



Cheshire West and Chester

Care and Support Directory 2019

The essential guide to choosing and
paying for care and support

The Chapel House

Dementia Resource Community

Person Centred Care

Based within easy reach of Chester, Wirral and North Wales, Dementia Resource Community (DRC) encompasses all our family run businesses. DRC has been successfully operating for over 30 years and continues to thrive by adapting to the changing needs of those we care for. We offer individualised, flexible, bespoke care provision for people with memory difficulties both within our home environments and within our local community. The professionalism, dedication, experience and compassion shared by all staff, management and family members ensure we offer person centred care. We believe that our clients and those who are important to them are fundamental to decision making processes. For more information call 0151-336-2323.

The Chapel House



Chapel House is our nursing home which provides dedicated holistic care for individuals with dementia with health care needs.

Plessington Court



Plessington Court is our 19-bedroom residential care home for those with dementia who would benefit from 24-hour support in a homely setting.

Retain Wellbeing



Retain Wellbeing is a unique community based concept combining several therapies and activities for better health and wellbeing.

Admiral Nurse



DRC works with Dementia UK to provide Admiral Nurses. This service supports carers in our community to live well while in their caring role.

deep



The Dementia Engagement & Empowerment Project (DEEP) brings together groups of people with dementia from across the UK. Contact us for local groups.

0151-353-2055

GIFT Cafe



Gift Cafe is part of Retain Wellbeing CIC and is a not for profit organisation. We currently operate social enterprise cafes in Puddington, Chester and Anfield.

www.giftcafe.co.uk

The Chapel House

Inspected and rated

Outstanding



**CareQuality
Commission**



0151-336-2323

**Chapel House Lane
Puddington, CH64 5SW**

**info@dementiaresourcecommunity.co.uk
www.dementiaresourcecommunity.co.uk**

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To obtain extra copies of this Directory, free of charge, call the **Cheshire West Community Access Team** on **0300 123 7034**.

Welcome

Welcome to the 2019 edition of the Cheshire West and Chester Care and Support Directory.

Cheshire West and Chester Council is committed to supporting residents to remain as independent as possible and to live in their own homes for as long as they can safely do so. We work closely with a broad range of organisations in the independent, voluntary and community sectors, to ensure that support services are joined-up, in order to reduce any duplication or confusion for service users and their families.

This Directory provides Cheshire West and Chester residents with details of activities and services which are locally available to meet their social care needs. These might include extra care housing, care at home and services for people who need more intensive 24-hour support in a care home setting.

We want to make sure that individuals and their families get timely information and advice when they need it, have a range of high-quality support providers to choose from, and that the process of accessing support services is as simple and straightforward as possible.

We aim to ensure that people receive the right

level of support, in the right setting which will aid recovery and prevent support needs from increasing.

To do this, we will have quality conversations that focus on what individuals can do in order to find creative, sustainable solutions that enable people to live the best lives possible and take a more active role in managing their own support needs.

Voluntary and community services will also work closer together to develop a greater range of solutions, including support groups and the use of new technology which will help residents to access services digitally.

You can find more information on the West Cheshire Local Offer, our online directory and information hub, **www.cheshirewestandchester.gov.uk/localoffer** or, if you would like to know more about any of the information given in this document, call the Cheshire West Community Access Team on **0300 123 7034**.

Our thanks go to Care Choices who produced this Directory at no cost to Cheshire West and Chester Council.

Regions covered by this directory



All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and neither Cheshire West and Chester Council nor Care Choices Ltd can be held liable for any errors or omissions. The publication of any details does not constitute the council's support or recommendation of any of the products or services advertised within this document.

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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.



Did you know...?

- If you think you have care and support needs, you have the right to a free care assessment (see page 25) from Adult Social Care. You can ask for this even if your savings are too high or your needs are too low to qualify for help.
- Carers have the same right to an assessment as the person they care for. This means Carers can ask for an assessment of their own needs even if the person they look after doesn't want an assessment or doesn't qualify for help from Adult Social Care. For more information on Carers' assessments, see page 30.
- There is a national level of eligibility criteria, so that care and support is consistent across the country. This means that everyone's needs are considered in the same way. More information is given on page 25.
- If you are eligible for care and support from Adult Social Care, you have the right to ask for a personal budget. See page 26 for more information on personal budgets.
- If your care assessment shows you don't qualify for help from Adult Social Care, you will be offered information and advice on what else might help you, and where you can find alternative support.
- Deferred Payment Agreements (see page 27) have been updated to meet new national rules. A Deferred Payment Agreement is an option if you want to delay selling your home during your lifetime when you move into residential care. People who were given a Deferred Payment Agreement before April 2015 will stay on the previous local scheme.
- If you find it difficult to communicate or to understand things when discussing your care and support, Adult Social Care will provide an advocate to help you. The advocate will represent your interests if you don't have a friend or relative who can help. Advocacy is explained in more detail on page 31.

Promoting your health and wellbeing

By making a few small changes to the way we live, we can make big changes to our health, and this

can have a beneficial impact on the wellbeing of our family members and those we care for.

Staying healthy

Staying active

Being active is important because it reduces the risk of heart disease, stroke, type 2 diabetes, some cancers, depression and dementia. It may also help you to stay independent well into old age. Every bit of physical activity in your daily routine helps. Being physically active for at least 30 minutes a day, at least five days a week is easier than you think and will boost your general health. Short bursts of activity throughout the day all add up to the total amount.

For more tips, visit www.nhs.uk/live-well

Healthy lifestyles

Cheshire Change Hub provides information, advice and guidance on leading a healthier lifestyle. If

you've been thinking about making changes, such as stopping smoking, losing weight, eating healthily, drinking a little less alcohol or doing more exercise, there's help and support available. Whatever lifestyle changes you are planning to make, receiving information, advice and guidance could help to get you started. If you feel you need additional support, you could be referred to Cheshire Change Hub. This service offers free confidential advice, support and motivation to help you achieve your goals.

You can contact the **Cheshire Change Hub** on **0300 777 0033** or visit www.cheshirechangehub.org

Health checks and screening

Even if you're feeling well, it's worth having your NHS Health Check. Over 20,000 people aged 40 to 74 in Cheshire West and Chester could benefit from a free NHS Health check each year.

As we get older our risk of developing certain diseases increases – the good news is they can often be prevented. The check will assess your risk of some of the biggest causes of early death in England, such as heart attack and stroke. An NHS Health Check takes 20 to 30 minutes and involves a few questions and measurements. After the check, you will receive free, personalised advice to help you stay healthy and, if required, you'll be offered ongoing support through referral to one or more local lifestyle interventions.

For more information and advice on **NHS Health Checks**, talk to your GP or visit www.nhs.uk/conditions/nhs-health-check

Seasonal flu vaccination

For most healthy people, flu can be unpleasant but usually recovered from within a week. However, for some people, especially older people, pregnant women and those with underlying health conditions, it can cause serious illness, life-threatening complications and, in some cases, death. The most

effective way of preventing the risk of flu is by getting vaccinated. Vaccination will not only protect you, but will help to protect your family too.

You are eligible to receive a free flu jab each year if you:

- Are aged 65 or over.
- Have a long-term health condition.
- Are pregnant.
- Are living or working in a long-stay care home.
- Are a Carer or live with someone who is immunocompromised.
- Are very overweight.
- Are a home care worker.
- Work in health and social care, with people in a clinical risk group (vaccination should be offered by your employer if this is the case).

You don't have to go to your GP practice to get vaccinated; adults may be able to receive this at their community pharmacy. If you're not eligible for a free flu vaccination, many pharmacies provide vaccination for a small fee.

For further information about the flu vaccination, visit www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine



Search for care in your area

www.carechoices.co.uk 

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

 CareChoices

- 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

Keeping warm

In this country, winter weather contributes to the deaths of over 20,000 older people each year. Many of these deaths could have been prevented and there are some simple things that you can do to keep warmer:

- Move around at least once an hour.
- Wear several thin layers of clothes instead of one thick layer. Wear hats, gloves and scarves if going outside. If possible, stay inside during icy or windy weather, especially if you have heart or respiratory problems. If you do go out, avoid standing around in the cold.
- Keep a constant temperature in your home of 21°C (70°F) during the day, and 18°C (64°F) at night.
- Have at least one hot meal a day and take regular warm drinks. Avoid alcohol when it's very cold.
- Stop draughts – keep windows closed (even at night) and draw the curtains after dark.

- Wear warm nightwear and put on a dressing gown and slippers if you get up in the night.

You may be eligible for the Winter Home Discount Scheme. Contact Citizens Advice for more information. Contact details can be found on page 35.

Keeping cool

When the weather gets very warm, the NHS urges people to follow this advice:

- Check up on people who may be less able to look after themselves.
- Avoid going out between 11.00am and 3.00pm. If you have to, wear a hat or use a parasol or umbrella.
- Drink cold drinks regularly and avoid tea, coffee and alcohol.
- Keep water to hand and stay in the shade where possible.
- Wear sunscreen.

Helping you stay independent

What is there to do?

Keeping active and socialising with others is a great way to keep healthy and independent – this doesn't necessarily mean going to the gym or taking up a sport but could be doing the things you have always done, for example:

- Shopping.
- Visiting friends.
- Going out for coffee or lunch.
- Going to community events.

These are just examples of the things that you might want to do, and it is worth remembering that these are still available to you – you can arrange these yourself, with a group of friends or you could see if there are any local groups that organise the type of activity you're interested in.

There are also more structured events arranged by local voluntary groups. These are an excellent way to socialise, meet new friends and enjoy different surroundings and can help prevent you from becoming isolated. They can also give your Carer a break and some time to themselves. These activities are likely to be available close to your home.

