



Cheshire East

Care Services Directory 2026/27

The comprehensive guide to staying independent, improving your wellbeing and choosing and paying for your care

In association with

*Working for a **brighter future** together*



www.carechoices.co.uk



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“

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The staff, very welcoming and friendly, with knowledge of dad's conditions. They put us at ease straight away. This has continued since dad moved in.

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”

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To obtain extra copies of this Directory, free of charge, call **Adult Social Care** on **0300 123 5010**.

Alternative formats



This Directory is available electronically at **www.carechoices.co.uk**

The e-book is also Recite Me compatible for those requiring information in the spoken word.

Introduction from Cheshire East Council

Welcome to the [Cheshire East Care Services Directory 2026/27](#). Cheshire East Council is committed to helping residents enjoy independent and healthier lives, through the provision of services and access to support from other organisations and the wider community. This Directory offers an overview of these options.

This Directory is complemented by Live Well Cheshire East, an online resource that provides information and advice on local support, including groups, activities and community services. To find out more, visit www.cheshireeast.gov.uk/livewell/ You'll also find information in this Directory about the importance of a healthy lifestyle to help you remain independent, such as staying active, maintaining balance and eating well.

The Council's vision is to enable prosperity and wellbeing for all in Cheshire East. To achieve this, the

Council commits to:

- unlock prosperity for all;
- improve health and wellbeing; and
- be an effective and enabling Council.

Cheshire East Council

Tel: **0300 123 5010**

Web: www.cheshireeast.gov.uk/home.aspx

Crewe Customer Service Centre

Delamere House, Delamere Street CW1 2JZ
(open Monday to Friday, 8.45am to 5.00pm).

Macclesfield Customer Service Centre

Town Hall, Market Place SK10 1EA (open Monday to Friday, 8.45am to 5.00pm).

For Adult Social Care emergencies out of working hours, contact the **Adult Social Care Out Of Hours Team** on **0300 123 5022**.

Healthy lifestyles

Eating the wrong things, drinking more than you should, smoking and not exercising all have impacts on your health.

Making changes to your lifestyle will help you feel better and could prevent diseases such as diabetes, cancer and heart disease. It can also reduce your risk of suffering disability and frailty in later life.



The Council funds the 'One You Cheshire East' service to provide free

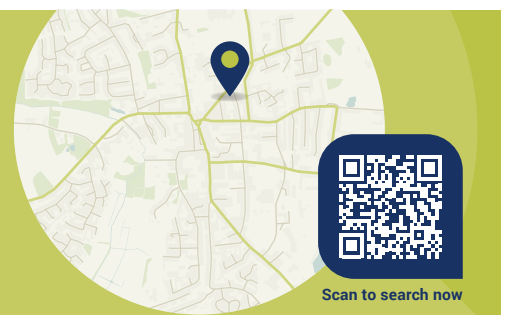
lifestyle support to people. This includes a range of programmes to help you be smoke free, get healthy and active as a family, lose weight and become active.

For more information, call **0300 123 5026** or visit www.oneyoucheshireeast.org

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



Visit www.carechoices.co.uk

Lifestyle advice

Choosing to adopt a healthier lifestyle can help you to live a happier and more active life. Use the following tips to help you age well. Many of these are supported by the Council's 'One You Cheshire East' healthy lifestyle service which is delivered on the Council's behalf by Everybody Health & Leisure.

1. Physical activity

Being active is great for your body, mind and health – and there are lots of ways to do this. In addition to reducing your risk of disease such as a stroke or heart attack, it can keep your muscles, bones and joints strong, and can help improve your balance.

NHS guidelines state that adults should do at least 150 minutes of exercise a week such as brisk walking or energetic housework and try to break up periods of inactivity. The NHS also stresses the importance of doing regular exercises that improve the strength of your major muscles, such as shoulders, arms and legs, at least twice a week.

One You Cheshire East offers free support to help you become active through a range of activities, providing tailored support, advice and designing and guiding you through a personalised exercise plan. For more information, call **0300 123 5026** or visit **www.oneyoucheshireeast.org**

2. Eating well

What you eat, and how much, is important for your health and wellbeing. Choosing healthier foods is easier than you might think. Read more at **www.nhs.uk/live-well/eat-well**

Re-Shape is One You Cheshire East's free 12-week adult weight management programme, consisting of diet, exercise and behaviour change. Learn about new healthy eating habits, portion control, food labels, good sleep hygiene and much more. You can choose to access the programme in person, online or via a digital app. For more information, call **0300 123 5026** or visit **www.oneyoucheshireeast.org**

3. Falls

Maintaining strength and balance are important

so that you can get out and about and stay independent. One You Cheshire East offers free falls prevention classes to help you move well, at a range of locations in Cheshire East. For more information, call **0300 123 5026** or visit **www.oneyoucheshireeast.org**

Read more about falls and standing strong at: **www.cheshireeast.gov.uk/livewell/livewell.aspx**

4. Smoking

Smoking damages your body in several ways, from the day-to-day effects on your heart and your breathing, to longer-term smoking-related diseases such as heart disease, cancer and stroke. Your smoke can harm the health of those you live with too. Visit **www.nhs.uk/live-well/quit-smoking** for further information.

To receive free support and treatment to help you stop smoking, One You Cheshire East provides a 12-week programme available across Cheshire East; call **0300 123 5026** or visit the One You Cheshire East website at **www.oneyoucheshireeast.org**

5. Alcohol/drugs

NHS guidelines advise that men and women should not drink more than 14 units of alcohol a week. This is the same as six pints of average-strength beer or six glasses of wine in a medium glass (175ml). Regularly drinking more than this can significantly increase the risk to your health. The effects also worsen as you get older. You can read more about the impacts of alcohol at **www.nhs.uk/live-well/alcohol-advice**

The Change, Grow, Live Drug and Alcohol Service offers confidential and free support for individuals seeking to make positive changes to their drug or alcohol use. The service includes workshops, structured groups or one-to-one sessions tailored to your needs.

It also provides harm reduction advice, blood-borne virus testing and access to free naloxone for opioid overdoses. The service is located in a range of towns across Cheshire East, including Crewe and Macclesfield; call **01625 464995** or email **eastcheshire.info@cgl.org.uk**



→ 6. Teeth

Brushing your teeth twice a day and using floss daily are important for reducing your risk of gum disease. This has been linked to diabetes, strokes, heart disease and rheumatoid arthritis. It's also important to see a dentist for a check-up on a regular basis.

7. Sleep

Many of us struggle to sleep well as we get older. Going to bed at the same time each night, avoiding daytime naps and having a bedtime routine can mean you're less tired and more mentally alert.

Go to www.nhs.uk/live-well/sleep-and-tiredness for further advice.

Families looking to be healthier together

One You Cheshire East provides a free 12-week physical activity and healthy eating programme called Let's Get Movin'. This programme supports your family in making healthier choices. Receive help, support and advice on nutrition, and access activity sessions. Visit

www.oneyoucheshireeast.org/lets-get-movin

One You Cheshire East

Tel: **0300 123 5026**

Email: **OneYouCE@everybody.org.uk**

Web: **www.oneyoucheshireeast.org**

X: **@OneYouCE**

Facebook:

www.facebook.com/OneYouCheshireEast

Instagram: **@oyce_oneyoucheshireeast**

Leisure

Everybody Health & Leisure (Everybody) is a registered health and leisure charity, offering opportunities to get active and healthy across Cheshire East. Membership includes use of the gym, swimming pools, sauna, steam room, spa, exercise classes and a range of sport activities. Other services include personal training, sports, disability and inclusion sessions, swimming lessons, Taste for Life cafés, career and training opportunities, volunteering and more.

Targeted health programmes are available for people recovering from illness or living with various long-term health conditions, such as respiratory or heart disease, cancer, chronic lower back pain (longer than three months), osteoarthritis (knee and/or hip) or osteoporosis.

The Everybody Options scheme is a concessionary scheme that provides membership and access to activities at the centres at a discounted rate.

Where a customer requires a carer to accompany them when using Everybody facilities, access to that carer will be free of charge to open activities, regardless of whether the carer is spectating or using the facilities themselves. Note that restrictions may apply for bookable activities where there are limited spaces, such as group fitness classes. Where the carer wishes to use the facilities in their own time, the normal 20% discount will apply. Terms and conditions apply.

For more details, visit your local leisure centre, refer to the following contact details or visit the website to find out more.

Email: **support@everybody.freshdesk.com**

Web: **https://everybody.org.uk**

X: **@EBLeisure**

Facebook: **www.facebook.com/**

everybodyhealthleisure

Instagram: **@ebleisure**

Walks

Walking is another great way to exercise; visit www.cheshireeast.gov.uk (search 'Walking links')

for useful links including downloadable leaflets suggesting local walks.

Libraries

There are 16 libraries in Cheshire East as well as a mobile library which travels to more rural

locations. Libraries provide a wide range of resources that can be used free of charge,

including books for all ages and interests, books in large print, audio and e-audio books, e-books, digital magazines, newspapers, online family history and other online resources.

Cheshire East libraries also have Reading Well self-help book collections, which are professionally selected books on mental health conditions and life events for adults, children, teenagers and the family unit. You'll find customer service desks and community advice desks to help with concessionary travel applications, benefits and council enquiries. Customer service appointments must be booked in advance at all smaller libraries, and booking is advisable at Congleton, Crewe, Macclesfield, Nantwich and Wilmslow.

Events and activities

Libraries hold many community events and activities for all ages, including coffee mornings, music sessions, jigsaws and board games, rhyme times, story times, science, technology, engineering and mathematics (STEM) learning, craft sessions and reading and writing groups. There are many opportunities for lifelong learning, informal study, family and local history and volunteering.

IT buddies

Library members can use library computers to access the internet for free for an hour each day or use the free Wi-Fi. Library IT buddies are available to give one-to-one support to help you learn basic digital skills at your own pace. It's free for an hour's support, which needs to be booked in advance by contacting your local library. Some libraries offer free Learn My Way courses, so learners can learn and expand their digital skills at their own pace.

Mobile Library and Home Library Services

The Mobile Library Service visits the rural areas of Cheshire East on a three-weekly basis. Libraries also provide a personal service direct to the homes of readers who are unable to collect their own books, and whose friends and relations are also unable to help. Volunteers visit on a regular basis, usually fortnightly, delivering requested books and audio books.

All Cheshire East libraries are Warm Spaces.

Tel: **0300 123 5018**

Email: **libraries@cheshiresharedservices.gov.uk**

Web: **www.cheshireeast.gov.uk/libraries/libraries.aspx**

Voluntary Community, Faith and Social Enterprise (VCFSE)

Cheshire East Council supports a wide range of services delivered by the VCFSE through its externally funded Community Grants programme. You can explore the services and provisions available across Cheshire East by visiting our Community Grants Funded Projects webpage.

On the website, you'll find details of current and previously funded projects, a helpful grants

brochure and an interactive map showing where services are located throughout the borough.

Funded services include support with hospital discharge, health and wellbeing activities, warm places and more.

For more information, visit **www.cheshireeast.gov.uk** (search 'Grant funded projects').

Dying well – what does end of life care involve?

End of life care is support for people who are approaching death, including palliative care. It helps people to be as comfortable as possible and to die with dignity. It also includes support for those important to the dying person, which may include family or carers.

The End of Life Partnership (EOLP) provides information sessions to help family carers with their

caring role, including:

- how to plan for the future;
- grieving before loss;
- confidence to care at end of life ;
- understanding dementia; and
- grieving when caring ends.



