A Guide to Independent Living in Cambridgeshire 2020

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

Cambridgeshire County Council
NHS

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

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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 to the 2020 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. Whatever your age or ability there are things you can do to remain independent, safe, well, and living a fulfilled life.

Care is not just a costly care home or 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 these 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 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.
- 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

Tip
Hundreds of people pop into their local library every day to use a computer. They’re free to use for the first 30 minutes, or if you claim benefits you may be able to use a computer for free at all times. You can get help to use them from the friendly library staff.

Tell us what you think

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

Search for care at www.carechoices.co.uk to find support in your area
Celebrating Life

Our homes are more than care homes. They’re family homes. Friendly homes. Homes that provide tailored care, beautiful environments and choice in every meal or activity.

Places that celebrate the little things that mean everything – morning, noon and night.

Visit us anytime for friendly advice and to look around. You can also find helpful information at www.barchester.com

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

Hilton Park
Bottisham
Cambridge, CB25 9BX
01223 633 505

Oaklands
Bottisham
Cambridge, CB25 9BX
01223 633 504

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

Residential care • Nursing care • Dementia care • Respite breaks • Delicious meals
En-suite bedrooms • Tailored daily activities • Landscaped gardens • Wi-fi
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?

Things you would like to achieve

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.
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 • Tel: 0300 456 4566

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 need a wheelchair. Current users of the NHS wheelchair service should contact AJM Healthcare Ltd for re-assessment, reviews, appointments, or general enquiries.

AJM Healthcare Ltd
Email: cambridgeandpeterborough@ajmhealthcare.org
Tel: 0808 169 9633

Parking
A Blue Badge is a parking permit for people who are registered blind, severely sight impaired, have a ‘hidden’ disability, or who have 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 or call 0345 045 5204. You can find out more on 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 and searching ‘disabled parking bay’.

Using public transport

Travelling by bus
People with disabilities and older people can travel by bus for free across England at the weekend and after 9.30am, Mondays to Fridays. In Cambridgeshire, this includes the Cambridge Park & Ride, Guided Busway, and the X5 services.

To find out if you’re eligible, and to apply online, visit 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/ 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

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

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 for ‘Dial-a-Ride Cambridgeshire’ to find your local service.
Tip
If there is a club, meeting, or activity you’d like to attend, remember it is always worth contacting the organisers to see if anyone else is passing your way who could give you a lift.

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 where they would otherwise be unable to.

Journeys are provided by volunteer drivers and booked through a co-ordinator. Search 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](http://www.cambridge.gov.uk/borrow-a-scooter-from-shopmobility)
Tel: 01223 461858 (Grafton Centre) or 01223 457452 (Grand Arcade).

Ely Shopmobility
Web: [www.eastcambs.gov.uk/community/ely-shopmobility-scheme](http://www.eastcambs.gov.uk/community/ely-shopmobility-scheme)  • Tel: 07719 980502

Huntingdonshire Shopmobility
Web: [www.huntingdonshire.gov.uk/people-communities/shopmobility-scheme](http://www.huntingdonshire.gov.uk/people-communities/shopmobility-scheme)
Tel: 01480 432793

Peterborough Shopmobility
Web: [www.shopmobilitypeterborough.co.uk](http://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](http://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](http://www.cambridgeshire.gov.uk/residents/adults/connect-with-your-local-community)

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:
- 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 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.

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

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

Community Navigators can help you find enjoyable activities in the community. Whatever the situation, Community Navigators can help you find what you are looking for. Examples include:

- Car schemes and help with transport.
- Social groups and activities.
- Befriending schemes.
- Practical help around the home and garden.

If you are worried about taking the next steps, Community Navigators are happy to make phone calls with you on your behalf.

The Community Navigator offices across Cambridgeshire will match you with a local volunteer who has been DBS checked, trained, and knows what services and activities are available in your area. You can meet at a local drop-in session, or if you can’t get out, they can visit you at home.

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 423065

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 provide information, guidance, and support to help groups set up, develop, and grow.

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

Health & Wellbeing Network
Email: admin@hwncambs.org.uk
Web: www.hwncambs.org.uk
Tel: 0300 666 0142

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

Search for care at www.carechoices.co.uk to find support in your area
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.ageukcap.org.uk 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 55 and over. It is open 24 hours a day, 365 days a year.
Web: 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

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.

Cambridgeshire Skills offers a complete package of learning to suit your individual needs. The courses are located in various locations throughout Cambridgeshire, or at one of the learning hubs in Ely and March.

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/our-offer or contact your local Cambridgeshire Skills Hub in Ely or March.

Cambridgeshire Skills
Email: cambsals@cambridgeshire.gov.uk
Tel: 01223 703530

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

Social training enterprises provide vocational training and work-related activities for people with disabilities or complex needs. Training opportunities range from cycle repair to 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.

**Branching Out**
Web: [www.branchingoutuk.com](http://www.branchingoutuk.com)

**Burwell Print Centre**
Web: [www.burwellprint.co.uk](http://www.burwellprint.co.uk)

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<td>The Prospects Trust at Snakehall Farm</td>
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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 to help you start working, stay in work, or start a business. Find out more information at [www.gov.uk/access-to-work](http://www.gov.uk/access-to-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](http://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 27 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.

**Tip**

Did you know, people aged over 75 are just as likely to volunteer once a month as people aged 16–49? Here are five examples of ways you can volunteer locally:

1. **In your local library** – teach others 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 one of 3,500 School Governors across Cambridgeshire who make sure children and young people get the best from their time in school.

