Cheshire East
Care Services Directory 2019

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

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Astbury Mere, Newcastle Road, Astbury, Congleton CW12 4HP. Tel 01260 296778
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NURSING • RESIDENTIAL • DEMENTIA • RESpite
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To obtain extra copies of this Directory, free of charge, call the Adult Social Care Team on 0300 123 5500.

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.

Visit livewell.cheshireeast.gov.uk for information and to help you find the care you need 3
Introduction from Cheshire East Council

Cheshire East Council is committed to supporting residents to live well and for longer, helping them to remain independent where they can do so safely.

We want to put people in control of their lives so that they can prevent or postpone the need for formal care and support, and instead access services that are set up to ensure that people are encouraged to maximise self-reliance and to learn or re-learn skills in order to remain as active as possible.

Cheshire East Council is committed to ensuring:

- that we will provide high-quality care and support to people with a range of needs;
- that we will actively promote people’s health and wellbeing, helping them to have a good quality of life and to be as independent, healthy and well as possible;
- that more diverse support services are provided, so that people will have more choice in the support they receive, and dependence on social care services alone will be reduced;
- the promotion of social inclusion;
- improved support for carers; and
- that information and advice on services and the support that is available in the local community is readily available to residents and their families.

As part of this, Cheshire East Council has launched ‘Live Well Cheshire East’, a one-stop-shop for residents and professionals to find online information and advice on adult social care, health and wellbeing, children and young people’s services, and services and activities in the community. See www.cheshireeast.gov.uk/livewell for more information. The site provides the ability to search for services local to where you live and is regularly updated as information changes.

Visit www.cheshireeast.gov.uk/livewell

Cheshire East Borough Council
Westfields,
Middlewich Road,
Sandbach CW11 1HZ

Tel: 0300 123 5500
Web: www.cheshireeast.gov.uk
The offices are open 8.30am to 5.00pm, Monday to Friday.

For social care emergencies out of working hours, please contact the 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.

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

These are some of the key things that you can do to live a healthier lifestyle:

**Falls prevention** – there are specialised activity programmes for older people which aim to improve independence, wellbeing and quality of life, and reduce the risk of falls.

For more information, visit [www.oneyoucheshireeast.org/falls-prevention](http://www.oneyoucheshireeast.org/falls-prevention) or read general advice on preventing falls at [www.cheshireeast.gov.uk/livewell/health-matters/keeping-well/falls-prevention](http://www.cheshireeast.gov.uk/livewell/health-matters/keeping-well/falls-prevention)

**Smoking** – smoking damages your body in many 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. To receive support in relation to smoking, contact One You Cheshire East on 0800 085 8818 or see [www.oneyoucheshireeast.org](http://www.oneyoucheshireeast.org)

**Alcohol/drugs** – 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.

An easy-access service is available for people whose drug or alcohol use is a problem. It aims to promote health and minimise harm to the individual, their family and the community. Visit [www.oneyoucheshireeast.org/drink-less](http://www.oneyoucheshireeast.org/drink-less)

**Physical activity** – being active is really good for your body, mind and health – and there are lots of easy ways you can get moving. In addition to reducing your risk of diseases such as heart disease, it can keep your muscles, bones and joints strong and can help improve your balance.

**Eating well** – what you eat, and how much, is so important for your health and your waistline. Choosing healthier foods is easier than you might think. Read more at [www.nhs.uk/oneyou/for-your-body/eat-better](http://www.nhs.uk/oneyou/for-your-body/eat-better)

Support is available with all these areas through One You Cheshire East.

Leisure

Leisure Centres in Cheshire East are operated by Everybody Sport and Recreation and offer a range of opportunities for getting active and healthy. Everybody membership includes use of the gym, swimming pools and classes; as well as a range of sport activities, personal training, swimming lessons and much more.

Health programmes are available to help you get back to exercise after, or while you are managing, a long-term condition, including asthma, chronic obstructive pulmonary disease, heart disease and cancer. As well as this, Aqua Relax provides swimming sessions at quieter times for customers with specific medical conditions. Everybody Lifestyle Coaches are trained to help you make positive lifestyle changes and encourage participation in exercise.

For more details of what’s on, visit your local leisure centre, or:
Tel: 01625 383968 (Monday to Friday)
Email: enquiries@everybody.org.uk
Web: [www.everybody.org.uk](http://www.everybody.org.uk)
Twitter: @EBLeisure
Facebook: [www.facebook.com/EverybodySportRecreation](http://www.facebook.com/EverybodySportRecreation)

Walks

Another great way to exercise is by going on a walk; go to [www.cheshireeast.gov.uk/Walks](http://www.cheshireeast.gov.uk/Walks) for useful links including downloadable leaflets showing local walks.
Libraries

Cheshire East has 16 libraries in towns and villages across the borough, with a mobile library service serving the more remote rural areas. Libraries provide much more than just books. As part of a wide range of stock, libraries have large print and audiobooks, e-books and e-magazines. They have Reading Well self-help books on mental health conditions for both adults and young people, and for people living with dementia and their carers.

There are also mood-boosting books and Macmillan cancer support books. Members can use the computers to access the internet for free or use the free wifi. You can come to a coffee morning, craft session or join a reading group. There are lots of opportunities for lifelong learning, online family history, and volunteering opportunities.

**IT buddies**

Library IT buddies are available to give one-to-one friendly support to help you learn basic digital skills on a computer or a tablet device, at your own pace. This costs £2.50 for an hour’s support but needs to be booked in advance by contacting your local library.

**Mobile Library and Housebound Services**

The Mobile Library Service takes books for all ages into the rural areas of Cheshire East on a three-weekly basis. In partnership with the Royal Voluntary Service (RVS), 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. RVS volunteers can visit you on a regular basis, usually fortnightly, delivering requested books and talking books.

You’ll find a range of community advice desks in the libraries with lots of useful information.

Tel: 0300 123 5018
Email: libraries@cheshireeast.gov.uk
Web: www.cheshireeast.gov.uk/Libraries

Connected Communities Centres

Across Cheshire East, there are networks of well-connected community buildings that provide services and activities that meet the needs of local people. These services and activities are designed and led by the community. For more information on what’s happening in your area or to discuss how Connected Communities Centres can help you start something new, please contact the Communities Team on 01270 685880, email communities@cheshireeast.gov.uk or visit www.cheshireeast.gov.uk/council_and_democracy/connected-communities/connected-communities-centres.aspx

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 or www.cheshirelivingwelldyingwell.org.uk for more information or phone 01270 758120. Alternatively, visit www.nhs.uk/Planners/end-of-life-care

Healthwatch

Healthwatch is the consumer champion for health and social care. It gathers knowledge, information and opinions to influence policy and commissioning decisions, monitors the quality of services and reports to regulators. It can also signpost you to local health and social care services.