Visit **www.cheshirewestandchester.gov.uk/localoffer** for more information or to find local groups, or call the **Pathfinder Team** on **01244 329777**.



Early intervention and prevention – Pathfinder service

Pathfinder supports people to access services within their local community. There are various activities and services that can help you live more independently, including lunch clubs, day care, social activities, volunteering and assisted shopping.

If you are interested, contact the **Pathfinder Team** on **01244 329777** or email **pathfinder@cheshireaction.org.uk**



Getting around

There are several ways of getting out and about in Cheshire West and Chester so that you can be independent and socialise with others.

Bus pass

If you are a permanent resident of state pensionable age, you can apply for a bus pass which will enable you to receive free bus travel at certain times of day. If you are disabled or have dementia, you may qualify for a disabled pass, which has a different colour strip to highlight to the driver that you have a disability. Both passes can be used Monday to Friday from 9.30am and at all times on weekends and Bank Holidays. Free travel also applies on bus services going into Wales, providing the journey starts or ends in Cheshire West and Chester. People who hold a blind or partially-sighted pass are entitled to free travel all day, including before 9.30am, when boarding in the Cheshire Consortium.

Travelcard

The Cheshire stored value travelcard is a pass which you can top-up in multiples of £5 (up to £50) and then use to pay for your bus journeys. Most bus companies offer discounted tickets when paying with the travelcard.

Railcards

Residents of Cheshire West and Chester who are over 60 years old or are disabled may be able to get a 20% discount on the price of a railcard. Please see the National Rail website to see if you qualify.

Call **0300 123 7025** or visit **www.cheshirewestandchester.gov.uk/residents/transport-and-roads/public-**

transport/concessionary-travel for more information which includes links to apply online.

Alternatively, visit a customer service centre at Frodsham or Neston Library; The Forum Office, Chester; Ellesmere Port Customer Service Centre; The Arcade, Northwich or Wyvern House, Winsford.

Disabled parking

If you have a severe and permanent disability, you may be entitled to a Blue Badge which enables you to park closer to where you want to be.

For more information, call **0300 123 7040** or visit **www.cheshirewestandchester.gov.uk/residents/transport-and-roads/parking-and-permits/blue-badge-scheme/Bluebadge.aspx**

Shopmobility

Shopmobility provides daily hire of mobility scooters and wheelchairs across the Borough to enable people with mobility difficulties to access shops and other facilities. A range of mobility aids is also available for sale or longer-term loan in addition to a repair and maintenance service. For further information:

Chester: 01244 312626
Ellesmere Port: 0151 355 1420
Northwich: 01606 288820
Winsford: 01606 557550

Community transport

There are various community transport schemes operating in the Borough that may be able to help you to get out and about.

Cheshire Community Development Trust (CCDT)

Dial-a-Ride service operating in the Northwich and Winsford area.

Tel: **01606 784100**

PlusBus

Dial-a-Ride service, operating in the Chester, Ellesmere Port and Neston area.

Tel: **0151 357 4420**

Community Car Scheme

Voluntary Service operating in the Cheshire area.

Tel: **01606 784100** (managed by CCDT).

For information on these and other travel options, call the **Transport Commissioning Team** on **01244 973039**.

Making life easier at home

For many people, it's important to stay in their own familiar surroundings but, at times, you may need support to live independently. A range of services,

equipment and changes can make life easier and improve your quality of life. See page 10 if you are considering purchasing equipment.

Assistive technology

Assistive technology and Telecare are terms that describe equipment that can help people to continue to live at home safely, and as independently as possible.

The equipment is simple to use and can be tailored to meet your circumstances. The service makes a real difference to people's lives, not only for those wanting to maintain their independence, but also

their families and loved ones, who appreciate the peace of mind that this equipment can bring.

The local provider is **Welbeing**. Call **01323 644422**, email **info@welbeing.org.uk** or visit **www.welbeing.org.uk/** Alternatively, contact the **Cheshire West Community Access Team** on **0300 123 7034** for more information.

Adapting your home

If you are not planning to move, think about adaptations that would make life easier now and later. The Home Assistance Hub offers confidential advice, support and assistance to help older people and disabled home owners repair, improve, maintain or adapt their home to meet their changing needs.

If your home needs a lot of work, you may be able to apply for a Disabled Facilities Grant. To qualify for this, you need to have been assessed by an Occupational Therapist to see what adaptations are necessary.

All applicants will undergo a financial means test unless the adaptation is for a disabled child. This will tell you whether you will be required to make

any financial contribution towards the works identified.

Contact the **Cheshire West Community Access Team** on **0300 123 7034** for more information or to request an assessment.

As well as helping home owners apply for grants for disabled adaptations, the Home Assistance Hub runs a handy person scheme and oversees all aspects of repair or improvement work commissioned by the Hub.

For more information, contact the **Home Assistance Hub** on **0300 123 2010** or visit **www.homeassistancehub.co.uk**

We suggest you consider the following questions before buying any assistive technology. If you are in any doubt about what technology might help meet your needs, you can contact your council or visit www.asksara.org.uk

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

Suitability

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

Usability

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

Notes

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

Reliability

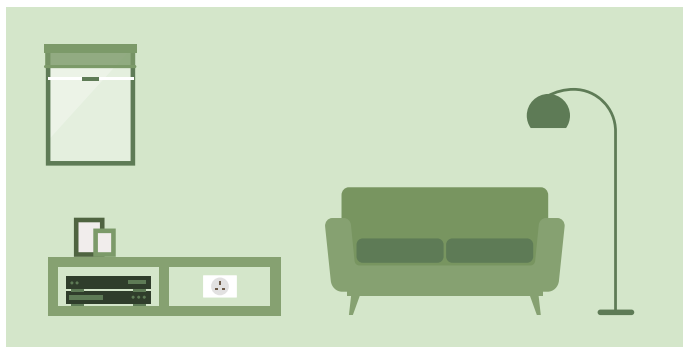
- Will it work if you have pets or live with other people, e.g. could someone else set off a sensor alarm by accident? ☐
- Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase. ☐
- Can you speak to someone who already uses it? ☐
- Does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

Cost

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

Help to live in your home

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



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

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

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

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

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



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

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

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

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

Using taps can be made easier by fitting tap turners. You could also consider changing to lever-style taps which might be easier for you to use.



Handled plug



Chair raisers



Chopping board

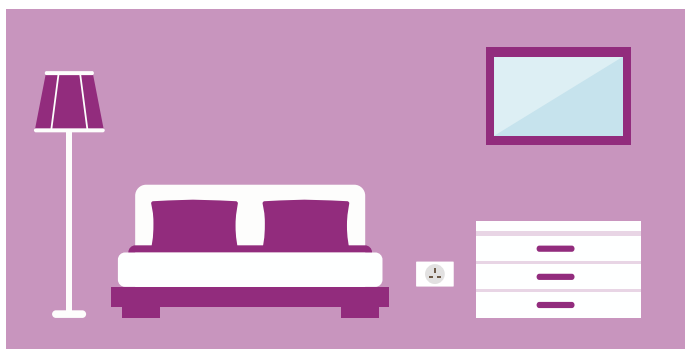


Level indicator



Teapot tipper

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



If **moving whilst in bed** is a problem, have you thought about using an over-bed pole? You might also want to buy a pillow raiser or change your bedding so it's lighter.

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 13.

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

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

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



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

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

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

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

Cheshire West Community Access Team

Tel: **0300 123 7034**

The Home Assistance Hub

Tel: **0300 123 2010**



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Home care

Carefully chosen home care, with a good-quality provider, is an excellent way to retain your freedom and independence whilst getting the help you need to stay happy and safe. It can offer the opportunity to stay at home, in your own familiar surroundings, and to retain a quality of life you might have feared lost.

Care workers can call in on a daily basis to assist you with day-to-day tasks like washing and dressing. Depending on the level of help required, their visits can be just half an hour or up to several hours. Night services can also be provided.

The hourly rate for these types of services are dependent on the services required, the time of day and the location. Rural areas may present particular difficulties and a travel charge will probably be made in addition to the normal hourly rate.

Call the **Cheshire West Community Access Team** on **0300 123 7034** or check **www.cheshirewestandchester.gov.uk/localoffer** for more information.

For listings of home care agencies operating in the Cheshire West and Chester area, see below.

