City of Stoke-on-Trent
incorporating Staffordshire
Care and Support Directory 2019
The essential guide to understanding and choosing care and support
Trentside Manor Care Home
Our Commitment to Care

Everyone at Trentside Manor Care Home has a personal and professional commitment to providing excellent care.

We know that the thought of moving into a care home can often be very traumatic for both residents and relatives but that it is sometimes the only option available in order to maintain personal safety, security and provide appropriate levels of care. Prior to admission, each new resident is encouraged to visit the home to satisfy themselves that the ambience is to their liking.

We provide a unique care and support plan that works for each individual. We encourage and support people to continue doing as many daily tasks as possible, pursue their interests and hobbies, stay active and spend quality time with family and friends.

We will ensure that we work with you and your family, friends, advocates and other professionals involved in your life in gathering all the information we need to make sure we can meet your needs.

Endon Road, Norton Green, Stoke-on-Trent ST6 8PA
T: 01782 535402 E: Trentsidemanor@outlook.com

Wilbraham House
Residential Care Home
Under New Management

Our mission is to provide an excellent standard of care provision to all individuals in our care which embraces our values and principles of a person centered care framework.

Facilities & Services:
- Day care
- Respite care
- Physiotherapy
- Independent living training
- Own GP if required
- Own furniture if required
- Close to local shops
- Near public transport
- Lift, stairlift & wheelchair access
- Gardens for residents
- Residents’ kitchenette
- Phone point in own room/mobile
- Television point in own room

Contact us now on 01782 720729
or email Wilbrahamhouse@outlook.com

The Old Vicarage, Church Street, Audley, Stoke-on-Trent ST7 8DE
# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome</td>
<td>4</td>
</tr>
<tr>
<td>Introduction from Stoke-on-Trent City Council</td>
<td>4</td>
</tr>
<tr>
<td>Regions covered by this Directory</td>
<td>4</td>
</tr>
<tr>
<td>Where to go for trusted information, advice and guidance</td>
<td>5</td>
</tr>
<tr>
<td>Stoke-on-Trent City Council website</td>
<td>5</td>
</tr>
<tr>
<td>Staffordshire County Council website</td>
<td>5</td>
</tr>
<tr>
<td>Staffordshire Connects</td>
<td>5</td>
</tr>
<tr>
<td>Finding your way around the social care system</td>
<td>5</td>
</tr>
<tr>
<td>Keeping healthy and well</td>
<td>6</td>
</tr>
<tr>
<td>Staying active</td>
<td>6</td>
</tr>
<tr>
<td>NHS Health Checks</td>
<td>6</td>
</tr>
<tr>
<td>Flu vaccinations</td>
<td>7</td>
</tr>
<tr>
<td>Keeping well and warm</td>
<td>7</td>
</tr>
<tr>
<td>Keeping cool</td>
<td>8</td>
</tr>
<tr>
<td>Quitting smoking</td>
<td>8</td>
</tr>
<tr>
<td>Drugs and alcohol</td>
<td>8</td>
</tr>
<tr>
<td>Eating well</td>
<td>9</td>
</tr>
<tr>
<td>Loneliness and social isolation</td>
<td>9</td>
</tr>
<tr>
<td>NHS Choices</td>
<td>10</td>
</tr>
<tr>
<td>Understanding the social care system</td>
<td>10</td>
</tr>
<tr>
<td>Assessments</td>
<td>10</td>
</tr>
<tr>
<td>Personal budgets</td>
<td>11</td>
</tr>
<tr>
<td>Direct payments</td>
<td>11</td>
</tr>
<tr>
<td>Personal health budgets</td>
<td>12</td>
</tr>
<tr>
<td>How the Council works with its health partners</td>
<td>12</td>
</tr>
<tr>
<td>Healthwatch</td>
<td>13</td>
</tr>
<tr>
<td>Multi-Community Providers Care Hubs (MCPs)</td>
<td>13</td>
</tr>
<tr>
<td>Community Wellbeing Teams (Stoke-on-Trent)</td>
<td>13</td>
</tr>
<tr>
<td>Care and support to remain independent</td>
<td>13</td>
</tr>
<tr>
<td>Enablement</td>
<td>13</td>
</tr>
<tr>
<td>Falls prevention</td>
<td>14</td>
</tr>
<tr>
<td>Equipment for daily living and home adaptations</td>
<td>15</td>
</tr>
<tr>
<td>Lifeline alarm and Telecare service</td>
<td>16</td>
</tr>
<tr>
<td>Assistive technology checklist</td>
<td>17</td>
</tr>
<tr>
<td>Making life easier at home</td>
<td>18</td>
</tr>
<tr>
<td>Care in your own home</td>
<td>20</td>
</tr>
<tr>
<td>Home care checklist</td>
<td>23</td>
</tr>
<tr>
<td>Home care providers</td>
<td>25</td>
</tr>
<tr>
<td>Supporting carers</td>
<td>33</td>
</tr>
<tr>
<td>Respite care</td>
<td>33</td>
</tr>
<tr>
<td>Resource for those supporting disabled children</td>
<td>34</td>
</tr>
<tr>
<td>Accommodation with care and support</td>
<td>34</td>
</tr>
<tr>
<td>Age exclusive housing</td>
<td>34</td>
</tr>
<tr>
<td>Shared Lives Stoke</td>
<td>34</td>
</tr>
<tr>
<td>Supported living</td>
<td>35</td>
</tr>
<tr>
<td>Sheltered housing</td>
<td>36</td>
</tr>
<tr>
<td>Extra Care housing</td>
<td>36</td>
</tr>
<tr>
<td>Residential care</td>
<td>37</td>
</tr>
<tr>
<td>Types of care home</td>
<td>37</td>
</tr>
<tr>
<td>Care homes checklist</td>
<td>39</td>
</tr>
<tr>
<td>Out of county care</td>
<td>40</td>
</tr>
<tr>
<td>Specialist care</td>
<td>40</td>
</tr>
<tr>
<td>Learning disability</td>
<td>40</td>
</tr>
<tr>
<td>Physical disability</td>
<td>41</td>
</tr>
<tr>
<td>Services for people with a sensory need</td>
<td>41</td>
</tr>
<tr>
<td>Mental health</td>
<td>42</td>
</tr>
<tr>
<td>End of life care</td>
<td>43</td>
</tr>
<tr>
<td>Residential dementia care checklist</td>
<td>44</td>
</tr>
<tr>
<td>Dementia</td>
<td>45</td>
</tr>
<tr>
<td>Paying for care</td>
<td>46</td>
</tr>
<tr>
<td>Financial assessments</td>
<td>46</td>
</tr>
<tr>
<td>Self-funding your care</td>
<td>47</td>
</tr>
<tr>
<td>NHS funding</td>
<td>49</td>
</tr>
<tr>
<td>What if my circumstances change?</td>
<td>49</td>
</tr>
<tr>
<td>Checking the quality of your care</td>
<td>49</td>
</tr>
<tr>
<td>Inspecting and regulating care services</td>
<td>49</td>
</tr>
<tr>
<td>SARCP</td>
<td>50</td>
</tr>
<tr>
<td>Stoke-on-Trent City Council – Contract review and monitoring</td>
<td>50</td>
</tr>
<tr>
<td>Complaints, comments and compliments</td>
<td>50</td>
</tr>
<tr>
<td>Advocacy</td>
<td>51</td>
</tr>
<tr>
<td>Keeping safe</td>
<td>53</td>
</tr>
<tr>
<td>Safeguarding adults</td>
<td>53</td>
</tr>
<tr>
<td>Stoke-on-Trent Safer Places scheme for vulnerable people</td>
<td>54</td>
</tr>
<tr>
<td>Further information</td>
<td>55</td>
</tr>
<tr>
<td>How solicitors can help</td>
<td>55</td>
</tr>
<tr>
<td>Finding care in your area</td>
<td>55</td>
</tr>
<tr>
<td>Useful contacts</td>
<td>56</td>
</tr>
<tr>
<td>Local useful contacts</td>
<td>56</td>
</tr>
<tr>
<td>National useful contacts</td>
<td>58</td>
</tr>
<tr>
<td>Care homes and care homes with nursing</td>
<td>61</td>
</tr>
<tr>
<td>Index</td>
<td>82</td>
</tr>
</tbody>
</table>