Volunteers are currently being sought to help
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 over 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 providing information and advice on a wide range of issues, assistance on how to plan and manage your care and support, a dementia adviser to help people living with dementia and their carers, advice on money matters and insurance issues, an advocacy service, and help to support you to live independently at home. A project, Men in Sheds, specifically for older men to join together socially and learn new skills is available in Congleton and Macclesfield. Further details of all the services provided are available on the website.
Tel: 01606 881660
Email: admin@ageukcheshire.org.uk
Web: www.ageuk.org.uk/cheshire

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 advice, information, advocacy, friendship, practical support and activities to support health and wellbeing and continued independence.
Services include various creative, physical and social activities, help and home visits to enable you to remain independent at home, including benefit entitlement checks, and weekly groups for people with dementia or who are physically frail. A project, Citizens Advice services in Cheshire East
Provides free, confidential and independent advice and information on a wide range of subjects including finances, housing and relationships. Home visits can be arranged if there are debt and/or mental health issues.
AdviceLine: 03444 111444

Alderley Edge
Alderley Edge Medical Practice, Talbot Road SK9 7EP

Alsager
Alsager Library, Sandbach Road North ST7 2QH

Congleton
35-37 Lawton Street CW12 1RU

Crewe
Delamere House, Chester Street CW1 2JE

Handforth
Handforth Clinic, Wilmslow Road SK9 3HL

Knutsford
Knutsford Town Council Offices, Toft Road WA16 6TA
Welcome Café, 146-147 Longridge, Knutsford WA16 8PD

Macclesfield
Sunderland House, Sunderland Street SK11 6JF

Middlewich
Middlewich Library, Lewin Street CW10 9AS

with this service. For more information on what Healthwatch does or on volunteering for the service, visit www.healthwatchcheshireeast.org.uk

NHS UK – Helping to put you in charge of your healthcare. NHS UK is a reliable source of health information and advice, visit www.nhs.uk
Integrated Sensory Service for adults and children with vision and/or hearing loss

Deafness Support Network (DSN) provides a new Integrated Sensory Service for adults and children experiencing vision and/or hearing loss.

The service is available for adults, children and young people with sensory impairments, including those who are visually impaired, are deaf, have hearing loss or are deafblind – sometimes known as dual sensory loss – and those with a significant combination of hearing and sight loss.

The support provided is based on individual needs and may include help in increasing life skills, promoting independence, working with relationships, as well as coping strategies.

People using the service are encouraged to learn new skills and support will be provided for those with a sensory loss to allow them to participate in group activities.

Help with loss and bereavement is also provided.

For more information, to book an appointment or seek help, call 0333 220 5050, email dsn@dsnonline.co.uk or visit www.dsnonline.co.uk

Alternatively, visit the Live Well website at https://livewellservices.cheshireeast.gov.uk/Services/532

Pathfinder Cheshire East

The Pathfinder Cheshire East service is able to provide information and one-to-one support for older people and vulnerable adults living in Cheshire East.

Services include, for example:

- making you aware of any leisure and social activities which take place in your local community;
- helping you to find support with health, care and transport needs, such as finding and utilising health services, advice and support for carers, arranging home help and helping with transport issues;
- supporting you with housing issues, including information about home adaptations, repairs and improvements, having smoke alarms fitted, home security issues, the need to move house and dealing with the local authority;
- help with money matters, including consumer advice and how to reduce your fuel bills; advice on tax, benefits, pensions, debts, savings and checking how new government guidelines affect you and your loved ones; and
- completing forms or any other paperwork you may be struggling with, helping you learn how to use computers and gain access to the internet.

Tel: 07799 519431
Email: pathfindereast@cheshireaction.org.uk
Web: www.cheshireaction.org.uk/our-services/pathfinder-east or https://livewellservices.cheshireeast.gov.uk/Services/4681
Disabled Go
Provides detailed information about disabled access to buildings in your local area, such as libraries.

Web: www.accessable.co.uk/organisations/cheshire-east-council

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
Covers the whole of Cheshire East.
Tel: 0845 604 1125
Email: wiganmeals@icaregroup.co.uk
Web: www.icarecuisine.co.uk

Wiltshire Farm Foods
Covers the whole of Cheshire East.
Tel: 01606 738845 or 0800 077 3100

Wishing Well Meal Delivery Service
Covers Crewe, Nantwich and outlying areas.
Tel: 01270 256919 or 01270 253551
Email: gill.tarrant@nhs.net or a.antrobus@nhs.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 they cover:
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: 07801 547975

Support in an emergency
The Emergency Assistance scheme is administered by Cheshire East Council to provide support for very vulnerable people who are facing immediate short-term needs, in an emergency or as a consequence of a disaster. It aims to prevent serious risk to the health and safety of vulnerable people or their families. Any award is intended to:

- help people to get into and stay in employment;
- support people who are unable to access employment;
- enable access to affordable housing;
- develop self-reliance and financial responsibility; and
- provide a safety net to prevent crisis.

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

- in receipt of state benefits or low paid work in exceptional cases;
- who the Council considers to be vulnerable with one emergency award in a 12-month rolling

Visit livewell.cheshireeast.gov.uk for information and to help you find the care you need
period and one award to help secure a home or avoid homelessness in a 12-month rolling period; and

- living in Cheshire East or with a connection to the area if moving to it and will be means-tested.

### 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.

Tel: 01260 375468
Email: supportedemployment@cheshireeast.gov.uk

### 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 Carer’s 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 wellbeing. To find out more about Carers’ Assessments, visit www.cheshireeast.gov.uk/CarersAssessment

### 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 northwest, in partnership with Child Action Northwest and 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 https://livewellservices.cheshireeast.gov.uk/Services/4387
Tel: 0300 303 0208
Email: enquiries@cheshireeastcarershub.co.uk
Web: www.ncompassnorthwest.co.uk/services/carers-support/carers-hub-cheshire-east

Planned breaks 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 this section.

Community Based Respite is also available to provide respite support. Community Based Respite can be provided in the cared-for person’s own home or 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.

Booking respite care
If you have been assessed as eligible to access respite support, it is easy to book. The Cheshire East Council website provides further details and bookings can be made by contacting the Brokerage Team.
Tel: 01270 686428
Email: carebrokerageteam@cheshireeast.gov.uk
Web: www.cheshireeast.gov.uk/CarerBreaks

Support to stay at home

Help in your home with maintenance
A team of handypersons who can provide ‘that little bit of help’ with jobs around the home is available for people over 60 and disabled people living in their own homes.