5. **In your community** – try out anything from volunteering to helping 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:

- **Cambridge Council for Voluntary Service**
  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)

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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 meals, 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 means there is more easy to use and inexpensive equipment available, so you can find the solution that suits you.

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)

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](http://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.
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](http://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 19.

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 (TEC) team 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 and search ‘TEC’.

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

Tel: 01480 378 160

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

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.cambsnia.org

Cambs Home Improvement Agency works in Cambridge City, Huntingdonshire and South Cambridgeshire

Search for care at www.carechoices.co.uk to find support in your area
Community alarms and lifelines

Community alarms and lifelines can provide reassurance that help is at hand if you need it.

There are various lifeline and community alarm services in Cambridgeshire that can notify emergency services, your next-of-kin, or a named key holder if something happens that means you need help. Most are activated by voice or a button, which alerts a centre that you need assistance.

You can also link more equipment to your lifeline so that you, your family, or the centre is alerted in other circumstances. This can be linked to a range of sensors, such as those that can trigger an alert if you are having an epileptic fit, or your bath is overflowing, or you’ve forgotten to take your medication.

Many people can benefit from community alarms, including those with long-term health needs, disabilities or restricted mobility, people who live alone, or who have additional needs.

East Cambridgeshire
Sanctuary Housing
Email: contactus@sanctuary-housing.co.uk
Tel: 0800 131 3348

Huntingdonshire
Chorus Homes – Lifeline Community Alarm Service
Email: info@chorushomesgroup.co.uk
Tel: 0345 266 9760

Peterborough and Fenland
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

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 from 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 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

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

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

Sometimes you might need some support to look after your home and garden to help you keep safe and healthy.

Home fire safety checks
Cambridgeshire Fire and Rescue Service (CFRS) provide free safe and well visits, where firefighters or specially trained community safety officers can visit your home and provide help and guidance in a variety of areas, including:

- Fire safety.
- Falls prevention.
- Hoarding.
- Staying well and warm at home.
- Crime reduction.

CFRS work with older people and those with disabilities, to discuss fire risks and to look for any visible warning signs. CFRS also work with carers to ensure that they have the relevant knowledge and skills to keep themselves and the person they care for safe in the event of a fire.

For more information, please visit 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 or call the Citizens Advice Consumer Helpline on 0345 404 0506 for details of the three nearest members that best meet your needs.

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;

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.

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. Charges may apply for some services. Age UK Cambridgeshire and Peterborough also have a Garden Maintenance scheme in Cambridge, South Cambridgeshire, Fenland, and Peterborough areas.

Age UK Cambridgeshire and Peterborough
Web: www.ageukcap.org.uk
Tel: 0300 666 9860

Do you have a concern about a trader who has called at your home? The Citizens Advice Consumer Helpline, 0345 404 0506, has a Response Team to investigate incidents, with the police, where it believes that people are being conned in their homes. The helpline can also provide advice on your basic rights when buying goods or services.

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.
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 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 or www.cambridgeshire.gov.uk/adults/falls

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 Everyone Health Falls Prevention Health Trainers at changepointcambs@everyonehealth.co.uk or 0333 005 0093, or visit the council’s website www.cambridgeshire.gov.uk/adults/falls

Home support

You might need a little support to stay living independently at home. This can include help from family, friends, neighbours, or others 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. Often people can 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, that 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, Melbourn, Ely, Huntingdon, and surrounding areas.

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

For help with cleaning and gardening, see page 18. →
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
In addition, Age UK Cambridgeshire and Peterborough provide help with domestic tasks such as cleaning, laundry and ironing. Visit www.ageukcap.org.uk 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. Your visit length will depend on the support that you need. The hourly rate charged for services depends on what 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 so a relative who looks after you can 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.

**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.

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**Search for care in your area**

Visit www.carechoices.co.uk for help finding care providers quickly and easily. They offer:

- 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

**For more information, contact us:**

- 01223 864066
- info@classcare.co.uk

24 Hour Live In Care at Home – an alternative to residential care.
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 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 support the council can provide, see page 34.

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 here:

**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: 01480 839192

**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

**Papworth Trust**
Working with disabled people, their families, and carers. • Email: info@papworthtrust.org.uk
Web: www.papworthtrust.org.uk
Tel: 0800 952 5000

**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
Tel: 01223 420033

**Deafblind UK**
Email: info@deafblind.org.uk
Web: www.deafblind.org.uk
Tel/Text: 01733 358356
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

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

There is some useful information on the MIND website (www.mind.org.uk) about the Five Ways to Wellbeing. The Five Ways to Wellbeing are things you can do to help you feel more positive about your life.

• 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, 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. To find out ways that you can volunteer and get rewarded for your time in Cambridgeshire, visit timebanking.org.uk

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

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 25); 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
National Dementia Helpline: 0300 222 1122

Cambridgeshire Local Office
Email: cambridgeshire@alzheimers.org.uk
Tel: 01223 813894

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.

For information on local services and support, go to www.cambridgeshire.gov.uk/directory
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. If you are worried about coming home from hospital, speak to the ward staff who will 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 19.

Care Network offers a free Help at Home service for any adult who has come out of hospital. Checked 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, help with tasks such as picking up prescriptions, collecting shopping, and linking you with a range of community groups.

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 will undertake an assessment before you return home to identify what is important to you, agree your outcomes, and discuss the help and support available.

Care Network
Web: 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

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 learn or regain the skills needed for everyday life.