➔ For more information, call **01270 310260** or visit <https://eolp.co.uk/> Alternatively, visit www.nhs.uk (search 'End of life care'). Guidance around end of life care for practitioners can be found at www.cheshire-epaige.nhs.uk

EOLP Advanced Dementia Support Team (ADST)

This small multi-disciplinary team of specialist professionals works across Cheshire East. The ADST provides consultancy to professionals supporting

someone with advanced dementia who requires 24/7 supervision, either at home or in a care setting.

The service aims to guide and educate professionals in the delivery of best practice for people with advanced dementia. For more information, visit <https://eolp.co.uk/help-for-professionals/advanced-dementia-consultancy>

Healthwatch

The independent consumer champion for health and social care services in Cheshire East. It gathers the views and experiences of local people to help inform the priorities and quality of services commissioned by the NHS and the local authority. Healthwatch can also signpost you to local health and social care services.

Healthwatch Cheshire East also provides an NHS Independent Complaints and Advocacy Service (ICAS). This service provides practical support and

information from an ICAS advocate to people who want to make an NHS complaint. Volunteers are currently being sought to help with this service.

For more information on what Healthwatch does or on volunteering for the service, call **0300 323 0006** or visit <https://healthwatchcheshireeast.org.uk>

NHS UK – Helping to put you in charge of your healthcare. NHS UK is a reliable source of health information and advice; visit www.nhs.uk

Staying independent

This section gives details of organisations that can support you to remain independent, improve your quality of life and help to prevent you or the people you care for from reaching crisis point. Services are available to help prevent your needs escalating and to delay your need for ongoing care and support.

Age UK Cheshire

Offers older people a range of care and support services, to empower and enable them to continue living full and active lives, participate in community activity and remain in good mental and physical health for as long as possible.

Services include:

- a free, impartial and confidential advice service for all older people across Cheshire, their family, friends and carers;
- 'Sharing Time', a telephone befriending project;
- Green Connections in Crewe to reconnect with nature;

- Help at Home cleaning and home tasks to support staying in your home;
- the Bright Memories service, a day activity group in Macclesfield for people living with the early stages of dementia.

Further details of all the services provided are available using the following contact details.

Tel: **01606 881660** (general enquiries) or **01606 305001** (information and advice).
Email: admin@ageukcheshire.org.uk (general enquiries) or enquiries@ageukcheshire.org.uk (information and advice).
Web: www.ageuk.org.uk/cheshire

Citizens Advice Cheshire East

To access advice on a range of issues including benefits, housing, debt and work, visit www.citizensadvice.org.uk/about-us/contact-us for more information or call for free on **0800 144 8848**, Monday to Friday, 9.00am to 5.00pm.

Macmillan benefits advice for people with cancer
Call **01270 918102** or email
macmillan@citizensadvicece.org.uk (Leighton
Hospital area). Call **01625 917700** or email
macmillan@citizensadvicecn.org.uk (Macclesfield

Hospital area).

Citizens Advice offers other specialist services that
its general advisers can refer you to. Further details
can be found at **www.citizensadvicece.org.uk**

Hearing Impairment Service

The Deaf and Sensory Network provides a hearing support service for children, young people and adults who are Deaf or have hearing loss, on behalf of Cheshire East Council. If your hearing loss is having an impact on your everyday life, the service can talk to you about what support may be of help.

This could be:

- advice, information and practical support;
- items of technical equipment, for example

amplification aids;

- helping you to stay independent and healthy; and
- linking you to other sources of support.

For more information, or to seek help, call
0333 220 5050, email **dsn@dsnonline.co.uk** or visit
https://dsnonline.co.uk

Alternatively, visit **www.cheshireeast.gov.uk/livewell/livewell.aspx** (search 'Do you need help with your hearing').

Visual impairment

There is help available if you have sight loss – from local organisations for visually impaired people, national sight loss charities and Cheshire East Council.

East Cheshire Eye Society, based in Macclesfield, offers a range of sight loss services for support at home and in the community. Call **01625 422602**, email **info@eastcheshireeyesociety.org.uk** or visit **https://eastcheshireeyesociety.org.uk**

Cheshire East Council's Adult Sensory Team supports people aged 18 and over who live with sight and/or hearing loss.

Services include:

- assessment for people living with visual or hearing loss;

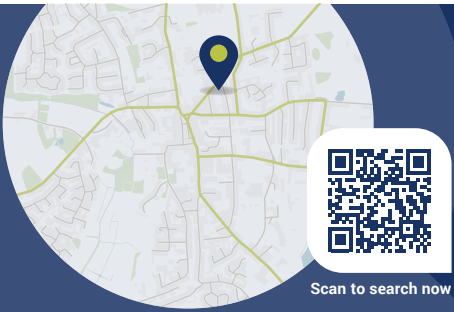
- registration of sight loss – Certification of Vision Impairment;
- rehabilitation support to assist with daily living skills;
- mobility training for safe, independent travel;
- equipment provision and demonstration to help with daily living tasks;
- support and advice to help people access activities in their local community; and
- referral and signposting to other services, voluntary organisations and groups.

For more information, call Adult Social Care on
0300 123 5010.

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



Scan to search now



CareChoices

Visit www.carechoices.co.uk

Meal delivery services

Hot meals and sandwiches can be delivered to your home if you are finding it difficult to prepare food. There are a number of organisations that provide meals across Cheshire East.



Wiltshire Farm Foods

Tel: **0800 077 310**

Web: **www.wiltshirefarmfoods.com**

Wishing Well Meal Delivery Service

Tel: **01270 256919** or **07785 241088** (open Monday to Friday, 7.00am to 8.00pm).

Email: **support@wishingwellproject.net** or **dawn.didsbury@wishingwellproject.net**

Web:

www.wishingwellproject.org.uk/what-we-do

Facebook: **www.facebook.com/people/Eat-Well-at-The-Wishing-Well/61557147062414**

Help with transport and living independently following illness

If you find it difficult to get out and access community groups and facilities or visit your nearest village or town, there are community and flexible transport schemes available. These services can be used to help you to access

healthcare, social facilities, shopping and banking. For details of the schemes, how you can book and which areas are covered, visit

www.cheshireeast.gov.uk/livewell/living-independently/getting-out-and-about.aspx

Cost of living support

Many people are feeling the pressure of rising living costs and are looking for ways to maximise their income and manage their money more effectively. The Council is here to support you in understanding what help is available.

For information on cost of living support, visit **www.cheshireeast.gov.uk** (search 'Cost of living support').



Employment

Supported employment offers support to people with disabilities to find or retain employment. Employment is a key ingredient for real social inclusion. The Council is committed to supporting people with disabilities to gain independence through work.

The Council has a Supported Employment team to help people known to Adult Social Care. It offers intensive support to help people into paid or voluntary work as a positive alternative to more traditional care destinations.

Tel: **01260 375468**

Email:

supportedemployment@cheshireeast.gov.uk

Web: **www.cheshireeast.gov.uk** (search 'Supported employment').



Blue Badge Scheme

This is a national arrangement of parking concessions that allows badge holders to park close to their destination, either as the driver or passenger. The Blue Badge Scheme is also open to organisations that care for disabled people meeting the qualifying criteria.

Tel: **0300 123 5020**

Email: **bluebadge@cheshireeast.gov.uk**

Web: **www.cheshireeast.gov.uk** (search 'Blue badges').

Do you look after someone?

Sometimes people find it difficult to recognise themselves as carers; they might think they're just being a good friend, neighbour or spouse and are 'just doing their job'. In reality, being a carer can be difficult and lonely at times.

If you are in this position, a good place to start is with a carers' assessment. This is an opportunity for carers to share their feelings and experiences with a dedicated person who can help guide the carer towards the help and support they are entitled to.

Assessing carers' wellbeing

A carers' assessment will look at the different ways that caring affects the carer's life and will work out how they can carry on doing the things that are important to them and their family. The carer's physical, mental and emotional wellbeing will be at the heart of this assessment.

The assessment may conclude that the carer has eligible needs for support, in which case they may be offered services to help with their caring role.

If you need an assessment or would like to learn more about the support available for carers, call our Adult Social Care Team on **0300 123 5010** or email **CarersInbox@cheshireeast.gov.uk**

Our staff will offer advice and guidance to help with the carer's caring responsibilities and maintaining their own sense of wellbeing. To find out more, visit **www.cheshireeast.gov.uk** (search 'Adult carers' assessment and eligibility').

The right help at the right time

There is a range of services to support and help carers who live and care in Cheshire East. These services range from help and support provided by Cheshire East Council to services that its partners in health and the voluntary sector provide.

activities, support to get a break from their caring role and access to a wellbeing fund. These support services are designed to help carers continue in their caring role for as long as they choose and to reduce the impact a caring role can have on a carer's own health and wellbeing.

Cheshire East Carers' Hub



The Cheshire East Carers' Hub is delivered by Making Space. The Carers' Hub provides a single point of access for carers aged 18 years and over

who provide care for another adult or are a parent caring for a child with additional support needs.

For further information, contact the Carers' Hub using the following contact details.

Tel: **0300 303 0208**

Email: **enquiries@cheshireeastcarershubs.co.uk**

Web: **<https://cheshireeastcarershubs.co.uk>**

The Hub ensures that carers have access to a carers' assessment, information, advice and signposting, one-to-one support, carer support groups and

Carers' respite provision and emergency respite care
A carers' assessment is used to understand a carer's needs and to determine what support would be appropriate for them. →

➔ One type of help would be extra support for the person who is being cared for, so the carer can receive this break. This is called respite care. If this is identified as useful, a financial assessment will be undertaken to assess whether the person being cared for will need to contribute financially to the cost of this.

Respite care is available in care homes across Cheshire East, enabling carers and the people they care for to choose a setting that best suits their personal needs and circumstances. If you would like support in booking this, see 'Booking respite care'.

Take a Break

A free service for adult carers in Cheshire east who have had a carers' assessment and have an identified eligible need. The service offers up to 16 hours of in home respite care per year, giving carers time for their own wellbeing while the person they care for is supported safely at home

Take a Break provides carers with planned breaks for appointments, rest or personal time, and support for the cared for person, including personal care and wellbeing checks.

Please note, if longer term care is needed, a

financial assessment and Social Worker review will be required.

The service aims to ensure that carers can take valuable time for themselves while their loved one is supported.

How to access the service

Phone: **0300 123 5010** (ask for the Take a Break Carers Service).

Email: **carersinbox@cheshireeast.gov.uk**

Emergency carer respite

This is a short-term intervention and can only be implemented by a social worker if an emergency occurs which results in the carer being unable to continue providing support.

Booking respite care

If you have been assessed as eligible to access respite support, it is easy to book. The Cheshire East Council website provides further details and bookings can be made by contacting the Brokerage Team.

Tel: **01270 686428**

Email: **respiteservices@cheshireeast.gov.uk**

Web: **www.cheshireeast.gov.uk** (search 'Adult and carer respite').

Support to stay living at home

Help in your home with maintenance

A team of handypersons can provide 'that little bit of help' with jobs around your home. The Cheshire East Handyperson Service can undertake small repairs and practical tasks at affordable rates, such as home safety checks, jobs to prevent slips and trips, fitting grab rails and changing light bulbs.

Tel: **0300 123 5017** (option three).

Email: **handyperson@cheshireeast.gov.uk**

Finding a contractor

The Buy With Confidence website provides details of local, reliable and reputable contractors to carry out housing repairs and maintenance. Visit **www.buywithconfidence.gov.uk**



Adaptations to your home

If you are over 60 or someone in your household has a disability, the Housing Standards and Adaptations Team can provide you with advice about home repairs or adapting your home to suit your needs.