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 3) 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 is 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 4)
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 in 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 2). 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.
Tel: 0300 123 5017 (option 4)
Email: careandrepair@cheshireeast.gov.uk
Visit: 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 Service. Call 0345 404 0506 or, to complete an online form, visit www.cheshireeast.gov.uk/TradingStandards

Equipment for daily living (assistive technology)

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.

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 in order to be eligible for this support. Alternatively, you can self-purchase through accredited retailers across Cheshire East.

A list of retailers is available on the Live Well Cheshire East online directory, visit www.cheshireeast.gov.uk/livewell

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.
Assistive technology

Assistive technology can help you to maintain your independence and stay living at home safely. It can help people with physical disabilities, memory issues, 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.

Cheshire East Council works in partnership with Welbeing (part of the Doro Group) to deliver technology-based support for people with eligible social care needs. It is also possible to access this service privately by calling 0330 111 5020. Visit www.welbeing.org.uk or www.cheshireeast.gov.uk/livewell/living-independently/equipment-for-independent-living for further information.

Occupational Therapy Service

The Occupational Therapy Service provides advice and assessments for people living in their own homes who have physical functional difficulties. The team provides advice and solutions such as equipment and adaptations. You may be referred to the service following an assessment by a social care or health professional. For more information, visit https://livewellservices.cheshireeast.gov.uk/Services/1487/Occupational-Therapy or ring 0300 123 5010 (option 2).

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/public-safety/homesafety or www.cheshireeast.gov.uk/housing/private_sector_housing/privately_rented_homes/housing_standards/fire_safety_guidance.aspx

Reablement services

Community Reablement Service
Reablement is a period of short-term, intensive support that is designed to help you manage independently following a period of illness or a fall, or if you have lost some of the skills you need to maintain your independence. 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 may be referred to this service following an assessment by a social care or health professional. For more information, visit www.cheshireeast.gov.uk/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. 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.

Visit livewell.cheshireeast.gov.uk for information and to help you find the care you need
Cheshire East also provides a Dementia Reablement Service if you have a diagnosis of early stage dementia. See below or visit www.cheshireeast.gov.uk/DementiaReablement

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 34 to 37 and a checklist is on page 25.

Brokerage Service

The Cheshire East Brokerage Service can find information and agencies that provide help with personal care and daily activities. Brokers can match service providers with your choices and preferences. If you can’t find the information you need on services in this Directory, please contact the Brokerage Team. If you have had a needs-led assessment, your social worker can speak to the Brokerage Team on your behalf. 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 18 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.

Tel: 01260 375456
Email: sharedlivesservice@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.

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.

Visit www.carechoices.co.uk for further assistance with your search for care
**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 for as long as possible through the use of innovative technology such as apps 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 cafes.

The Dementia Reablement Service works in partnership to complement other dementia support services such as Alzheimer’s Society and Age UK Cheshire.

**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/DementiaConnect](http://www.cheshireeast.gov.uk/DementiaConnect)

**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: 0300 369 0570 or 0300 222 1122

**Age UK Cheshire**

Provides dementia advisers who can help anyone affected by dementia or cognitive impairment. No diagnosis is necessary. The service can make home visits and help with finances and the completion of forms, for example Attendance Allowance forms. It offers information on a wide range of topics, including aids and adaptions, power of attorney, planning for the future, local carers’ support services, and help with seeking a diagnosis of dementia.

For enquiries please phone 01625 612958 or email enquiries@ageukce.org

**North Team**

Tel: 01625 378287
Email: dementiareablementnorth@cheshireeast.gov.uk

**South Team**

Tel: 01270 371273
Email: dementiareablementsouth@cheshireeast.gov.uk
Web: [www.cheshireeast.gov.uk/DementiaReablement](http://www.cheshireeast.gov.uk/DementiaReablement)
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 1)
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.cheshireeastsp.org.uk 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.

Tel: 0300 123 5017 (option 1)
Email: cheshirehomechoice@cheshireeast.gov.uk
Web: www.cheshirehomechoice.org.uk

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.

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 six 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/ExtraCareHousing
You can also visit www.housingcare.org

Supported living

Supported living is designed to help people with a learning disability 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 tenancies 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. Once it is established that your care and support will be most appropriately provided in accommodation with care, there are several questions that you will want answering before making a final decision about which home you will choose. The checklist on page 27 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/ChooseCareHome to see further advice. For more information, ring 0300 123 5010. A checklist of questions to consider when looking for accommodation with care is on page 27. There is also a checklist for residential dementia care on page 29.

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, then 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 a number of 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.

**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/Advocacy

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**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 21 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 care following your needs assessment. You can choose to receive your budget as a cash payment so that you can buy the care and support you need yourself. 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, as long as it meets your agreed and assessed care needs. 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. Direct payments cannot currently be used to pay for residential care.

What will I be responsible for?
Direct payments give you control over the 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, then 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?
The Cheshire Centre for Independent Living, in partnership with Age UK Cheshire, offers an independent living service which can help you to arrange services or employ a personal assistant paid for by your personal budget. It can also assist with paperwork and provide information and advice on directing your own care.

For people under 65, contact Cheshire Centre for Independent Living.
Tel: 01606 331853 or 0845 340 2777
Email: office@cheshirecil.org
Web: www.cheshirecil.org

For people aged 65 and over, contact Age UK Cheshire.
Tel: 0845 053 0280
Email: brokereast@ageukcheshire.org.uk
Web: www.ageuk.org.uk/cheshire

Visit livewell.cheshireeast.gov.uk for information and to help you find the care you need
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 website at www.cheshireeast.gov.uk/careandsupport

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**
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 also 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 numbers below.

**Macclesfield**
Tel: 07970 859563

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

**Crewe**
Tel: 07768 987332
Tel: 07811 993944

**Congleton**
Tel: 07717 733349
Tel: 07824 342665

**Greater access to information and advice – Live Well Cheshire East**
‘Live Well Cheshire East’ is a one-stop-shop for residents and professionals to find information and advice on adult social care, health and wellbeing, and communities. Residents can use it to search for services, community groups and organisations that will meet their needs and help them to stay independent and healthy. This provides increased choice and control and enables people to self-serve.

The online resource includes details of services and groups that can provide information and advice, offer the chance to learn or re-learn skills in order to remain as active as possible, or provide opportunities to meet and talk with others.

Live Well Cheshire East also provides information about housing, healthy living and links to local resources such as libraries and leisure services.

If you require more assistance, you can also complete the online Choices for Care form which helps to identify support options for you. Visit www.cheshireeast.gov.uk/livewell
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 have to pay depends on the type of help you need and the capital, savings and income that you have. If your needs are eligible, there are three levels of capital, savings and income amounts that determine how much you will be required to contribute towards the cost of your services: if you have income, capital and savings of more than £23,250, you will need to pay the full cost of your care; if your income, capital and savings are between £14,250 and £23,250, you may need to pay a contribution towards your care; and if you have less than £14,250 in income, capital and savings, you may not have to pay anything. Your house is only considered as part of your capital if you are moving into a care home or care home with nursing.