Reablement programmes last between a few days and a few weeks and may suggest equipment you could purchase to help make day-to-day living easier. Many people find that after their reablement programme they can cope very well on their own, without the need for further care and support.
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 use their wider friends and family 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
Cambridgeshire County Council has teamed up with Carers UK to give local carers access to a wide range of digital tools and essential resources that may help to make their caring situation easier. You can create an account by visiting carersdigital.org and using the free access code DGTL3385. This includes Jointly, available at www.jointlyapp.com

Information and support for adult carers
In this Guide, there is lots of advice on how to get out and about in the community on page 7. Page 17 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 and young carers in Cambridgeshire. Caring Together can also provide a vast range of support including flexible breaks.

For information on local services and support, go to [www.cambridgeshire.gov.uk/directory](http://www.cambridgeshire.gov.uk/directory)
If you need additional support to continue your caring role, beyond that offered by local organisations and voluntary groups, you may be eligible for support from the council.

The council will offer advice and guidance to help you with your caring responsibilities and help you look after your own wellbeing. They may also do a more in-depth carers’ assessment to understand what’s important to you, and your needs. This will focus on you and the outcomes you want to achieve to help maintain your wellbeing. Carers’ assessments are available even if the person you care for does not get any help from the council.

To find out more about being a carer, visit www.cambridgeshire.gov.uk/Adults and see ‘Looking after someone’. If the person that you care for requires care and support to meet their needs, see page 34.

Information and support for young carers

Sometimes children and young people take on the practical and emotional caring responsibilities that would normally be expected from an adult. As a young carer you may have to prepare meals, look after money matters, give medicine, arrange appointments, or take care of a relative’s personal care. It can be a lot of work for anyone to handle, especially when school or work are also priorities.

If you’re a child or young person who is looking after someone and feel your role as a carer is affecting your education and schoolwork, or it’s making you feel anxious or upset, talk to someone about it. There are plenty of people who will be more than happy to listen and help you cope with the responsibilities of the role. Support could start close to home, with a relative or friend who already knows your situation, or even your teacher. There are also organisations that have been set up specifically to offer advice and support to young carers.

Centre 33 Cambridge
Centre 33 provides special support information and advice to young carers, helps other young carers meet each other, supports education, and helps with the transition to adult services.
Email: help@centre33.org.uk
Web: www.centre33.org.uk
Tel: 0333 414 1809

If you need additional support to continue your caring role, you may be eligible for support from the council. Young carers’ assessments are provided by the council’s Young Carers Assessment team, email youngcarers@cambridgeshire.gov.uk or call 07824 551818 or 07776 679547.

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’.

Caring Together
Caring Together provides information, advice, and guidance for adult carers and young carers in Cambridgeshire.
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 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

If you need additional support to continue your caring role, beyond that offered by local organisations and voluntary groups, you may be eligible for support from the council.
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](http://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](https://www.caringtogether.org/support-for-carers)

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 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.

You can register with the service at [https://www.caringtogether.org/whatifplan](https://www.caringtogether.org/whatifplan)

Caring Together’s specialist advisors can also help you to register a plan.

Caring Together
Email: hello@caringtogether.org
Web: www.caringtogether.org
Tel: 0345 241 0954

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 £123 a week after tax and expenses.

Carer’s Premium is an extra payment of up to £36.85 per week that can sometimes be added into the calculation of other 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](https://www.gov.uk/browse/benefits/disability) or have your benefits checked by Citizens Advice by calling 0344 848 7979.

If you want to check your eligibility for benefits, you can look on [www.gov.uk/benefits-calculators](https://www.gov.uk/benefits-calculators)

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.
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
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 17), getting some help with cleaning or gardening (page 18), or considering help with personal care (page 21). Many people find talking these options over with family and friends can be useful.

Visit [www.cambridgeshire.gov.uk/adults](http://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.

### Supported Living and 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 get ready in the morning, go out to work, or do simple tasks.

#### Shared Lives

The Shared Lives scheme supports adults with 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 short-term service or as a permanent placement.

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.eac.org.uk](http://www.eac.org.uk)

- **Shelter**
  - Web: [www.shelter.org.uk](http://www.shelter.org.uk)
  - Advice helpline: 0808 800 4444

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.

Shared Lives and Supported Living schemes 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. You can find out more on pages 22 and 33 respectively.

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

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
Vera James House - Ely

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
Sheltered housing and Extra Care housing

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.

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

**Cambridge City Council**
Email: independent.living@cambridge.gov.uk
Tel: 01223 457199

**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: housingservices@huntingdonshire.gov.uk
Tel: 01480 388218

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

Extra Care housing
Extra Care housing has been designed to enable older people to live independently. Like 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 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 and 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.

www.carechoices.co.uk

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

For information on local services and support, go to www.cambridgeshire.gov.uk/directory
Anchor care homes have given me reassurance, peace of mind and brand new memories. My loved one has improved both emotionally and socially and they are now thriving in a fantastic care environment.

Clayburn Court care home
Clayburn Road, Peterborough, Cambridgeshire, PE7 8LB
Call 0808 102 4319

Nelson Lodge care home
Whinfell Close, Eaton Socon, St Neots, Cambridgeshire PE19 8AB
Call 0808 102 5217

Visit www.anchor.org.uk/our-care
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 55 and for homes providing care for people with dementia, use the checklist on page 53.

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 34.

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.

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. 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 registered to meet these needs.
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 live as well as 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.

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 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?

Your support needs can increase and you might need some additional support 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 25 for more information.

Visit 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, and someone who supports you 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 Total Voice.

Email: tvcp@voiceability.org
Web: www.totalvoicecp.org
Tel: 0300 222 5704

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Tell us what you think

☑️ What have you found useful?

