



Cheshire East

Care Services Directory 2022/23

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



Care at Home

We believe that wellbeing and independence go hand in hand. You might be surprised at the range of things we can support you with:

Supporting your wellbeing

Personal care
Respite care
Dementia
End of life
Complex care
Hospital to Home

Supporting your independence


Shopping
Domestic tasks
Social activities
Companionship
Life after loss
Personal alarms






Choosing the right care can make a world of difference.

We offer tailored care and support plans that place you at the centre of your service. Whatever you need, we are here for you every step of the way.

Contact us:

 **01270 316248**

 **guinnesscareathome.org.uk**

 **@GuinnessCare**  **@GuinnessCare**



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As a result of the COVID-19 pandemic, many groups, services and activities have been postponed; changed how they operate or have had to stop completely. This Directory reflects 'business as usual' and therefore it is recommended that you check with the activity, group or service to determine availability and to get the most up-to-date information. A good way to do this is by accessing its website through Live Well Cheshire East (www.cheshireeast.gov.uk/livewell).

To obtain extra copies of this Directory, free of charge, call the **Adult Social Care Team** on **0300 123 5500**. Alternatively, visit www.carechoices.co.uk/order-copies-of-a-directory to order a copy online.

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 2022/23. Cheshire East Council would like people living in Cheshire East to feel empowered to be as independent and healthy as they can. To help achieve this, it provides services and work in partnership with communities and organisations, to ensure a range of support is available locally. This Directory provides an overview of many of these options.



The Directory is complemented by 'Live Well Cheshire East' which is a web-based resource

giving information and advice on support available locally such as groups and activities. Visit

www.cheshireeast.gov.uk/livewell to find out more.

The Directory also includes information on the importance of staying healthy. This means thinking about the exercise you do (including how to prevent a fall) and what you eat, to maintain your independence for as long as possible.

Unfortunately, the coronavirus (COVID-19) pandemic is still impacting on local services. However, you can check how the service is currently

delivered by viewing its website or using its contact details.

The Council aims to achieve an open, fairer and environmentally friendly Cheshire East through the work that it does. To help deliver this, its work encompasses: protecting and supporting local communities including safeguarding adults at risk from abuse; working together with residents and partners to support people and communities to be strong and resilient; and reducing reliance on long-term care by improving services closer to home.

Cheshire East Borough Council

Westfields, Middlewich Road, Sandbach CW11 1HZ
(The offices are open 8.30am to 5.00pm, Monday to Friday).

Tel: **0300 123 5500**

Web: **www.cheshireeast.gov.uk**

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

Further details are also available from the **Cheshire East Council** website at **www.cheshireeast.gov.uk**

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, drink less, lose weight, eat well and move more.

For more information, see the **One You Cheshire East** website at **www.oneyoucheshireeast.org** or call **0808 164 3202**.



Lifestyle advice

Choosing to adopt a healthier lifestyle can help you to live a happier and more active life. Use the tips below to help you to 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 Reed.

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 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 from a coach who can help motivate you to achieve these goals through a range of exercise types. Visit www.oneyoucheshireeast.org for more information or call **0808 164 3202**.

2. Eating well

What you eat, and how much, is important for your health and your waistline. Choosing healthier foods is easier than you might think. Read more at www.nhs.uk (search 'eat well').

Free support classes to enable you to be a healthy weight are available through One You Cheshire East. See www.oneyoucheshireeast.org for more information or call **0808 164 3202**.

3. Falls

One in three people aged 65+ falls each year. Sometimes this can lead to a fracture or prolonged time on the ground. However, there are simple things that you can do to reduce your risk.

One You Cheshire East offers free falls prevention classes, for those at risk of falling, at a range of locations in Cheshire East, to improve your everyday strength and balance. For more information, visit

www.oneyoucheshireeast.org or call **0808 164 3202**. You can read more about reducing your risk of falling on the Cheshire East Council website at www.cheshireeast.gov.uk/livewell (search 'falls prevention').

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 the people you live with too. See the NHS website (www.nhs.uk) for further information.

To receive support to help you stop smoking, contact One You Cheshire East on **0808 164 3202** or see www.oneyoucheshireeast.org

5. Alcohol/drugs

NHS guidelines suggest that men and women are advised not to 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. You can read more about the health effects of alcohol on the NHS website (www.nhs.uk).

If you regularly exceed this amount of alcohol and need support, contact the Change, Grow, Live Drug and Alcohol Service either by telephone on **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 the NHS website (www.nhs.uk) for further advice.

Leisure

Everybody Sport and Recreation (Everybody) is a registered health and wellbeing charity, offering a range of opportunities to get active and healthy across Cheshire East. Membership includes use of the gym, swimming pools, exercise classes and a range of sport activities. Other services include personal training, disability and inclusion sessions, swimming lessons, Taste for Life cafés, career and training opportunities, volunteering and much more.

Health programmes are available for people who are recovering from illness or have been diagnosed with various long term health conditions, such as chronic obstructive pulmonary disease (COPD), cancer, a mental health disorder, a neurological condition such as multiple sclerosis (MS), Parkinson's, dementia, a body mass index (BMI) of 40+, diabetes, hypertension, chronic lower back pain, osteoarthritis or poor balance or mobility.

Everybody @ Home is Everybody's virtual health and fitness service, packed with hundreds of on-demand live workouts and health classes, all available for you to access anytime, anywhere. If you're an Everybody member, access is included in your membership. You'll find a range of amazing fitness classes, including Yoga, Pilates, Dance Fit and HIIT plus health classes aimed to improve your balance and exercises for people suffering with any form of back pain. Find out more here

www.everybody.org.uk/everybody-on-demand

For more details of what's on, visit your local leisure centre, or refer to the contact details below.