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. It may involve a telephone call and could also involve looking at any disability benefits that you might receive.

Support will be offered 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 eligibility for a deferred payment agreement, how to apply and for further information on how the scheme operates, call 0300 123 5010, email deferredpayments@cheshireeast.gov.uk or visit www.cheshireeast.gov.uk/DeferredPayments

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.
Freephone: 0800 111 6768
Tel: 0300 500 8082
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.
Tel: 03444 111444
Recorded information is available at any time of day or night.
Web: www.citizensadvice.org.uk

The Money Advice Service offers free advice on paying for care, planning and debt advice.
Go to www.moneyadviseservice.org.uk or call 0800 138 7777.
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, training or understanding.

Abuse can take many forms including financial, sexual, physical, psychological or organisational abuse. Other forms of abuse include human trafficking, neglect, domestic abuse and radicalisation.

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 across the page.

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, it 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 hasn’t been committed.

Additional support and advice can be provided by contacting the Domestic Abuse Hub:
Tel: 0300 123 5101
Email: cedap@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 at www.cheshireeast.gov.uk/StopAdultAbuse

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

It 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 on 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 on www.cheshireeast.gov.uk/KeepingSafe

Complaints and compliments

The Council wants you to tell it 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, c/o Municipal Buildings, 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 – 10.00pm)
Email: enquiries@al-anon.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
Web: www.alcoholics-anonymous.org.uk

**Alzheimer’s Society**

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

Tel: 0300 222 1122
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 585 858
Web: www.thecalmzone.net

Visit livewell.cheshireeast.gov.uk for information and to help you find the care you need
Care Quality Commission
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

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.
Web: www.carechoices.co.uk

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

Relate
Relationship counselling.
Tel: 0300 100 1234
Web: www.relate.org.uk

The Samaritans
Tel: 116 123
Web: www.samaritans.org

Sane Mental Health Helpline
A telephone helpline for people affected by mental illness, available from 4.30pm to 10.30pm every day of the year.
Tel: 0300 304 7000
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 run a free housing advice helpline.
Tel: 0808 800 4444
Web: www.shelter.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

The NHS Website
Information about local health services and health conditions.
Web: www.nhs.uk

The Silver Line
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

Women’s Aid (National Domestic Violence Helpline)
Women’s Aid is the national charity for women and children working to end domestic abuse.
Tel: 0808 200 0247
Web: www.womensaid.org.uk
# Care at home checklist

**Agency 1**  
**Agency 2**  
**Agency 3**

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<tr>
<th>Fees per week</th>
<th>Quality rating*</th>
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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](http://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 17.*
What is openPASS?

openPASS is a mobile app that provides peace-of-mind to the family and friends of loved ones receiving care. The app allows family members (and other pre-approved individuals and care professionals) to access real-time care notes and communications for their relative that are recorded on the industry-standard digital care management and monitoring platform, the PASSsystem.

openPASS provides:

- An app for families of those in care
- Real-time access to care visit results
- Communication with the care provider – including who the carer is, what they did and when

- Increased transparency and clarity – increases your involvement in the care of your relative without the need to be always there yourself

Why do I need openPASS?

openPASS connects those whose families are spread out around the country or even across the world. The app provides real-time information about the wellbeing of elderly relatives, allowing you to be fully involved in the care of your relative without compromising other important things in your life.

How do I get openPASS?

The app is available from the Apple App Store, Android Play Store and as a web site. To access care notes for your loved one they must be cared for by a care provider that uses the PASSsystem care management platform. There are hundreds of these companies across the UK and Ireland.

openPASS is quickly becoming an essential service for families with loved ones in care. Choose a care provider with openPASS and you too will receive peace of mind wherever you are, 24 hours a day, seven days a week.
Accommodation with care checklist

<table>
<thead>
<tr>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
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<table>
<thead>
<tr>
<th>Staff</th>
<th>Personal preferences</th>
<th>Activities</th>
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<tr>
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<tr>
<td>What is the minimum number of staff that are available at any time?</td>
<td>Is the home too hot/cold? Can you control the heating in your room?</td>
<td>Can you get involved in activities you enjoy?</td>
</tr>
<tr>
<td>Are staff respectful, friendly and polite?</td>
<td>Is the décor to your tastes?</td>
<td>Is there an activities co-ordinator?</td>
</tr>
<tr>
<td>Do staff have formal training?</td>
<td>Are there restricted visiting hours?</td>
<td>Does the home organise any outings?</td>
</tr>
<tr>
<td>Are the staff engaging with residents?</td>
<td>Is there somewhere you can go to be alone?</td>
<td>Are residents escorted to appointments?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Life in the home</th>
<th>Catering</th>
<th>Fees</th>
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<tbody>
<tr>
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<td></td>
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</tr>
<tr>
<td>Is the home adapted to suit your needs?</td>
<td>Can the home cater for any dietary requirements you may have?</td>
<td>Do your fees cover all of the services and activities?</td>
</tr>
<tr>
<td>Can you bring your own furniture?</td>
<td>Does the menu change regularly?</td>
<td>Are fees likely to change regularly?</td>
</tr>
<tr>
<td>Are there enough plug sockets in the rooms?</td>
<td>Can you eat when you like, even at night?</td>
<td>Is the notice period for cancellation of the contract reasonable?</td>
</tr>
<tr>
<td>Are there restrictions on going out?</td>
<td>Can you have food in your room?</td>
<td>Could you have a trial period?</td>
</tr>
<tr>
<td>Is there public transport nearby?</td>
<td>Is there a choice of food at mealtimes?</td>
<td>Can you keep your room if you go into hospital?</td>
</tr>
<tr>
<td>Does the home provide any transport?</td>
<td>Is alcohol available/allowed if you want it?</td>
<td>Can you handle your own money?</td>
</tr>
<tr>
<td>Can you make/receive calls privately?</td>
<td></td>
<td>*See page 17.</td>
</tr>
<tr>
<td>Can you decide when to get up and go to bed?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the home allow pets?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the home use Digital Care Planning accessible to families?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

Visit livewell.cheshireeast.gov.uk for information and to help you find the care you need
Tell us what you think

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

Share your feedback
Take our five minute survey

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

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<tr>
<th>Home 1</th>
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<th>Quality rating*</th>
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<th>Fees per week</th>
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<td>£</td>
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We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the accommodation with care checklist on page 27. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists).

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

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

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

*See page 17.