Home care agency listings

Ace Care Professionals Ltd

Winsford

Tel: 01606 597070

OP PD LDA MH YA

Allied Healthcare Chester

Chester

Tel: 01244 300401

OP D PD LDA MH YA

Archangel Home Care

Winsford

Tel: 01606 869051

OP D PD LDA MH SI AD

Aspiring Lives Ltd

Chester

Tel: 07818 424867

PD LDA SI AD

Autism Together

Neston

Tel: 0151 334 7510

LDA YA

Belgrave Care

Chester

Tel: 01244 403146

OP D PD LDA MH SI

Bespoke Care Cheshire Ltd

Ellesmere Port

Tel: 0151 268 5070

OP D PD MH SI YA

Bevris Support

Chester

Tel: 01244 390587

OP D PD LDA MH SI YA

Bowling Green Court (Chester) Ltd

Chester

Tel: 01244 348757

OP D PD SI

Bridge House

Ellesmere Port

Tel: 0151 348 0227

D LDA YA

Callin Court

Chester

Tel: 01244 315252

OP D PD LDA MH SI

Care Connect Wirral Ltd

Ellesmere Port

Tel: 0151 356 5308

OP D PD LDA MH SI YA AD

Caremark (Cheshire West and Chester)

Ellesmere Port

Tel: 0151 356 7455

OP D PD LDA MH SI YA AD

Cheshire Homecare Services Ltd

Chester

Tel: 01244 346644

OP D PD

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

Crossroads Care Cheshire West**Wirral and Shropshire**

Ellesmere Port

Tel: 0151 230 1137

OP D PD LDA MH SI

Chester Link, The

Chester

Tel: 01244 314866

LDA

Deafness Support Network

Northwich

Tel: 0333 220 5050

SI

Elizabeth Senior Care Ltd

Ellesmere Port

Tel: 0151 345 1266

OP

Grace Community Care

Northwich

Tel: 07885 813986

SI

Happier at Home Care Ltd

Ellesmere Port

Tel: 0151 272 0258

OP D PD MH SI YA

Hawthorns, The

Ellesmere Port

Tel: 0151 356 4630

OP D PD SI

Helping Hands Chester

Chester

Tel: 0808 274 2935

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OP D PD LDA MH SI AD

HF Trust – Cheshire DCA

Ellesmere Port

Tel: 0151 355 7703

LDA

Home Instead Senior Care**– 12a Telford Court**

Chester

Tel: 01244 851744

OP D PD LDA MH SI YA

Home Instead UK Ltd

Northwich

Tel: 01606 800101 Advert page 39

OP D YA

Human Support Group Ltd – Cheshire West

Winsford

Tel: 01606 339566

OP D PD LDA MH SI YA AD

iMap Centre Ltd

Chester

Tel: 01829 741869

OP PD LDA MH SI

Jane Care

Ellesmere Port

Tel: 0151 538 1097

Advert page 39

OP YA

Jane Lewis Health & Social Care

Chester

Tel: 01244 404080

OP D PD LDA MH AD

Live Life Well

Chester

Tel: 01244 689322

OP D PD LDA MH SI YA

MacIntyre Telfords Quay

Ellesmere Port

Tel: 0151 355 8100

LDA

N C Homecare Ltd

Frodsham

Tel: 01928 733020

OP D YA

Noble Care Alliances Ltd

Ellesmere Port

Tel: 07949 832493

OP PD

Northwich Supported Living Network

Northwich

Tel: 01244 977120

Advert outside back cover

OP PD LDA MH SI YA

One 2 One Support (Cheshire) Ltd

Northwich

Tel: 01606 350100

OP PD LDA MH SI

Pinnacle Caring Services Ltd

Chester

Tel: 01244 457244

OP PD LDA MH SI

Premier Care Ltd**– Cheshire Branch**

Cheshire West area

Tel: 01270 213535

OP D PD MH SI YA

Regard Partnership Ltd, The**– Domiciliary Care Agency North West**

Ellesmere Port

Tel: 0151 328 0355

OP LDA MH YA

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

Regard Partnership Ltd, The – Domiciliary Care Cheshire

Ellesmere Port
Tel: 07810 355244

OP D PD LDA MH SI YA

Shared Lives Service

Ellesmere Port
Tel: 01244 977120

Advert outside back cover

OP D PD LDA MH SI YA

Special Needs Care Ltd

Chester
Tel: 01244 784434

PD LDA MH

Starcare Ltd

Chester
Tel: 01244 313576

OP D PD LDA MH SI YA AD

Starcare Rural

Chester
Tel: 01606 606527

OP D PD LDA MH SI YA

Sugarman Health and Wellbeing – Chester

Chester
Tel: 01244 559051

OP D PD SI

Sure Care Chester

Chester
Tel: 01244 379670

OP D PD LDA MH SI YA

Tattenhall Local Care Ltd

Burwardsley
Tel: 01829 770012

OP

Thornton Manor Homecare

Chester
Tel: 01244 301762

OP D PD SI AD

Unique Care Services

Ellesmere Port
Tel: 0151 200 9830

OP D PD LDA SI YA

Vivo Care Choices Specialist Autism Service

Ellesmere Port
Tel: 01244 977120

Advert outside back cover

OP D PD MH SI YA

We Support Ltd – Central Office

Winsford
Tel: 01606 619594

LDA

Winnington Hall Business Centre

Northwich
Tel: 01606 530025

OP D PD LDA SI AD

Winsford Network

Winsford
Tel: 01244 977120

Advert outside back cover

OP D PD LDA MH SI YA

Your Life (Northwich)

Northwich
Tel: 01823 448166

OP D PD LDA MH SI YA AD

Your Life Your Way

Northwich
Tel: 01606 331217

OP D PD LDA MH SI YA AD





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

 CareChoices

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

Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

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

About the agency

How long has the agency been operating? ☐ ☐ ☐

How long are staff allocated per visit? ☐ ☐ ☐

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

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

Staff

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

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

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

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

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

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

Accommodating your needs

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

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

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

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

Is there a way for staff to communicate with each other about the support they provide when they visit you? How? ☐ ☐ ☐

Regulation

Will your support plan be reviewed at regular intervals? ☐ ☐ ☐

Can you see the agency's contract terms? ☐ ☐ ☐

Can you lodge a complaint easily? ☐ ☐ ☐

Are complaints dealt with quickly? ☐ ☐ ☐

Can you see a copy of the agency's CQC registration certificate and quality rating? ☐ ☐ ☐

Notes

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*See page 32.

Short-term support

Sometimes we need a little extra help and care. This can be because of falling or tripping, going into hospital or because of a general decline in our

mobility and wellbeing. When this happens, there are several short-term solutions which can help you to regain as much independence as possible.

Leaving hospital

Patients, their families and Carers may be offered various services to help make discharge from hospital quicker and safer. Patients and/or their

Carers may request a referral to the Hospital Social Work team for an assessment. Some of the services that may be provided are listed below.

Reablement

- Reablement – Adult Social Care support can be provided in someone's own home for up to six weeks to enable them to recover and regain their independence following a period of illness or significant deterioration.
- An Occupational Therapist may assess your ability to undertake daily tasks and give advice on how you can maintain and improve your independence. They may also provide aids and adaptations to support you to live independently

in your home, dependent on an assessment.

- Community Support Centres – Offering respite, short-term support, usually on a temporary basis, to help you regain your daily living skills and return home.

For more information, contact the **Cheshire West Community Access Team** on **0300 123 7034** or, if you have hearing loss, use textphone **01244 375347** to speak to the **Deafness Support Network**.

Rapid Response Service

The Rapid Response Team is based at the Countess of Chester Hospital and is a team of Community Support Workers, Nurses, Physiotherapists and Occupational Therapists. The service aims to facilitate prompt and early supported discharges from hospital to reduce the length of your stay and to prevent unnecessary hospital admissions from the accident and emergency department. These aims are met through specialist Nursing and Therapy assessments. If necessary, a team can provide care and rehabilitation within your home for a maximum of six weeks.

Your individual needs will be continually assessed in your home and the level of support will be adjusted as your independence and confidence increases. If your agreed goals are met during the six weeks, you will be discharged from the service. If it is identified that ongoing care is required, a referral to social services will be completed.

For more information, speak to the **Rapid Response Team** or phone **01244 365240**.

The Home from Hospital Service

The British Red Cross offers supported hospital discharge for people from the Countess of Chester Hospital, plus follow-up support for up to four weeks to check you are safe and well. The team are available to take referrals from Monday to Friday via a dedicated phone number and email address.

Volunteers and/or staff are available for pre-arranged visits or to provide transport. There is also provision for 'out of hours' emergency calls.

For more information, call the **British Red Cross** on **01565 650201**.

Living with a long-term condition

Living with a long-term condition brings challenges and it's important to have the confidence, support

and information to take control of your situation now and in the future.

Learning disability

There are several services available for adults with learning disabilities, including:

- **Day services** – for people who need support during the day.
- **Support to find residential or nursing care places** – help to find a new home.
- **Supported Living** – skilled staff provide support to adults with learning disabilities to help them live independently in accommodation suited to their needs as well as support to access social opportunities. The levels of support are tailored to individual needs and range from 24-hour waking staff to staff visiting people in their own homes for a few hours each week.
- **Shared Lives services** – providing people with day care, short stay or longer-term care in the home of an approved Carer or within the individual's own home.
- **Outreach support** – care in people's own homes is offered to those who require assistance. Support may be required with personal care, such as washing or dressing, cooking and cleaning, or help with managing finances.

The following organisations also offer support to people with learning disabilities to assist them to access activities and services locally:

- **SEE Communications** delivers a service that reduces social isolation, raises self-esteem, increases confidence and improves social interaction amongst adults with Autism and learning disabilities with associated mental health conditions.
- **DIAL West Cheshire** delivers a supported volunteer programme for people with learning disabilities.
- **CarersTrust4All** delivers support sessions for people with Asperger's, led by a qualified speech and language therapist. The sessions are structured using exercises and role-play.

For contact details, contact the **Pathfinder Team** on **01244 329777** or email **pathfinder@cheshireaction.org.uk**

Alternatively, contact the **Cheshire West Community Access Team** on **0300 123 7034** or visit the **Local Offer** website at **www.cheshirewestandchester.gov.uk/localoffer**

Physical disability

If you have a physical disability or a long-term condition, Adult Social Care and other organisations may be able to signpost you to, or provide you with, services to help you live as independently

as possible. There are also services available to support someone who may be your Carer. For more information, contact the Cheshire West Community Access Team on **0300 123 7034**.

Sensory impairment

Anyone with a sensory impairment can feel disconnected to the world, isolated and struggle with communication. This can lead to a loss of independence which then affects their confidence,

especially as the senses decrease.