### Alternative formats

This Directory is available electronically at [www.carechoices.co.uk](http://www.carechoices.co.uk). The e-book is also Recite Me compatible for those requiring information in the spoken word.

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
Welcome

Introduction from Stoke-on-Trent City Council

If you start to find it difficult to be as independent as you used to be, you and your family/friends need to know about the care and support services in the area and where you can go for advice and help. This Directory is an important source of information for people living in the Stoke-on-Trent area.

There are many local organisations providing care and support (e.g. the Council, voluntary organisations, private care agencies and health services), and the information in this Directory will help you to begin to understand the different options available or advise where you can get more details.

Many of the local organisations listed at the back of this Directory will also be able to help and tell you about local services.

We hope that you find this Directory helpful. However, if you can’t find the information that you need, you can telephone 0800 561 0015 (Stoke-on-Trent Adult Social Care Contact Centre). Alternatively, you can visit this Directory’s website at www.carechoices.co.uk where you can search for care solutions locally and nationally.

Councillor Ann James
Leader of the Council and Cabinet Member for Health and Social Care

For ease of use throughout this Directory, services coming from Stoke-on-Trent City Council are described as coming from ‘the Council’.

Regions covered by this Directory

- Stoke-on-Trent 61
- Cannock Chase 67
- East Staffordshire 68
- Lichfield 71
- Newcastle-under-Lyme 73
- South Staffordshire 75
- Stafford 77
- Staffordshire Moorlands 79
- Tamworth 81
- Home care providers 25

The information contained in this Directory is subject to change over the course of its circulation. 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 Stoke-on-Trent City Council, Staffordshire County Council nor Care Choices can be held liable for any errors or omissions. The inclusion of advertisements for homes and agencies in this Directory does not act as an endorsement or recommendation by Stoke-on-Trent City Council or Staffordshire County Council.

To obtain extra copies of this Directory, free of charge, call 0800 561 0015.

Search for care at www.carechoices.co.uk to find support in your area
Where to go for trusted information, advice and guidance

Stoke-on-Trent City Council website
You can easily find information about the care and support available in Stoke-on-Trent via our website at www.stoke.gov.uk
You can find information about:
- how to report abuse and neglect;
- social care assessments;
- types of support available;
- paying for care and support;
- how to live independently, including finding out about Lifeline and Telecare technology;
- activities to help you live a healthy lifestyle;
- how to apply for welfare benefits;
- help with budgeting; and
- how to sign up for email newsletters on various topics such as dementia care, disability-friendly activities, community and resident associations and many more.
If you register for a MyStoke online account, you can manage your Council Tax and benefits online and report issues such as fly tipping, litter, graffiti and fraud. You will also receive updates from services about any issues you have reported.
In October 2018, the MyStoke mobile app was launched and is now available for both iOS (Apple) and Android (Google Play). This App gives you an additional way to stay in touch with Council services.