### 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? [ ] [ ] [ ]
Your local Bupa care homes in Cheshire.

If you’re considering care for an elderly loved one, a warm, welcoming place close to family and friends means a lot. That’s why our choice of long and short-term care options in Cheshire could be something for you to think about, whether you’ve got our insurance or not.

Call us for advice or to arrange a visit
0808 301 4029

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

Richmond Nantwich Care Home

A wonderful example of how care home living can be

Our beautiful 41-bed care home at the heart of the village offers complete peace of mind and has fantastic on-site facilities including:

- Restaurant
- Hairdresser and beautician
- Attractive landscaped gardens and bowling green
- Lifestyle events and activities

RESIDENTIAL CARE | RESPITE & CONVALESCENT CARE

Call to discuss how we can support your loved ones
T: 01270 257347
E: southcheshire@rightathomeuk.com
www.rightathomeuk.com/southcheshire
78 Hospital Street, Nantwich CW5 5RP

Quality Care delivered to you in your own home.
Offering Personal Care, Telecare and Domestic help in the East of Cheshire

Our services include:
- Assistance with washing and dressing
- Medication support
- Home visits from 30 mins to 24/7 support
- Meal preparation, shopping and housework
- Assessment and installation of Telecare products
- Hairdressing in your own home

Please contact us today and find out how we can go the extra mile for you!
01625 610251 – extramile@gmx.co.uk
Residential, Dementia and Nursing Care

Clayton Manor provides the highest standards of care in a home of comfort and quality, and is rated as ‘Good in All Categories’ by the Care Quality Commission (CQC). It has redesigned and refurbished communal areas including a beautifully decorated and furnished dining room, spacious and airy lounges, attractive garden room, hair salon and a new café bar – an ideal social area to meet friends and family.

- Nutritious and balanced menus from our professional chefs contribute to a healthier lifestyle
- Light and airy bedrooms, some with private patios opening on to the gardens
- Conservatory tea room with attractive southerly views over the town
- A comprehensive and daily Well-being Programme of events and activities, with outings in our own private minibus
- Private, mature and wooded gardens with patios enjoying southerly views
- Independent 17-bed unit for younger persons with nursing needs

Call 01260 716624 or Search ‘Clayton Manor Care’ online

Clayton Manor Care Home | Rood Hill | Congleton | Cheshire | CW12 1YZ | ClaytonManorCareHome

Search for care in your area

www.carechoices.co.uk

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

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

Do you need a helping hand?

If you are looking for an alternative to residential care or extra support for those everyday tasks that are becoming difficult for you or a loved one – then we’re here to help in Cheshire from 30 minutes per week to full-time live-in care.

Our care teams have been providing award-winning quality home care since 1989 and can help with: personal care, housekeeping, help getting around or even to provide a break to an existing family member or care-giver.

Looking for care?
0808 274 2935

For more information
www.helpinghands.co.uk
Vivo Care Choices provides a range of flexible and responsive support for people with learning disabilities, autism spectrum conditions and older people, including people with dementia. We are wholly owned by Cheshire West and Chester Council and deliver services from a number of our own buildings, from within the local community and within an individual’s home across the Borough of Cheshire West.

Our services include **respite, short stay and residential care, day services and supported living.** We also provide a Shared Lives service and support individuals with training and supported employment opportunities.

For all our services we welcome self-referrals from self-funders and those in receipt of Direct Payments, as well as referrals from local authorities and health organisations.

If you would like more information about any of our services or a copy of our Service Directory please call us on **01244 977120**, email us at **Procurement@vivocarechoices.co.uk** or visit our website **www.vivocarechoices.co.uk**

---

The Emmie Dixon Home accommodates twelve people who have a physical and/or learning disability who require a safe and supportive environment. The home offers **short to long term care** and a home for life. The home is located in a residential area of Crewe, close to shops, pubs and other local amenities, local transport and road networks. We pride ourselves in providing a **home from home environment**, where we promote independence allowing residents to live their lives as they choose and to fulfil their true potential.

Contact us for more information: **01270 581 314** • **07780 564420** • **emmiedixonhome@outlook.com**

---

**my family our needs**

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

**www.myfamilyourneeds.co.uk**

✉️ hello@myfamilyourneeds.co.uk • @WeAreMFON

- Birth to adulthood
- Real life blogs
- Directory
- Ask the experts
- Monthly columnist

Ask questions
Get involved
Join the family

---

Visit **www.carechoices.co.uk** for further assistance with your search for care
Live Well Cheshire East is an online resource – giving you greater choice and control in finding the care and support you need. It includes:

- an easy-to-use searchable directory of more than 3,000 services and activities in your area

And information and advice on:

- living independently
- care and support for adults
- staying healthy
- community activities

For more information visit: www.cheshireeast.gov.uk/livewell

See the checklist on page 27 for questions to ask when looking at accommodation with care.

See page 21 for more information on paying for care homes in Cheshire East.

Homes of Choice

Barchester homes are more than care homes. They’re family homes. Beautiful homes. Homes of comfort, personalisation, quality and choice. Places where the little things mean everything – morning, noon and night.

Residential • Nursing • Dementia • Respite Tailored Activities Programme • Nutritious Menus

www.barchester.com

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Adlington, SK10 4NT
Tel: 01625 242 744

Arbour Court
Marple, SK6 7QL
Tel: 0161 822 8050

Marple Dale
Marple, SK6 6NL
Tel: 0161 822 8051

Prestbury Beaumont
Prestbury, SK10 4AP
Tel: 01625 242 743

Visit livewell.cheshireeast.gov.uk for information and to help you find the care you need
## Care at home

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<td>Able Living Care Services Ltd</td>
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Search for care at www.carechoices.co.uk to find support in your area.
### Care at home  

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<tr>
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<td>People who misuse alcohol or drugs</td>
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</table>