It can offer help with many types of work around the home, from replacing a window to building an extension, whatever adaptations you need to make your home safer for you.

Advice and information are provided free of charge and can include technical advice about repairs and adaptations to your home, and information about other services that can help you to live independently in your own home.

The team can also provide you with information about funding for home repairs and adaptations, helping you to find ways of paying for them and assisting you to fill in funding application forms. The team can also guide you through the often complex or daunting process of carrying out repairs and adaptations in your own home.

There is a charge for services to draw up plans for work, completing planning applications and helping you to employ reputable contractors. The team aims to keep the charges as low as possible to make the service affordable. For more information, visit www.cheshireeast.gov.uk/housing/help-with-adaptations-and-repairs/care-and-repair.aspx

Disabled Facilities Grant (DFG)

If you or someone living in your property is disabled, you may qualify for a DFG towards the cost of adapting your home. The grant can be used for adaptations that can: make it easier to get into

and out of your home; make your home safer; provide access to and within the main family room, bedroom, kitchen, bathroom or garden; improve the heating; or improve access and movement around the home for a disabled carer.

To apply for a grant, you will need an Occupational Therapy assessment. You can request an assessment by calling **0300 123 5010** (option two). If the assessor recommends a home adaptation, the next step is a financial assessment to decide whether you qualify financially for a grant. More information on funding availability, eligibility and the financial assessment is available using the following contact details.

Tel: **0300 123 5017** (option four).

Email: careandrepair@cheshireeast.gov.uk

Web: www.cheshireeast.gov.uk/disabledfacilitiesgrants

Trading Standards

If you are a Cheshire East resident and wish to report a consumer-related issue or complaint to Trading Standards, or to seek civil advice, contact the Citizens Advice Consumer Helpline. Call **0808 223 1133** or, to complete an online form, visit www.cheshireeast.gov.uk/tradingstandards

Equipment for daily living



Most people want to remain independent for as long as possible. Equipment to help you live safely at home and to be independent is available from the Cheshire Community Equipment Service provided by Millbrook Healthcare (<https://millbrookhealthcare.co.uk>). This ranges from relatively simple items, such as walking sticks, crutches and walking frames to aid mobility, to more complex equipment like beds, hoists and pressure care equipment.

You must have eligible social care needs to be

eligible for this support. Alternatively, you can self-purchase through accredited retailers across Cheshire East. A list of retailers is available on the 'Live Well Cheshire East' online directory. Visit www.cheshireeast.gov.uk/livewell/livewell.aspx

Where appropriate, a variety of interventions, including rehabilitation, equipment and minor and major adaptations, can also be provided to support your independence and to enable you to manage your needs within your own home. Contact Adult Social Care for more details on whether these would be suitable for you.

Assistive technology

This can help you to maintain your independence and stay living at home safely. It can help people with physical disabilities, dementia, learning disabilities, mental health conditions and older people. It can remind you of important things and

make sure you get help when you need it via the use of sensors. This provides reassurance for your carers and relatives and helps to keep you safe.

Equipment is linked directly to a control centre, →

It's a good idea to consider the following questions before buying any assistive technology. If you are unsure about what technology might help meet your needs, you can contact your council or visit <https://livingmadeeasy.org.uk>

You can download and print this checklist at www.carechoices.co.uk/checklists

Suitability

- Does the equipment support your specific needs? ☐
- Are you willing to use it? ☐
- Will it fit into your everyday life and routine? ☐
- Have you tried a demo of the equipment? ☐
- Do you understand what the equipment is for? ☐
- Do you need to take it with you when you leave the house? Is it transportable? ☐
- Does the equipment have any limitations that would make it unsuitable for you? ☐
- Will it work alongside any assistive technology you already have? ☐

Usability

- Is a simpler piece of equipment available (e.g. a pill case rather than an automated pill dispenser)? ☐
- Does the equipment need a plug socket and will any wires cause a trip hazard? ☐
- Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you? ☐
- Are you able to use it? Are there any aspects you don't understand? ☐

Notes

- Will it need to be installed by a professional? ☐
- Can the retailer provide you with training in using the equipment? ☐

Reliability

- Will it work if you have pets or live with other people (e.g. could someone else set off a sensor alarm by accident)? ☐
- Have you read reviews of the equipment you are looking at? Consider these before making your purchase. ☐
- Can you speak to someone who already uses it? ☐
- Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this. ☐
- Is it durable? If you drop it, is it likely to break? ☐

Cost

- Do you know how much it costs? ☐
- Will you need to pay a monthly charge? ☐
- Are there alternative solutions that might be free? ☐
- Is there a cost associated with servicing the equipment? ☐

➔ staffed 24/7, where staff will respond quickly and sensitively to all callers.

Cheshire East Council works in partnership with Livity Life to deliver technology-based support for people with eligible social care needs.

It is also possible to access this service privately by calling **01606 516681**. Visit **www.livitylife.co.uk/cheshire-east** or **www.cheshireeast.gov.uk** (search 'Equipment for independent living') for further information. See page 14 for a checklist of questions relating to assistive technology to consider.

Occupational Therapy

Occupational Therapists (OTs) provide advice and assessments for people living at home who have physical, sensory or cognitive difficulties. The OT can help by providing solutions and recommendations such as equipment and

adaptations to support independence. You may be referred to an OT following an assessment by a social care or health care professional. For more information, call Adult Social Care on **0300 123 5010**.

Staying safe at home

Fire safety in your home

Cheshire East Council has worked in partnership with Cheshire East Fire and Rescue to devise safety tips to help keep you safe from fire and other

dangers in your home. For more information and safety tips, visit **www.cheshirefire.gov.uk/your-safety/home-safety** or **www.cheshireeast.gov.uk** (search 'Fire safety in your home').

Reablement services

Community Reablement Service

Reablement is a period of short-term, intensive support that is designed to support you following a period of illness or a fall, or if you have lost some of your daily living skills. It aims to help build your confidence to regain your independence in your own home and the community.

Following support from the Reablement Service, many people will not require any further assistance. However, if you do, a care and support plan will be developed to ensure your needs are met. You can only be referred to this service following an assessment by a social care or health professional. For more information, visit **www.cheshireeast.gov.uk** (search 'Reablement').

Mental Health Reablement Service

One in four people may experience mental health conditions during their lives. Together with health partners, the Council offers a Mental Health Reablement Service. The support focuses on coping techniques, promoting social inclusion, building self-esteem and goal setting. This may include providing support with applying for social housing, getting benefit and debt advice, support with low self-esteem and isolation. You may be referred to this service by a

social care or health professional, such as your GP.

Following a referral, a member of the team will meet with you to discuss the areas of support required. This can either be with one of the reablement workers for up to six weeks, or in one of the self-help groups.

Mental Health Reablement Service

Visit **www.cheshireeast.gov.uk/livewell/live.aspx** (search 'Mental health help for adults and older people').

North Team

Tel: **01625 374928**

Email: **mentalhealthreablementnorth@cheshireeast.gov.uk**

South Team

Tel: **01270 371280**

Email: **mentalhealthreablementsouth@cheshireeast.gov.uk**

Cheshire East Council also provides a Dementia Reablement Service if you have received a recent diagnosis of early-onset dementia. See page 20 or visit **www.cheshireeast.gov.uk** (search 'Dementia Reablement Service').

Later life and neurological
physiotherapy services available
in your home or care home setting



**Services available across Cheshire East
and Greater Manchester**

Specialising in:

- Neurological conditions
- Later life
- Falls prevention
- Chronic & complex conditions
- Frailty & dementia
- Deconditioned & reduced mobility
- Pre and post operative services

Call 01625 590 444
to discuss your
needs with our
specialist later life
physiotherapist Kelly.
www.physiofit.co.uk
home@physiofit.co.uk

Looking for respite and rehabilitation following a hospital stay?

Physiofit offers a 2-12 week personalised package at Long Stone Manor,
an award-winning Care UK facility in the North West.

What's Included:

- Specialist physiotherapy assessment
- 5 therapy visits per week
- Personalised exercise plan
- Support with discharge home including car transfer and a home assessment
- Community classes for six months post discharge

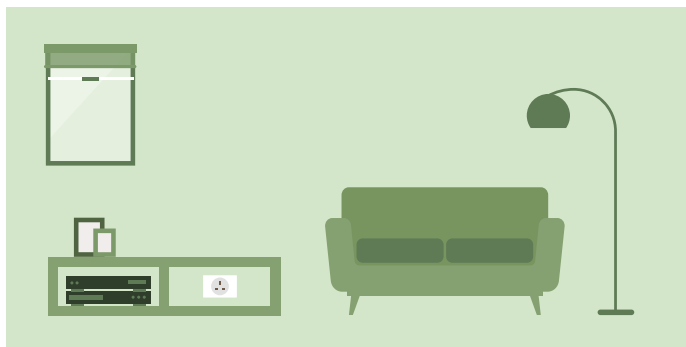
Care & Comfort:

- All care and support
- Freshly prepared meals and nutritional support
- Access to landscapes gardens, activities, and use of in-house cinema
- All utilities, housekeeping, and laundry



Making life easier at home

If you're having difficulties with everyday tasks, these simple solutions could make life easier and enable you to retain your independence. These are a starting point; other solutions are available, which might better suit you.



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 to improve your mobility.

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

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

If you have trouble **using light switches**, think about replacing your switches for ones that are easier to use. Consider handi-plugs or light switch toggles, or there's even technology available that turns your lights on and off using your 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**? Make a note of when you've taken them or buy an automatic pill dispenser or pill box. If you struggle to open your medicine, 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, as could non-slip mats for the table. Lightweight cups and mugs with two handles could also be a solution.

Having tap turners fitted can make **using taps** easier. You could also consider changing to lever-style taps, which might be easier for you to use.



Handled plug



Chair raisers



Chopping board

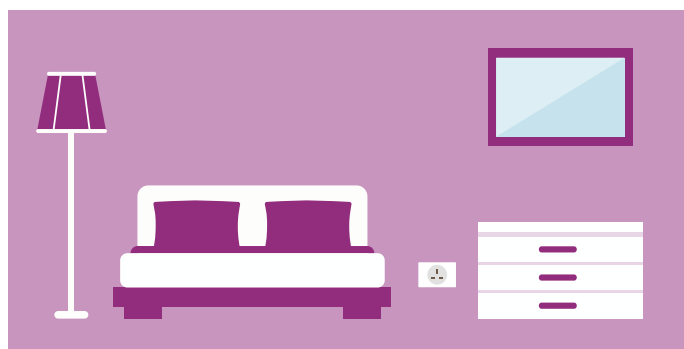


Level indicator



Teapot tipper

More information on staying independent and ideas to help you live at home can be found online at www.carechoices.co.uk/staying-independent-at-home/ There is also information on making larger adaptations to your home.



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.

For more information on technology that could make your life easier, contact your council for an assessment. They might refer you to an occupational therapist (OT) or you could contact an OT privately. Search online for OTs near you.

Cheshire East Council

Tel: **0300 123 5010** or **0300 123 5022**

(Adult Social Care emergencies out of working hours). • Web: www.cheshireeast.gov.uk



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Care at home

Practical help with your personal care, which can be provided in your own home to enable you to remain independent and improve your quality of life. This is usually help with day-to-day personal tasks, such as getting up, dressing, washing, going to bed and help with eating. The amount and type of support you receive depends on what is decided following an assessment of your needs.

Regardless of whether you are paying for your own care, you can choose who provides this service for you. For help with finding a provider, visit this Directory's website at **www.carechoices.co.uk/** Providers of home care are listed on pages 35 to 41 and a checklist is on page 33.