Staffordshire County Council website
For residents in Staffordshire, information and advice about maintaining your independence through care and support options is available from Staffordshire County Council’s website at www.staffordshire.gov.uk
If you need some additional support, you can get in touch with the Staffordshire Cares Team.
Tel: 0300 111 8010
Text/SMS (for people with a hearing impairment): 07814 194111
Minicom: 01785 276207
Email: staffordshirecares@staffordshire.gov.uk

Staffordshire Connects
Staffordshire Connects is an online directory providing details about hundreds of different care and support services, organisations, local activities, events, clubs and community groups taking place across the county.
Get started with your search for care and support services in Staffordshire by using the website below.
Web: www.staffordshireconnects.info

Finding your way around the social care system
The Care Act 2014 has made care and support more consistent across the country and changed the way care and support is accessed, assessed and funded. The Act is designed to put you in control and make sure it is easier for you to make plans for your care and support. For more information, visit www.gov.uk and search ‘care act’.
Keeping healthy and well

There are many ways to help you keep healthy and well, from being more active and eating a healthy, balanced diet, to ensuring you are keeping warm.

Staying active

Being active provides many benefits, from boosting energy levels and mood to helping with weight loss. It can also help to reduce your risk of some major illnesses like heart disease, stroke, Type 2 diabetes and some cancers.

The good news is that all physical activity helps and doing any amount of activity daily can be beneficial. Whatever your age, the less time you spend sitting down the better. This can be achieved by everyday activities like gardening or doing the housework. If you haven’t done anything for a while you could start with something gentle, like walking, and gradually work your way up to walking at a brisk pace.

For health benefits, you should aim for 150 minutes of moderate intensity activity a week. This can be broken down into bouts of 10 minutes or more, aiming to exercise for 30 minutes at least five days a week. Moderate intensity activities will make you feel warmer and your breathing will become a bit quicker, but you should still be able to carry on a conversation.

Being active needn’t be expensive, walking is free and all you need is a pair of comfortable shoes. Other types of activities include:

- dancing;
- cycling;
- climbing stairs; and
- swimming.

To find more ways of keeping active, you can visit the www.nhs.uk/oneyou website.

Stoke-on-Trent

Details of the leisure centres in Stoke-on-Trent can be found on the Council’s website, visit www.stoke.gov.uk/directory/29/sports_and_leisure_centres

Staffordshire

To find ways to keep active, you can use the Health and Wellbeing Planner online at www.staffordshireconnects.info

NHS Health Checks

The NHS Health Check is like having a free health MOT. It checks your overall health to tell you whether you’re at risk of developing certain health conditions, such as:

- heart disease;
- stroke;
- diabetes;
- kidney disease; and
- dementia (for over 65yrs).

As well as measuring your risk of developing these health issues, an NHS Health Check gives you advice on how to prevent them.

Everyone between the ages of 40 and 74, who has not been diagnosed with one of these conditions, will be invited for a check-up once every five years. It is free of charge, including any follow-up tests or appointments.

For more information and advice on having a health check, talk to your GP or visit www.nhs.uk/nhshealthcheck

NHS Health Checks in Staffordshire are available for the eligible population through Everyone Health. Call 0333 005 0095 or email eh.staffs@nhs.net
Flu vaccinations

Flu is a highly infectious illness that spreads rapidly through the coughs and sneezes of people who are carrying the virus.

If you’re at risk of complications from flu, or you care for somebody who is, then make sure you have your annual flu vaccine, available each year, usually from October onwards.

Anyone can get flu, but it can be more serious for certain people, such as:

- people aged 65 or over;
- anyone who has an underlying health condition (such as long-term heart or respiratory disease);
- pregnant women;
- people with learning disabilities; and
- people with weakened immune systems.

For more information and advice about having a flu jab, talk to your local GP surgery or pharmacist. Carers are also entitled to a free flu vaccination. Visit www.nhs.uk and search for ‘flu vaccination’ for more information.

Keeping well and warm

Cold weather can make some medical conditions considerably worse. However, with a little planning and extra care, you can protect yourself and reduce the risk of becoming seriously unwell.

Keeping your home warm

The NHS Cold Weather Plan gives the following advice:

- heat your home to at least 18°C (65°F) if you are not very mobile, are 65 or over, or have a health condition (such as heart or lung disease);
- during the day you may prefer your living room to be slightly warmer than 18°C (65°F);
- during the night keep your bedroom at 18°C (65°F) if you can and keep the bedroom window closed;
- have your heating checked regularly by a qualified professional;
- draw your curtains at dusk and keep doors closed to help keep heat inside;
- check if you are eligible to claim for financial and practical support to help with heating costs; and
- contact your energy supplier to find out if you are eligible for inclusion on their priority services register.

Beat the Cold is a registered charity based in Stoke-on-Trent, offering energy advice and practical help. Beat the Cold may be able to help with insulation and heating improvements. If your health is poor and your heating or hot water breaks down, Beat the Cold has a crisis service.

Tel: 0800 389 2258 or 01782 683813
Email: enquires@beatcold.org.uk
Web: www.beatcold.org.uk

How to protect your health in the cold

The NHS Cold Weather Plan gives the following advice:

- find out if you can get the flu jab for free on the NHS;
- wear several layers of clothes rather than one chunky layer (clothes made from cotton, wool or fleecy fibres help to maintain body heat);
- wrap a scarf loosely around your mouth when outdoors – add a hat and wear shoes with a good grip too;
- have at least one hot meal a day as eating regularly helps you to keep warm;
- make sure you have hot drinks regularly;
- try not to sit still for more than one hour indoors;
- stay active – even moderate exercise can help keep you warm; and
- if you have a heart or respiratory problem, stay indoors during very cold weather.

Visit www.carechoices.co.uk for further assistance with your search for care
For more tips on keeping warm and well over winter, as well as further support, visit www.nhs.uk/live-well/healthy-body/keep-warm-keep-well or if you live in Staffordshire, visit www.staffordshire.gov.uk and search for ‘keeping warm’.