**Cheshire East Council Domiciliary Care Service**  
Macclesfield  
Tel: 01625 374261  
**Crewe & Nantwich Supported Living Network**  
Crewe  
Tel: 01270 371263  
**CRG Homecare – Stoke**  
Stoke-on-Trent  
Tel: 01782 365017  
**Crossroads Care Cheshire East**  
Congleton  
Tel: 01260 292850  
**Crystal Care Solutions Ltd**  
Nantwich  
Tel: 01782 777511  
**Delta Care Ltd – Cheshire East**  
Macclesfield  
Tel: 01772 559933  
**Direct Health (Crewe)**  
Crewe  
Tel: 01270 252599  
**East Cheshire Housing Consortium**  
Macclesfield  
Tel: 01625 500166  
**Eden Care Services Ltd**  
Macclesfield  
Tel: 01625 668990  
**Evolving Care Ltd**  
Crewe  
Tel: 01270 448336  
**Extra Mile Home Care Ltd – Head Office**  
Macclesfield  
Tel: 01625 610251  
**Fairfield Care Ltd**  
Altrincham  
Tel: 01619 287039  
**Family Care Solutions**  
Cheadle  
Tel: 01614 395978  
**Choice Support (Cheshire)**  
Crewe  
Tel: 0207 261 4100  
**Clarity Homecare Ltd**  
Congleton  
Tel: 01260 295878  
**Compassionate Healthcare Ltd aka Scope House**  
Nantwich  
Tel: 01270 505027  
**Concept Home Care Ltd**  
Knutsford  
Tel: 07581 324996  
**Congleton Supported Living Network**  
Congleton  
Tel: 01260 375581  
**Chester Heathcare Ltd**  
T/A Jane Lewis Health and Social Care  
Crewe  
Tel: 01270 303114  
**Cheshire Supported Service**  
Crewe  
Tel: 07762 109170  
**Chester Healthcare Ltd**  
T/A Jane Lewis Health and Social Care  
Crewe  
Tel: 01270 303114  
**Cheshire Rural Care**  
Nantwich  
Tel: 07745 648035  
**Cheshire Home Care Solutions**  
Knutsford  
Tel: 01565 750011  
**Cheshire Rural Care**  
Nantwich  
Tel: 07745 648035  
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**Extra Mile Home Care Ltd – Head Office**  
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Tel: 01625 610251  
**Fairfield Care Ltd**  
Altrincham  
Tel: 01619 287039  
**Family Care Solutions**  
Cheadle  
Tel: 01614 395978  

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Guinness Care at Home Cheshire  
Crewe  
Tel: 01270 503519  

Happy Valley Home Care Ltd  
Macclesfield  
Tel: 07986 728006  

Helping Hands Wilmslow  
Wilmslow  
Tel: 0808 274 2935  

Home Instead Senior Care Ltd – Crewe  
Nantwich  
Tel: 01270 611555  

Homecare 4U Cheshire  
Crewe  
Tel: 01270 749273  

Homecare Northwest Ltd  
Macclesfield  
Tel: 01625 662269  

Human Support Group Ltd – Cheshire West  
Winsford  
Tel: 01928 529187  

InSafehands Ltd  
Nantwich  
Tel: 01270 626020  

Jordangate House  
Macclesfield  
Tel: 07980 647114  

JustCo Ltd T/A Home Instead Senior Care (East Cheshire)  
Chelford  
Tel: 01625 860992  

KARE Plus Cheshire  
Crewe  
Tel: 01477 533612  

Lantern Care Services  
Crewe  
Tel: 07564 319999  

Lilyrose Care Group Ltd  
Cheshire/Derbyshire  
Stockport  
Tel: 01663 308232  

Macclesfield Supported Living  
Macclesfield  
Tel: 01625 378277  

Medacs Healthcare  
Poynton  
Tel: 01625 466615  

Next Step Domiciliary Care Ltd  
Macclesfield  
Tel: 07967 225043  

Platinum Care Cheshire Ltd  
Sandbach  
Tel: 01270 444690  

Premier Care Ltd – Salford Homecare Branch  
Manchester  
Tel: 0161 727 9086  

Prestbury Beaumont DCA  
Prestbury  
Tel: 01625 242743  

Radis Community Care  
Stoke-on-Trent  
Tel: 01782 412200  

Richmond Village Nantwich DCA  
Nantwich  
Tel: 01270 897296  

Right at Home South Cheshire  
Nantwich  
Tel: 01270 257347  

Rossendale Hall  
Macclesfield  
Tel: 01260 252500  

Safe Hands Care & Support Services  
Manchester  
Tel: 0161 286 6903  

Search for care at www.carechoices.co.uk to find support in your area.
Side by Side (Care) Ltd  
Nantwich  
Tel: 01270 627755  
OP D PD MH SI YA

Special People North  
Alderley Edge  
Tel: 01625 583957  
PD LDA MH YA

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

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

T4h Support Ltd  
Macclesfield  
Tel: 07748 862117  
OP D PD LDA SI YA

Teasdale Healthcare Ltd  
Newcastle-under-Lyme  
Tel: 01782 664895  
OP D PD LDA MH SI YA

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

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

Vision Beyond Autism  
Wilmslow  
Tel: 01625 251819  
LDA

Voyage (DCA) (North West)  
Crewe  
Tel: 07841 663434  
OP D PD LDA MH SI YA

Teasdale Healthcare Ltd  
Newcastle-under-Lyme  
Tel: 01782 664895  
OP D PD LDA MH SI YA

Accommodation with care

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 30  
OP

Bradwell Court Residential Care Home  
Bradwell Grove, Congleton CW12 3SA  
Tel: 01260 281428  
OP D PD SI

Brantwood Residential Care Home  
112-114 Congleton Road, Sandbach CW11 1HQ  
Tel: 01270 760076  
OP

Brookfield House Care Home  
Brookfield Park, Shrewbridge Road,  
Nantwich CW5 7AD  
Tel: 01270 624951  
OP D PD YA

Broughton Lodge  
London Road, Macclesfield SK11 0JG  
Tel: 01625 468951  
LDA 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 Council Lincoln House Short Breaks  
Samuel Street, Crewe CW1 3WH  
Tel: 01270 375341  
OP D LDA

Cheshire East Short Breaks  
9 Warwick Mews, Warwick Road,  
Macclesfield SK11 8SW  
Tel: 01625 378280  
LDA

