-survey

Tell us what you think
What have you found useful?
What could we do better?

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

Search for care at www.carechoices.co.uk to find support in your area
South Cambridgeshire care homes

Aurora Orchard Manor Transition Service
Manor Road, Meldreth, Royston SG8 6LG
Tel: 01763 268020

Box Tree Cottage Residential Home
16 Way Lane, Waterbeach, Cambridge CB25 9NQ
Tel: 01223 863273

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

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

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

Fitzwilliam House Care Home
Rooks Street, Cottenham, Cambridge CB24 8QZ
Tel: 01954 273310 Advert page 56

Hatley Court
37 Burgess Road, Waterbeach, Cambridge CB25 9ND
Tel: 01223 863414

Home Meadow
Comberton Road, Toft CB23 2RY
Tel: 01223 263282

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

La Marsh
9 Crowlands, Cottenham, Cambridge CB24 8TE
Tel: 01954 250734

Maycroft Care Home
73 High Street, Meldreth, Royston SG8 6LB
Tel: 01763 260217

Melbourn Springs Care Home
Hyacinth Drive, Melbourn, Royston SG8 6FY
Tel: 01763 722 314 Advert page 5

Mill Lane
17a Mill Lane, Histon, Cambridge CB24 9HW
Tel: 01223 232288

Orchard House Residential Care Home
191 High Street, Sawston CB22 3HJ
Tel: 01223 712050

Poplars, The
58 Station Road, Histon, Cambridge CB24 9LQ
Tel: 01223 232201

Southwell Court
Hinkins Close, Melbourn, Royston SG8 6JL
Tel: 01763 750006 Advert page 61

Waterbeach
Fresh Fields, Primrose Lane, Waterbeach, Cambridge CB25 9JZ
Tel: 01223 441452

Wheatsheaf House
5 High Street, Cottenham CB24 8SA
Tel: 01954 250799

Yew Tree Cottage
15-17 Padlock Road, West Wratting, Cambridge CB21 5LS
Tel: 01223 290600

Yewdale Farm
West Fen, Willingham, Cambridge CB24 5LP
Tel: 01954 261307

For information on local services and support, go to www.cambridgeshire.gov.uk/directory

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

Advertisers are highlighted
South Cambridgeshire care homes with nursing

Arlington Manor Care Home
Wellbrook Way, Girton, Cambridge CB3 0FW
Tel: 01223 733660  OP D PD SI YA

Bramley Court
Chivers Way, Histon CB24 9AH
Tel: 01223 236105  OP D

Cambridgeshire Care Home, The
176–178 Cambridge Road, Great Shelford,
Cambridge CB22 5JU
Tel: 0808 1969750 Advert page 69  OP D PD SI YA

Cottenham Court Bupa Care Home
High Street, Cottenham,
Cambridge CB24 8SS
Tel: 01954 768 639 Advert below  OP PD YA

Eden View
High Street, Bottisham, Cambridge CB25 9BB
Tel: 01223 813620  PD

Etheldred House Care Home
Clay Street, Histon CB24 9EY
Tel: 01223 236079 Advert page 56  OP D MH SI YA

Gracefield Nursing Home and Residential Care Home
St Neots Road, Dry Drayton,
Cambridge CB23 8AY
Tel: 01954 210833  OP D PD LDA MH SI

Home Close
Cow Lane, Fulbourn CB21 5HB
Tel: 01223 880233

Midfield Lodge
Cambridge Road, Oakington CB24 3BG
Tel: 01223 232267  OP D PD YA

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

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

If you are considering a care home with nursing, see the checklist on page 57.

Cottenham Court, your local Bupa care home.

If you’re considering care for an elderly loved one, a warm, welcoming place close to family and friends means a lot. That’s why Cottenham Court, in Cambridge could be something for you to think about, whether you’ve got our insurance or not.

Call us for advice or to arrange a visit
01954 768 619

Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday. Closed Sunday and bank holidays. We may record or monitor our calls.

For care homes. For Living

Advertisers are highlighted

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

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

Search for care at www.carechoices.co.uk to find support in your area
The Cambridgeshire Care Home situated in Great Shelford is the premier choice for a boutique care home in historic Cambridge.

With a dedication to providing unrivalled care for each of our residents. We have introduced the latest technology with our large screen Yeti tablet and OMI interactive dementia table. Complementing our PIR lighting sensory falls reduction equipment and person-centred electronic care plan system linked to every team member’s smart phone. With this in place alongside our devoted care team we aim to provide the highest standards of wellbeing available.

Through these challenging times we recognise that care and support is more important than ever before. At The Cambridgeshire Care Home we have embraced this different world by offering a variety of contact for our residents with their loved ones by using a number of devices, iPad, Yeti Tablet, mobile phones and garden visits.

With easy access from the M11 the home situated just three miles south of the city centre The Cambridgeshire Care Home is a must visit when looking towards the next steps with your loved one.

Freephone 0808 1969750

To find out more about The Cambridgeshire Care Home, contact Yvonne Quigley, Customer Relations Manager
### Index (care providers)

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