Cheshire West and Chester Visual Impairment team seek to enable visually impaired people to continue

to lead independent and fulfilled lives. Team members can:

- Offer information to any person who has a visual impairment that impacts on day-to-day living and cannot be remedied by glasses or magnification aids.
- Conduct specialist assessments.
- Teach a programme of daily living skills including cooking, washing and general household tasks.
- Provide a range of independent mobility training, with or without aids.
- Teach communication skills, like braille, moon and the use of phones.

Vision Support operates across Cheshire West and Chester. Its objective is to provide a community

service to people with sight loss, to reduce isolation and support individuals to remain in their own homes.

Deafness Support Network also operates across the area to provide a community service to people with hearing loss, which includes specialist support and practical advice.

Deafness Support Network

Tel: **0333 220 5050** • Textphone: **01244 375347**

Vision Support

Tel: **01244 381515**

Email: **information@visionsupport.org.uk**

Cheshire West and Chester Visual Impairment Team

Tel: **0300 123 8123**

Mental health

When someone is worried about their mental health, they will usually visit their GP, who may refer them to primary care mental health services at Cheshire and Wirral Partnership Trust or the Wellbeing Hub. Referrals are normally made by GPs and other health professionals. A range of services can be accessed from counselling to psychological support. These services are provided in partnership with commissioners, local authorities, voluntary and independent organisations, people who use our services and their Carers.

For further information, visit **www.cwp.nhs.uk** or, for all mental health referrals for adults, contact:

Chester, Ellesmere Port and Neston (West Cheshire) – Primary Care Mental Health Team

Tel: **01244 397762**

Crewe Wellbeing Hub

Tel: **01606 555263**

Northwich and Winsford Wellbeing Hub

Tel: **01606 555211**

Chapter, Mid-Cheshire MIND and Making Space deliver specialist services for adults aged 18 and over across Cheshire West and Chester. Chapter and Mid-Cheshire MIND can offer access to social groups with

drop-in facilities, community-based projects with a health and wellbeing focus and the management of peer support networks. Making Space delivers services that focus on employment. It supports individuals to access volunteering opportunities, work-based placements and, ideally, full employment.

Chapter

Tel: **01244 344409**

Mid-Cheshire MIND

Tel: **01606 863305**

Making Space

Tel: **01925 581754**

If you're not sure who to contact, call the **Pathfinder Team** on **01244 329777**.

The **Cheshire and Wirral Partnership Trust** also provides mental health services for young people. For more information, contact:

Hawthorn Centre

Tel: **01606 555240**

Email: **winsford.camhs@cwp.nhs.uk**

West Cheshire

Tel: **01244 393200**

Email: **westcheshire.camhsteam@cwp.nhs.uk**

Dementia care

If you have concerns about your memory, the first point of contact is your GP (for healthcare needs) or Adult Social Care (for most other services). As well as discussing your concerns, your GP will be able to carry out tests and refer you to the memory assessment service where you may receive a diagnosis of dementia.

Alzheimer's Society offers advice and support from trained dementia advisers and support workers who help anyone affected by any type of dementia, including people with dementia, their Carers

and family.

Contact the **Pathfinder Team** on **01244 329777** or email **pathfinder@cheshireaction.org.uk**

More information is available at **www.cheshirewestandchester.gov.uk/localoffer/** Alternatively, contact the **Cheshire West Community Access Team** on **0300 123 7034** or, if you have hearing loss, use textphone **01244 375347** to speak to the **Deafness Support Network**.

Choosing accommodation

Over time, your housing needs may change, going from living well independently through to requiring housing with care. If your housing needs do change, speak to your landlord or housing provider to see if they can offer alternative accommodation more suited to your needs. There are no real definitions of

housing with care schemes, however, terms you may come across include: sheltered housing, retirement villages, assisted living, extra care and close care.

The most popular forms of housing with care are discussed below.

Sheltered housing

Sheltered housing is for people over 55 years old or people under 55 years old with a disability, who wish to live independently with the reassurance of knowing someone is close at hand to offer support.

In a sheltered housing scheme you would have your own flat or house with low-level support available to help you remain independent. Scheme managers

may live on-site and schemes may offer a communal lounge, laundry facilities, lifts, door entry systems and specially adapted facilities.

For more information, call **West Cheshire Homes** on **0300 123 2442** (option 1), Monday, Tuesday, Thursday and Friday, 9.00am to 5.00pm or Wednesday, 1.00pm to 5.00pm.

Extra Care housing

Extra Care housing promotes independent living and provides older residents with their own home in a communal development, where 24-hour care and support services are available as required. Each development consists of one- and two-bedroom apartments, with options available for rent, shared ownership or purchase.

There are several Extra Care schemes across the Borough and more in development. To be

considered for Extra Care housing in Cheshire West, applicants should be over 55 years old and have a local connection to the area.

For further information, call the **Cheshire West Community Access Team** on **0300 123 7034** or email **accesswest@cheshirewestandchester.gov.uk** or if you have hearing loss, use textphone **01244 375347** to speak to the **Deafness Support Network**.

Supported Living

Supported Living can be delivered in various settings, including individual flats or houses, clusters of self-contained flats on the same site, shared accommodation, and Extra Care housing. The individual, a private landlord, a housing association, a local authority or a charity may own the property and care and support is arranged separately.

For further information, call the **Cheshire West Community Access Team** on **0300 123 7034** or email **accesswest@cheshirewestandchester.gov.uk** or if you have hearing loss, use textphone **01244 375347** to speak to the **Deafness Support Network**.

Housing-related support service

forfutures offers people at risk of losing their home, or those who are homeless, support, advice and information to help them find accommodation and opportunities to improve their future. The support service provides:

- Floating support and resettlement support.
- Advice and information hubs.
- Supported accommodation.

- Outreach service to people sleeping rough.
- Direct access to emergency accommodation.
- Targeted support to people at risk of homelessness, especially young people.

To contact the **forfutures**, call **0300 123 2442** (option 3), email **hello@forfutures.co.uk** or visit **www.forfutures.co.uk**

Shared Lives

Shared Lives is a service available to vulnerable adults aged 18 and over who need support, or support and accommodation, to live full and socially-inclusive lives. Shared Lives offers an alternative to day services, respite care and residential care. Support is flexible and personalised, which enhances independence and

wellbeing. Shared Lives is particularly beneficial for adults with dementia, a physical, learning or mental health disability as well as older people.

For more information, visit **www.vivocarechoices.co.uk** or call **01244 977120**.

A banner for the CareChoices search tool. It features a map at the top with a red location pin. Below the map, the text 'Search for care in your area' is prominently displayed in white on a dark blue background. Underneath this, there is a search bar with the URL 'www.carechoices.co.uk' and a magnifying glass icon. To the left of the search bar, the text 'With so many providers to choose from, where do you start?' is written. To the right, a green box contains a list of features: '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', and 'Brochure requests'. At the bottom left, the CareChoices logo is shown.

Search for care in your area

www.carechoices.co.uk

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

CareChoices

- 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

Care homes

Care homes (personal care only)

If you are reasonably active, but would like greater security and care, subject to a care assessment, a care home offering personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving but it must be paid

for if your capital, including savings and investments, exceeds £23,250*.

*Figures mentioned here may change after April 2019, please check with Adult Social Care.

Care homes with nursing

Care homes with nursing provide the same personal care as care homes but with fully-trained nursing staff on duty 24-hours a day. If you think you may need nursing care in a home, you will need to be visited by a social worker or a care manager to work out what care you will need. This visit might be in your own home, in hospital if you've been ill, or in a care home. You will be fully involved in planning your care needs.

information to help you find a home which meets your care requirements.

Alternatively, the listings in this Directory, starting on page 41, give details of all care homes and care homes with nursing in the region. The nursing care part of your fees may be paid by the NHS to the home directly; the current standard rate is £158.16* per week.

If a care home providing nursing care is the best solution for you, your social worker can give you

*Figures mentioned here may change after April 2019, please check with Adult Social Care.

Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you're considering? Care Choices, publisher of this Directory, has a website providing comprehensive details of care providers as well as essential information.

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country. Your search can be refined by the type of care you are looking for and the results can be sent to you by

email. They can also be saved and emailed to others. The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 32), indicating the quality of care provided.

You can also view an electronic version of this Directory on the site and have it read to you by using the 'Browsealoud' function. Visit www.carechoices.co.uk



The banner features a map of a city on the left with a red location pin. The background is a dark purple gradient. The text 'Search for care in your area' is prominently displayed in white. Below it is a white search bar containing the website URL. To the right of the search bar is a magnifying glass icon. Further right is the CareChoices logo. A green box on the right contains a list of features offered by the website.

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

CareChoices

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Staff

- What is the minimum number of staff that are available at any time? ☐ ☐ ☐
- Are staff respectful, friendly and polite? ☐ ☐ ☐
- Do staff have formal training? ☐ ☐ ☐
- Are the staff engaging with residents? ☐ ☐ ☐

Activities

- Can you get involved in activities you enjoy? ☐ ☐ ☐
- Is there an activities co-ordinator? ☐ ☐ ☐
- Does the home organise any outings? ☐ ☐ ☐
- Are residents escorted to appointments? ☐ ☐ ☐
- Do the residents seem entertained? ☐ ☐ ☐
- Does the home have a varied activities schedule? ☐ ☐ ☐

Life in the home

- Is the home adapted to suit your needs? ☐ ☐ ☐
- Can you bring your own furniture? ☐ ☐ ☐
- Are there enough plug sockets in the rooms? ☐ ☐ ☐
- Are there restrictions on going out? ☐ ☐ ☐
- Is there public transport nearby? ☐ ☐ ☐
- Does the home provide any transport? ☐ ☐ ☐
- Can you make/receive calls privately? ☐ ☐ ☐
- Can you decide when to get up and go to bed? ☐ ☐ ☐
- Does the home allow pets? ☐ ☐ ☐

*See page 32.