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  
OP LDA
<table>
<thead>
<tr>
<th>Accommodation with care continued</th>
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<tr>
<td><strong>Choice Support – Crewe Road</strong></td>
</tr>
<tr>
<td>552 Crewe Road, Wistaston, Crewe CW2 6PP</td>
</tr>
<tr>
<td>Tel: 01270 653906</td>
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<tr>
<td><strong>Choice Support – Wellwood Drive</strong></td>
</tr>
<tr>
<td>1 Wellwood Drive, Wistaston, Crewe CW2 6RE</td>
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<tr>
<td>Tel: 01270 653906</td>
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<tr>
<td><strong>Consort Close – Bollington</strong></td>
</tr>
<tr>
<td>2, 3 and 4 Consort Close, Bollington, Macclesfield SK10 5FB</td>
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<tr>
<td>Tel: 01565 640109</td>
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<tr>
<td><strong>Danebank</strong></td>
</tr>
<tr>
<td>59 Danebank Avenue, Crewe CW2 8AE</td>
</tr>
<tr>
<td>Tel: 01829 741869</td>
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<tr>
<td><strong>Dystlegh Grange</strong></td>
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<tr>
<td>40 Jacksens Edge Road, Disley, Stockport SK12 2JL</td>
</tr>
<tr>
<td>Tel: 01663 765237</td>
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<tr>
<td><strong>East Cheshire Housing Consortium – Nixon Street</strong></td>
</tr>
<tr>
<td>20-22 Nixon Street, Macclesfield SK11 8DP</td>
</tr>
<tr>
<td>Tel: 01625 619146</td>
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<tr>
<td><strong>East Cheshire Housing Consortium Ltd – High Street</strong></td>
</tr>
<tr>
<td>2 High Street, Macclesfield SK11 8BU</td>
</tr>
<tr>
<td>Tel: 01625 50066</td>
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<tr>
<td><strong>Elm Cottage – Middlewich</strong></td>
</tr>
<tr>
<td>75 Sutton Lane, Middlewich CW10 0DA</td>
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<tr>
<td>Tel: 01565 640109</td>
</tr>
<tr>
<td><strong>Elm House Residential Care Home</strong></td>
</tr>
<tr>
<td>76 Pillory Street, Nantwich CW5 5SS</td>
</tr>
<tr>
<td>Tel: 01270 644428</td>
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<td><strong>Elms Residential Care Home, The</strong></td>
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<td>Elm Drive, Crewe CW1 4EH</td>
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<td>Tel: 01270 584236</td>
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<td><strong>Emmie Dixon Home, The</strong></td>
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<tr>
<td>149 Richardson Road, Crewe CW1 4AX</td>
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<tr>
<td>Tel: 01270 581314</td>
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<tr>
<td><strong>Genesis Care Home</strong></td>
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<tr>
<td>197 Peter Street, Macclesfield SK11 8ES</td>
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<tr>
<td>Tel: 01625 508020</td>
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<tr>
<td><strong>Hassall Road, 121</strong></td>
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<tr>
<td>121 Hassall Road, Alsager, Stoke-on-Trent ST7 2SL</td>
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<tr>
<td>Tel: 01565 640000</td>
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<td><strong>Hawthorns, The</strong></td>
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<td>Hawthorn Street, Wilmslow SK9 5EJ</td>
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<td>Tel: 01625 527617</td>
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<td><strong>Heliosa Nursing Home</strong></td>
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<tr>
<td>54 Boundary Lane, Congleton CW12 3JA</td>
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<tr>
<td>Tel: 01260 273351</td>
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<tr>
<td><strong>Hope Green Residential Home</strong></td>
</tr>
<tr>
<td>London Road, Adlington, Macclesfield SK10 4Nj</td>
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<tr>
<td>Tel: 01625 871210</td>
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<tr>
<td><strong>Ingersley Court Residential Care Home</strong></td>
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<tr>
<td>Lowther Street, off Church Street, Bollington, Macclesfield SK10 5QA</td>
</tr>
<tr>
<td>Tel: 01625 574233</td>
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<tr>
<td><strong>Inglewood Residential Care Home</strong></td>
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<tr>
<td>Coppice Lane, Disley, Stockport SK12 2LT</td>
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<td>Tel: 01663 762011</td>
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<td><strong>Laurels Care Home, The</strong></td>
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<tr>
<td>Canal Road, Congleton CW12 3AP</td>
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<tr>
<td>Tel: 01260 278710</td>
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<tr>
<td><strong>Lavender House Residential Home</strong></td>
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<tr>
<td>68 Audley Road, Alsager, Stoke-on-Trent ST7 2QN</td>
</tr>
<tr>
<td>Tel: 01270 874696</td>
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<tr>
<td><strong>Leycester House Residential Care Home</strong></td>
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<tr>
<td>Edenfield Road, Mobberley, Knutsford WA16 7HE</td>
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<tr>
<td>Tel: 01565 872496</td>
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<td><strong>Lyme Green Hall</strong></td>
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<td>Tel: 01260 253555</td>
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<tr>
<td><strong>Manor Care Home – Middlewich</strong></td>
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<tr>
<td>Greendale Drive, Middlewich CW10 0PH</td>
</tr>
<tr>
<td>Tel: 01606 833236</td>
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<tr>
<td><strong>Mayfield House</strong></td>
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<tr>
<td>Mayfield Mews, Crewe CW1 3FZ</td>
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<td>Tel: 01270 500414</td>
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</tbody>
</table>

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

**User Bands**  
- MH Mental health  
- SI Sensory impairment  
- YA Younger adults  
- AD People who misuse alcohol or drugs
<table>
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<tr>
<th>Accommodation with care continued</th>
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<tbody>
<tr>
<td><strong>Mill Lane – Macclesfield</strong></td>
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<tr>
<td>94-96 Mill Lane, Macclesfield SK11 7NR</td>
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<tr>
<td>Tel: 01565 640109  <strong>OP PD LDA YA</strong></td>
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<tr>
<td><strong>New Milton House Residential Care Home</strong></td>
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<tr>
<td>Station Road, Alsager, Stoke-on-Trent ST7 2PB</td>
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<tr>
<td>Tel: 01270 874422  <strong>OP D YA</strong></td>
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<tr>
<td><strong>Orcadia</strong></td>
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<tr>
<td>86 Buxton Road, Disley, Stockport SK12 2HE</td>
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<tr>
<td>Tel: 01663 765056  <strong>LDA YA</strong></td>
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<tr>
<td><strong>Park House Care Home</strong></td>
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<tr>
<td>Congleton Road, Sandbach CW11 4SP</td>
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<td>Tel: 01270 762259  <strong>OP D PD</strong></td>
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<tr>
<td><strong>Park Lane Residential Home</strong></td>
</tr>
<tr>
<td>7-9 Park Lane, Congleton CW12 3DN</td>
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<tr>
<td>Tel: 01260 290022  <strong>OP D</strong></td>
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<tr>
<td><strong>Park Mount Care Home</strong></td>
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<tr>
<td>52 Park Mount Drive, Macclesfield SK11 8NT</td>
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<tr>
<td>Tel: 01625 616459  <strong>OP</strong></td>
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<tr>
<td><strong>Parklands Residential Care Home</strong></td>
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<tr>
<td>Park Lane, Poynton, Stockport SK12 1RB</td>
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<tr>
<td>Tel: 0208 422 7365  <strong>OP D PD YA</strong></td>
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<td><strong>Pathways and Community – Warford</strong></td>
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<td>Mill Lane, Alderley Edge SK9 7UD</td>
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<td>Tel: 01565 640177  <strong>OP D PD LDA YA</strong></td>
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<td><strong>Petunia Grove – Macclesfield</strong></td>
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<tr>
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<td>Tel: 01565 640111  <strong>OP LDA YA</strong></td>
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<td><strong>Primrose Avenue – Crewe</strong></td>
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<td>Tel: 01565 640000  <strong>OP PD LDA YA</strong></td>
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<td><strong>Respite Care Home</strong></td>
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<td>Tel: 01625 425266  <strong>OP D</strong></td>
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<tr>
<td><strong>Richmond Village Nantwich</strong></td>
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<tr>
<td>St Joseph’s Way, London Road, Nantwich CW5 6LZ</td>
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<tr>
<td>Tel: 01270 897296  <strong>Advert page 30</strong></td>
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<td><strong>Station Road – Holmes Chapel</strong></td>
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<tr>
<td>5 Station Road, Holmes Chapel CW4 7AU</td>
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<td>Tel: 01565 640109  <strong>OP PD LDA YA</strong></td>
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<tr>
<td><strong>Tunnicliffe House</strong></td>
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<tr>
<td>16 Tunnicliffe Street, Macclesfield SK10 1DE</td>
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<tr>
<td>Tel: 01625 617129  <strong>LDA MH</strong></td>
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<tr>
<td><strong>Turnpike Court Residential Care Home</strong></td>
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<tr>
<td>Middlewich Road, Elworth, Sandbach CW11 3EJ</td>
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<tr>
<td>Tel: 01270 762150  <strong>OP D YA</strong></td>
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<tr>
<td><strong>Upton Grange Residential Home</strong></td>
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<tr>
<td>214 Prestbury Road, Macclesfield SK10 4AA</td>
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<td>Tel: 01625 829735  <strong>OP</strong></td>
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<td>Tel: 01564 640109  <strong>OP PD LDA YA</strong></td>
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<td><strong>Westhaven</strong></td>
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<tr>
<td>38b-c Westhaven, Congleton CW12 4LJ</td>
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<tr>
<td>Tel: 01260 298157  <strong>MH</strong></td>
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<tr>
<td><strong>Woodeaves Residential Care Home</strong></td>
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<tr>
<td>9 Park Road, Nantwich CW5 7AQ</td>
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<tr>
<td>Tel: 01270 621550  <strong>OP D PD</strong></td>
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</table>