Keeping cool

The NHS Heatwave Plan gives the following advice for hot weather:

- check up on friends, relatives or neighbours who may be less able to look after themselves;
- if possible, avoid going out in the sun between 11.00am and 3.00pm. If you must, wear a hat or use a parasol or umbrella and apply sunscreen;
- drink plenty of cold drinks and avoid tea, coffee and alcohol;
- keep water to hand and stay in the shade where possible; and
- wear light, loose-fitting clothes.

Quitting smoking

Quitting smoking is one of the best things you can do for your health and wellbeing at any point in your life. Quitting smoking could also save you money.

Stoke-on-Trent

The Stoke-on-Trent Stop Smoking Service provides free support for people who live, work or have a GP in Stoke-on-Trent and would prefer not to smoke. You are up to four times more likely to quit with the help of your local NHS Stop Smoking Service than if you choose to go it alone.

The Stoke-on-Trent Stop Smoking Service provides:

- support in a variety of settings across the city;
- free weekly behavioural support by friendly trained stop smoking advisers; and
- stop smoking medicines such as patches and gum, that are available for the cost of a prescription.

For information about free support to stop smoking, call 0800 085 0928 or text ‘stokequit’ to 60777.

Staffordshire

If you would like to quit smoking and you live in Staffordshire, speak to your GP or pharmacist.

You can also get support to improve your health and wellbeing by using the online planning tool. You can use the Health and Wellbeing Planner to identify what you want to achieve, what you can do to achieve your goal and what advice, information and support will help you along the way.

To start a health and wellbeing plan, go to www.staffordshireconnects.info

Drugs and alcohol

The misuse of drugs and alcohol causes serious problems for young people and adults living in Stoke-on-Trent. It can impact on your health, relationships, work and home life.

The Community Drug & Alcohol Service (CDAS) provides advice and support to anyone who is having problems with drug and alcohol use. Support is also available for concerned family members. The service is free and confidential and available to anyone living in the Stoke-on-Trent area.
Eating well

Eating a healthy, balanced diet can play an important part in maintaining good health and can help you to feel your best.

Malnutrition is a common health issue and occurs when a person’s diet doesn’t contain the right amount of nutrients or there is a problem absorbing nutrients from food. You should visit your GP if you believe you are at risk of malnutrition. Your GP can check for signs and any underlying conditions.

For more information on eating well, visit [www.nhs.uk](http://www.nhs.uk) and search for ‘healthy eating’. You can also call [0800 464 0699](tel:08004640699) or visit [www.cookandeatwell.co.uk](http://www.cookandeatwell.co.uk) to find out more about the West Midland initiative offering a free six-week practical cooking programme. This covers basic cooking skills, food labelling and how to shop on a budget.

Alternatively, visit [www.nhs.uk/oneyou/be-healthier](http://www.nhs.uk/oneyou/be-healthier) for hints and tips on eating well.

Loneliness and social isolation

Loneliness is an individual experience. It can occur when the number of relationships you have is less than you would like. It can also be caused by the loss of an important relationship with one person (such as in bereavement) or the lack of a wider circle of friends or social network.

Social isolation is when you find yourself alone due to difficulties in mobility, transport or poor health.

Stoke-on-Trent Council examined this issue further and found there were many ‘hotspots’ across the city. The Council also found that loneliness isn’t an issue that affects just one group of people; it can affect anybody at any time in their life.

As a result, the Council ran an awareness raising campaign to get people talking about loneliness and isolation. It was called the ‘Let’s WAVE goodbye to loneliness’ campaign and proposed the following actions people could take:

- **Who around you could be lonely?** Keep an eye out for neighbours, friends and family who may be feeling lonely or isolated.
- **Ask ‘Are you alright?’**. Take five minutes to chat and listen to people.
- **Visit your local library** to find out about activities and services that can help.
- **Everyone can play a part**. Loneliness can significantly harm health, but little things like a friendly smile can make a big difference.

One of the simplest ways to tackle this problem is through random acts of kindness – a simple yet meaningful gesture could make someone’s day. Could you:

- **Take someone’s wheelie bin out for them?**
- **Let someone go in front of you at the supermarket?**
- **Donate to a food bank?**
- **Smile at someone you haven’t met before?**

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
For further information about this campaign, visit www.stoke.gov.uk/wave where you will find information, activities across the city and the work our partners are doing to tackle this problem. You can also call 01782 238455 and someone will talk to you about the website’s information.

**NHS Choices**

NHS Choices provides medical information, a self-help guide, a symptom checker and a useful A-Z health encyclopaedia. There is also an expert telephone advice line, which you can call when you need medical help quickly, but it is not an emergency. Dial 111 or visit www.nhs.uk

**Understanding the social care system**

**Assessments**

There is help available for people living in Stoke-on-Trent and Staffordshire who are vulnerable, elderly or have disabilities, and their carers.

Please telephone Stoke-on-Trent City Council on 0800 561 0015 for information about support available in your area or contact Staffordshire County Council if you live outside of the City.

If your needs cannot be met by information and advice, you may be entitled to social care support. This is decided by a social care ‘needs assessment’.

Please note: If you have already been in contact with the Council and have a named worker or have a phone number for the appropriate team, you should contact them in the first instance.

The care needs assessment is simply a discussion to find out how your physical and mental health needs are having an impact on your wellbeing.

The aim is to find out which of your needs might be eligible for Council support and to decide on how they can best be met.

You will have choice and control over how and when the assessment takes place. You can also choose if you would like a family member or close friend with you during the assessment. Where a person may have difficulty being involved in the assessment, then an advocate may be able to help (see page 51).

The Council will always look at what strengths you have and will always explore what you can do yourself and how help can be provided to help you achieve this.

If you are eligible to receive care and support following a needs assessment, you will be fully involved in discussions about the type of support you receive, and it will be jointly agreed between yourself and your assessor.