Personal preferences

- Is the home too hot/cold? Can you control the heating in your room? ☐ ☐ ☐
- Is the décor to your tastes? ☐ ☐ ☐
- Are there restricted visiting hours? ☐ ☐ ☐
- Is there somewhere you can go to be alone? ☐ ☐ ☐
- Does the home feel welcoming? ☐ ☐ ☐

Catering

- Can the home cater for any dietary requirements you may have? ☐ ☐ ☐
- Does the menu change regularly? ☐ ☐ ☐
- Can you eat when you like, even at night? ☐ ☐ ☐
- Can you have food in your room? ☐ ☐ ☐
- Is there a choice of food at mealtimes? ☐ ☐ ☐
- Is alcohol available/allowed if you want it? ☐ ☐ ☐
- Can visitors join you for meals? ☐ ☐ ☐

Fees

- Do your fees cover all of the services and activities? ☐ ☐ ☐
- Are fees likely to change regularly? ☐ ☐ ☐
- Is the notice period for cancellation of the contract reasonable? ☐ ☐ ☐
- Could you have a trial period? ☐ ☐ ☐
- Can you keep your room if you go into hospital? ☐ ☐ ☐
- Can you handle your own money? ☐ ☐ ☐

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 23. You can download and print this checklist at www.carechoices.co.uk/checklists

Design

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

Choices

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

Activities

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

Health

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

Staff

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

Approach to care

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

*See page 32.

Getting support with your social care needs

Sometimes people need help to keep safe and well because they have an illness or disability or are finding it harder to manage independently. If you have difficulty with day-to-day activities, such as getting washed or dressed or getting yourself

something to eat, you may be eligible for support from Cheshire West and Chester Council.

To find out if you are eligible for care or support, the council will carry out an assessment.

Assessments

The council has a duty to assess anyone who appears to have needs that mean they require care and support. If you need an assessment, a social worker or an assessor will talk to you about what you need. This may be done over the telephone or through a visit to your home. After they have spoken to you and anyone else who is involved, like your doctor or district nurse, about your situation, the social worker will decide what support or care can be offered. Guidelines are set out by the Government to decide who is eligible for council services.

What is an assessment?

The care assessment covers anyone over the age of 18 and is simply a discussion with you to help the council to understand your specific needs.

The assessment process starts with a referral, which can be made by anyone, including yourself, to the Cheshire West Community Access Team on **0300 123 7034**. Alternatively, you may be able to use the online self-assessment tool (www.cheshirewestandchester.gov.uk) to identify whether you require a full assessment, in which case either a referral will be made, or you will be provided

with information about the services available to you. The council may need to seek the opinion of other professionals who know and work with you, like your doctor, but it will only do this with your permission.

What happens next?

Following the referral or enquiry from yourself or your Carer, a Social Care Duty Officer will call you, ask you to tell them about yourself, and explain how you think the council can help and support you. Following the telephone conversation, the Social Care Duty Officer will offer advice regarding your options, which may be guidance, such as signposting to services that may support you, or a full care needs assessment.

If you are offered a formal assessment, a team member will discuss any services and support that may be relevant to meet your needs, this may be done over the telephone or a home visit might be arranged. If you would like to have someone present whilst undergoing the assessment, like a family member or close friend, this is okay. All information that is given during the assessment will be treated in confidence and is protected under the Data Protection Act.

Eligibility

There is a national eligibility threshold for social care, which consists of three criteria, all of which must be met for your needs to be eligible. The eligibility threshold is based on finding out:

- Whether your needs are due to a physical or mental impairment or illness.
- To what extent your needs affect your ability to achieve two or more outcomes, such as maintaining personal hygiene and managing

toilet needs.

- Whether, and to what extent, this impacts on your wellbeing.

As part of the assessment, the council will talk with you about what is important to you and whether your wellbeing is affected. After the assessment, a decision will be made about whether you are eligible for care and support; this decision will be

explained to you. If you have eligible needs, and want the council's help to meet them, this will also be discussed with you.

If you are eligible for support

If you are eligible for social care support, the council will complete a financial assessment to understand whether you will need to pay towards some or all of the cost of the support. This will depend on your income and any savings you may have.

If you are not eligible

If your level of need means you are not eligible for support from the council, it will offer free advice and information and put you in touch with other organisations such as the Pathfinder service.

The Pathfinder service can signpost to services delivered by a wide range of organisations offering activities and information for people with no, or low-level, needs through to more specialist services, which promote independence and minimise the dependency resulting from longer-term or more complex conditions.

Contact the Pathfinder team on **01244 329777** or email **pathfinder@cheshireaction.org.uk**

What if your needs change?

If your needs change, you can ask for a reassessment. Simply speak to your social worker or contact the Cheshire West Community Access Team on **0300 123 7034**.

Paying for care and support

Financial assessments

If you are considering using care and support services, you should ask Adult Social Care for a care needs assessment to see whether you are eligible for assistance, including possible funding. The financial assessment takes into account your capital, income and savings to determine your contribution towards the costs of your care.

The value of your home may be included in your capital if you are moving into residential care but there are circumstances where the property may be disregarded and the Financial Assessment Officer may advise in respect of your individual details when you meet to discuss.

For further information, contact the **Corporate Assessment Centre** on **01244 972685**.

If your capital and savings are below £23,250*

In these circumstances, the local authority may

contribute financially towards your care costs, if you are found to be eligible following an assessment of your care needs. If you have eligible care needs and have capital between £14,250* and £23,250*, you will pay £1* a week for every £250* you have above £14,250* as well as your assessed contribution from your income.

If you have more than £23,250* in capital and savings

You will have to pay for your own care services. However, you can still ask the council for a care assessment as it may still be able to help you in some capacity, for example with information and advice. If you are moving into a care home and you own your home, you may be entitled to help, such as the twelve-week property disregard, described on page 27.

*Figures mentioned here may change after April 2019, please check with Adult Social Care.

Personal budgets

If you are assessed as eligible for help and support from the council, you may be offered a personal budget, depending on your financial assessment. A personal budget is the amount of money available

to fund your care and support. It is calculated by assessing a person's needs and should be spent in line with a support plan that has been agreed between you and the council. It may be either a full

or a partial contribution to your care and support costs. You may also choose to pay for additional support on top of the budget. Any eventual contractual agreement for services is between you and the care provider, not the council.

A personal budget may be taken by an eligible person:

- In the form of a direct payment, held directly

by you or, where someone lacks capacity, by a 'suitable person'.

- By way of an account held and managed by the council in line with your wishes, or as an account placed with a third party (provider) and accessed by you in direct negotiation with the provider.
- As a mixture of the above.

Direct payments

Direct payments are cash payments that you can receive instead of the council arranging services for you. Having a direct payment gives you more control, allowing you to design the support you receive to meet your specific needs and to do so in more innovative and creative ways.

You could use your direct payment to:

- Pay someone (a Personal Assistant) to provide assistance on days and times that suit you.
- Purchase support to meet your identified social care outcomes.
- Access activities such as the theatre, swimming

pool or a day out somewhere.

- Pay to go on a short break if you or your Carer need a rest.

There are some restrictions to what direct payments can be spent on. These can be explained to you if you are eligible. Direct payments cannot currently be used to pay for residential care.

If you would like more information, call the **Cheshire West Community Access Team** on **0300 123 7034** or email **accesswest@cheshirewestandchester.gov.uk**

Self-funding your care

If you have capital and savings (excluding the equity in your main property) in excess of the upper capital threshold of £23,250* then you are not eligible for support with funding your care and you are known as a self-funder. You can contract directly with the care provider to fund your care services.

If you have capital and savings (excluding the equity in your main property) which total less than the upper capital threshold of £23,250* then you may be entitled to some of the following help:

your main property, is less than £23,250*.

- Your income is insufficient to fully cover your care home fees.

If you meet all of these criteria, the council might help with the cost of your care during the first twelve weeks of permanent care in a care home, provided your care assessment has shown that this is the kind of care you need.

This is called the 'property disregard' period.

Twelve-week property disregard

This applies if:

- Your home meets the criteria to be included in your financial assessment and you are not already in residential care.
- Your other capital, not including the equity in

Deferred Payment Agreements

If you own your home and you have less than £23,250* in all your capital assets, not including your home, you may want to consider a Deferred Payment Agreement when paying for residential care.



➔ The scheme allows you to put off selling your home in your lifetime to pay for your care. Instead, you can enter into an agreement delaying part of the costs of your care. The care costs need to be repaid when the agreement ends, at the time the property is sold or from your estate. There is an administration charge for this scheme and interest will be added to the debt.

All loans will be at Adult Social Care's agreed 'standard care rates', less the contribution you are assessed as able to make from your other income. It may affect your entitlement to Pension Credit if your property is not seen to be on the market and becomes treated as capital by the Department for Work and Pensions (DWP).

For more information, contact the **Cheshire West Community Access Team** on **0300 123 7034**.

NHS Nursing Care Contribution

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care, you may be entitled to NHS Nursing Care Contribution towards the cost. It is not means-tested and is £158.16* a week for the standard rate.

This is paid directly to the home.

*Figures mentioned here may change after April 2019, please check with Adult Social Care.

NHS Continuing Healthcare

NHS Continuing Healthcare is support provided outside of hospital, arranged and paid for by the NHS. You can only qualify for NHS Continuing Healthcare if your primary need for care relates to your health. If you have a disability, or if you've been diagnosed with a long-term illness or condition, this doesn't mean that you'll automatically qualify for NHS Continuing Healthcare. The support could be provided in your own home or in a care home. To find out if you qualify, you can ask for an assessment by contacting the Adult Social Care department or your GP, district nurse, Macmillan nurse or social worker.