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

Web: **www.everybody.org.uk**

Twitter: **[@EBLeisure](https://twitter.com/EBLeisure)**

Facebook:

www.facebook.com/EverybodySportRecreation

Walks

Another great way to exercise is by going on a walk; go to **www.cheshireeast.gov.uk/Walks** for useful

links including downloadable leaflets suggesting local walks.

Libraries

There are 16 libraries in the towns and villages of Cheshire East as well as one 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 and digital magazines and newspapers. Cheshire East's libraries also have Reading Well self-help book collections, professionally selected books on mental health conditions for adults, children and young people. These books also provide support and advice for people living with long-term conditions, or people living with dementia and their carers. Other books, such as mood-boosting fiction and Macmillan cancer support books are also available.

Events and activities

Libraries hold many community events and activities, including coffee mornings, music sessions, rhyme times, story times, craft sessions and reading

and writing groups. There are many opportunities for lifelong learning, informal study, family 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, with help available if needed. 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 but needs to be booked in advance by contacting your local library.

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.

You'll find a range of community advice desks and

customer services in Cheshire East's libraries.

Tel: **0300 123 5018**

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

Web: **www.cheshireeast.gov.uk/Libraries**

Connected Communities Centres

Connected Communities Centres host a range of activities and support services available on your doorstep. Each centre delivers services tailored for their community. From coffee mornings, computer classes and line dancing, to learning a language, sharing a problem and support for stroke sufferers – there's something for everyone.

The second phase of partnerships will launch in spring/summer 2022 and see a refreshed offer of both face-to-face and online services available across the whole of the borough. Whether you want to turn your interest into a group with others, volunteer in the community or find out more about what activities are available in the local area, your Connected Community Centre will be able to offer support and signposting to the right service.

For more information, visit
www.cheshireeast.gov.uk
(search 'connected communities').

Neighbourhood Partnerships

The Council set up and facilitate Neighbourhood Partnerships, to bring together a range of partners

including the Voluntary, Community and Faith (VCF) sector, Police, children's centres, schools, Youth Services, Youth Offending Team, local elected members and businesses.

The purpose is to understand local priorities based on local intelligence. Neighbourhood Partnerships work to create local projects that impact on those local priorities. Agencies and local residents work collaboratively to create and tailor projects to suit that community.

There are 15 Neighbourhood Partnerships across Cheshire East. Each of them serves an area across the borough where a need to reduce health inequality has been identified.

To join an existing Neighbourhood Partnership or to set one up in your community, see below.

For more information visit
www.cheshireeast.gov.uk
(search 'connected communities' and click 'neighbourhood partnerships').

People Helping People

The Council is working collaboratively with its partners and local volunteers to channel community-based support to meet the needs of its residents who find themselves isolated without family, friends or a support network.

Services are delivered for the local community, by the local community, with options including:

- telephone support, advice and reassurance;
- signposting to local and national services equipped to meet specific support needs;

- access to essential food and medical supplies;
- access to priority online shopping slots; and
- a regular friendly phone call to lift your spirits.

If you would like to offer support or need to access help, visit **www.cheshireeast.gov.uk** (search 'cheshire east people helping people') to fill out the appropriate form.

Alternatively, you can contact the Council on **0300 123 5034** to register your information with its customer service team.

Dying well – what does end of life care involve?

End of life care is support for people who are approaching death and includes palliative care. It helps people to be as comfortable as possible and to die with dignity.

It also includes support for those people important to the dying person which may include family or carers.

The End of Life Partnership can provide useful information and guidance for practitioners and members of the public.

Visit **www.eolp.co.uk** for more information or phone **01270 310260**. Alternatively, visit **www.nhs.uk** (search 'end of life care').

Healthwatch

Healthwatch is 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 provide 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, visit **www.healthwatchcheshireeast.org.uk** or call **0300 323 0006**.

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 people aged 50+ a range of care and support services, to empower and enable them to continue to live full and active lives, to participate in community activity and to remain in good mental and physical health for as long as possible.

Services include 'Sharing Time', a telephone befriending project, the Later Life Goals advice service for people who are going through a significant life event, information on a wide range of issues, assistance on how to plan and manage your care and support, support with money matters and insurance issues and help to support you to live

independently at home. A project, Men in Sheds, specifically for older men to join socially and learn new skills, is available in Crewe. Further details of all the services provided are available using the following contact details.

Tel: **01606 881660** (general enquiries) or **01244 401500** (information and advice).
Email: **admin@ageukcheshire.org.uk** (general enquiries) or **informationqs@ageukcheshire.org.uk** (information and advice).
Web: **www.ageuk.org.uk/cheshire**

Connect All

Are you struggling to get online or having difficulties using your own laptop, computer, tablet, mobile phone or Alexa? Age UK Cheshire can help. Its established Computer Centre can assist with all your IT needs. For more information, call Amy on **01606 720431**.

Age UK Cheshire East

Provides people aged 50+ and their families and carers in Cheshire East with high quality practical and emotional support. It aims to improve later life for older people in the community, offering a range of services particularly focused on their needs.

Services include free information and advice, including benefit checks; telephone befriending; practical support for people living with dementia and their carers; a Help at Home service providing domestic support in people's homes; a scams awareness and aftercare service; and weekly counselling sessions.

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

Tel: **01625 612958**

Email: **enquiries@ageukce.org**

Web: **www.ageuk.org.uk/cheshireeast**

Citizens Advice Cheshire East

Accessing information and advice from Citizens Advice Cheshire East is available as follows.