☑️ What could we do better?

Share your feedback

Take our five minute survey

Care Choices

www.carechoices.co.uk/reader-survey
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/payingforcare](http://www.cambridgeshire.gov.uk/payingforcare) or consider one of the resources here.

**Citizens Advice**
**Cambridge and District**
Web: [www.cambridgecab.org.uk](http://www.cambridgecab.org.uk)
Tel: 0344 848 7979

**Rural Cambridgeshire**
(Offices in Ely, Huntingdon, St Neots and Wisbech)
Web: [www.ruralcambscab.org.uk](http://www.ruralcambscab.org.uk)
Tel: 0344 245 1292

**Money Advice Service**
Web: [www.moneyadVICEService.org.uk](http://www.moneyadVICEService.org.uk)
Tel: 0800 138 1677

We Care About Your Care

At Dartington Wealth Management we understand that health and financial security are really important issues and become more so the older we get. No one knows what the future holds but it is possible to exercise a considerable amount of control over some very significant aspects of old age. Aspects like where you live, how much capital and income you have at your disposal and perhaps most important of all, how you pay for your care.

This is particularly significant as care costs in England are not covered by the state in the way that health costs are. In fact, anybody with personal assets worth over £23,250, potentially including the value of their home, if this is not automatically disregarded (e.g. still occupied by a spouse or civil partner), is required to pay for all of their care. This means that without the right planning, people might have to use up their savings and other assets to cover their care costs and this may even mean having to sell their home.

As one of only a few SOLLA (Society of Later Life Advisers) accredited advisers in Cambridgeshire you can be confident that we are the right people to advise you. We have the knowledge and the skills to help you plan for yours or a family member’s care needs with sensitivity and the dignity you deserve.

For more information visit our website [dartingtonwealth.co.uk](http://dartingtonwealth.co.uk)

To contact us for an initial without obligation consultation call 01223 211122 or email: enquiries@dartingtonwealth.co.uk

Dartington Wealth Management is authorised and regulated by the Financial Conduct Authority.
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 that the council calculates it will contribute towards the cost of your care. You can receive the 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.

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

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 it will recover from your estate.

Visit [www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk) and search ‘paying for care’ for more information.
If you move into a care home that provides nursing care, you may be entitled to a non-means-tested contribution towards the cost of your nursing care from the NHS. This is paid directly to the home.

To find the current rate visit www.nhs.uk and search ‘NHS funded nursing care’.

### 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](http://www.gov.uk/power-of-attorney).

### Making a compliment, comment, or complaint

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

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

If you are not satisfied with the response you receive, and if you receive care from a council-approved provider, you can complain to the council’s Customer Care team.

Visit the Customer Care team website at [www.cambridgeshire.gov.uk/customercare](http://www.cambridgeshire.gov.uk/customercare).

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

**Local Government and Social Care Ombudsman**

Web: [www.lgo.org.uk](http://www.lgo.org.uk)
Tel: 0300 061 0614

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Search for care in your area

[www.carechoices.co.uk](http://www.carechoices.co.uk)

- Find care providers quickly and easily
- Search by location and care need

© CareChoices
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: Freepost RTHA-RTYE-SATT, Healthwatch Cambridgeshire and Peterborough, 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 need 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:

**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.

• 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: **referralcentre-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](http://www.cambridgeshire.gov.uk/adults) and search ‘Report abuse’ for more information.

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](http://www.safeguardingcambspeterborough.org.uk)
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
Home is where the care is

Home & live in care from Bluebird Care

Everything you need to live in the comfort of your own home

Contact your local Bluebird Care team and talk to our friendly care experts to find out more about our home & live in care and the difference it can make to your life.

Cambridge & Cambridge South

cambridge@bluebirdcare.co.uk
01223 643377
bluebirdcare.co.uk/cambridge

Newmarket, Ely & East Cambridgeshire

newmarketandfenland@bluebirdcare.co.uk
01638 718855 – Newmarket
01353 883333 – Ely
bluebirdcare.co.uk/fenland

Huntingdonshire

huntingdonshire@bluebirdcare.co.uk
01480 414888
bluebirdcare.co.uk/huntingdonshire
Choosing care and support

Home care and personal assistant checklist

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

### 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 22. NB. PAs are not required to be registered with the Care Quality Commission.
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.
### Home care providers

At the time of publication, all home care agencies listed here were registered by the regulatory body the Care Quality Commission (CQC).

<table>
<thead>
<tr>
<th>Agency</th>
<th>Address</th>
<th>Telephone</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Class Care Ltd</td>
<td>Cambridge</td>
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<td>01223 301756</td>
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<td>Agincare UK Ltd</td>
<td>Cambridge</td>
<td>01223 581508</td>
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<tr>
<td>Anglian Care and Domestic Support Services Ltd</td>
<td>March</td>
<td>01354 705012</td>
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<td>Cambridge</td>
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<td>Better Home Care</td>
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<td>Bircham House</td>
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<td>Blenheim House</td>
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<td>Bluebird Care (Cambridge and South Cambs)</td>
<td>Hardwick</td>
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<td>Boathouse, The (Rest Assured Homecare UK Ltd)</td>
<td>Wisbech</td>
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<td>Caerus Care Ltd</td>
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<td>Cambridge City Council Care – Ditchburn Place</td>
<td>Cambridge</td>
<td>01223 457199</td>
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</table>

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

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

For information on local services and support, go to [www.cambridgeshire.gov.uk/directory](http://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
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: acdssld@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.