In Cheshire and Wirral, NHS Continuing Healthcare is coordinated by NHS South Cheshire Clinical Commissioning Group (CCG). For further information contact the local **NHS Continuing Healthcare Team** on **01270 275298** or email **chc.referrals@nhs.net**

What if you run out of money?

If your money is likely to reduce to £23,250* as a result of paying for care, you should tell the council well in advance that this is going to happen. It may then be able to help with your care fees (provided your care assessment has shown that you need

support). Speak to the council for more information on this.

*Figures mentioned here may change after April 2019, please check with Adult Social Care.

Third party payments (top-up fees)

If the council is contributing towards your care home fees, and you choose to move into a home which charges a higher fee than the council would usually pay for someone with your care needs, the difference between the two amounts has to be paid by a third party. Third party payments are sometimes referred to as 'top-up' payments. You are not usually allowed to make the payment yourself; this should be made by a third party directly to the care home.

The person making the top-up payment on your behalf must sign a contract with Adult Social Care

before the contract with the home is signed. In doing so, they must confirm that they have the financial means to make the third party payments (including any future increases) for the whole time you will live in the care home.

If you already live in a care home and no third party agreement was required at the time you became a resident, the home may still seek to introduce a third party payment at a later date. Also, if a change to your arrangements is made at your request or with your agreement, for example, if you move

to a better room, then a third party payment can become due.

Before you sign any contract, the home should give you written details of all the charges it intends to make. If there is anything that is not clear or which you do not understand, you should ask for advice.

Seeking financial advice

Adult Social Care encourages everybody to seek unbiased, expert advice from Independent Financial Advisers (IFAs) to help work out how to pay for long-term care. IFAs are regulated by the Financial Conduct Authority (FCA) and must follow a code of conduct and ethics and take shared responsibility for the suitability of any product they recommend.

Unlike advisers who are tied to particular providers, IFAs can offer advice on products from across the whole market.

It is recommended that you always seek advice from IFAs who are accredited by the Society of Later Life Advisers (SOLLA), which provides financial products and services to the later life market, with specialist knowledge of the sector. A list can be found at **www.societyoflaterlifeadvisers.co.uk/find-an-adviser** or you can call **0333 202 0454**.

Alternatively, for free advice on paying for care, planning and debt advice, go to **www.moneyadvice.service.org.uk** or call the **Money Advice Service** on **0800 138 7777**.

Supporting Carers

Carers provide substantial, unpaid support to someone who needs extra help to manage day-to-day life. They may not live in the same house, and they do not have to be related to the person they look after. Most Carers are happy to look after relations or friends, but sometimes they need extra support to continue in their caring role.

Caring for someone covers lots of different things, like helping with washing, dressing, or eating, or taking someone to regular appointments. Cheshire

West Carers Support Service provides information, advice, support and services to Carers across Cheshire West and Chester.

Tel: **0300 102 0008**

Email:

advice@cheshireandwarringtoncarers.org

Web: **www.cheshireandwarringtoncarers.org**

Address: 146 London Road,
Northwich CW9 5HH

Who is a Carer?

A Carer is someone who, without payment, provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability. The Carer may be an adult, child or young person. The Carer may be helping with:

- Personal care, such as washing and dressing.
- Going to the toilet or dealing with incontinence.
- Eating.
- Taking medicines.
- Getting about at home or outside.

- Practical help at home, keeping them company.
- Emotional support or communicating.

All Carers who provide care to someone are entitled to an assessment on their own or with the person they care for, regardless of how much caring they do.



www.myfamilyourneeds.co.uk

For parents and carers of children with additional needs and those who support them.

Having a Carer's assessment

If you provide regular unpaid support to someone who could not manage without it, you have the right to have your needs assessed, even if the person you care for has refused support services or an assessment of their own needs.

This assessment, called a Carer's assessment, gives you the chance to tell the council what you need, and to find out what support might be available. The Carer's assessment explores whether you have eligible needs in your own right.

The council or a partner Carer's organisation will assess whether you have needs as a Carer and what those needs may be. This assessment will consider the impact of caring on you. It will also consider what difficulties you may be facing, how you manage them

and things that you want to achieve in your day-to-day life. It must consider other important issues, such as whether you are able or willing to carry on caring, whether you work or want to work, and whether you want to study or do more socially.

If you have eligible needs, the assessor will discuss the options available to meet those needs. If your needs are not eligible, you will be given information and advice.

The council also has a **Carer's Lead Liaison Officer** who can address questions and support you with the information, advice and help you need. If you or someone you know is a Carer and needs support, contact the service on **01244 973332** or **07887 874217**.

Assistive technology

Assistive technology and Telecare can make a real difference to people's lives, not only for those using the service to maintain their independence, but also their families and loved ones who appreciate the peace of mind that this equipment can bring. Carers also feel safe in the knowledge that they will be alerted if there is an emergency.

For more information, call the **Cheshire West Community Access Team** on **0300 123 7034** or contact our local provider, **Welbeing**:
Tel: **01323 644422**
Email: **info@welbeing.org.uk**
Web: **www.welbeing.org.uk**

Emergency card

If you are a Carer, you may worry about what would happen to the person you care for should you find yourself in an emergency situation and unable to fulfil your caring role.

The Carers Emergency Support Service is a partnership between Cheshire West and Chester

Council, Cheshire and Warrington Carers Trust and Welbeing.

To request a form, contact the **helpline** on **0300 102 0008** or email **michelleh@cheshireandwarringtoncarers.org**

Does your GP know you are a Carer?

Each GP practice has a link worker who aims to identify and support Carers. Carers are encouraged to register with their doctor as 'a Carer' to ensure their needs are met.

To make your GP surgery aware you are a Carer, request a Registration of Carer form from the Cheshire and Warrington Carers Centre.

Complete and hand it in to your GP surgery. The surgery will make a note on your medical records.

For information, advice or support for Carers, contact **Cheshire and Warrington Carers Trust** on **0300 102 0008**.

Having your voice heard

Comments, compliments and complaints

If you receive a care service in your home or you are living in a care home, you should feel able to comment on, compliment or complain about any aspect of your care that affects your happiness or comfort. You can also make comments and suggestions about possible improvements to your surroundings and the services provided.

All registered providers have a complaints procedure, details of which must be made available to clients, residents, relatives and other Carers. If you need to make a complaint you should initially tell the manager of the service to see if things can be put right. If you remain dissatisfied, you should follow their complaints procedure.

You can provide your views on the services you receive from the council on the Cheshire West and Chester Council's website. Go to **www.cheshirewestandchester.gov.uk** and search for 'Customer Feedback'. Here you can submit a comment, compliment or complaint about the service you have received from the council, even if the service has been commissioned for you by the council from another provider.

Where this is the case, the council would expect the provider to deal with your complaint first, but may choose to investigate if you remain dissatisfied. You will be kept fully informed about how the council will deal with your complaint.

Healthwatch

Healthwatch Cheshire West is an independent voice that helps shape and improve local health and social care services. Healthwatch makes sure that people's voices are heard, and it wants to hear about your views, needs and experiences, both positive and negative, to help people in Cheshire West get the best possible health and social care.

Healthwatch monitors local health and social care services, finding out what works well and challenging service providers to influence service delivery for the better. Find out more at **www.healthwatchcwac.org.uk**

Healthwatch also provides an NHS Independent Complaints and Advocacy Service for Cheshire, guiding you through what can be a complicated process in making a complaint against NHS services.

Tel: **0300 323 0006**

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

NHS Independent Advocacy Service

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

Alternatively, you can write to: Healthwatch Team, Sension House, Denton Drive, Northwich CW9 7LU

Advocacy

In certain circumstances, the law says that you are entitled to have support with decision-making. Advocates can give advice, support and information, helping you to voice your concerns and guiding you through difficult or challenging times.

Consider using the services of an advocate if you feel unsure or concerned when you are faced with making an important decision about your care. Advocates are not there to tell you what to do or

to make decisions for you, but to help you express your views and make your own choices. For further information, contact:

Tel: **0333 366 0027**

Email: **advocacy@ageukcheshire.org.uk**

Write to: The Cheshire Advocacy Hub, Sension House, Denton Drive, Northwich CW9 7LU

Patient Advice and Liaison Service (PALS)

PALS offers confidential advice, support and information on issues with healthcare matters. It provides a point of contact for patients, their families and their Carers. PALS can:

- Help you with health-related questions.
- Help to resolve concerns or problems when you are using the NHS.
- Advise you on how you can get more involved in your healthcare.

You can contact PALS by asking your GP or hospital for details or by calling NHS 111 (dial **111**).

Alternatively, contact:

Countess of Chester Inpatients

Tel: **01244 366066**

Email: **cochpals@nhs.net**

Vale Royal

Tel: **01270 275590**

Email: **complaints.nhsvaleroyalccg@nhs.net**

West Cheshire

Tel: **0800 195 4462**

Email: **pals@cwp.nhs.uk**

Inspecting and regulating care services



Health and social care services must be registered to show that they meet a set of standards.

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. It registers care providers and inspects and rates services. When things go wrong, the CQC can also take action to protect people who use services.

After an inspection of a care home or home care agency, the CQC publishes a report of what it found. The report looks at how well the service meets the CQC's five key questions: Is the service safe? Effective? Caring? Responsive to people's needs? Well-led?

Each care home and home care agency will get an overall rating of outstanding, good, requires improvement or inadequate. It will also get ratings for each key question. The ratings mean you can

easily see where a service is performing well, and where it needs to improve. It's always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC's website (**www.cqc.org.uk**). Care providers must also display their latest rating at their premises and on their website.