Carers can ask for a ‘carers’ assessment’ (see page 33 for more details).

**Who is eligible?**

The above assessments are for anyone over 18 years of age. If a child appears to need care and support, then the assessment can be completed before their 18th birthday to allow time for planning.

To decide if you are eligible for care and support, the Council will use national eligibility criteria.

**What happens next?**

If you have eligible care needs, you will be given a care and support plan. This explains what support you need, how this support will be arranged and how much the support will cost. You should be fully involved in writing your care and support plan to ensure it reflects your views and wishes.

If you are not eligible, the Council will still offer free advice and information. The Council will put you in touch with other organisations and services in your community that may be able to help you.
What if my needs change?
If your needs change, you can ask for a reassessment of your care and support needs.

Staffordshire
You can complete the online care and support self-assessment on your own or on behalf of someone else, if you have permission to do so. By answering a few questions about your circumstances, you can get advice and guidance to help you to make informed choices about meeting your care and support needs.

The tool also provides a recommendation as to whether a full needs assessment might be helpful to you and allows you to send your information on to your local Council. To access the tool, visit www.staffordshireconnects.info

For further information, use the contact details below.

Stoke-on-Trent Adult Social Care Contact Centre
Tel: 0800 561 0015
Email: social.care@stoke.gov.uk

Staffordshire Cares Team
Tel: 0300 111 8010
Email: staffordshirecares@staffordshire.gov.uk

Personal budgets
A personal budget is the amount of money that the Council may pay towards your care and support needs as identified in your needs assessment.

Initially this will be an estimated sum of money and the final amount will be decided when your care and support plan is complete.

You may need to contribute towards the cost of your care. To determine how much you will need to contribute you will have a financial assessment (see page 46 for more information).

To find out more about personal budgets in Stoke-on-Trent, call 0800 561 0015.

For Staffordshire residents, visit www.staffordshire.gov.uk and search ‘personal budgets’ for more information.

Direct payments
What is a direct payment?
If you are eligible, you can ask for any Council contribution towards your personal budget to be paid directly to you, so you can buy and arrange your own care and support. This is called a direct payment.

If you decide that you want a direct payment, any Council contribution is usually paid into a bank account (which must be separate from your main bank account) or, in Staffordshire, on to a prepaid card.

You will be responsible for:
• arranging the support;
• making the necessary payments;
• keeping track of what’s left in your budget; and
• showing the Council on a regular basis how you are spending your money.

If you are unable to understand or manage your direct payments by yourself, then this option may still be accessible via a ‘suitable person’ or a ‘managed account.’

The Council will help you to set up systems to help you manage and organise your direct payments.

The Council will be responsible for making sure that you are willing and capable of managing your direct payments with, or without, support.

Advantages
Direct payments give you greater choice, control, freedom and flexibility over what care and support is delivered to you.

What can I use it for?
You must use your direct payments for support to...
meet your assessed care and support needs (as agreed in your care and support plan).

Examples are (but not limited to)*:

- care or support in your home – for example, help with personal care or making a meal;
- help with social activities – such as attending college courses or getting out and about in the community;
- equipment or minor works to your home to help you with day-to-day living;
- support to provide cover when your carer goes on holiday/has a break from the responsibilities of their caring role; or
- employing a personal assistant, this could be a friend, neighbour or family member, as long as they don’t live with you.

*restrictions and conditions apply to all listed.

Employing a personal assistant may seem like a daunting process but you may be able to get help with this and any other employment matters by contacting the Council for more information.

What can’t I use it for?
Direct payments shouldn’t be seen as an addition to your income, so they cannot be used in circumstances such as:

- long-stay residential care (over four weeks);
- anything not identified in your needs assessment;
- gambling or illegal activities;
- costs relating to regular day-to-day living expenditures such as utility bills, food and drink;
- NHS services; or
- services that are not included within your support plan.

Stoke-on-Trent Adult Social Care Contact Centre
Tel: 0800 561 0015

Staffordshire Cares Team
Tel: 0300 111 8010
Web: www.staffordshire.gov.uk (search ‘direct payments’)

Personal health budgets
A personal health budget is an amount of money allocated to meet your health needs. At the centre is a care and support plan that is agreed with your local NHS team.

Personal health budgets work in a similar way to personal budgets. They give people more choice and control over how they are supported.

For more information on personal health budgets, visit www.nhs.uk/personalhealthbudgets

How the Council works with its health partners
The City of Stoke-on-Trent Council and Staffordshire County Council both have their own joint Health and Wellbeing Board, responsible for building a health and social care system that makes a real difference to local people. Each Council has developed its own joint Health and Wellbeing Strategy containing priority areas of focus, to improve the health and wellbeing of local people.

One clinical commissioning group (CCG) now operates in Stoke-on-Trent and five operate in Staffordshire under a single leadership team.

The CCGs consist of doctors, nurses and other professionals working together to plan and buy services, from service providers, for their local community.

To view Stoke-on-Trent’s Health and Wellbeing Strategy 2016-20, please visit www.stoke.gov.uk/Stoke-on-TrentJointHealthandWellbeingStrategy2016-20

To view the Committee details, please visit www.stoke.gov.uk/Stoke-on-TrentHealthandWellbeingBoard
Healthwatch

Healthwatch Stoke-on-Trent and Healthwatch Staffordshire support adults, young people and children to speak up about health and social care services in the county.

Healthwatch finds out what you want by giving you the opportunity to speak out about your concerns, views and needs. This information is used to share concerns with leaders in health and social care and support the need for change in the way services are planned, run and monitored so that services best meet your needs and those of other local people.

Healthwatch can also signpost you to local services and give you information on what is available.