Agincare
Live-in Care

Fully managed high quality affordable live-in care
from £795 per week

CONTACT US TODAY
08000 121 247 | AGINCARE.COM
Cambridgeshire and Peterborough Domiciliary Care Agency
Cambridge
Tel: 01733 873700
LDA

Cambridgeshire County Council Reablement Service North (March Team)
March
Tel: 01223 699858
OP PD LDA YA

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

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

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

Cambridgeshire Reablement Service North (Cambourne Team)
Great Cambourne
Tel: 01954 282465
OP PD LDA YA

Caremark Cambridge and South Cambridgeshire
Cambridge
Tel: 01223 778818
OP PD MH SI YA

Caretel Community Service Ltd (East Anglia)
Wisbech
Tel: 07585 300312
OP PD LDA MH SI YA AD

Careuk247 Home Care Cambridgeshire
Cambridge
Tel: 01480 504247
OP PD SI YA

Caring Together
St Ives
Tel: 0345 241 0954
Advert page 52
OP PD LDA SI YA

CHS Homecare (Domiciliary Care Agency)
(Melbourn)
Tel: 01763 260564
Advert page 30
OP

City Care Services
Cambridge
Tel: 01223 842100
OP PD MH SI YA

Community Support Service
Huntingdon
Tel: 01480 379800
PD LDA SI

Compassionate Heart
Cambridge
Tel: 01223 210477
OP D PD SI YA

Conquest Lodge
March
Tel: 01354 659708
OP PD LDA MH YA

CorderCare Office
Wisbech
Tel: 07813 582571
OP D PD LDA MH SI YA AD

Craegmoor Supporting You in East Anglia
Chatteris
Tel: 01354 691611
PD LDA MH YA

DJSupport
Cambridge
Tel: 01223 882540
OP

Domiciliary Care Agency East Area
Wisbech
Tel: 01945 587210
LDA YA

Dream Elite Care
Whittlesey
Tel: 01733 686850
OP D PD YA

Edina Court
Wisbech
Tel: 01945 463419
OP PD LDA MH SI

Edmund House
Cambridge
Tel: 01223 883130
LDA

ELMS Health Solutions
Cambourne
Tel: 01223 751700
Advert page 50
OP D PD LDA MH SI YA

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

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

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

For information on local services and support, go to www.cambridgeshire.gov.uk/directory
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
- Personal Care
- Light Housekeeping
- Shopping
- Local Transportation and Errands
- Specialist Dementia and Alzheimer’s Care
- Meal Preparation
- Personal Care
- Local Transportation and Errands
- Meal Preparation

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

A Quality Care Services Ltd
Specialising in Live-In Care and Domiciliary Care

Where quality of life is our primary goal in care

Tel: 01223 830257 Mob: 07985 615259
Email: qctcairns@gmail.com

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

Search for care at www.carechoices.co.uk to find support in your area
Home Care providers continued

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 865446

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

Hearts At Home Homecare Ltd
Huntingdon
Tel: 01733 844096

Helping Hands Cambridge
Cambridge
Tel: 0808 274 2935

Hills Independent Homecare Service
St Neots
Tel: 01480 353227

Home Instead Senior Care Huntingdon
Huntingdon
Tel: 01480 454293

Hunts Mencap Hub
Huntingdon
Tel: 01480 450596

Jasmine House – Ely
Ely
Tel: 01223 699101

Kare Plus Cambridge
Cambridge
Tel: 01223 755887

Lilyrose Care Group Ltd
Cambridge
Tel: 01223 848272

Love Life Care
Ely
Tel: 01353 669222

Lucmont Ltd T/A Home Instead Senior Care
St Ives
Tel: 01480 495834

Mears Care Ltd
Huntingdon
Tel: 01480 437980

Midas Care
Cambridge
Tel: 01223 815220

See page 47 for the Service User Bands key
Advertisers are highlighted

For information on local services and support, go to www.cambridgeshire.gov.uk/directory
"Our support users are empowered to live independently whilst being cared for at all times with dignity and respect"
### Home care providers

<table>
<thead>
<tr>
<th>Provider</th>
<th>City</th>
<th>Contact Details</th>
<th>User Bands</th>
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<tr>
<td>MiHomecare Cambridge</td>
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<td>Tel: 0333 121 6301</td>
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<tr>
<td>Multi-Care Community Services Ltd</td>
<td>Huntingdon</td>
<td>Tel: 01480 466387</td>
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<tr>
<td>Oakmont Care Huntingdon</td>
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<td>Tel: 01480 714135</td>
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<tr>
<td>Omanes Care Ltd</td>
<td>Cambridge</td>
<td>Tel: 01223 678626</td>
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<tr>
<td>Quality Home Care Anglia Ltd</td>
<td>Ely</td>
<td>Tel: 01353 865348</td>
<td>OP D PD LDA MH SI YA</td>
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<tr>
<td>Radis Community Care (Huntingdon)</td>
<td>Huntingdon</td>
<td>Tel: 01480 433880</td>
<td>OP D PD LDA MH SI YA</td>
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<tr>
<td>Radis Community Care (Ness Court ECH)</td>
<td>Cambridge</td>
<td>Tel: 01638 745594</td>
<td>OP D YA</td>
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<td>Radis Community Care (Somers Court)</td>
<td>Wisbech</td>
<td>Tel: 01945 463533</td>
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<td>Reed Specialist Recruitment Ltd – Cambridge</td>
<td>Cambridge</td>
<td>Tel: 01223 316554</td>
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<td>Reliance Care Services Cambridge</td>
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<td>Sanctuary Home Care Ltd</td>
<td>Doddington</td>
<td>Tel: 01354 742957</td>
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<td>Sunshine Wisbech</td>
<td>Wisbech</td>
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<td>Taylored Care Ltd</td>
<td>Cambridge</td>
<td>Tel: 07921 810680</td>
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<td>Triple Home Care Ltd</td>
<td>Huntingdon</td>
<td>Tel: 01480 432496</td>
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<td>Trust Homecare Solution Ltd</td>
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<td>Voyage (DCA) Cambridge City</td>
<td>Ely</td>
<td>Tel: 01638 721723</td>
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<td>Tel: 01954 263076</td>
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<td>Westminster Homecare Ltd (Independent Living Network)</td>
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<td>Tel: 01353 667646</td>
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<td>Willowbank</td>
<td>Chesterton</td>
<td>Tel: 01223 324922</td>
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<td>Woodlands Court</td>
<td>Cambridge</td>
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<td>Yew Tree Cottage</td>
<td>Cambridge</td>
<td>Tel: 01223 290600</td>
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<tr>
<td>Your Life (Ely)</td>
<td>Ely</td>
<td>Tel: 01353 772707</td>
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*For information on local services and support, go to [www.cambridgeshire.gov.uk/directory](http://www.cambridgeshire.gov.uk/directory)*
We provide homecare so that carers have choices