Citizens Advice Cheshire East has suspended face-to-face advice services across all sites and services for the foreseeable future due to the coronavirus outbreak. However, it is still open and ready to deliver information and advice in other ways:

- via email, webchat and phone. If you have an issue you'd like help with directly from the service by email, complete this form and your query will be responded to (**www.citizensadvicece.org.uk/email**);
- if you want to speak to a local adviser you can view your local branch here (**www.citizensadvice.org.uk** – search 'cw2 Trz' in the branch finder);
- general advice is available via a free national Adviceline at **0800 144 8848**, open Monday to Friday, 9.00am to 5.00pm;
- you can chat online to an adviser by visiting the Citizens Advice website at **www.citizensadvice.org.uk/contact-us**;
- people looking for advice on consumer issues (e.g. issues related to products or services you've purchased) can contact the Citizens Advice Consumer Helpline on **0808 223 1133** or chat online to an adviser on the website; and
- anyone seeking to make a new claim for Universal Credit should call the Universal Credit Help to Claim line on **0800 144 8444**.

Details of **Citizens Advice Cheshire East** email and self-help services can be found at **www.citizensadvicece.org.uk**

Early Help Hearing Impairment Service

Deafness Support Network provides a hearing support service for children, young people and adults who are Deaf or have a 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, e.g. 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 **www.dsnonline.co.uk**

Alternatively, visit the **Live Well** website at **www.cheshireeast.gov.uk/livewell** (search 'deafness support network').

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** or visit **www.eastcheshireeyesociety.org.uk**

IRIS Vision Cheshire, based in Crewe, is a local charity established by local visually impaired people. For more information, call **01270 250316** or visit **www.iriscentre.org.uk**

Cheshire East Council's Sensory Impairment Team contact people referred by Ophthalmology following certification as Severely Sight Impaired or Sight Impaired. The team offers advice and training that enables visually impaired people and people with a dual sensory loss (sight and hearing) to maintain or regain independence in activities of daily living. Referrals to the team are via First Point of Contact. Call **0300 123 5010** (option two).

Further information can be found at **www.cheshireeast.gov.uk/livewell** (search 'visual impairment, sight loss and blindness').

Meal delivery services

Hot meals and sandwiches can be delivered to your home if you are finding it difficult to prepare food.

There are three organisations that provide meals across Cheshire East.

ICare Community Meals

Tel: **0845 604 1125** • Web: **www.icarecuisine.co.uk**



Wiltshire Farm Foods

Tel: **01606 738845** or **0808 239 7566**

Email: **crewe@wiltshirefarmfoods.co.uk**

Web: **www.wiltshirefarmfoods.com**

Wishing Well Meal Delivery Service

Covers Crewe, Nantwich, Sandbach and Alsager.

Tel: **01270 256919**

Email: **gill.tarrant@wishingwellproject.net**

Web:

www.wishingwellproject.com/what-we-do

Help with transport

If you find it difficult to get out and access community groups and facilities, or to 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, see below and opposite.

Tel: **01270 371478**

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

Web:

www.cheshireeast.gov.uk/CommunityTransport

British Red Cross

Can provide transport services from Leighton Hospital. • Tel: **01565 682304**

Support at home is available to anyone in Cheshire East to provide practical support after discharge from hospital or after an illness. For more information, email

ilcnorthadmin@redcross.org.uk

or call **01565 682315**.



Support in an emergency

The Cheshire East Emergency Assistance scheme is a safety net for people in crisis. It is a non-cash scheme, but can help in other ways. The type of help you might get includes rent deposits (not letting fees or rent in advance), essential furniture and some white goods (recycled where possible) and emergency food.

The scheme is non-cash based and will be means-tested, with support provided by goods, supplies or services.

You can apply for Emergency Assistance if all the following apply:

- you live in Cheshire East or are moving here because you have a local connection;
- the service considers you to be vulnerable

(it looks at each claim individually to make decisions about vulnerability);

- you get state benefits, you are eligible for benefits under the Persons from Abroad rules or you are on a low wage and have exceptional circumstances; and
- you can't get the help you need from friends or relatives.

For further advice on the scheme and how to claim, use the following contact details.

Tel: **0300 123 5013** (choose the 'emergency assistance' option).

Web: **www.cheshireeast.gov.uk/emergencyassistance**

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.

For more information, visit

www.cheshireeast.gov.uk (search 'disabled people looking for work') or refer to the contact details opposite.

The Council has a Supported Employment team who support 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').

The Journey First programme

The programme, funded by the European Social Fund (ESF), will provide one-to-one support to help you identify and strengthen your skills and reach your goals, whether that be support with job searches and employment or access to further education or training.

What to expect from Journey First?

- skills and tailored employment advice;
- support through your own dedicated Work Placement Officer;
- guide you through the job hunt and help prepare you for the workplace;

- identify your skills and goals;
- help you to find opportunities and unlock your potential;
- help you to become more independent and financially secure; and
- feel positive and confident.

Tel: **07443 060118**

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

Web:

<https://livewellservices.cheshireeast.gov.uk> (search 'journey first').

Blue Badge Scheme

The Blue Badge Scheme 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/BlueBadges**

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. The Council will also offer advice and guidance to help with the carer's caring responsibilities and maintaining their own sense of wellbeing.

To find out more about Carers' Assessments, visit **www.cheshireeast.gov.uk/livewell** (search 'adult carers' assessment and eligibility').

The right help at the right time

There are many 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.

Cheshire East Carers' Hub



The Cheshire East Integrated Carers' Hub is delivered by n-compass North West, in partnership with Alzheimer's

Society. The Carers' Hub provides a single point of access for all carers including adult, parent and young carers.