Brokerage Service

The Care Brokerage Team is responsible for sourcing services for residents of Cheshire East who have been identified as having an eligible care need following a Care Act assessment. Cheshire East Council commissions a wide range of local care providers who can meet these needs. This could be care at home, residential care or supported living in the community.

If you have been assessed as having an eligible need, your Social Worker can liaise with the Brokerage Team on your behalf. To contact the Brokerage Team, email **carebrokerageteam@cheshireeast.gov.uk**

Shared Lives

This service offers long-term family placements, respite or day support for people, either within a Shared Lives carer's family home, in your own home or out in the community. You can live with the Shared Lives family, stay with them for overnight short breaks or spend a few hours per week with the Shared Lives carer. The service works with many different people across Cheshire East.

The Shared Lives Scheme is available to any vulnerable adult over 18 years old, who meets Cheshire East Council's eligibility criteria; see page 23

for more information on eligibility. If you would like to live in a Shared Lives home and be cared for by a Shared Lives carer, or, to become a Shared Lives carer, you (or a family member, relative, friend, neighbour or any other adult) can contact the team using the following details.

Tel: **01260 375456**

Email: **sharedlives@cheshireeast.gov.uk**

Web: **www.cheshireeast.gov.uk/livewell/living-independently/shared-lives.aspx**

Living with dementia

If you are worried that your memory (or that of someone you know) is getting noticeably worse, or if memory loss is beginning to affect everyday life, it is worth seeking advice. That's because memory problems can sometimes be an early sign of dementia. Other early signs could be increased difficulty in planning, thinking, communicating or completing everyday tasks.

You should first visit your GP, who will listen to your concerns. You may be referred to a local memory clinic where a formal diagnosis can be made.

Bear in mind that there are many reasons for memory loss other than dementia. However, it is best to seek help as early as possible as there may be support or treatment available that can help you.



Dementia Reablement Service

If you have received a recent diagnosis of early-stage dementia, you can receive personalised support from the Cheshire East Dementia Reablement Service.

The service will provide support for you and your family to enable you to live as independently as possible and to:

- develop a personalised action plan, known as a 'My Information and Support Plan' to identify what your goals are and what you want to be able to do, and to provide information, advice and support to help you achieve those goals;
- enable you to stay safe in your own home through referrals for Occupational Therapy equipment and assistive technology wherever possible, delaying the need for care packages;
- empower you to increase and maintain your

social links with friends, family and the local community; and

- support you and your carers to access peer support networks such as dementia cafés.

Dementia Reablement Service

Web: www.cheshireeast.gov.uk (search 'Dementia Reablement Service').

North Team

Tel: **01625 378287**

Email: dementiareablementnorth@cheshireeast.gov.uk

South Team

Tel: **01270 371273**

Email: dementiareablementsouth@cheshireeast.gov.uk

Other dementia support services

Alzheimer's Society

Provides dementia advisers to support people with dementia of any type and can signpost you to other relevant organisations. There are also dementia-specific groups that can support you and your carer.

Tel: **0333 150 3456** (Monday to Wednesday, 9.00am to 8.00pm, Thursday to Friday, 9.00am to 5.00pm; and Saturday to Sunday, 10.00am to 4.00pm).

Web: www.alzheimers.org.uk

Have you
heard of us?

Sunflower Living Well Dementia Services



Dementia support for Knutsford, Wilmslow, Handforth, Macclesfield, Poynton, Disley, Congleton, Holmes Chapel and more.

Give us a call to discuss
how we could help you

01625 666 990



Scan to find out more

General enquiries: dementia@echospice.org.uk

Dementia directory

Developed by Alzheimer's Society, this service can help you to find services and support in your area by

entering your postcode. Visit **www.cheshireeast.gov.uk/livewell/livewell.aspx** (search 'Living with dementia').

Housing with care

Affordable housing

Registered providers offer affordable social housing across Cheshire East. This housing is generally accessed by applying via Cheshire Homechoice.

Tel: **0300 123 5017** (option one).

Email: **cheshirehomechoice@cheshireeast.gov.uk**

Web: **www.cheshirehomechoice.org.uk/choice**

Additionally, there are providers who offer short-term housing with support, primarily for homeless people, under contract to Cheshire East Council.

To apply for this housing, you will need a referral – contact the Council for advice by calling **0300 123 5017** (option one).

Sheltered Housing

This is predominantly for people aged 55 and over but can be for people of any age with a medical need for this type of housing. A Sheltered Housing scheme consists of individual apartments with your own front door enabling you to live independently. Each scheme will have different facilities, which can include 24-hour emergency response, communal areas and optional social events, and may be available to buy or rent.

If you are looking for a property in Cheshire East, many of the large housing associations advertise their properties on Cheshire Homechoice. This service will be happy to discuss your options and help you with any application forms.

Tel: **0300 123 5017** (option one).

Email: **cheshirehomechoice@cheshireeast.gov.uk**

Web: **www.cheshirehomechoice.org.uk/choice**

Extra care housing

People living in extra care housing are generally over 55, have care needs and enjoy the comfort of 24-hour on-site emergency support. Residents live independently in their own apartments. Most schemes have shared facilities and hold regular social activities. Registered providers run five schemes across Cheshire East and there is

other similar accommodation available. For more information, visit **www.housingcare.org** or contact the individual schemes.

Tel: **0300 123 5017** (option one).

Email: **cheshirehomechoice@cheshireeast.gov.uk**

Web: **www.cheshirehomechoice.org.uk/choice**

Supported living

This is designed to help adults with support needs to live more independently in their local community. In supported living accommodation, housing and support are provided separately, and the customer has a licence or tenancy. Support can vary from a few hours a week up to 24 hours a day, depending on your assessed needs.

There are several different models of supported

living, such as living in shared accommodation or within self-contained properties in the community. For more information, call Adult Social Care on **0300 123 5010**.



Accommodation with care

Sometimes, living at home is no longer possible and the time comes to consider other care options. Accommodation with care includes residential care homes and nursing care homes.

All care providers in the country must be registered with the Care Quality Commission (CQC). All services are inspected and rated by the CQC, which reports on its findings. These inspection reports, along with quality ratings, are available from the care home or the CQC website at **www.cqc.org.uk**

Accommodation with care can be provided with or without nursing care. Homes with nursing can provide specialist care and support for people with a range of illnesses and conditions, such as dementia.

The decision to move into accommodation with care should only be made when all other options for remaining at home have been considered and tried. If it is established that your care and support will be most appropriately provided in accommodation with care, there will be several questions that you will want to ask before making a final decision about which home you will choose.

The checklist on page 43 should help when you are looking at accommodation with care options.

Accommodation with care (personal care only)

If you need care and support on a 24-hour basis but you have no nursing needs, accommodation offering only personal care may be the best option. Personal care includes bathing, dressing and help with eating and moving.

Accommodation with nursing care

This kind of accommodation is suitable for those needing nursing care, where care, support and nursing needs are delivered by qualified nursing staff alongside care workers. Nurses are on duty around the clock.

Visit **www.cheshireeast.gov.uk** (search 'Residential and nursing homes') to seek further advice or, for more information, call Adult Social Care on **0300 123 5010**.

A checklist of questions to consider when looking for accommodation with care is on page 43. There is also a checklist for accommodation with dementia care on page 42.

Inspection and registration of care services



All care homes and agencies providing care at home in England must be registered

with the independent regulator, the Care Quality Commission (CQC). The CQC inspects every care home and home care agency, publishing a report along with a rating. CQC quality ratings must be displayed at the operator's premises and on its website.

You can also find inspection reports and ratings for all services online (**www.cqc.org.uk**). For any enquiries or to register a concern or a complaint, contact the CQC.

CQC assurance

The CQC assurance framework for adult social care requires the CQC to visit local authorities and assess their processes. Local authorities across England can be visited at any time by the CQC to assess how they are making a difference to people's lives.

The CQC assessment

A key part of the CQC assessment is how local authorities place people's experiences at the heart of their decisions, and they should expect to be assessed across the following themes:

- working with people;
- providing support;
- ensuring safety; and
- leadership.

For more information, visit **www.cqc.org.uk/guidance-regulation/local-authorities**

Tel: **0300 061 6161**

Email: **enquiries@cqc.org.uk**

Write to: CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

What happens if I ask for an assessment from Adult Social Care?

If you, or someone you care for, have a health condition or disability and are finding it difficult to cope with everyday living tasks, you may need some additional support to help you. This Directory has been designed to give you information on the services that are available in the community to help you to stay healthy and independent.

However, some people may need extra help in identifying what support they need and can request an assessment from Adult Social Care. This may result in the Council giving you advice or signposting you to services that can provide you with support.

An assessment will identify whether you have care and support needs which the Council can help you with. A trained assessor will work with you to carry out the assessment, considering several factors such as your needs and how they impact on your wellbeing, the outcomes that matter to you, whether you are lonely and want to make new

friends and your other circumstances, for example, whether you live alone without support.

The aim is for you to be at the centre of the process and for Adult Social Care to gain a full picture of what your wishes, needs and goals are. You may wish for someone to be present with you, such as a member of your family. After carrying out your assessment, Adult Social Care will work with you to identify if you have any needs that are eligible for care and support. If you think you may need care and support, you can contact Cheshire East Council for information and advice by calling **0300 123 5010**.

Cheshire East Council

Advocacy – someone to speak on your behalf

When you contact the Council to request an assessment of your needs, it will consider whether you require someone to support you through the process and will arrange this for you if you do. Details of providers of this service can be found at **www.cheshireeast.gov.uk** (search 'Advocacy').

Do I have eligible needs for care and support from the Council?

The Government has set national eligibility criteria for care and support needs which local authorities must meet to ensure everyone has the same opportunity to access care and support.

You will have eligible needs for support from the Council if you meet all of the following criteria:

- you have care and support needs as a result of a physical or mental condition or illness; and
- as a result of these needs, you are unable to

achieve two or more outcomes (as specified in the regulations). For instance, being able to wash or use your home safely; and

- there is a significant impact on your wellbeing.

Following your assessment, if you have eligible needs, Cheshire East Council will assist you to plan your support and give you advice and information about what support is available in the community to help you.

Planning your support

If you have eligible needs and require support from the Council, it will work with you to prepare a care and support plan. This will consider your needs, how best to meet them and what is important to you and your family. It will look at what you want to achieve, what you can do yourself, whether you have support

already in place and what types of care and support might be available to help you.

Social care for adults has changed for the better, making care and support services more personalised, so you can have more control over your life. →

➔ Self-Directed Support allows you to have more choice and control by allowing you to make decisions about the support that you need. This personalisation ensures that your care and support is tailored to you, and that you are at the heart of the process.

You could receive support to meet your assessed needs such as help with getting washed and dressed, getting out and about and being part of the community. Support can also be given to carers to help them with their caring role and to maintain their lives outside of caring.

Care and support planning can take time, so Cheshire East Council may arrange care and support for you for short periods of time in urgent situations, whilst developing a longer-term support plan with you for when your situation has settled.

You will be made aware of how much it will cost to meet your eligible needs; this is called a personal budget – see the following section for more information. You will also be told how much Cheshire East Council may contribute towards the cost of this. See page 26 for details on how this is calculated.

What is a personal budget?

A personal budget is the amount of money that is allocated to be spent on your eligible care and support needs following an assessment carried out by the Council. You can choose to receive your personal budget paid directly to you so that you can buy and arrange your own care and support. This is called a direct payment. Alternatively, the Council can arrange your care and support for you. Direct payments can be made to a nominated bank account or via a prepaid card.

What can I spend my direct payment on?