Our dedicated staff provide personalised care for people of all ages and with a range of conditions. We arrange and deliver support in the home and community to best meet your needs and wishes.

We also provide information, advice and guidance to help carers in their caring role.

Contact us to find out how we can help you
0345 241 0954
hello@heartsathomehomecare.co.uk
caringtogether.org

What can we offer?

• Regular call times to suit you
• Personal Care
• Housekeeping
• Meal Preparation
• Medication Administration
• Shopping
• Social Activities/Outings
• Companionship
• Promoting fun, engagement and stimulation

Operating in Cambridge city and surrounding villages along with Ramsey, the villages surrounding, Huntingdon and Chatteris, we offer unique, affordable and tailored packages to take care of you, or a loved one in the comfort of your own home. Everybody is unique and here at Hearts at Home Homecare our packages are focused around ensuring your each and every need is catered for at days and times of your choice. We are fully CQC registered and all our staff are DBS checked, hold good references and have received full training.

For further information, please do not hesitate to contact us for an informal chat on 01733 844096 or email:
office@heartsathomehomecare.co.uk

Search for care in your area

www.carechoices.co.uk

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
### Residential dementia care checklist

<table>
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<tr>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
<th>Fees per week</th>
<th>Quality rating*</th>
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<tr>
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<td></td>
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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 55. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists)

#### Design
- Are there clear signs throughout the home? [ ] [ ] [ ]
- Has the home been designed or adapted for people with dementia? [ ] [ ] [ ]
- Are the home and grounds secure? [ ] [ ] [ ]
- Are there prompts outside the residents’ rooms to help people identify their own? [ ] [ ] [ ]
- Is the décor familiar to your loved one? [ ] [ ] [ ]

#### Health
- Can residents get help with eating and drinking? [ ] [ ] [ ]
- How often does the home review residents’ medication? [ ] [ ] [ ]
- Does the home offer help if a resident needs assistance taking medication? [ ] [ ] [ ]
- Do GPs visit the home regularly? [ ] [ ] [ ]

#### Staff
- Are staff trained to identify when a resident might be unwell? [ ] [ ] [ ]
- Are staff trained to spot when someone needs to go to the toilet? [ ] [ ] [ ]
- Do the staff have any dementia specific training/experience? [ ] [ ] [ ]
- Will your loved one have a member of staff specifically responsible for their care? [ ] [ ] [ ]

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

#### Approach to care
- Does the home follow a specific approach to dementia therapy, for example, validation therapy? [ ] [ ] [ ]
- Will the home keep you informed about changes to your loved one’s care? [ ] [ ] [ ]
- Does the home have a specific approach to end of life care? [ ] [ ] [ ]
- Does the home keep up to date with best practice in dementia care? [ ] [ ] [ ]

*See page 33.*
Putting people at the heart of the care we provide

01733 203347 - Aliwal Manor, Whittlesey
01223 247864 - Brook House, Cambridge
01223 712111 - Buchan House, Cambridge
01954 273310 - Fitzwilliam House, Cottenham
01223 236079 - Etheldred House, Histon
01223 354773 - Primrose Croft, Cambridge
01480 375163 - Rheola, St Ives
01223 712135 - St Georges Court, Cambridge
01480 456899 - Hunters Down, Huntingdon
01945 581141 - Glennfield, Wisbech

email joanne.king@excelcareholdings.com

www.excelcareholdings.com
Care homes checklist

Home 1

Home 2

Home 3

Fees per week

Quality rating

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.
THE CAMBRIDGESHIRE CARE HOME

The Cambridgeshire Care Home is a state of the art, luxurious care home three miles south of Cambridge city centre and just one mile from the M11 motorway.

Our philosophy is quite simple: to provide the very highest standard of care for every person living at The Cambridgeshire Care Home.

We provide Residential, Nursing and Dementia care to elderly ladies and gentlemen, this full complement of services means that elderly residents changing needs can be met throughout their stay with us.

01223 551200
These lists were correct at the time of publication. For up-to-date information, check the CQC’s website at [www.cqc.org.uk](http://www.cqc.org.uk).