The hub ensures that carers of all ages have access to information, advice and a wide range of support services. These support services are designed to

help carers continue in their caring role for as long as they choose and to reduce the impact the caring role can have on a carer's own health and wellbeing.

Further information can be found at **www.cheshireeast.gov.uk/livewell** (search 'cheshire east carers' hub') or refer to the following contact details.

Tel: **0300 303 0208**

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

Web: **www.n-compass.org.uk** (search 'cheshire east carers' hub').

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, please use the number at the end of the section titled 'Booking respite care' on page 13.

Community-based respite

Community-based respite is available to provide respite support, in the cared-for person's own home, or it could involve support to attend an activity in the local community. It is a flexible service, designed to meet the eligible support needs of the cared-for person.

Crossroads Together offers a Take a Break service, where a carer can request up to three hours a day to take a break from their caring duties. For further information, refer to the following contact details.

Crossroads Together

Overton House, West Street,
Congleton, Cheshire CW12 1JY

Tel: **0333 323 1990**

Email: **headoffice@crossroadstogether.org.uk**

Web: **www.crossroadstogether.org.uk**

Emergency carer respite

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

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 below.

Tel: **01270 686428**

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

Web: **www.cheshireeast.gov.uk/livewell** (search 'adult and carer respite').

Support to stay living at home

Help in your home with maintenance

A team of handypersons who can provide 'that little bit of help' with jobs around your home.

The Orbitas 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) or **01625 378253**

Email: **handy.person@orbitas.co.uk**

Web: **www.orbitas.co.uk/handyperson-service**

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. 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.

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

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

Web: **www.cheshireeast.gov.uk/CareAndRepair**

Disabled Facilities Grants

If you or someone living in your property is disabled, you may qualify for a Disabled Facilities Grant (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 ringing **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/DFG**

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 Ross Care. 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.

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.



A list of retailers is available on the 'Live Well Cheshire East' online directory. Visit

www.cheshireeast.gov.uk/livewell

Assistive technology

Assistive technology 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, staffed 24 hours a day, seven days a week, where staff will respond quickly and sensitively to all callers. The Council's service will also visit someone at home

if they need help (for instance, if they've fallen).

Cheshire East Council works in partnership with Careium to deliver technology-based support for people with eligible social care needs. It is also possible to access this service privately by calling **01323 644422**. Visit **www.welbeing.org.uk** or **www.cheshireeast.gov.uk/livewell** (search 'equipment for independent living') for further information.

Note: this service is being refreshed this year, so please check the Council weblink for updates.

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 professional.

For more information, visit **www.cheshireeast.gov.uk/livewell** (search 'occupational therapy service') or ring **0300 123 5010** (option two).

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** (search 'home safety').

Web: **www.cheshireeast.gov.uk** (search 'fire safety guidance').

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/livewell** (search 'reablement').

Mental Health Reablement Service

One in four people may experience mental health issues 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 housing, debt, low self-esteem and isolation, accessing social groups or voluntary work. 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.

North Team – Emma Holland

Tel: **01625 374928**

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

Web: **www.cheshireeast.gov.uk/livewell**
(search 'mental health reablement – north').

South Team – Claire Baker

Tel: **01270 371280**

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

Web: **www.cheshireeast.gov.uk/livewell**
(search 'mental health reablement – south').

Cheshire East Council also provides a Dementia Reablement Service if you have a diagnosis of early-stage dementia. See page 17 or visit **www.cheshireeast.gov.uk** (search 'dementia reablement service').

Care at home

Care at home is 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 independent website at **www.carechoices.co.uk**

Providers of home care are listed on pages 33 to 37 and a checklist is on page 31.

Brokerage Service

The Brokerage Team is responsible for sourcing services for the residents of Cheshire East who have

been assessed as having eligible care needs.

Cheshire East Council commissions a range of local care providers to meet these needs. These could be care at home, residential care or supported living.

If you have been assessed as having an eligible need, your social worker can speak to 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 either live with the Shared Lives family or go to stay with them for overnight short breaks, or for a few hours per week. 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 20 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/SharedLives**

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 receive a 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 and family and the local community; and

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

The Dementia Reablement Service works in partnership to complement other dementia support services such as Alzheimer's Society.

Dementia Reablement Service

Web: www.cheshireeast.gov.uk (search 'dementia reablement service').

North Team

Gill Gittings

Tel: **01625 378287**

Email: dementiareablementnorth@cheshireeast.gov.uk

South Team

Heather Newton

Tel: **01270 371273**

Email: dementiareablementsouth@cheshireeast.gov.uk

Other dementia support services

Dementia Connect

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

Web: www.cheshireeast.gov.uk/livewell
(search 'dementia directory').

Alzheimer's Society

Alzheimer's Society has a wealth of knowledge and experience around living with dementia. It 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**

Web: www.alzheimers.org.uk



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).

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

Additionally, there are providers who offer short-term housing with support under contract to Cheshire East Council. To apply for this housing, you will need a referral – contact the Council for advice by calling **01625 378219** or visit **www.cheshirehomechoice.org.uk/hrs** for more information.

Sheltered Housing

Sheltered Housing is predominately 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. Cheshire Homechoice 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**

Extra Care Housing

Extra Care Housing supports people aged 55 and over who have care needs and may require 24-hour support to live independently in their own home. Schemes consist of individual apartments and most provide communal facilities and hold regular social activities. There are five Extra Care schemes in Cheshire East run by housing associations and

other schemes that are run privately.

Tel: **0300 123 5010**

Web: **www.cheshireeast.gov.uk**
(search 'extra care housing').