Healthwatch Stoke-on-Trent
Tel: 01782 683080
Web: www.healthwatchstokeontrent.co.uk

Healthwatch Staffordshire
Tel: 0800 051 8371
Web: www.healthwatchstaffordshire.co.uk

For information about specific services and advice on how to make a complaint, see page 50.

Multi-Community Providers Care Hubs (MCPs)

MCPs are teams of community-based health and social care professionals who work closely together to understand and meet local people’s needs. This should improve sharing of information, reduction in transfers or referrals between services and a greater emphasis on preventative interventions and self-care.

Community Wellbeing Teams (Stoke-on-Trent)

Community Wellbeing Teams aim to improve the experience and outcomes of care and support for adults and carers in Stoke-on-Trent. The teams provide a way for you to access experts at the end of the phone or in person, at the very first point of contact.

The teams will have a conversation with you about what is important to you; the objective is to give you timely information and advice along with early identification of the most appropriate support services on offer. Support is person-centred and focused on your strengths and networks.

Community Wellbeing Teams are aligned to GP practices across the city and their integrated locality care teams. This enables local expertise and integration with all elements of the community, including professionals and community and voluntary groups. The teams work with locally-based, in-house enablement provider services to help understand your needs and promote positive outcomes identified by you and your carer.

Care and support to remain independent

Enablement

‘Enablement’ (or ‘reablement’ in Staffordshire) is about working with you, normally in your own home, or occasionally in a care home setting, to help you regain independence, which you may have lost due to poor health, disability, a crisis or having spent a considerable time in hospital or residential care. The Council will provide practical support, for example therapy, minor adaptations or assistive technology, to help you regain mobility, confidence and life skills such as cooking, personal care and domestic tasks. During your period of care, your needs will be looked at regularly to check your progress and recovery.

Enablement supports people to ‘do things for themselves’ rather than ‘having things done for them’. Enablement could reduce your need for long-term services like residential care or home care.
Hospital-based enablement
The Midlands Partnership Foundation Trust provides enablement at the point of discharge from hospital to enable you to recover and optimise your independence following a period of ill health. The service may also provide support to avoid an admission into hospital. A health professional will be able to provide more information about this service.

Community enablement
Stoke-on-Trent City Council offers an enablement service through its Community Wellbeing Teams.

The enablement service works with you to understand what matters to you, with an emphasis on encouraging you to reach your optimum level of independence. Your social worker or wellbeing assessor will be able to provide further information about this service.

Falls prevention
There are ways to reduce your risk of having a fall, including making simple changes to your home and doing exercises to improve your strength and balance. If you have fallen in the past, making changes to reduce your chances of having a fall can also help you overcome fears of falling.

In the home
To avoid falls at home, you should ensure you mop up spillages and remove clutter, trailing wires and frayed carpet. Use non-slip mats and rugs, and ensure your home is well-lit. It is also a good idea to organise your home so that climbing, stretching and bending are kept to a minimum and you may want to get help to do things that you’re unable to do safely on your own.

Strength and balance training
Doing regular strength and balance exercises can reduce your risk of having a fall. This can take the form of simple activities, such as walking and dancing, or specialist training programmes. Many community centres and local gyms offer specialist training programmes for older people. Exercises that can be carried out at home are also available. Ask your GP about training programmes in your area.

Home hazard assessment
You can request a home hazard assessment if you’re concerned that you or a relative may be at risk of having a fall.

As well as identifying potential hazards, the aim of this assessment is to explore how you use your environment and how this affects your risk of falling.

To find out if you are at risk of falling, use the NHS Choices falls assessment tool at www.nhs.uk/live-well/healthy-body/are-you-at-risk-of-falling

Ten tips to reduce your risk of falls:
1. Ask your GP to review your medications and ask about the side effects. It’s particularly important that your medicines are reviewed annually if you’re taking four or more medicines a day.
2. Prevent yourself from falling again or reduce your risk of having a fall by getting support from a falls prevention team.
3. Have your eyesight and hearing checked annually. Vision and hearing play a vital role in balance and movement.
4. Keep your bones healthy by increasing your calcium and vitamin D intake (from dairy produce, bony tinned fish and sunlight).
5. Ensure your home is well-lit, especially the stairs and corridors; turn on a light when getting out of bed at night.
6. If possible, keep items within easy reach to avoid climbing, bending and stretching.
7. Ensure your shoes and slippers fit well and have your toe nails cut regularly.
8. Stay hydrated. Dehydration can cause you to feel sleepy and unsteady on your feet.

9. Keep active. NHS Choices has information on healthy lifestyles as well as a list of simple changes you can make.

10. Consider buying some simple equipment or making some minor adaptations to your home (see below for more information).

You can also find lots of useful information about falls prevention from Age UK, visit www.ageuk.org.uk

What should I do if I fall?
NHS Choices gives guidance about what to do if you or someone you know has a fall, visit www.nhs.uk/conditions/falls/prevention

If you have a fall do not ignore it, let your GP know. Many underlying causes of falls can be treated or corrected.

Use the contact details below to access services near you.

Stoke-on-Trent
Revival Home Improvement Agency will carry out home hazard checks to reduce the chance of falls in your home. A trained assessor will visit your home to check for hazards like loose stair carpets, unsafe rugs or mats and will also look at cooking and bathing safety. These checks are free, but you will need to pay for any materials.
Tel: 0333 014 3389
Email: info@revivalhia.org.uk

Staffordshire
Staffordshire Connects
Web: www.staffordshireconnects.info
Staffordshire County Council Home Safety Checklist
Web: www.staffordshire.gov.uk and search for ‘home safety checklist’.

Equipment for daily living and home adaptations

In most cases, making simple changes to your home can help make life easier. Equipment can help you to remain independent and keep you safe. See examples of simple adaptations you can make beginning on page 18.