### Cambridge City care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
<th>Advert Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alex Wood House</td>
<td>3a Fortescue Road, Cambridge CB4 2JS</td>
<td>01223 578602</td>
<td>30</td>
</tr>
<tr>
<td>Brook House Care Home</td>
<td>45 Seymour Street, Cambridge CB1 3DJ</td>
<td>01223 247864</td>
<td>54</td>
</tr>
<tr>
<td>Browns Field House</td>
<td>25 Sherbourne Close, Cambridge CB4 1RT</td>
<td>01223 426337</td>
<td></td>
</tr>
<tr>
<td>Cambridgeshire County Council – 40-44 Russell Street</td>
<td>Cambridge CB2 1HT</td>
<td>01223 712261</td>
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<tr>
<td>Edward House</td>
<td>Albion Row, Cambridge CB3 0BH</td>
<td>01223 316776</td>
<td>58</td>
</tr>
<tr>
<td>Langdon House</td>
<td>20 Union Lane, Cambridge CB4 1QB</td>
<td>01223 578601</td>
<td>30</td>
</tr>
<tr>
<td>Pauline Burnet House</td>
<td>1 Pippin Drive, Chesterton, Cambridge CB4 1GL</td>
<td>01223 883130</td>
<td></td>
</tr>
<tr>
<td>Primrose Croft Care Home</td>
<td>Primrose Street, Cambridge CB4 3EH</td>
<td>01223 354773</td>
<td></td>
</tr>
<tr>
<td>Rosewood</td>
<td>1 Edmund Close, Milton, Cambridge CB24 6ZS</td>
<td>01223 883130</td>
<td></td>
</tr>
<tr>
<td>Winston House</td>
<td>19 Brooklands Avenue, Cambridge CB2 8BG</td>
<td>01223 356795</td>
<td></td>
</tr>
</tbody>
</table>

### Cambridge City care homes with nursing

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
<th>Advert Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buchan House Care Home</td>
<td>Buchan Street, Cambridge CB4 2XF</td>
<td>01223 712111</td>
<td>54</td>
</tr>
<tr>
<td>Cambridge Care Home, The</td>
<td>5 High Street, Chesterton, Cambridge CB4 1NQ</td>
<td>01223 323774</td>
<td></td>
</tr>
<tr>
<td>Cambridge Manor Care Home</td>
<td>33 Milton Road, Cambridge CB4 1UZ</td>
<td>01223 633984</td>
<td></td>
</tr>
<tr>
<td>Cambridgeshire Care Home, The</td>
<td>176-178 Cambridge Road, Great Shelford, Cambridge CB22 5JU</td>
<td>01223 551200</td>
<td></td>
</tr>
<tr>
<td>Cherry Hinton Nursing Home</td>
<td>369 Cherry Hinton Road, Cambridge CB1 8DB</td>
<td>01223 633982</td>
<td></td>
</tr>
<tr>
<td>St Georges Court Care Home</td>
<td>Russell Street, Cambridge CB2 1HT</td>
<td>01223 712135</td>
<td></td>
</tr>
<tr>
<td>Woodlands Care Centre</td>
<td>Hawkins Road, Cambridge CB4 2RD</td>
<td>01223 324444</td>
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</tr>
</tbody>
</table>

If you are considering a care home with nursing, see the checklist on page 55.

### East Cambridgeshire care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</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>
</tr>
<tr>
<td>Brambles, The</td>
<td>104 Station Road, Soham, Ely CB7 5DZ</td>
<td>01353 722971</td>
<td>LDA</td>
</tr>
</tbody>
</table>

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

For information on local services and support, go to [www.cambridgeshire.gov.uk/directory](http://www.cambridgeshire.gov.uk/directory)
East Cambridgeshire care homes continued

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

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

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

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

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

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

---

**Soham Lodge Care Centre - Specialist Care**

**Soham Lodge Care Centre** - Providing specialist care for those with nursing needs.

We aim to provide residents with a **safe**, **secure**, **relaxed** and **homely** environment. Awarded Gold Standards Framework for **End of Life** Care.

At Soham Lodge we provide care for **Bariatric**, **Palliative**, **Acquired Brain Injury**, **Complex Needs** and **Dementia** for those under and over 65 years.

Visit us on Facebook at **Soham Lodge Care Centre**

T: 01353 720775
E: info@sohamlodge.co.uk www.sohamlodge.co.uk

Soham Bypass A142, Soham, Ely, Cambridgeshire CB7 5WZ

---

**Edward House**
Residential Care in the Heart of Cambridge

Edward House is a small, friendly, residential home, close to Cambridge City Centre. We have purpose built, en-suite accommodation for up to 18 women, including one respite room.

We believe that our size, our values and the **dedication of our staff team** enable us to offer a truly unique and personal experience for those in our care.

For more information or an informal chat, please contact our manager Joy Wood on **01223 316776**, e-mail info@edwardstorey.org.uk or visit us in person at Edward House, Albion Row, Cambridge CB3 0BH

“Mum is very happy and feels safe at Edward House. The meals provided are good and the staff do try and cater for individual needs. The staff are caring and I feel treat residents with respect.” - Miss N. Daughter of Resident

Regrettably we are unable to provide dementia care services.