Alternatively, visit **www.housingcare.org**

Supported Living

Supported Living is designed to help people with a learning disability, autism or a mental health condition 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 houses, or living in individual self-contained properties in the community. For more information, call **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 38 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/livewell** (search 'residential and nursing homes') to seek further advice or, for more information, call **0300 123 5010**. A checklist of questions to consider when looking for accommodation with care is on page 38.

There is also a checklist for accommodation with dementia care on page 39.

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 on the CQC's website (**www.cqc.org.uk**).

For any enquiries or to register a concern or a complaint, contact the **CQC**.

Tel: **03000 616161**

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

The Care Quality Commission, 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 ringing **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 23 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 local authority. 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.

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 to organise services with my direct payment?

PeoplePlus – Independent Living Service 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**

Email: **ilscheshire@peopleplus.co.uk**

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

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)

Co-ordinate information and offer advice and support to enable you to remain as independent as possible, offering you choice and control over the support you receive. LACs support social work teams by identifying community services, organisations and groups for the teams to refer you to when you need them. LACs work collaboratively with other partners in identifying gaps in support and help to develop services to meet this need.

To contact your LAC, email localareacoordinator@cheshireeast.gov.uk or call one of the following numbers.

**Adult Learning Disability & Transition Team
– all Cheshire East**
Tel: **07717 733349**

Congleton
Tel: **07824 342665**

Crewe
Tel: **07768 987332** or **07974 175727**

Macclesfield
Tel: **07970 859563**

Wilmslow
Tel: **07826 902227** or **07973 949187**

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. Just go to the Council's website at www.cheshireeast.gov.uk/livewell

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 new 'Care Finder' feature allowing you to arrange your support online. It also provides advice on staying safe, managing your money, and support for carers.

Live Well Cheshire East – support for people of all ages, all in one place.

Tell us what you think



⦿ What have you found useful?

⦿ What could we do better?

Share your feedback

Take our five minute survey

www.carechoices.co.uk/reader-survey

 CareChoices

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 very low.

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**.

Tel: **0300 500 8082** or **0800 111 6768** (freephone).

Email: **consumer.queries@fca.org.uk**

The Financial Services Register is a public record of all the firms and individuals in the financial services industry. For more information, visit **www.fca.org.uk/register**

Citizens Advice can also provide independent financial advice. Recorded information is available at any time of day or night.

Tel: **0800 144 8848**

Web: **www.citizensadvice.org.uk**

Money Helper offers free advice on paying for care, planning and debt.

Visit **www.moneyhelper.org.uk** or call **0800 138 7777**.



Take the right steps to plan for your future, and theirs.

Whatever you're facing, you need your Solicitor to act with understanding, empathy and sound knowledge. We pride ourselves on getting to know our clients so that we fully understand your requirements to find the best solution, tailored to you.



Laura Hartley

Senior Solicitor

laura.hartley@tinsdills.co.uk
47 High Street, Sandbach, CW11 1FT



Wills, Trusts & Probate

Get in touch to find out more.

Laura Hartley is a fully accredited member of Solicitors for the Elderly (SFE) and an associate member of the Society of Trust and Estate Practitioners (STEP).

Specialising in all aspects of private client matters, Laura is able to help with;

- Drafting of Wills;
- Inheritance tax planning;
- Estate planning;
- Preparation and Registration of Lasting Powers of Attorney;
- Setting up and managing of Trusts;
- Deputyship and other Court of Protection matters;
- Probate/Estate Administration
 - including high value and complex estates and intestacies.

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, at a day centre, at college, in hospital, in 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. Contact details are below.

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** (8.30am to 5.00pm, Monday to Thursday; and 8.30am to 4.30pm, Friday) or **0300 123 5022** (at 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 below.

Tel: **0300 123 5101**

Email: **cedah@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.

Further information is available from the Cheshire East Council website. Visit **www.cheshireeast.gov.uk** and search 'what is adult abuse'.

The Cheshire East Safeguarding Adults Board is made up of a wide range of statutory, independent and voluntary agencies and organisations.

The Cheshire East Safeguarding Adults 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. Information can be found at **www.stopadultabuse.org.uk**



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.

More information is available from the Cheshire East Council website. Visit **www.cheshireeast.gov.uk** and search 'keeping adults safe'.

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, please give your feedback.

Tel: **0300 123 5038**

Web:

www.cheshireeast.gov.uk/CustomerFeedback

Compliance and Customer Relations Team,
Cheshire East Council, Westfields,
First Floor, c/o Municipal Building,
Earle Street, Crewe CW1 2BJ

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: **www.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.

Dementia Connect support line: **0333 150 3456**

Web: **www.alzheimers.org.uk**

CALM

Offers support to men 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: **03000 616161** • Web: **www.cqc.org.uk**





www.carechoices.co.uk



Search for care in your area

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

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

→ CRUSE

This is a national organisation providing information and bereavement support.

Tel: **0808 808 1677**

Web: **www.cruse.org.uk**

My Family, Our Needs

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

Web: **www.myfamilyourneeds.co.uk**

National Drugs Helpline

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

Tel: **0300 123 6600**

Web: **www.talktofrank.com**

NHS Website, The

Information about local health services and health conditions.

Web: **www.nhs.uk**

Playlist for Life

A music and dementia charity based in Glasgow and covering the whole of the United Kingdom. Its aim is to ensure everyone living with dementia has access to a personalised playlist and for everyone who meets them to be aware of it. The charity offers free advice and resources to anyone affected by dementia who could benefit from the power of music.

Tel: **0141 404 0683**

Email: **info@playlistforlife.org.uk**

Web: **www.playlistforlife.org.uk**

Relate

Relationship counselling.

Tel: **0300 100 1234**

Web: **www.relate.org.uk**

Samaritans, The

Tel: **116 123**

Web: **www.samaritans.org**

Sane Mental Health Helpline

A service for people affected by mental illness.