You can be as creative as you want in deciding what this money is spent on. However, you must only use your direct payment to meet your assessed care and support needs as agreed in your care and support plan.

Your direct payment could be used to pay someone to support you, such as a support worker or personal assistant, or to purchase support through a service provider of your choice. It can be used to facilitate other ways of meeting your needs, such as joining a group in your local community or pooling money together in a group to fund activities that meet the needs outlined in your care and support plan.

However, direct payments should not be seen as additional income and cannot be used for anything not identified in your needs assessment. For example, direct payments cannot currently be used to pay for residential care.

What will I be responsible for?

Direct payments give you greater choice,

control and flexibility over the care and support you receive. However, you will also have the responsibilities that come with managing a budget and potentially becoming an employer.

If you feel you are unable to manage the day-to-day financial responsibilities of a direct payment, you can nominate someone else (a nominee) or you can opt for a 'managed account', whereby a third party manages all aspects of your direct payment and financial monitoring (at a cost to you) on your behalf.

What support is available to help me organise services with my direct payment?

PeoplePlus is commissioned by Cheshire East Council to provide personalised support to enable you to manage all aspects of your direct payment. This includes helping you understand what direct payments can be used for and how you report on monies spent, help to plan and arrange services, recruiting and employing a personal assistant, choosing a care agency, ongoing advice and information on directing your own care and guidance around employment-related issues.

PeoplePlus

Tel: **0330 123 2815**

Web: **www.peopleplus.co.uk/independent-living-service/cheshire-east**

For more information about direct payments, visit **www.cheshireeast.gov.uk/livewell** (search 'Direct payments').

Finding the care and support you want

This Directory has been designed to give you information on the services which are available in the community to help you to stay healthy and independent. Information is also available on the Cheshire East Live Well website at www.cheshireeast.gov.uk/livewell/livewell.aspx

The Council is working in partnership with the voluntary sector, health services and community networks to help provide solutions and services closer to people's homes. Access to high-quality support should be available to everyone throughout the county. There are people who can help you find the services and community help that you need.

Local Area Co-ordinators (LACs)

LACs provide advice and support to help you remain as independent as possible, offering choice and control over the support you receive.

LACs work alongside social work teams to identify community services, organisations and groups that may support you. They also collaborate with partners to identify gaps in local provision and help develop new services where needed.

Access to LAC support is available through a referral from Adult Social Care. If you feel you may need support from a Local Area Co-ordinator, contact Adult Social Care on **0300 123 5010**.

Local support

It is recognised that individuals can receive care and support from their friends, families, neighbours and community groups, and people are encouraged to

consider how they could play a role in achieving personal outcomes.

Greater access to information and advice – Live Well Cheshire East

Live Well Cheshire East brings together information on services, groups and activities in your local area.

Visit

www.cheshireeast.gov.uk/livewell/livewell.aspx

You can use it to make new friends, learn new skills or get more support; all you need to do is type in your postcode to find out what's available in your town or neighbourhood.

Care Finder

Live Well also provides information on services which meet care needs, including a 'Care Finder' feature allowing you to arrange your support online.

It also provides advice on staying safe, managing your money and support for carers. Visit

www.cheshireeast.gov.uk/carefinder

Choices for Care

Here, you can find information and advice which will help you live independently and safely in the community. This online tool will assist you in planning the support that you need. You might also want to think about the support that family or friends can also give.

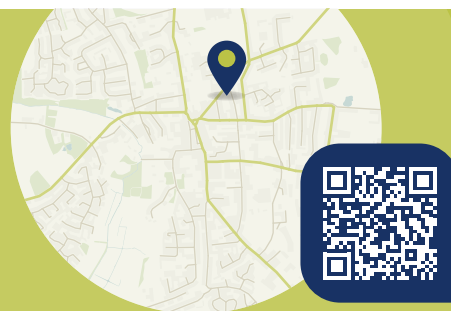
To receive guided advice for adults and carers, you can complete the online forms at

<https://livewellcare.cheshireeast.gov.uk/web/portal/pages/choicesforcare>

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



Scan to search now



Visit www.carechoices.co.uk 

Paying for care

In England, social care services must be paid for by the person receiving care, so you should expect to

pay the full cost of care services unless your capital, savings and income are below a certain level.

How much will I have to pay?

The amount you will pay depends on the type of care and support services you need and the savings and income that you have:

- if you have income and savings of more than £23,250, you will need to pay the full cost of your care; and
- if you have less than £23,250 in income and savings, you may be entitled to financial support from Cheshire East Council. You will need to complete a 'financial assessment' to check this.

You will never be asked to pay more than you can reasonably afford. The amount you can contribute is worked out between you and the Council through a financial assessment.

The Council will start your financial assessment using data it holds or can access through the Department for Work and Pensions. Support will be offered to complete this process and could also involve looking at any disability benefits that you might receive and supporting you to ensure you are claiming your full entitlement to welfare benefits.

Deferred payments

A deferred payment agreement is an arrangement with the Council that enables you to use the value of your home to help pay your care home costs. If you are eligible, the Council will help to pay your care home bills on your behalf. Any financial help from the Council will be charged against the value of your home, and there will be some legal

and administrative costs during the set-up of the agreement. Interest will also be charged. You can delay repaying this until you choose to sell your home, or until after your death.

To find out more about deferred payment agreement eligibility, how to apply and for further information about the scheme, call **0300 123 5010**, email **deferredpayments@cheshireeast.gov.uk** or visit **www.cheshireeast.gov.uk** (search 'Deferred payments').

Independent financial advice

For information about how to find independent financial advice or if you have any issues or questions about a financial service or product, contact the **Financial Conduct Authority** on **0300 500 8082** or **0800 111 6768** (freephone).

The Financial Services Register is a public record of all the firms and individuals in the financial services industry. Visit **www.fca.org.uk/firms/financial-services-register**

Citizens Advice provides information about what to look out for when getting financial advice. Call **0800 144 8848** or visit **www.citizensadvice.org.uk**

Money Helper offers free advice on paying for care, planning and debt. Call **0800 011 3797** or visit **www.moneyhelper.org.uk/en**

How solicitors can help

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

Lasting Powers of Attorney (LPAs) allow you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs. An LPA is only valid

once registered with the Office of the Public Guardian. It allows a person of your choice to make decisions on your behalf at a time when you may be unable to do so.

The Court of Protection can issue Orders directing the management of a person's property and financial affairs if they are incapable of managing their own affairs and should they not have an LPA. The Court procedure is presently very slow, and the fees are quite expensive, so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney. An 'advance directive' allows you to communicate your wishes in respect of future medical treatment, but it is not legally binding. You may instead wish to make a living will, properly known as an 'advance decision', setting out treatment that you do not want to receive in

specified circumstances, which would legally have to be followed, even if you die as a result.

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

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

Protecting adults from harm – keeping people safe

What is adult abuse?



Adult abuse is when a person is treated in a bad way or in a way that harms, hurts or exploits them or makes them feel frightened or unhappy. Anyone can be

vulnerable to abuse at any time in their lives.

Men and women, rich and poor, from any ethnic background can be at risk. Local authorities have a duty to respond to adults at risk, who may or may not be in receipt of care and support services, who are being abused and cannot protect themselves.

Abuse is not always deliberate. It sometimes happens when people are trying to do their best but feel stressed, or they don't know what to do because of a lack of knowledge or training. Abuse can take many forms including financial, sexual, physical, psychological or organisational abuse.

Who can abuse?

Anyone can abuse someone. This could be someone that a person knows or a stranger. It can be one person or a group of people.

Where does abuse happen?

Abuse can happen anywhere: in someone's own home, at work, a day centre, college, in hospital, residential care or nursing homes or at a club or social event. No matter where you are, you shouldn't suffer abuse. If you or someone you know is being abused, there are people you can talk to about it.

What might you be concerned about?

You may be concerned that a person is not getting the help or care they need, is being hurt, bullied, frightened or intimidated, is being taken advantage of or exploited because of their age, disability or illness, is being made to do something against their will or is not being treated in a dignified or respectful manner.

What should I do if I am concerned?

If you tell the Council about a concern regarding yourself or someone else who is being abused, the Council will listen to you, understand your views and wishes, take you seriously, treat you with respect, support you to feel as safe as you want, support you to make your own decisions, keep you informed and involved and tell you what will happen next. →

➔ If you are worried about yourself or someone else, call **0300 123 5010** (Monday to Thursday, 8.30am to 5.00pm; and Friday, 8.30am to 4.30pm) or **0300 123 5022** (all other times, including bank holidays).

If you are in doubt about whether or not it is abuse, please call. If you are at immediate risk of harm, contact the emergency services by ringing **999**, or, if it is not an emergency, call **101** if a crime has been committed. Additional support and advice can be provided by contacting the Domestic Abuse Hub.

Tel: **0300 123 5010**

Text: **07771 941464**

Email: **dafsu@cheshireeast.gov.uk**

If you have a hearing or speech impairment, you can use the national telephone relay service; just dial **18001** before the number or **18000** in an emergency. If you feel unable to give information about yourself,

you can report abuse anonymously. All calls will be treated with respect and in confidence.

What will you be asked?

You will be asked for some information about yourself (unless you wish to remain anonymous), the person you are concerned about, the alleged abuser and what you have seen or heard. The Council will let you know who else, if anyone, might need to be told about your concern. Visit **www.cheshireeast.gov.uk** (search 'Keeping adults safe').

The Cheshire East Safeguarding Adults Board is made up of a wide range of statutory, independent and voluntary agencies and organisations. The Board treats cases of suspected abuse very seriously and all these organisations work closely together, using an overarching policy to make sure that all cases of suspected abuse are investigated fully and that adults at risk are protected from harm. Visit **www.stopadultabuse.org.uk/home.aspx**

Help to make your own decisions

There are systems in place to help to keep you safe, and to enable you to safely make your own decisions:

- the Mental Capacity Act enables you to plan ahead for a time when you may lack capacity to make your own decisions;
- you can make an advanced decision to refuse medical treatment if you are aged 18 years or over and have capacity; and

- a person can nominate someone to act on their behalf should they lose capacity in the future by making a Lasting Power of Attorney (LPA). Anything done under an LPA must be done in the person's best interest and must follow the principle of the Mental Capacity Act.

Visit **www.cheshireeast.gov.uk** and search 'Keeping adults safe' for more information.

Complaints and compliments

The Council would like to know what you think about its services. This helps to know when it is getting things right, but it also needs to know when there are problems. If Cheshire East Council has made mistakes, or could have done things better, give your feedback.

Tel: **0300 123 5038**

Web: **www.cheshireeast.gov.uk** (search 'Customer feedback, compliments and complaints').

Write to: Customer Relations Team – Cheshire East Council, Customer Contact Centre, Macclesfield Town Hall, c/o Delamere House, Delamere Street, Crewe CW1 2LL



Useful national contacts

Al-Anon Family Groups

Worried about someone's drinking? Help and hope for families and friends of alcoholics.

Helpline: **0800 008 6811** (10.00am to 10.00pm).

Email: helpline@al-anonuk.org.uk

Web: <https://al-anonuk.org.uk>

Alcoholics Anonymous (AA)

AA is concerned solely with the personal recovery and continued sobriety of individual alcoholics who turn to the Fellowship for help.

Tel: **0800 917 7650** • Email: help@aamail.org

Web: www.alcoholics-anonymous.org.uk

Alzheimer's Society

The charity provides support for anyone concerned about someone experiencing memory loss or dementia.

Tel: **0333 150 3456** (Dementia support line).

Web: www.alzheimers.org.uk

CALM

Offers support to people in the UK, of any age, who are depressed or in crisis. Helpline open 5.00pm to midnight.