---

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

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
Advert outside back cover

Orchards, The
2 Forsythia Road, Ely CB6 1DP
Tel: 01353 860490

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

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

Vera James House
Chapel Street, Ely CB6 1TA
Tel: 01353 661113 Advert page 30

Waterbeach Lodge
Advert inside front cover

East Cambridgeshire care homes with nursing

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

Hilton Park – Oaklands
Bottisham, Cambridge CB25 9BX
Tel: 01223 633 504 Advert page 5

Hilton Park Care Centre
Bottisham, Cambridge CB25 9BX
Tel: 01223 633 505 Advert page 5

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

Soham Lodge Bariatric Care
Soham Bypass, Soham, Ely CB7 5WZ
Tel: 01353 720775 Advert page 58

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

Fenland care homes

Aliwal Manor Care Home
Turners Lane, Whittlesey PE7 1EH
Tel: 01733 203347 Advert page 54

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

For information on local services and support, go to www.cambridgeshire.gov.uk/directory 59
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

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

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

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

Lyncroft Care Home
81 Clarkson Avenue, Wisbech PE13 2EA
Tel: 01945 475229

Royal Mencap Society
– Broad Oaks
30 Gaul Road, March PE15 9RQ
Tel: 01354 656022

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

Fenland care homes continued

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

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

Lyncroft Care Home
81 Clarkson Avenue, Wisbech PE13 2EA
Tel: 01945 475229

Royal Mencap Society
– Broad Oaks
30 Gaul Road, March PE15 9RQ
Tel: 01354 656022

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

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 0TX
Tel: 01354 740269 PD YA

Askham Grove
13 Benwick Road, Doddington, March PE15 0TX
Tel: 01354 740269 OP D PD

Askham Hall
13 Benwick Road, Doddington, March PE15 0TX
Tel: 01354 740269 OP D

Askham House
13 Benwick Road, Doddington, March PE15 0TX
Tel: 01354 740269 OP MH

Askham Place
13 Benwick Road, Doddington, March PE15 0TX
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 54 OP D

Orchard House
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

Service
Older people (65+)
Dementia
Physical disability
Mental health
Sensory impairment
Younger adults
People who misuse alcohol or drugs
User Bands
LDA
MH
SI

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

Brookfield Residential Home
1 High Street, Somersham,
Huntingdon PE28 3JA
Tel: 01487 840900 Advert page 62 OP

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

Conquest House
Straight Drove, Farcet, Peterborough PE7 3DJ
Tel: 01733 244623 LDA MH YA

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

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

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

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

Hardwick Dene
Hardwick Lane, Buckden, St Neots PE19 5UN
Tel: 01480 811322 OP D YA

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

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

Hill View
46 St Judths Lane, Sawtry, Huntingdon PE28 5XE
Tel: 01487 831709 OP D

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

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

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

Nelson Lodge
Whinfell Close, Off Nelson Road, Eaton Socon, St Neots PE19 8AB
Tel: 0808 102 5217 Advert page 32 OP D YA

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

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

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

Old Vicarage Care Home, The
27 Church Street, St Neots PE19 2BU
Tel: 01480 476789 OP D PD MH SI YA

Olivemede
Hawthorne Road, Yaxley, Peterborough PE7 3JP
Tel: 01733 240972 OP D PD SI

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

Potton View
Mill Hill, Potton Road, Gamlingay, Sandy SG19 3LW
Tel: 01767 654866 OP

Rheola Care Home
Broad Leas, St Ives PE27 5PU
Tel: 01480 375163 Advert page 54 OP D

Rose Cottage Residential Home
School Road, Broughton, Huntingdon PE28 3AT
Tel: 01487 822550 OP D PD MH SI

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
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:** angiecaswell.brookfield@hotmail.co.uk

[www.janescarehomes.co.uk](http://www.janescarehomes.co.uk)
Huntingdonshire care homes continued

Royal Mencap Society – 32 Kings Lane
Popewalk House, St Neots PE19 1LB
Tel: 0808 808 1111

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

Huntingdonshire care homes with nursing

Cromwell House Care Home
82 High Street,
Huntingdon PE29 3DP
Tel: 01480 411411

Hunters Down Care Home
Hartford Road, Huntingdon PE29 1XL
Tel: 01480 456899 Advert page 54 OP D PD

Eltisley Manor
Cambridge Road, Eynesbury, Hardwick,
St Neots PE19 6SR
Tel: 01480 881006

Manor House Care Home
80 Huntingdon Road, Upwood, Ramsey,
Huntingdon PE26 2QQ
Tel: 01487 814333 OP D MH

Field Lodge
London Road, St Ives PE27 5EX
Tel: 01480 499840

Primrose Hill Care Home
Thames Road, Huntingdon PE29 1QW
Tel: 01480 450099

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

Red House Care Home, The
Bury Road, Ramsey,
Huntingdon PE26 1NA
Tel: 01487 813936 OP D PD

Glebe Farm
Green Lane, Upton, Huntingdon PE28 5YE
Tel: 01480 702702

If you are considering a care home with nursing, see the checklist on page 55.

South Cambridgeshire care homes

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

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

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

Fitzwilliam House Care Home
Rooks Street, Cottenham, Cambridge CB24 8QZ
Tel: 01954 273310 Advert page 54 OP D

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

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

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

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

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

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

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

**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

**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

**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 care homes.
For Living

**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, 8.30am to 12.30pm Saturday. Closed Sunday and bank holidays. We may record or monitor our calls.

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

Arlington Manor Care Home
Wellbrook Way, Girton, Cambridge CB3 0FW
Tel: 01223 733660

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

Cottenham Court Bupa Care Home
High Street, Cottenham, Cambridge CB24 8SS
Tel: 01954 768639 Advert page 64

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

Etheldred House Care Home
Clay Street, Histon CB24 9EY
Tel: 01223 236079 Advert page 54

Gracefield Nursing Home and Residential Care Home
St Neots Road, Dry Drayton, Cambridge CB23 8AY
Tel: 01954 210833

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

Midfield Lodge
Cambridge Road, Oakington CB24 3BG
Tel: 01223 232267

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

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

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

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

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