Text: **07984 967708** (leave a message and you will be called back).

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: **www.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)

Women's Aid is the national charity for women and children working to end domestic abuse.

Web: **www.womensaid.org.uk**

You can find a list of care at home providers beginning on page 33.





Keeping the life they love, while getting the care they need

People across Cheshire are choosing to stay in the comfort of their own homes with Elder live-in care. We work with both families and local authorities to find a skilled and vetted carer who can move in, and help transform later life.

- Provides personalised, one-to-one care
- Supports a range of needs from personal care to housekeeping
- Protects a person's way of life
- Provides a better continuity of care
- Can support recovery and health outcomes
- Helps older couples to stay together
- Affordable alternative to the care home
- Care can be arranged quickly
- Every carer is DBS checked, assessed, and referenced

At Elder we offer:

- Companionship
- On-going or short-term care
- Respite care
- Palliative care
- Dementia care

“Elder provides choice and matches carers to the specific needs of my patients and their families. The service is always responsive and in some cases the request for a carer has been arranged within 48 hours - I couldn't recommend Elder more highly.”

Dr Mashkur Khan, Consultant Geriatrician

Find out if live-in care is right for your situation - speak to a Senior Care Advisor today on
0330 134 2879 | partnerships@elder.org | elder.org

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 19.



Rated Excellent
★ Trustpilot

Agincare
Live in Care

*Fully managed high quality
live-in care
from £995 per week*

01305 510 235 | AGINCARE.COM



Helping Hands
Caring since 1989

**Home Care to support
you in Cheshire East**

We provide personalised home care packages with care visits available from 30 minutes all the way up to full-time live-in care. Supporting you to live independently in the home you know and love, including:

- Personal Care • Getting out and about
- House keeping • Short term-care and more.

 Call us today on: 01244 439 578

For information on home care and how it could help you, see page 13.

Use the care at home checklist on page 31 for ideas of questions to ask providers.



South Cheshire & Mid Cheshire
making a difference every day

**Providing quality homcare
from 1 hour per week up to
24/7 care**

- Alzheimer's & Dementia Care
- Personal Care & Medication Support
- Companionship & Home Help
- Meal Preparation & Shopping
- Hospital to Home Care



RIGHT AT HOME MID CHESHIRE
Winnington Lane, Northwich CW8 4DU
www.rightathome.co.uk/midcheshire
midcheshire@rightathome.co.uk
01606 537 400

RIGHT AT HOME SOUTH CHESHIRE

Frederick House, Princes Court, Nantwich CW5 6PQ
www.rightathome.co.uk/southcheshire
southcheshire@rightathome.co.uk
01270 257 347

Listings

Care at home

Advertisers are highlighted

1st Enable Cheshire East

Crewe

Tel: 01270 694060

OP D PD LDA SI

Be Helpful

Congleton

Tel: 01260 276366

OP D PD YA

Able Living Care Services Ltd

Stockport

Tel: 01625 875865

OP D PD SI YA

Belong at Home Domiciliary Care Agency Crewe

Crewe

Tel: 01270 561200

OP D PD MH SI YA

Ablewell Care

Macclesfield

Tel: 01625 669854

OP D PD LDA MH SI YA AD

Belong at Home Domiciliary Care Agency

– Macclesfield

Macclesfield

Tel: 01625 508700

OP D PD LDA MH SI YA AD

Aceso Homecare

Sandbach

Tel: 01270 629761

OP D PD LDA MH SI

Betamindes Ltd

Crewe

Tel: 01270 668837

OP D PD SI

Affinity Homecare Cheshire

Wilmslow

Tel: 01625 540880

OP D PD SI

Agincare Live-in Care

Nationwide

Tel: 01305 510 235

Advert page 32

OP D PD LDA MH SI YA AD

Bluebird Care (Cheshire East)

Domiciliary Care Agency

Crewe

Tel: 01270 617081

OP PD

Alice Chilton In-Home

Care Services Ltd

Wilmslow

Tel: 01625 526850

OP D PD LDA MH SI YA

Care Connect

Middlewich

Tel: 01606 49876

OP D PD LDA MH SI YA AD

All Age Development Trust

Whitchurch

Tel: 01948 871371

OP D PD

Care Plus Homecare Services Ltd

Handforth

Tel: 01625 522504

OP D PD LDA MH SI

Allied Health-Services Macclesfield

Macclesfield

Tel: 01625 611112

OP D PD LDA MH YA

Carefound Home Care (Wilmslow)

Wilmslow

Tel: 01625 326470

OP D PD LDA MH SI YA

AMG Nursing and Care Services

– Crewe

Crewe

Tel: 01270 617148

OP D LDA MH SI YA

Caremark (Cheshire North East)

Handforth

Tel: 01625 540099

OP D PD LDA MH SI YA AD

Aviana Health Care Ltd

Crewe

Tel: 01270 343670

OP D PD LDA MH SI YA

Cherish U Ltd

Congleton

Tel: 01260 277799

OP YA

Cherished Care Services

Cheadle

Tel: 01625 403080

OP D PD SI YA

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



For life's journey

**Providing high quality,
flexible and tailored
home care**

Our high quality care enables people of all ages, particularly older people to live independently within their own homes.

We pride ourselves on delivering person-centred care and always complete a full care needs assessment and agree a detailed plan of care.

We regularly review and improve our clients care taking on feedback from our team and family members to ensure the highest levels of care are provided.

With the difficult times we have found ourselves in recently, we have kept our clients safe and cared for at home and provided regular, friendly faces to ensure continuity of care and reduce social isolation.

All our care team are fully trained, which includes infection control.