How do I know I’m buying the right thing?
Before you buy or loan any equipment, the Council recommends getting independent advice to make sure you are getting items that best meet your needs. The organisations listed below can help you. Also, refer to the assistive technology checklist on page 17 for useful questions to consider when buying or loaning equipment.

The Disabled Living Foundation (DLF) has a range of factsheets at www.dlf.org.uk giving general advice on a range of equipment. If you prefer, you can speak to the DLF helpline on 0300 999 0004.

You can also get information and advice from AskSARA, provided by the DLF. The website has links to a wide range of local services, visit www.asksara.org.uk

NHS Choices provides a useful guide to care equipment, aids and adaptations at www.nhs.uk/conditions/social-care-and-support-guide/Pages/equipment-aids-adaptations.aspx

The Money Advice Service has further advice about how and where to shop for the most suitable product at the cheapest price, visit www.moneyadviceservice.org.uk

Where can I buy or loan equipment?
The Council cannot recommend certain providers but does recommend shopping around to find items of good quality and price. It is also worth making sure the company you loan or purchase equipment from has a good returns policy, in case the items you buy are not right for you.

Online
Nottingham Rehab Supplies (www.nrshealthcare.co.uk) and Medequip (www.manageathome.co.uk) are websites where you can buy equipment online.
→ On the high street
A lot of the big retailers have local shops where you can see the products and how they work before buying. Search online to see where there are local shops near you.

Home adaptations
By law, minor adaptations costing £1,000 or less must be paid for by the Council if you have eligible needs. For changes costing more than £1,000, a financial assessment might be carried out to see what you can afford to pay towards the cost.

Staffordshire
Residents can use the online equipment and living aids catalogue (available on Staffordshire Connects) to search for products that can help maintain or regain independence. From bath lifts to walking aids and gadgets to help with everyday tasks, the catalogue is packed full of hundreds of products. Visit www.staffordshireconnects.info

Lifeline alarm and Telecare service
The Lifeline alarm service is a button that you press if you need help. You can press the button at any time of day or night using a pendant, a wristband or a pull cord. The system can put you in touch with a person who can hear your voice, speak to you through a base unit and arrange the support you need.

Telecare is the use of sensors placed around the home to detect fires, floods, gas and if you have fallen. If the sensors detect a problem, a person will be alerted and will try to contact you or your carer.

The Lifeline alarm and Telecare services can help maintain your independence and bring peace of mind to your family and loved ones. If you are not eligible for financial help from the Council, then there is a growing number of suppliers that offer alternative paid Telecare and community alarm services.

For more information, visit www.stoke.gov.uk and search ‘Lifeline’.

For residents in Staffordshire, visit www.staffordshire.gov.uk and search ‘equipment and technology’.

Search for care in your area

www.carechoices.co.uk

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

CareChoices
Assistive technology checklist

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?

Reliability

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

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?

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?

Notes

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Making life easier at home

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

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

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

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

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

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

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

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

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

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

Using taps can be made easier by fitting tap turners. You could also consider changing to lever-style taps which might be easier for you to use.
If **moving whilst in bed** is a problem, have you thought about using an over-bed pole? You might also want to buy a pillow raiser or change your bedding so it’s lighter.

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 20.

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.

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.

**Stoke-on-Trent Adult Social Care Contact Centre**
Tel: 0800 561 0015

**Staffordshire Carers Customer Contact Centre**
Tel: 0300 111 8010

Visit www.carechoices.co.uk for further assistance with your search for care
Care in your own home

To enable you to live in your own home for as long as possible, a range of help is on offer, from day-to-day tasks, such as cleaning, shopping and food preparation/cooking, to support with personal care such as dressing, bathing, assisting to the toilet and prompting/administering medication. Care workers need to be properly trained, particularly in moving and handling and the use of hoists for some tasks.

Home Care
Care workers can deliver care and support in your own home to meet your assessed care needs; this can be done multiple times a day. Depending on the assessed level of care and support needs, these visits can be a minimum of 15 minutes or up to several hours. Services operate every day of the year, including bank holidays; visits are usually available from 6.00am until 10.00pm/11.00pm, seven days a week (this may vary dependent upon the local authority).

Night services are also a form of home care and these services can be provided if you have an identified eligible care need. The hourly rates for these types of services are dependent upon the time of day and the duration of the care visits.

The Council may be able to arrange home care for you, even if you are paying the full cost of your care yourself. However, there is likely to be an administration charge for this. Contact Adult Social Care for more information.

Sitting services
Sitting services provide care for longer periods of time. This can be overnight or over several days. Sitting services are usually care visits which last for a few hours, and can be arranged on a regular basis, an emergency basis or through the night (also known as night sits). Often sitting services are delivered to ensure that you are safe within your own home, for example following a hospital stay, or as carer relief for your family carer. The charges for this are dependent on the amount of care required, frequency and the duration.

Live-in care
24-hour live-in care can accommodate you if you have very high dependency on a permanent basis. It can also provide respite breaks for regular care workers and short-term support following hospital discharge.

In some cases, it’s preferable and more economical to have a care worker living in your home. This can be for a short period or on an ongoing basis. Typical
charges for this service depend on the amount of care required and the skills required of the care worker to meet your needs. The cost that you will pay will also be subject to eligibility.

**Paying for home care**

If you have been assessed by the Council and your assessment shows you have eligible care and support needs, you may be financially assessed to determine whether you can contribute towards the cost of your care. You will be given a fairer charging assessment to determine whether a client contribution is required. See page 46 for more information on financial assessments.

If you are a self-funder and you want to purchase your own care privately, you should be aware that all home care providers must be registered with the Care Quality Commission (CQC) and are regulated and inspected by the CQC.

The CQC publishes inspection reports with quality ratings on its website, [www.cqc.org.uk/](http://www.cqc.org.uk/) When considering a service, it is always a good idea to check the latest report and rating, see page 49 for more information.