You can also tell the CQC about your experiences of care – good or bad. It can use your information to see where it should inspect next, and what to look out for when it does. If you want to share your experience of care, visit **www.cqc.org.uk/share**

Tel: **03000 616161**

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

Web: **www.cqc.org.uk**

Write to: The Care Quality Commission,
Citygate, Gallowgate,
Newcastle upon Tyne NE1 4PA

Lasting Power of Attorney

If you become unable to make decisions for yourself in the future, someone will need to make decisions for you. The person you choose to do this will depend on your situation. If you wish, you can officially appoint someone you trust to make decisions for you. This is called making a Lasting Power of Attorney (LPA).

LPAs allow you to appoint a trusted person to make decisions about your personal welfare, including social care, healthcare and consent to medical treatment, and/or your property and financial affairs.

An LPA is only valid once registered with the Office of the Public Guardian.

The Court of Protection can issue Orders directing the management of a person's property and financial affairs if they are incapable of managing their own affairs should they not have an LPA. The Court procedure is presently very slow and the fees are quite expensive so preparing an LPA in advance is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney. For help with finding a lawyer, visit the Solicitors

for the Elderly (SFE) website, www.sfe.legal/ SFE is an independent, national organisation of lawyers who provide specialist legal advice for older and vulnerable people, their families and Carers.

For further information about LPAs, go to www.gov.uk/power-of-attorney and for more information on planning for the future and the end of life, see page 34.

Suspect abuse or neglect of an adult at risk?

What is abuse?

It is important that we do not limit our view of what constitutes abuse or neglect, as it can take many forms and the circumstances of the individual case should always be considered. However, the sort of behaviours which could give rise to a safeguarding concern include:

- Physical abuse, such as hitting, pushing or locking someone in a room.
- Verbal abuse.
- Emotional abuse, such as bullying, taunting or humiliating someone.
- Domestic violence.
- Sexual abuse, such as inappropriate touching or forcing someone to take part in any sexual act against their will.
- Financial or material abuse, such as misusing, withholding or taking someone's money.
- Discriminatory abuse, such as ill-treatment due to someone's age, gender, disability or religious beliefs.
- Neglect and acts of omission, such as not providing necessary food, care or medicine (self-neglect may also be considered).

Who might be affected by abuse?

Abuse can happen anywhere and can be carried out by anyone. This might be family, friends and neighbours, paid staff, volunteers, Carers, other service users or even strangers.

Adults at risk of abuse may, for example:

- Be vulnerable due to age, ill health, physical disability, cognitive impairment or a combination of these.
 - Have a learning disability.
 - Have mental health needs, including dementia or a personality disorder.
 - Have a long-term illness/condition.
 - Users of substances or alcohol.
 - Unable to demonstrate the capacity to make a decision and be in need of care and support.
- A local authority must intervene when it has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there):
- Has needs for care and support (whether or not the authority is meeting the needs), and
 - Is experiencing, or is at risk of, abuse or neglect, and
 - As a result of those needs, is unable to protect himself or herself against the abuse or neglect or the risk of it.
- This means that regardless of whether the local authority is providing any services, it must follow up any concerns about either evidenced or suspected adult abuse.

How do I report abuse?

If you have heard or seen something that worries you, or if you think someone is being abused, tell us about it. Telephone **0300 123 7034** or email **accesswest@cheshirewestandchester.gov.uk**

In an emergency, if you believe a crime is being committed, or you are scared for somebody's immediate safety, then call **999** or, in a non-emergency, call **101**.

Planning for the future and end of life

Although the subject of dying is often painful to contemplate, the way care professionals approach the process is incredibly important for the individual, their family and Carers. Enabling people to die in comfort and with dignity is a core part

of providing care. When choosing a service, you should consider their end of life care philosophy and policies. It is essential that you and your relatives discuss and plan for your wishes as you near the end of your life.

Advance care planning

Anyone can plan for their future care, whether they are approaching the end of life or not. Advance care planning can help people understand your wishes and feelings about your end of life care while you're still able to make informed decisions. Planning in this way involves thinking and talking about your wishes for how you are cared for in the final months of your life.

People usually carry out advance planning because they have a condition that is expected to get worse, which may mean that they will not be able to make or communicate their decisions in the future.

For further information see
www.nhs.uk/Planners/end-of-life-care

Advance statement

An advance statement allows you to communicate your preferences in respect of future care or medical treatment. The aim is to help others to make decisions in your best interest, if you lose the capacity to communicate them yourself. An advance statement can include:

- Your religious or spiritual beliefs and how you'd like them to be reflected in your care.
- Whether you would like to be cared for at home or elsewhere.
- Your personal preferences, such as whether you

prefer showers or baths.

An advance statement is not legally binding but must be considered by the person who is making decisions about your care. If you'd like to create a legally-binding document, you could draw up an advance decision.

For more information about advanced statements and advance decisions, go to **www.nhs.uk/Planners/end-of-life-care/Pages/advance-statement.aspx**

Making a will

Your will lets you decide what happens to your money, property and possessions after your death. If you make a will, you can also make sure you don't pay more Inheritance Tax than you need to. You can write your will yourself, but you should get legal advice, for example from Citizens Advice, to

make sure it is interpreted in the way you wanted. You need to get your will formally witnessed and signed to make it legally valid.

For further information go to
www.gov.uk/make-will

Tell Us Once

The Tell Us Once service is available across most of the country and allows you to inform central and local government departments of a death quickly and easily. This helps to avoid complications with benefits and pensions and reduces the number of phone calls you need to make after a bereavement.

For more information, visit www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once

Information about administering estates can be found at www.gov.uk/wills-probate-inheritance

Useful local contacts

Age UK Cheshire

Free, impartial, professional advice to older people, their Carers, relatives and professionals with a range of issues including health, housing, travel, money, welfare benefits and community.

Tel: **01606 884440**

Email: admin@ageukcheshire.org.uk

Web: www.ageuk.org.uk/cheshire

Address: 11a Hartford Business Park, Chester Road, Hartford, Northwich CW8 2AB

Alzheimer's Society

Provides a range of support services for people with dementia, their Carers and families in the local area including information and advice tailored to individual needs.

Tel: **01606 781110**

Email: westcheshire@alzheimers.org.uk

Web: www.alzheimers.org.uk

Address: Tannery Court, Tanners Lane, Warrington WA2 7NR

Brightlife

A partnership working with local agencies from across the voluntary, public and private sector to reduce loneliness and social isolation amongst the over 50s in Cheshire West and Chester.

Tel: **01606 884444**

Email: admin@brightlifecheshire.org.uk

Web: www.brightlifecheshire.org.uk

Address: 314 Chester Road, Hartford, Northwich CW8 2AB

Cheshire West Carer support service

Offering a range of local services, information and advice and support to Carers across Cheshire West and Chester.

Tel: **0300 102 0008**

Email: advice@cheshireandwarringtoncarers.org

Web: www.cheshireandwarringtoncarers.org

Address: 146 London Road, Northwich CW9 5HH

Cheshire Centre for Independent Living (CCIL)

A not-for-profit, charitable and user-led organisation, run and controlled by disabled people, providing a range of support services, driven by the needs and aspirations of disabled people.

Tel: **01606 331853** • Email: office@cheshirecil.org

Web: www.cheshirecil.org

Address: Sension House, Denton Drive, Northwich CW9 7LU

Young Carers - Carers Trust 4all

Delivers a range of services to support young Carers.

Tel: **0333 323 1990**

Email: cheshirewest@carerstrust4all.org.uk

Web:

www.carerstrust4all.org.uk/young-carers-2.html

Address: Unit 6, Rossmore Business Village, Ellesmere Port CH65 3EY

Chester Adult PHAB Social Club

A volunteer-led social club for people with and without disabilities, founded in the late 1980s.

Tel: **07828 571952** • Email: lynda.hesketh@sky.com

Web: www.chesteradult.phab.org.uk

Citizens Advice Cheshire West

Gives free, impartial, independent and confidential advice and information on a wide range of subjects.

Tel: **0344 576 6111**

Email and webchat: accessed through

www.citizensadvice.org.uk

Web: www.citizensadvicecw.org.uk



→ Address:

Chester: The Bluecoat, Upper Northgate Street CH1 4EE

Ellesmere Port: 1 Whitby Road, Ellesmere Port CH65 8AA

Northwich: Meadow Court, Meadow St, Northwich CW9 5FP

Winsford: Wyvern House, Winsford CW7 1AH

Deafness Support Network (DSN)

Offers a support service to children and adults who are deaf, and their families and Carers. It provides assistance with community care assessments, specialist assessments, assisting with communication and rehabilitation including mobility and life skills.

Tel: **0333 220 5050** • Textphone: **01244 375347**

Email: **dsn@dsnonline.co.uk**

Web: **www.dsnonline.co.uk**

Address: Chester Deaf Centre, South View Road CH1 4JG

DIAL West Cheshire Advice and Information

Free, confidential independent advice and information for disabled people (and families/ Carers) with a focus on welfare benefits and disability rights.

Tel: **01244 345655**

Web: **www.dialwestcheshire.org.uk**

Address: Disability Rights Centre and Café, DIAL House, Hamilton Place CH1 2BH

Healthwatch Cheshire

Ensures that local health and social care services, and local decision makers, put patient experience at the heart of their care. Healthwatch also provides NHS Independent Complaints and Advocacy Service (ICAS), guiding you through making a complaint against NHS services should you feel you have been the subject of poor service.