See the checklist on page 27 for questions to ask when looking at accommodation with care.

---

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<th>Accommodation with nursing care</th>
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<tr>
<td><strong>Adlington Manor</strong></td>
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<tr>
<td>Street Lane, Adlington, Macclesfield SK10 4NT</td>
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<tr>
<td>Tel: 01625 242744  <strong>Advert page 33</strong></td>
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<tr>
<td><strong>Astbury Mere Care Home</strong></td>
</tr>
<tr>
<td>Newcastle Road, Astbury, Congleton CW12 4HP</td>
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<tr>
<td>Tel: 01260 296778  <strong>Advert inside front cover</strong></td>
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<th>D Dementia</th>
<th>PD Physical disability</th>
<th>LDA Learning disability, autism</th>
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<td>SI Sensory impairment</td>
<td>YA Younger adults</td>
<td>AD People who misuse alcohol or drugs</td>
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</tbody>
</table>

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Accommodation with nursing care continued

Belong Crewe Care Village
Brookhouse Drive, Crewe CW2 6NA
Tel: 01270 561200  OP D PD MH SI YA

Belong Macclesfield Care Village
Kennedy Avenue, Macclesfield SK10 3DE
Tel: 01625 508700  OP D PD YA

Belvedere, The
Horseshoe Lane, Alderley Edge,
Stockport SK9 7QP
Tel: 01625 865020  OP D

Bentley Manor
Sherbourne Road, Crewe CW1 4LB
Tel: 01270 259630  OP D PD MH YA

Brookview Care Home
Brook Lane, Alderley Edge SK9 7QG
Tel: 01625 837996  Advert page 30  OP D

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

Church House Care Home
Coole Lane, Austerson, Nantwich CW5 8AB
Tel: 01270 625484  OP

Clarendon Court Care Home
Beechwood Close, Stapeley,
Nantwich CW5 7FY
Tel: 01270 621500  OP

Clayton Manor Care Home
Rood Hill, Congleton CW12 1YZ
Tel: 01260 716624  Advert page 31  OP D PD SI YA

Clumber House Nursing Home
81 Dickens Lane, Poynton SK12 1NT
Tel: 01625 879946  OP

Corbrook Park
Audlem Road, Audlem CW3 0HF
Tel: 01270 812324  OP D PD YA

Cypress Court
Broad Street, Crewe CW1 3DH
Tel: 01270 588227  OP

Eden Mansions Nursing Home
Station Road, Sty, Wilmslow SK9 4HD
Tel: 01625 524276  OP D MH

Greengables Care Home
54 Sandbach Road, Congleton CW12 4LW
Tel: 01260 270030  OP

Hazelmere House Care Home
Pinewood Road, Wilmslow SK9 2RS
Tel: 01625 837980  Advert page 30  OP PD

Heliosa Nursing Home
54 Boundary Lane, Congleton CW12 3JA
Tel: 01260 273351  OP D PD LDA MH SI YA

Highfield House Nursing Home
298 Park Lane, Macclesfield SK11 8AE
Tel: 01625 511519  OP

Hill House
– Care Home with Nursing Physical Disabilities
The Hill, Newcastle Road, Sandbach CW11 1LA
Tel: 01270 762341  OP PD YA

Hollins Park
Victoria Road, Macclesfield SK10 3JA
Tel: 01625 503028  OP D PD LDA MH

Hollymere House General Nursing Home
72 Crewe Road, Haslington, Crewe CW1 5QZ
Tel: 01270 501861  OP

Jackson House
2 Lode Hill Cottages, Altrincham Road, Sty, Wilmslow SK9 4LH
Tel: 01625 522767  OP D LDA MH SI YA

Lawton Manor Care Home
Church Lane, Church Lawton,
Stoke-on-Trent ST7 3DD
Tel: 01270 844200  OP

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

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<table>
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<th>Service</th>
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<td>AD</td>
<td>People who misuse alcohol or drugs</td>
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</table>

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**Orcadia**

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**Prestbury Beaumont**

**Prestbury Beaumont DCA**

**Prestbury House Care Home**

**Primrose Avenue – Crewe**

**Primrose House Nursing Home**

**Radis Community Care**

**Respite Care Home**

**Richmond Village Nantwich**

**Richmond Village Nantwich DCA**

**Right at Home South Cheshire**

- Rossendale Hall
- Rowans Care Centre
- Safe Hands Care & Support Services
- Sharston House Nursing Home
- Sherborne Court
- Neurological Centre
- Side by Side (Care) Ltd
- Special People North
- Spiritual Inspiration Ltd
- St Catherines Care Home
- St Stephens Care Home
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- Station Road
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