Tel: **0800 58 58 58** • Web: www.thecalmzone.net

Care Choices

A website service allowing you to search by postcode or region for care homes, care homes with nursing and home care providers that meet your requirements across the country.

Tel: **01223 207770**

Web: www.carechoices.co.uk

Care Quality Commission, The

The independent health and adult social care regulator. Its job is to make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage them to improve.

Tel: **0300 061 6161** • Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

CRUSE

This is a national organisation providing information and bereavement support.

Tel: **0808 808 1677** • Web: www.cruse.org.uk

Dementia Adventure

This charity thinks differently about dementia. It believes that with the right support, everyone with dementia can get outdoors, experience the wellbeing benefits of nature and enjoy more active and fulfilled lives. It offers supported holidays and dementia training for family and friends, professionals and organisations. • Tel: **01245 237548**

Web: <https://dementiaadventure.org>

My Family, Our Needs

The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.

Web: www.myfamilyourneeds.co.uk

National Drugs Helpline

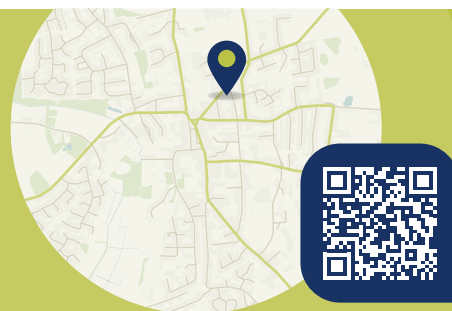
A confidential helpline for anyone in the UK concerned about drug use.

Tel: **0300 123 6600** • Web: www.talktofrank.com →

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



Scan to search now



Visit www.carechoices.co.uk →

→ NHS Website

Information about local health services and health conditions.

Web: www.nhs.uk

Playlist for Life

A music and dementia charity that aims to ensure everyone living with dementia has access to a personalised playlist and for everyone who cares for them to know how to use it. The charity offers free advice and resources to anyone affected by dementia who could benefit from the power of music. It also provides training for health and social care professionals looking to deliver person-centred care using personalised music.

Tel: **0141 404 0683**

Email: info@playlistforlife.org.uk

Web: www.playlistforlife.org.uk

Relate

Relationship counselling. Relate has local centres across England and Wales.

Web: www.relate.org.uk/find-your-centre

Samaritans, The

Tel: **116 123** • Web: www.samaritans.org

Sane Mental Health Helpline

A service for people affected by mental health conditions.

Tel: **0300 304 7000** (4.00pm to 10.00pm, 365 days a year).

Email: support@sane.org.uk

Web: www.sane.org.uk

Shelter

Produces a number of guides on housing issues, covering topics such as housing rights, housing benefits, private tenants' rights and tenancy agreements. Shelter also runs a free housing advice helpline.

Tel: **0808 800 4444**

Web: <https://england.shelter.org.uk>



Silver Line, The

The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year. The Silver Line aims to combat loneliness in over-65s by providing friendship, information and advice through calls to trained volunteers.

Tel: **0800 470 8090**

Web: www.thesilverline.org.uk

Stroke Association Helpline

The Stroke Association supports stroke survivors and their family members, friends and work colleagues or people who want to know how to prevent a stroke.

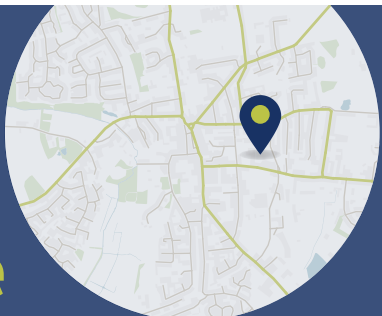
Tel: **0303 303 3100**

Web: www.stroke.org.uk

Women's Aid (National Domestic Violence Helpline)

The national charity for women and children working to end domestic abuse.

Web: www.womensaid.org.uk



Search for care in your area

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

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- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests



Scan to search now

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www.carechoices.co.uk



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At **Total Healthcare**, we are proud to be your trusted partner in care, providing tailored and person-centred packages, where our service user is at the heart of everything that we do.

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- **End of Life Care**

Contact us: (01270) 906989

support@totalhc.co.uk

www.totalhc.co.uk

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each step
of the way**





Visiting and live-in care at home

For decades, Helping Hands has been providing exceptional care to help people live well in the homes and communities they love.

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We're here to help you find dedicated care that's right for you. With Helping Hands, you can enjoy:

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- **Familiar home environment**
- **Welcoming family & friends**
- **Cherished routines & hobbies**

Contact your local branch today for a free assesment:

Macclesfield – 01625 913 039

Cheadle & Wilmslow – 01625 324 890

Nantwich – 01270 306 172

Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you have paper with you when speaking with home care agencies so you can make notes.
You can download and print this checklist at www.carechoices.co.uk/checklists

About the agency

How long has the agency been operating? ☐ ☐ ☐

How long are staff allocated per visit? ☐ ☐ ☐

Can you contact the agency in an emergency or outside office hours? ☐ ☐ ☐

Does the agency have experience with your specific needs? ☐ ☐ ☐

Staff

Are you likely to be visited by different staff each day? ☐ ☐ ☐

Are all staff checked with the Disclosure and Barring Service? ☐ ☐ ☐

Will you be notified in advance if your care worker is on holiday or sick? ☐ ☐ ☐

Are staff matched to you specifically, based on your needs and preferences? ☐ ☐ ☐

Can you meet your care worker(s) before they start? ☐ ☐ ☐

Does the agency have both male and female staff? ☐ ☐ ☐

Accommodating your needs

Can the agency accommodate your needs if they increase? Ask about the process for this. ☐ ☐ ☐

Does the agency have a training scheme in place? ☐ ☐ ☐

Are all staff trained to a certain level? ☐ ☐ ☐

Are staff able to help with administering medication if required? ☐ ☐ ☐

Is there a way for staff 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 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.



Outstanding care at home

Carefound Home Care offers families **highly personalised** home care, enabling you to live comfortably at home, whatever your needs.

- Hourly home care
- Live-in care
- Respite care
- Personal care
- Dementia care
- Specialist care



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www.carefound.co.uk



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Tel: 01270 694060

OP PD LDA SI YA AD

Able Living Care Services Ltd

Stockport

Tel: 01625 875865

OP D PD SI YA

Ablewell Care

Macclesfield

Tel: 01625 669854

OP D PD LDA MH SI YA AD

Aceso Homecare

Sandbach

Tel: 01270 629761

OP D PD LDA MH YA

Affinity Homecare

Wilmslow

Tel: 01625 540880

OP D PD SI

Alcedo Care Crewe

Crewe

Tel: 01270 441222

OP D PD LDA MH SI YA AD

Alice Chilton In-Home Care Services Ltd

Wilmslow

Tel: 01625 526850

OP D PD LDA MH SI YA

All Age Development Trust

Whitchurch

Tel: 01948 871371

OP D PD

AMG Nursing and Care Services – Crewe

Crewe

Tel: 01270 617148

OP D LDA MH SI YA

Amron Home Help Ltd

Macclesfield

Tel: 07783 145364

Advert outside back cover

OP D PD MH SI YA AD

Angels At Home Care Services Ltd

Wilmslow

Tel: 01625 912341 Advert adjacent

OP D PD LDA

Be Helpful

Congleton

Tel: 01260 276366

OP D PD YA

Belong at Home Domiciliary Care

Agency Crewe

Crewe

Tel: 01270 561200

OP D PD MH SI YA

Belong at Home Domiciliary Care Agency

– Macclesfield

Macclesfield

Tel: 01625 508700

OP D PD LDA MH SI YA AD

Betamindes Ltd

Crewe

Tel: 01270 668837

OP D PD SI

Blessed Caring Partnership Ltd

Wilmslow

Tel: 01625 447799

OP D PD YA

Blooming Good Care Ltd

Stoke-on-Trent

Tel: 07712 153569

OP

Blueberry Care

Crewe

Tel: 01477 533612

OP PD LDA MH SI

Bluebird Care (Cheshire East)

Domiciliary Care Agency

Crewe

Tel: 01270 617081

OP PD YA

Blum Healthcare Ltd

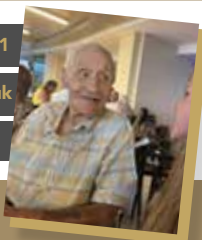
Congleton

Tel: 07498 587710

OP D PD MH SI YA



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

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goodoakshomecare.co.uk/midcheshire

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find out more**



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Bright and Wonderful Care Office

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Tel: 07711 986605

PD LDA YA

Care at Home Group Cheshire East and West

Sandbach

Tel: 01625 900985

OP D PD MH SI YA

Care Plus Homecare Services Ltd

Handforth

Tel: 01625 522504

OP D PD LDA MH SI

Carefound Home Care (Wilmslow)

Wilmslow

Tel: 01625 326470

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OP D PD MH SI YA

Caremark (Cheshire North East)

Handforth

Tel: 01625 540099

OP D PD LDA MH SI YA AD

Caremark (Cheshire South East)

Crewe

Tel: 01270 385025

OP D PD LDA

CCAH

Middlewich

Tel: 01606 533997

OP D PD MH SI YA

Cera Cheshire

Crewe

Tel: 01270 749273

OP D PD LDA MH SI YA

CH&KI Healthcare – Main Office

Stoke-on-Trent

Tel: 01270 900686

OP D PD YA

Cherished Care Services

Cheadle

Tel: 01625 403080

OP PD SI YA

Cheshire East Council Domiciliary Care Service

Macclesfield

Tel: 01625 374261

OP D PD LDA MH SI YA AD

Cheshire East Council Shared Lives Services

Crewe

Tel: 01270 375309

OP D PD LDA MH SI

Cheshire East Visiting Angels

Macclesfield

Tel: 01625 347720

OP D PD MH SI YA

Cheshire Home Care Solutions Ltd

Knutsford

Tel: 01565 750011

OP D PD MH SI YA

Cheshire Rural Care

Nantwich

Tel: 07701 080619

OP D YA

Chitim Care Ltd

Sandbach

Tel: 07763 965400

OP D PD YA

Choice Independent Living

Congleton

Tel: 0161 531 2420

OP D PD MH SI YA

Choice Support (Cheshire)

Crewe

Tel: 01270 256700

OP D PD LDA MH SI YA

Compassionate Healthcare Ltd

AKA Scope House

Crewe

Tel: 01270 505027

OP D PD LDA MH SI YA AD

Crewe & Nantwich Supported Living Network

Crewe

Tel: 01270 371216

OP LDA YA

Crewe – SOS Homecare Ltd

Crewe

Tel: 01270 509124

OP D PD LDA MH SI YA

Crossroads Together Midlands

Congleton

Tel: 0333 323 1990

OP D PD LDA MH SI YA AD

Daski Ltd

Crewe

Tel: 07707 898748

OP D MH YA

Dovecross Health Care

Crewe

Tel: 07980 363325

OP D PD SI YA

East Cheshire Housing Consortium

Macclesfield

Tel: 01625 500166

OP MH YA AD

Eureka Care and Support

Middlewich

Tel: 07886 789563

OP D PD 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



Care *starts* at home

Your home is where you feel the most comfortable and the happiest. It is the place you know the best. If you want to stay living comfortably at home, Home Instead® can help make that possible.