OUR SUPPORT INCLUDES:

- Personal Care
- Medication Support
- Meal Preparation
- Domestic Help
- Companionship
- Respite Care
- Dementia Care
- Shopping

...and so much more



For more information contact your local SureCare branch:

SureCare Central Cheshire

☎ 01270 667 288

✉ enquiries@surecarecentral-cheshire.co.uk
www.surecare.co.uk/central-cheshire



SureCare Cheshire East

☎ 01625 468 522

✉ enquiries@surecarecheshire-east.co.uk
www.surecare.co.uk/cheshireeast



Care at Home Group Cheshire East

Macclesfield

Tel: 01625 900985

OP D PD SI YA

Cheshire East Council Domiciliary Care Service

Macclesfield

Tel: 01625 374261

OP D PD LDA MH SI YA AD

Cheshire East Council Reablement and Shared Lives Services

Crewe

Tel: 01270 375309

OP D PD LDA MH SI

Cheshire Home Care Solutions Ltd

Knutsford

Tel: 01565 750011

OP D PD MH SI YA

Cheshire Rural Care

Nantwich

Tel: 07745 648035

OP D YA

Choice Support (Cheshire)

Crewe

Tel: 0207 261 4100

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

Congleton Supported Living Network

Congleton

Tel: 01260 375581

LDA

Crewe – SOS Homecare Ltd

Crewe

Tel: 07939 547036

D PD

Crewe & Nantwich Supported Living Network

Crewe

Tel: 01270 371263

OP LDA YA

Crossroads Together Midlands

Congleton

Tel: 0333 323 1990

OP D PD LDA MH SI YA

Crystal Care Solutions Ltd

Nantwich

Tel: 01782 777511

OP D PD LDA MH SI YA

Delta Care Ltd – Cheshire East

Macclesfield

Tel: 01625 462366

OP D PD LDA MH SI YA AD

East Cheshire Housing Consortium

Macclesfield

Tel: 01625 500166

OP MH YA AD

Eden Care Services Ltd

Macclesfield

Tel: 01625 668990

OP D PD LDA MH SI YA AD

Evolving Care Ltd

Crewe

Tel: 01270 448336

OP D PD LDA MH SI YA AD

Extra Mile Home Care Ltd – Head Office

Macclesfield

Tel: 01625 610251

OP D PD MH SI

Fairfield Care Ltd

Altrincham

Tel: 0161 928 7039

OP D LDA MH YA

Family Care Solutions

Cheadle

Tel: 0161 439 5978

OP D PD LDA MH SI YA

Forevermore Care

Congleton

Tel: 0161 791 1863

OP D PD LDA MH SI YA

Guinness Care at Home Cheshire

Crewe

Tel: 01270 316248

Advert inside front cover

OP D PD MH SI YA

Happy Valley Home Care Ltd

Macclesfield

Tel: 07986 728006

OP D PD LDA MH SI YA AD

Helping Hands Macclesfield

Macclesfield

Tel: 01244 434 850

Advert page 32

OP D PD LDA MH SI YA AD

Helping Hands Nantwich

Nantwich

Tel: 01244 434 850

Advert page 32

OP D PD MH SI

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

Helping Hands Wilmslow

Wilmslow

Tel: 01244 434 850

Advert page 32

OP D PD LDA MH SI

Homecare Northwest Ltd

Macclesfield

Tel: 01625 662269

OP D PD LDA SI

Human Support Group Limited

– Cheshire West

Crewe

Tel: 01606 339566

OP D PD MH SI YA AD

InSafehands Ltd

Nantwich

Tel: 01270 626020

OP D PD LDA MH SI AD

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

KARE Plus Cheshire

Crewe

Tel: 01477 533612

OP PD LDA MH SI

Lantern Care Services

Crewe

Tel: 07564 319999

OP D PD LDA MH SI YA

Liberty Support – Cheshire East

Middlewich

Tel: 01606 833628

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

Medacs Healthcare

Stockport

Tel: 01625 466615

OP D PD LDA MH SI YA AD

Next Step Domiciliary Care Ltd

Macclesfield

Tel: 07967 225043

OP D PD LDA YA

Platinum Care Cheshire Ltd

Sandbach

Tel: 01270 444690

OP D PD SI

Premier Care Crewe Branch

Crewe

Tel: 01270 213535

OP D PD LDA MH SI YA

Prestbury Beaumont DCA

Prestbury

Tel: 01625 242 743

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OP

Richmond Village Nantwich DCA

Nantwich

Tel: 01270 897296

Advert page 42

OP YA

Right at Home South Cheshire

Nantwich

Tel: 01270 257347

Advert page 32

OP D PD LDA MH YA

Rossendale Hall

Macclesfield

Tel: 01260 252500

OP PD LDA

Sagecare (Crewe)

Crewe

Tel: 01270 252825

OP D PD LDA MH SI YA AD

South Cheshire Senior Care Ltd

Nantwich

Tel: 01270 611555

OP D PD LDA MH SI YA

Spiritual Inspiration Ltd

Middlewich

Tel: 01606 212964

OP D PD LDA MH SI YA

SureCare Central Cheshire

Nantwich

Tel: 01270 667288

Advert page 34

D PD LDA MH SI AD

SureCare Cheshire East

Macclesfield

Tel: 01625 468 522

Advert page 34

OP D PD LDA SI YA

Sylk Care Macclesfield

Macclesfield

Tel: 01625 424211

OP D PD LDA MH SI YA

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

T4H Support Ltd

Macclesfield

Tel: 07748 862117

OP D PD LDA SI YA

Valleywood Care Ltd

Crewe

Tel: 01270 588864

OP D PD LDA MH SI YA

Vision Beyond Autism

Wilmslow

Tel: 01625 251819

LDA

Wilmslow Supported Living Network

Handforth

Tel: 01625 374251

D PD LDA MH SI

There's No Place Like Home

My Homecare's compassionate and hardworking care team are fully trained, and DBS checked. They have a clear goal to help people who require assistance to maintain their well-being, whilst continuing to live in their own home.