Tel: **0300 323 0006**

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

Web: **www.healthwatchcwac.org.uk**

Address: Healthwatch Cheshire West, Sension House, Denton Drive, Northwich CW9 7LU

Making Space

Support service for adults with mental health needs, including dementia, and their Carers. It offers one-to-one support, information and advice, emotional

and practical support, drop-in sessions and access to education/training placements.

Tel: **01925 571680**

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

Web: **www.makingspace.co.uk**

Address: Lyne House, 46 Allen Street, Warrington WA2 7JB

The Neuromuscular Centre

Provides a variety of services including support through transition, training, sheltered employment, physiotherapy, and emotional support for all those in the region affected by muscular dystrophy and associated conditions.

Tel: **01606 860911**

Web: **www.nmcentre.com**

Address: Neuromuscular Centre, Woodford Lane West, Winsford CW7 4EH

The Neuro Therapy Centre

Provides practical support and therapies to help manage the symptoms of a wide range of neurological conditions including MS, Parkinson's, MND and ME and supports nearly 500 people across North Wales, Cheshire and the Wirral.

Tel: **01244 678619**

Email: **info@neurotherapycentre.org**

Web: **www.neurotherapycentre.org**

Address: Units C1-C4 Brymau One Estate, Saltney, Flintshire CH4 8RG

Older People's Network

A user-led member organisation, run by older people, which works co-operatively with both public and private local decision makers and its members to provide an older person's voice on key issues, plans and policies which effect their quality of life.

Tel: **01244 972185**

Email: **research@cheshirewestandchester.gov.uk**

Pathfinder

The Early Intervention and Prevention service, aiming to support people to access support services within their local community. It can provide information, advice and support to individuals regarding health and wellbeing as well as helping to find local activities such as lunch clubs, social activities and volunteering opportunities.

Tel: **01244 329777**

Email: **pathfinder@cheshireaction.org.uk**

Relate Cheshire and Warrington; Relationship Counselling

Tel: **0300 330 5793**

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

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

Rough Sleeper Helpline

Assists Cheshire West and Chester Council to end rough sleeping in line with its vision for homelessness.

Tel: **0300 123 2442**

Vale Royal Disability Services (VRDS)

Operating primarily within Central Cheshire, VRDS's principal aim is to improve the quality of life of disabled people.

Tel: **01606 888400**

Email: **office@vrds.org.uk**

Web: **www.vrds.org.uk**

Address: 4 Hartford Business Centre, Chester Road, Hartford, Northwich CW8 2AB

Vision Support Cheshire

A regional charity recognised as the leading provider of local support and services to people of all ages living with vision impairment.

Tel: **01244 381515**

Email: **information@visionsupport.org.uk**

Web: **www.visionsupport.org.uk**

Address: Bluecoat Vision Centre, Upper Northgate Street, Chester CH1 4EE

Vivo Care Choices

A local council-owned organisation providing a range of flexible and responsive support for people with learning disabilities, autism spectrum conditions and older people, including people with dementia across Cheshire West and Chester.

Tel: **01244 977120**

Email: **procurement@vivocarechoices.co.uk**

Web: **www.vivocarechoices.co.uk**

Address: Lightfoot Lodge, Lightfoot Street, Hoole CH2 3AD

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**

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**

National Drugs Helpline (F.R.A.N.K)

A confidential helpline for anyone in the UK

concerned about drug use.

Tel: **0300 123 6600**

Web: **www.talktofrank.com**

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**

NHS Choices

Information about local health services and health conditions.

Web: **www.nhs.uk**

The Samaritans

Tel: **116 123** • Email: **jo@samaritans.org**

Web: **www.samaritans.org**

SANEline

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**

The Silver Line

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 the over-65s by providing friendship, information and advice through calls to trained volunteers.

Tel: **0800 470 8090**

Web: **www.thesilverline.org.uk**

Shelter

Produces guides on housing issues, covering topics such as housing rights, housing benefits, private tenants' rights, tenancy agreements etc. It also runs a free telephone help and advice line for emergencies.

Tel: **0808 800 4444**

Web: **https://england.shelter.org.uk**

Stroke Association

Supports stroke survivors, family members, friends and work colleagues of someone who has had a stroke, or people who want to know how to prevent a stroke.

Tel: **0303 303 3100**

Web: **www.stroke.org.uk**

Women's Aid (National Domestic Abuse Helpline)

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

Tel: **0808 200 0247** • Web: **www.womensaid.org.uk**



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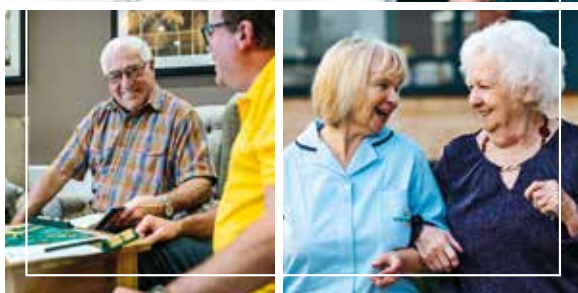
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Care homes and care homes with nursing

Care homes

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8 Abbey Square, Chester CH1 2HU

Tel: 01244 784434

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Acorn Manor Residential Care Home

202 Pooltown Road, Ellesmere Port CH65 7ED

Tel: 01513 554089

OP D

Asquith House

8 Waterloo Road, Chester CH2 2AL

Tel: 01244 381474

LDA

Astbury Lodge Residential Care Home

Randle Meadow, Hope Farm Estate,
Great Sutton, Ellesmere Port CH66 2LB

Tel: 0151 355 7043

OP D YA

Bank Hall Farm

Swanlow Lane, Winsford CW7 4BP

Tel: 01606 594057

LDA YA

Beeston Drive

33 Beeston Drive, Winsford CW7 1ER

Tel: 01606 855151

LDA

Beeston Drive, 42

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Tel: 01606 552320

LDA

Church Lane

20 Church Lane, Weaverham, Northwich CW8 3NN

Tel: 01829 741869

LDA YA

Crabwall Hall

Parkgate Road, Mollington, Chester CH1 6NE

Tel: 01244 851202

OP

Croft, The

59 Mill Lane, Great Sutton,
Ellesmere Port CH66 3PE

Tel: 0151 339 1988

LDA

Crossways Residential Care Home

Station Road, Lostock Gralam, Northwich CW9 7PN

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Chester CH4 8BP

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Tel: 01606 351935

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Tel: 01244 382509

LDA

Florence Grogan House Residential Care Home

Shelley Road, Blacon, Chester CH1 5XA

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Gleavewood Residential Care Home

Farm Road, Weaverham, Northwich CW8 3NT

Tel: 01606 853395

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Hartford Hey

Manorial Road South, Neston, Merseyside CH64 6US

Tel: 0151 336 4671

OP

Heathcotes (Eversley)

10 Eversley Park, Chester CH2 2AJ

Tel: 01246 556453

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

Heathercliffe Residential Care Home

Old Chester Road, Helsby,
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Tel: 01928 723639

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Hillcrest Residential Care Home

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Frodsham WA6 6ES
Tel: 01928 733615

OP D

Hindertont Mount Residential Home

Chester High Road,
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OP

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LDA YA

Iddenshall Hall

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Tel: 01606 593048

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Lauren Court Residential Care Home

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OP

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Old Hall Road, Leftwich Green,
Northwich CW9 8BE
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Vicarage, The

Church Lane, Great Sutton, Ellesmere Port CH66 4RE
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Woodland Road

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Acorn Hollow General Nursing Home

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Northwich CW9 7QA
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Tel: 01606 48978 **OP D MH YA**

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Grosvenor Gardens

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Tel: 01244 318567 **Advert page 40** **OP D PD MH YA**

Grosvenor Manor Care Centre

87-89 Heath Lane, Chester CH3 5SY
Tel: 01244 305330 **Advert page 40** **OP D PD YA**

Kingscourt

12 Newton Lane, Hoole,
Chester CH2 3RB
Tel: 01244 313201 **OP**

Loxley Hall

Lower Robin Hood Lane, Helsby,
Frodsham WA6 0BW
Tel: 01928 723622 **OP D PD YA**

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Notes



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www.myfamilyourneeds.co.uk

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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 **Learning Disability Day Services** provide a range of day time activities in a number of day centres and community settings including the **Mulberry Day Centre** (Chester), **Canal Street Day Centre** (Chester), **Firdale Day Centre** (Northwich), **Meadowbank Lodge** (Winsford), **Neston Day Centre** (Neston), **Water Tower Gardens** (Chester), **Coronation Centre** (Ellesmere Port) and **Healthy Living Centre** (Ellesmere Port).
- Our **Little Roodee café** (Chester) provides vocational training and employment opportunities for adults with learning disabilities.
- Our **Learning Disability Respite Service** provides evenings and weekends respite for people with Profound Intellectual Multiple Disabilities (PIMD) and challenging behaviour at **Dorin Court and Dover Drive** in Ellesmere Port.
- Our **Older People Day Services** provide a range of day time activities in a number of day centres and community settings including **Davenham Day Centre** (Northwich), **Abbots Wood** (Chester) and **Coronation Centre** (Ellesmere Port).
- Our **Older People Respite and Short Stay** service provides care, support and accommodation for people requiring time to recover from illness; evening and weekend respite for older people and day services for people with dementia and operates from **Curzon House** (Chester).
- Our **Supported Living** service provides adults with learning disabilities and autism with support to live in their own homes and operates in **Ellesmere Port** (Dover Drive and Stanney Lane), **Northwich** and **Winsford**.
- Our **Shared Lives** service provides sessional support, respite and permanent placements to people both within their own homes and in the community and is delivered by self-employed carers.

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**