-  Personal Care
-  Live-in Care
-  Dementia Care
-  Companionship
-  Home Help
-  Healthcare at Home



Home Instead, South Cheshire

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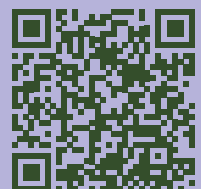
WWW.HOMEINSTEAD.CO.UK/SOUTH-CHESHIRE

INFO.SOUTHCHESHIRE@HOMEINSTEAD.CO.UK

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OP D PD MH SI YA AD

Evolving Care Ltd

Crewe

Tel: 01270 448336

OP D PD LDA MH SI YA AD

FAB Social Care Ltd

Stoke-on-Trent

Tel: 01270 878263

OP D PD LDA MH SI

Fairfield Care Ltd

Altrincham

Tel: 0161 928 7039

OP D LDA MH YA

Forevermore Care

Congleton

Tel: 0161 791 1863

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Hall O'Shaw Supported Living

Crewe

Tel: 07977 958437

OP PD LDA MH SI YA

Happy Valley Home Care Ltd

Macclesfield

Tel: 07986 728006

OP D PD LDA MH SI YA AD

Health Care Assistance Ltd (Crewe)

Crewe

Tel: 01782 450065

OP D PD YA

Helping Hands Macclesfield

Macclesfield

Tel: 01625 913 039

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OP D PD SI YA

Helping Hands Nantwich

Nantwich

Tel: 01270 306 172

Advert page 32

OP D PD SI YA

Helping Hands Cheadle & Wilmslow

Wilmslow

Tel: 01625 324 890

Advert page 32

OP D PD YA

Home Instead South Cheshire

Nantwich

Tel: 01270 611555

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OP D PD LDA MH SI YA AD

InSafehands Ltd

Nantwich

Tel: 01270 626020

OP D PD LDA MH YA

Ivy Lynn Support and Care

– Bollington

Macclesfield

Tel: 07857 379496

OP D PD YA

Jordangate House

Macclesfield

Tel: 07980 647114

LDA

JustCo Ltd

T/A Home Instead Senior Care

(East Cheshire)

Chelford

Tel: 01625 860992

OP D PD MH SI AD

Kalina Care

Crewe

Tel: 07424 714968

OP D PD MH SI YA

Lantern Care Services

Crewe

Tel: 07564 319999

OP D PD LDA MH SI YA

Liberty Support

– Cheshire East

Middlewich

Tel: 01270 449937

OP D PD LDA MH SI YA

Lilyrose Care Group Ltd Cheshire/Derbyshire

Stockport

Tel: 01663 308232

OP D PD LDA MH SI YA

Macclesfield Supported Living Network

Macclesfield

Tel: 01625 378277

LDA

MMT Healthcare Ltd

Macclesfield

Tel: 07879 048595

OP D PD MH SI YA

Next Step Domiciliary Care Ltd

Macclesfield

Tel: 07967 225043

OP D PD LDA YA

Platinum Care Cheshire Ltd

Sandbach

Tel: 01270 444690 Advert page 41

OP D PD SI

Re-enabled Support

Nantwich

Tel: 07869 652750

OP D PD LDA MH 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



Inspected and rated

Good



Rated 10 out of 10
By clients and families

www.homecare.co.uk

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- Medication administration
- Technology to monitor health safely

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- Shopping and domestic tasks

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- Respite and short-term support

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SureCare Cheshire East • enquiries@surecarecheshire-east.co.uk
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Tel: 01260 720009 **OP D PD LDA MH SI YA AD**

Richmond Village Nantwich DCA
Nantwich **Advert page 48**
Tel: 01270 629080 **OP YA**

Right at Home South Cheshire
Nantwich
Tel: 01270 257347 **OP D PD LDA MH YA**

Rossendale Hall
Macclesfield
Tel: 01260 252500 **OP PD LDA**

SB Homecare Services Ltd
Wilmslow
Tel: 07456 244288 **OP D PD SI YA**

Solsken Ltd
Crewe
Tel: 07432 818035 **OP D PD LDA MH SI YA AD**

South Cheshire Senior Care Ltd
Nantwich
Tel: 01270 611555 **OP D PD YA**

Spiritual Inspiration Ltd
Middlewich
Tel: 01606 212964 **OP D PD LDA MH SI YA AD**

Suite 7A Grosvenor House
Congleton
Tel: 07737 937904 **OP D LDA YA**

SureCare Central Cheshire
Nantwich **Advert page 40**
Tel: 01270 667288 **OP D PD LDA MH SI YA AD**

SureCare Cheshire East
Macclesfield **Advert page 40**
Tel: 01625 468522 **OP D PD MH SI YA**

Sylk Care Macclesfield
Macclesfield
Tel: 01625 424211 **OP D PD LDA MH SI YA**

Total Healthcare Ltd – Cheshire
Congleton **Advert page 31**
Tel: 01270 906989 **OP D PD LDA MH YA**

Valleywood Care Ltd
Crewe
Tel: 01270 588864 **OP D PD LDA MH SI YA**

Vision Beyond Autism
Wilmslow
Tel: 01625 251819 **LDA**

Walfinch Greater Manchester South
Wilmslow
Tel: 07889 656318 **OP D LDA MH YA**

WeCare Cheshire Ltd
Crewe
Tel: 07883 597064 **OP D PD MH YA**

Wilmslow Supported Living Network
Handforth
Tel: 01625 374251 **D PD LDA MH SI**

YourLife (Macclesfield)
Macclesfield
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Email- manager@platinumcarecheshire.co.uk
Website- www.platinumcarecheshire.co.uk

Brook House, 501 Crewe Road, Sandbach,
Cheshire, CW11 3RX

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

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest 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 43. You can download and print this checklist at 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? ☐ ☐ ☐

Choices

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

Activities

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

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? ☐ ☐ ☐

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 22.

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 taste? ☐ ☐ ☐

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 22.

Adult Pathways 1

Mill Lane, Alderley Edge SK9 7UD
Tel: 01565 640070

OP D PD LDA YA

Adult Pathways 2

Mill Lane, Alderley Edge SK9 7UD
Tel: 01565 640000

PD LDA SI

Applecroft Residential Care Home

48-50 Brunswick Street,
Congleton CW12 1QF
Tel: 01260 280336

OP

Ashfields Care Home

129 Prestbury Road,
Macclesfield SK10 3DA
Tel: 01625 617288

Advert page 45
OP

Barony Lodge Residential Care Home

Barony Road, Nantwich CW5 5QS
Tel: 01270 447395

OP D PD SI

Bradwell Court Residential Care Home

Bradwell Grove, Congleton CW12 3SA
Tel: 01260 281428

OP D PD SI YA

Brookfield House Care Home

Brookfield Park, Shrewsbury Road,
Nantwich CW5 7AD
Tel: 01270 624951

Advert below
OP D PD YA

Broughton Lodge

London Road, Macclesfield SK11 0JG
Tel: 01625 468951

LDA MH YA

Bucklow Manor Care Home

Chester Road, Bucklow Hill, Knutsford WA16 6RR
Tel: 01565 830396

OP D YA

Buglawton Hall School

Sprink Lane, Congleton CW12 3PF
Tel: 01942 834113

MH YA

Carmel Lodge Care Home

London Road, Adlington, Macclesfield SK10 4NJ
Tel: 01625 856790

OP D PD LDA MH SI YA AD

Cedars Residential Care Home, The

Brookfield Drive, Holmes Chapel, Crewe CW4 7DT
Tel: 01477 532857

OP PD



At Astley, we pride ourselves on creating a friendly, homely atmosphere in our homes. Our staff are kind and caring and the residents are at the forefront of all decisions made. The independence of our residents is greatly encouraged and we promote privacy and dignity at all times.

Heliosa

Heliosa Nursing Home is a 52-bed nursing home that cares for residents living with dementia and those people who require full assistance with their every day care, who also have nursing needs.

Call 01260 273351

Email heliosa@astleycarehomes.co.uk

54 Boundary Lane, Congleton, Cheshire, CW12 3JA



Brookfield

Brookfield House Care Home Ltd is a 50-bed care home that cares for residents living with dementia and those people who require full assistance with their every day care but don't require nursing.

Call 01270 624951

Email brookfield.manager@astleycarehomes.co.uk

Brookfield Park,
Shrewsbury Road,
Nantwich CW5 7AD



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

Cheshire East Short Breaks

9 Warwick Mews, Warwick Road,
Macclesfield SK11 8SW
Tel: 01625 378280

LDA YA

Consort Close – Bollington

2, 3 and 4 Consort Close, Bollington,
Macclesfield SK10 5FB
Tel: 01565 640109

OP PD LDA YA

Danebank

59 Danebank Avenue, Crewe CW2 8AE
Tel: 01829 741869

PD LDA MH SI YA

Dystlegh Grange

40 Jacksons Edge Road, Disley, Stockport SK12 2JL
Tel: 01663 765237

OP PD

Elm House Residential Care Home

76 Pillory Street, Nantwich CW5 5SS
Tel: 01270 624428

OP D YA

Elms Residential Care Home, The

Elm Drive, Crewe CW1 4EH
Tel: 01270 584236

OP D PD LDA MH SI YA AD

Elworth Grange

James Brindley Drive CW11 3PY
Tel: 01270 439950

OP D MH SI YA

Emmie Dixon Home, The

149 Richmond Road, Crewe CW1 4AX
Tel: 01270 581314

D PD LDA

Fairfield Care Ltd

Fairfield Farm, Higher Thorns Green Farm,
Castle Mill Lane, Ashley, Altrincham WA15 0QZ
Tel: 0161 928 7039

OP D LDA MH YA

Genesis Care Home

197 Peter Street, Macclesfield SK11 8ES
Tel: 01625 508020 **Advert adjacent**

OP

Hassall Road, 121

121 Hassall Road, Alsager, Stoke-on-Trent ST7 2SL
Tel: 01565 640098

PD LDA YA

Hawthorns, The

Hawthorn Street, Wilmslow SK9 5EJ
Tel: 01625 527617

OP D YA

Heliosa Nursing Home

54 Boundary Lane,
Congleton CW12 3JA
Tel: 01260 273351

Advert page 44

OP D PD LDA MH SI YA

Henning Hall

Lyme Green Settlement, London Road,
Macclesfield SK11 OLD
Tel: 01260 253555

OP D YA

Hope Green Residential Home

London Road, Adlington, Macclesfield SK10 4NJ
Tel: 01625 871210

OP D

Ingersley Court Residential Care Home

Lowther Street, off Church Street, Bollington,
Macclesfield SK10 5QA
Tel: 01625 574233

OP D PD YA

Inglewood Residential Care Home

Coppice Lane, Disley, Stockport SK12 2LT
Tel: 01663 762011 **Advert page 46**

OP D

Keele Crescent Care Home

4 Keele Crescent, Macclesfield SK11 8UZ
Tel: 01625 425266

OP D YA

Laurels Care Home, The

Canal Road, Congleton CW12 3AP
Tel: 01260 278710

OP D

Lavender House Residential Home

68 Audley Road, Alsager, Stoke-on-Trent ST7 2QN
Tel: 01270 874696

OP D YA

Leycester House Residential Care Home

Edenfield Road, Mobberley, Knutsford WA16 7HE
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OP D YA

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MACCLESFIELD
CHESHIRE SK11 8ES
TEL: 01625 508020
MANAGER: SHARON BANNISTER

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



Inglewood is a family run care home, established in 1987. At Inglewood residents enjoy a homely atmosphere within a family environment.

We encourage our residents to live their lives as they wish, enjoying the independence of which they are capable, whilst receiving the support that they may need.

Residents are looked after in a safe, caring environment, where all our staff are specifically trained to be able to manage the changing needs of our residents. We maintain a warm, homely, and non-institutional environment where our residents can relax in their own private bedroom, enjoy the lounges and gardens, or participate in the social activities on offer.