Throughout all areas of Stockport and Macclesfield, care packages can be personalised and bespoke to your exact needs.



Stockport

T: 0161 483 2129

E: stockport@myhomecare.co.uk

Macclesfield

T: 01625 472 196

E: macclesfield@myhomecare.co.uk



- ✓ Personal Care
- ✓ Companionship
- ✓ Meal Provision
- ✓ Respite
- ✓ Escorting



www.myhomecare-cheshire.com

See page 23 for more information on paying for care homes in xxxxxxxshire.

Accommodation with care

Advertisers are highlighted

Adult Pathways 1

Mill Lane, Alderley Edge SK9 7UD

Tel: 01565 640177

OP D PD LDA YA

Applecroft Residential Care Home

48-50 Brunswick Street,

Congleton CW12 1QF

Tel: 01260 280336

OP YA

Ashfields Care Home

129 Prestbury Road,

Macclesfield SK10 3DA

Tel: 01625 617288 **Advert page 40**

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

Brookfield House Care Home

Brookfield Park, Shrewsbury Road,

Nantwich CW5 7AD

Tel: 01270 624951 **Advert page 40**

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

Carmel Lodge Care Home

London Road, Adlington, Macclesfield SK10 4NJ

Tel: 01625 856790

D

Cedars Residential Care Home, The

Brookfield Drive, Holmes Chapel, Crewe CW4 7DT

Tel: 01477 532857

OP PD

Cheshire East Short Breaks

9 Warwick Mews, Warwick Road,

Macclesfield SK11 8SW

Tel: 01625 378280

LDA

Choice Support – Claremont

115-117 Valley Road, Crewe CW2 8LL

Tel: 0207 261 4100

PD LDA SI YA

Choice Support – Wellwood Drive

1 Wellwood Drive, Wistaston, Crewe CW2 6RE

Tel: 0207 261 4100

LDA SI 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

continued on page 41

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 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 19.

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. Please use this checklist in conjunction with the care homes checklist on page 38. 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 19.

Brookfield House

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. It has a friendly, homely atmosphere. The manager has a caring team and residents are at the forefront of all decisions made.

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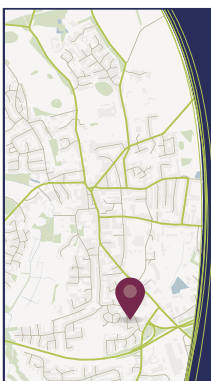
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OP PD

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Tel: 01270 624428

OP D YA

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OP D YA

Elworth Grange

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Tel: 01270 439950

OP D MH SI

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PD LDA

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OP D LDA MH YA

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OP

Hassall Road, 121

121 Hassall Road, Alsager,

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Tel: 01565 640098

PD LDA YA

Hawthorns, The

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OP D PD YA

Heathcotes Wistaston House

551 Crewe Road, Wistaston, Crewe CW2 6PU

Tel: 01270 560120

LDA

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Tel: 01260 273351

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OP D

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OP D 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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OP D PD

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OP

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OP D PD YA

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OP LDA YA

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OP PD LDA YA

Richmond Village Nantwich

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Tel: 01270 897296 **Advert page 42**

OP

Station Road – Holmes Chapel

5 Station Road, Holmes Chapel CW4 7AU
Tel: 01565 640131

OP PD LDA YA

Tunncliffe House

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LDA MH

Turnpike Court Residential Care Home

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OP D YA

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OP D PD SI YA

Upton Grange Residential Home

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OP

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OP PD LDA YA

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OP D PD LDA YA

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D

Astbury Mere Care Home

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OP D YA

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OP D PD MH SI YA

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OP D PD YA

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See page 23 for more information on paying for care homes in Cheshire East.



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OP D PD MH YA

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Sandbach CW11 1LA

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OP PD YA

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Tel: 01625 503028

OP D PD LDA MH

Hollymere House General Nursing Home

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Crewe CW1 5QZ

Tel: 01270 501861

OP YA

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OP D YA

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PD YA

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Director of Policy and Communications: Jo Dovey.

Director of Sales: David Werthmann.

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Lead Editor: Henry Thornton. **Commissioning Editor:** Angharad Burnham.

Editor: Olivia Hubbard. **Content Editor:** Aislinn Thompson.

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Graphic Designer: Ella Sherwin.

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Welcoming new residents for short and long term placements

INCLUSIVE FEES

Elworth Grange Luxury Care Home

Proud to be rated 10/10 by residents and relatives on care home review website [carehome.co.uk](https://www.carehome.co.uk)

Residential and dementia care

Feel part of a friendly new community ...

With exceptional standards of residential and dementia care and an inclusive fee offer, Elworth Grange makes a real difference to the lives of our residents, assisting them to remain independent and ensuring they enjoy an active lifestyle with likeminded people.



Expect more ...

- ✓ Purpose built with spacious, en-suite bedrooms and plenty of social areas
- ✓ Inclusive fees for complete peace of mind
- ✓ Full and varied daily programme of activities
- ✓ Nutritious food, daily laundry and housekeeping

We are here to help.

01270 439 950

Booth Lane, Sandbach, CW11 3TQ (3PY sat nav)

elworth.grange@idealcarehomes.co.uk | [idealcarehomes.co.uk](https://www.idealcarehomes.co.uk)



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