Whether experiencing memory loss, communication difficulties, behavioural changes, or other symptoms, we gently accompany our residents on their journey whilst being encouraging, supportive and reassuring.

We offer Residential, Dementia and End of life care.

At Inglewood, we promote fun and engagement with others by providing stimulating activities for residents to enjoy. The programme changes frequently, observing the seasons and the wishes of our residents, and can include:

- Regular exercise to music
- Sing-along sessions and dancing
- Pet therapy and other activities which promote multi-sensory stimulation
- Mentally-stimulating games like crosswords and wordsearches
- Group activities like Bingo, seated bowling, and basketball
- Gardening with raised beds and other activities in our beautiful, secure garden.



“My dad received the best possible care at Inglewood particularly in his final days. A beautiful environment with very caring staff both towards my dad and visiting family members. Highly recommend Inglewood for those facing the decision of putting a relative into a care home.
~ Daughter of Resident”



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Long Stone Manor

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Tel: 01206 517430

OP D PD YA

Manor Care Home

– Middlewich

Greendale Drive, Middlewich CW10 0PH

Tel: 07538 971846

OP D

Mayfield House

Mayfield Mews, Crewe CW1 3FZ

Tel: 01270 500414

Mill Lane

– Macclesfield

94-96 Mill Lane, Macclesfield SK11 7NR

Tel: 01565 640070

OP PD LDA YA

New Milton House Residential Care Home

Station Road, Alsager,

Stoke-on-Trent ST7 2PB

Tel: 01270 874422

OP D YA

Orcadia

86 Buxton Road, Disley,

Stockport SK12 2HE

Tel: 01663 765056

LDA YA

Park House Care Home

Congleton Road, Sandbach CW11 4SP

Tel: 01270 762259

OP D PD

Park Lane Residential Home

7-9 Park Lane, Congleton CW12 3DN

Tel: 01260 290022

OP D

Park Mount Care Home

52 Park Mount Drive,

Macclesfield SK11 8NT

Tel: 01625 616459

OP

Parklands Residential Care Home

Park Lane, Poynton, Stockport SK12 1RB

Tel: 01625 879215

OP D YA

Petunia Grove – Macclesfield

3 Petunia Grove, Macclesfield SK11 7YY

Tel: 01565 640127

OP LDA YA

Primrose Avenue

– Crewe

30 Primrose Avenue,

Haslington, Crewe CW1 5NY

Tel: 01565 640217

OP PD LDA YA

Richmond Village Nantwich

St Joseph's Way, London Road,

Nantwich CW5 6LZ

Tel: 01270 629 080

Advert page 48

OP

Riseley House Care Home

Riseley Street, Macclesfield SK10 1BW

Tel: 01625 908225

OP D PD YA

Station Road

– Holmes Chapel

5 Station Road, Holmes Chapel CW4 7AU

Tel: 01565 640131

OP D PD YA

Turnpike Court Residential Care Home

Middlewich Road, Elworth, Sandbach CW11 3EJ

Tel: 01270 762150

OP D YA

Twyford House

Richard Woodcock Way, Alsager ST7 2FD

Tel: 01270 323443

OP D PD SI YA

Upton Grange Residential Home

214 Prestbury Road, Macclesfield SK10 4AA

Tel: 01625 829735

OP

Westbury Drive

– Macclesfield

19 Westbury Drive, Macclesfield SK11 8LR

Tel: 01565 640010

OP D PD YA

Wistaston House

551 Crewe Road, Wistaston,

Crewe CW2 6PU

Tel: 01270 560120

LDA

Wood Cottage

Middlewich Road, Woolstanwood CW2 8SD

Tel: 01829 741869

LDA SI YA

Woodeaves Residential Care Home

9 Park Road, Nantwich CW5 7AQ

Tel: 01270 621550

OP D PD

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

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Mount Hall (Macclesfield)
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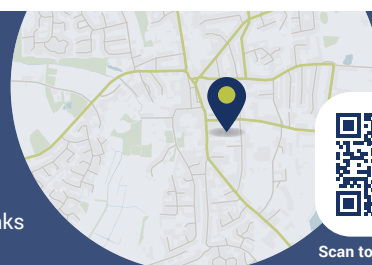
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Street Lane, Adlington, Macclesfield SK10 4NT
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OP D

Adult Pathways 1

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Tel: 01565 640070

OP D PD LDA YA

Alexandra Mill

356 Crewe Road, Shavington, Crewe CW2 5AD
Tel: 01270 919220

OP D PD YA

Astbury Mere Care Home

Newcastle Road, Astbury, Congleton CW12 4HP
Tel: 01260 296789

OP D YA

Belong Crewe Care Village

Brookhouse Drive, Crewe CW2 6NA
Tel: 01270 561200

OP D PD MH SI YA

Belong Macclesfield Care Village

Kennedy Avenue, Macclesfield SK10 3DE
Tel: 01625 508700

OP D PD LDA MH SI YA AD

Belvedere, The

Horseshoe Lane, Alderley Edge, Stockport SK9 7QP
Tel: 01625 865020

OP D YA

Bentley Manor

Sherbourne Road, Crewe CW1 4LB
Tel: 01270 259630

OP D PD MH YA

Brookview Bupa Care Home

Brook Lane, Alderley Edge SK9 7QG
Tel: 01625 836 985 **Advert page 48**

OP D YA

Carmel Lodge Care Home

London Road, Adlington, Macclesfield SK10 4NJ
Tel: 01625 856790

OP D PD YA

Cavendish Court

Horseshoe Lane, Alderley Edge, Stockport SK9 7QP
Tel: 01625 592830

OP D PD

Church House Care Home

Coole Lane, Austerson, Nantwich CW5 8AB
Tel: 01270 625484

OP D PD

Clarendon Court Care Home

Beechwood Close, Stapeley, Nantwich CW5 7FY
Tel: 01270 621500

OP D MH

Clayton Manor

Rood Hill, Congleton CW12 1YZ
Tel: 01260 716624

OP D PD SI YA

Clumber House Nursing Home

81 Dickens Lane, Poynton SK12 1NT
Tel: 01625 879946

OP

Corbrook Park

Audlem Road, Audlem CW3 0HF
Tel: 01270 812049

OP D PD YA

Cranford Grange

Barclay Park, Hall Lane, Mobberley, Knutsford WA16 7DZ
Tel: 01565 881020

OP D PD SI YA

Cypress Court

Broad Street, Crewe CW1 3DH
Tel: 01270 588227

OP D YA

Eden Mansions Nursing Home

Station Road, Styal, Wilmslow SK9 4HD
Tel: 01625 524276

OP D MH YA

Hazelmere House Bupa Care Home

Pinewood Road, Wilmslow SK9 2RS **Advert page 48**
Tel: 01625 836 980

OP D PD YA

Heliosa Nursing Home

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54 Boundary Lane, Congleton CW12 3JA
Tel: 01260 273351

OP D PD LDA MH SI YA

Henning Hall

Lyme Green Settlement, London Road, Macclesfield SK11 0LD
Tel: 01260 253555

OP D YA

Hill House – Care Home with Nursing Physical Disabilities

The Hill, Newcastle Road, Sandbach CW11 1LA
Tel: 01270 762341

OP PD LDA YA

Hollins Park

Victoria Road, Macclesfield SK10 3JA
Tel: 01625 503028

OP D PD LDA MH YA

Hollymere House General Nursing Home

72 Crewe Road, Haslington, Crewe CW1 5QZ
Tel: 01270 501861

OP YA

Jackson House

2 Lode Hill Cottages, Altrincham Road, Styal, Wilmslow SK9 4LH
Tel: 01625 531628

OP YA

Lawton Manor Care Home

Church Lane, Church Lawton, Stoke-on-Trent ST7 3DD
Tel: 01270 844200

OP YA

Mount Hall Bupa Care Home

Flash Lane, Bollington Cross,
Macclesfield SK10 5AQ
Tel: 01625 836 987

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OP D PD LDA SI YA

Newton Court Bupa Care Home

28 St Ann's Road, Middlewich CW10 9BJ
Tel: 01606 822 706 **Advert page 48**

OP D PD

Pottersway House Care Home

Sandbach Road N, Stoke-on-Trent ST7 3RG
Tel: 01270 910472

OP D PD SI YA

Prestbury Beaumont

Collar House Drive, Prestbury SK10 4AP
Tel: 01625 242743

OP PD

Prestbury House Care Home

West Park Drive, Macclesfield SK10 3GR
Tel: 01625 506100

OP D YA

Priesty Fields Care Home

Priesty Fields, Congleton CW12 4AQ
Tel: 0208 866 6533

OP D PD SI YA

Primrose House Nursing Home

72 Crewe Road, Haslington,
Crewe CW1 5QZ
Tel: 01270 250110

OP D YA

Richmond Village Willaston

261 Crewe Road, Willaston,
Nantwich CW5 6GX
Tel: 01270 696929

Advert page 48
OP D YA

Rowans Care Centre

Merriden Road, Macclesfield SK10 3AN
Tel: 01625 422284

OP D YA

Sharston House Nursing Home

Manor Park South, Knutsford WA16 8AQ
Tel: 01565 633022

OP

Sherborne Court Neurological Centre

Sherborne Road, Crewe CW1 4LB
Tel: 01270 531080

PD YA

St Catherines Care Home

Barony Road, Nantwich CW5 5QZ
Tel: 0151 420 3637

OP D YA

St Stephens Care Home

St Stephens Court, London Road, Elworth,
Sandbach CW11 4TG
Tel: 0151 420 3637

OP D YA

Station House

Victoria Avenue, Crewe CW2 7SF
Tel: 01270 250843

OP D PD LDA MH YA

Tabley House

Tabley Lane, Knutsford WA16 0HB
Tel: 01565 650888

OP D PD MH

Telford Court Nursing Home

Dunwoody Way, Crewe CW1 3AW
Tel: 01270 588895

OP D PD MH SI YA

Twyford House

Richard Woodcock Way, Alsager ST7 2FD
Tel: 01270 323443

OP D PD SI YA

Westbourne Care Home, The

Cricketers Way,
Holmes Chapel CW4 7EZ **Advert inside front cover**
Tel: 0808 163 9185

OP D PD MH SI YA

Weston Park Care Home

Moss Lane, Macclesfield SK11 7XE
Tel: 01625 613280

OP D YA

Willows, The

Warford Park, Faulkners Lane, Mobberley WA16 7AR
Tel: 01565 880180

OP D YA

Wilmslow Manor Care Centre

Priesty Fields, Congleton CW12 4AQ
Tel: 0161 927 2940

OP D PD YA

Woodlands

Middlewood Road, Poynton, Stockport SK12 1SH
Tel: 01625 461556

OP D YA

Woodlands Care Centre

6 Woodlands Road, Macclesfield SK11 8AQ
Tel: 01625 432471

OP D PD SI YA

Wrenbury Nursing Home

Wrenbury Hall Drive, Wrenbury,
Nantwich CW5 8EJ
Tel: 01270 780114

OP D PD 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

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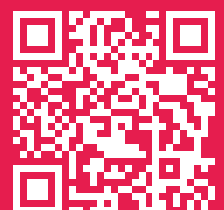


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- Ask the Experts:
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- Practical advice, from early
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Support for families of children with additional needs -
from birth to adulthood



- Free regional SEND guides
- Ask the Experts series
- Real-life blogs & experience
- Practical advice
- Directory of services



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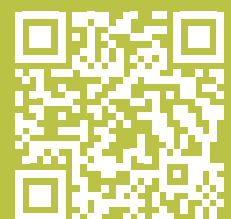


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