Before you make any decisions regarding your care, be sure to contact several providers and ask for their ‘Service User’s Guide’, charges and a draft contract, so that you can see what the contract entails and what this means for you.

For more information about receiving and paying for care at home, use the contact details below.

**Stoke-on-Trent Adult Social Care Contact Centre**
Tel: 0800 561 0015  
Email: social.care@stoke.gov.uk  
Web: [www.stoke.gov.uk](http://www.stoke.gov.uk)

**Staffordshire Cares Team**
Tel: 0300 111 8010  
Text/SMS (for people with a hearing impairment): 07814 194111  
Minicom: 01785 276207  
Email: staffordshirecares@staffordshire.gov.uk  
Web: [www.staffordshire.gov.uk](http://www.staffordshire.gov.uk)

For further assistance with finding home care in your area, visit [www.carechoices.co.uk](http://www.carechoices.co.uk)

**Tell us what you think**

Share your feedback  
Take our five minute survey  

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

What have you found useful?  
What could we do better?
Search for care in your area

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

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

Agency 1
Agency 2
Agency 3

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

### 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

*See page 49.

Visit www.carechoices.co.uk for further assistance with your search for care
Aston Home Care is a family owned care provider with over 2 generations of experience within the care sector. We specialise in domiciliary care for the elderly, to ensure they receive the best possible care and companionship with special considerations that meet their individual needs.

Our services include:
- Complex Care
- Holiday Care
- Hospital to Home
- Live-in Care
- Night Care
- Palliative Care
- Personal Care
- Social Companionship

At Aston Home Care, we also donate a percentage of all care profits to a well-known cancer support charity to help ensure the care and support they offer continues across the UK.

Contact us today for more info on the care and support we offer.
Home care agency listings

Adlington House – Wolstanton
Newcastle-under-Lyme
Tel: 07817 129524

Affexa Care Services – Stafford
Stafford
Tel: 01785 291091

Affinity Homecare
Burntwood
Tel: 01543 677227

Age UK – Stafford & District Care Services
Stafford
Tel: 01785 607065

Age UK South Staffordshire
(Penkridge Resource Centre)
Stafford
Tel: 01785 788491

Agee Care Ltd
Stoke-on-Trent
Tel: 07514 324657

Agincare UK Newcastle-under-Lyme
Newcastle-under-Lyme
Tel: 01782 631914

Alpha Home Assist
Stoke-on-Trent
Tel: 01782 914121

Always Home Care
Cannock
Tel: 0845 459 2273

AMG Nursing and Care Services
– Burton
Burton-on-Trent
Tel: 01283 575258

AMG Nursing and Care Services
– Stafford & Stoke-on-Trent
Stone
Tel: 01785 608200

AMG Nursing and Care Services – Wolverhampton
Wolverhampton
Tel: 01902 304043

Ana Nursing & Care Services
Stoke-on-Trent
Tel: 01782 833722

Angel Homecaring Ltd
Stafford
Tel: 01785 377900

AR1 Homecare
Stoke-on-Trent
Tel: 01782 818076

Archangel Home Care – Staffordshire Branch
Newcastle
Tel: 01782 565037

Aston Home Care Ltd
Stone
Tel: 01785 540000

Austin Ben – Stoke
Newcastle-under-Lyme
Tel: 0300 365 0008

Ave Maria Care Services
Sutton Coldfield
Tel: 0121 353 7296

Ave Maria Care Services (Burntwood)
Staffordshire
Tel: 01543 229044

Bagnall Heights Domiciliary Service
Stoke-on-Trent
Tel: 01782 263104

Belong at Home Newcastle-under-Lyme
Newcastle
Tel: 01782 986300

Berryhill Village
Stoke-on-Trent
Tel: 01782 204949

Big House
Newcastle
Tel: 01782 622222

Bluebird Care (East Staffs & South Derbyshire)
Uttoxeter Branch
Uttoxeter
Tel: 01889 568599

Advert page 24

Visit www.carechoices.co.uk for further assistance with your search for care
Your home is where you feel the most comfortable and the happiest.

It’s the place you know the best. Why would you move away from the place you love if you are faced with needing some extra care and support when you age? If you want to stay living comfortably at home, we can help you make that choice an informed one.

Contact us for more information

Home Instead Senior Care
B3 Trentham Business Quarter, Bellringer Road,
Trentham Lakes, Stoke on Trent,
Staffordshire ST4 8GB
Telephone: 01782 966720
Email: newcastle@homeinstead.co.uk
Website: www.homeinstead.co.uk/newcastleunderlyme

Do you need a helping hand?

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

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

Looking for care? 0808 274 2935

For more information www.helpinghands.co.uk

Tell us what you think

☐ What have you found useful?

☐ What could we do better?

Share your feedback

Take our five minute survey

www.carechoices.co.uk/reader-survey
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<th>Home care providers continued</th>
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<td><strong>Bluebird Care (Mid Staffs)</strong></td>
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<tr>
<td>Cannock</td>
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<td>Tel: 01543 505262</td>
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<td><strong>OP  D  PD  LDA  SI  YA</strong></td>
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<td><strong>Care Promise Ltd</strong></td>
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<tr>
<td>Stafford</td>
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<tr>
<td>Tel: 01785 227792</td>
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<td><strong>OP  D  PD  MH  SI  YA</strong></td>
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<tr>
<td><strong>Bluebird Care (Stafford)</strong></td>
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<td>Stafford</td>
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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
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**Service**  OP Older people (65+), D Dementia, PD Physical disability, LDA Learning disability, autism
**User Bands**  MH Mental health, SI Sensory impairment, YA Younger adults, AD People who misuse alcohol or drugs

Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area

28
Glaze Compassionate Care
Burntwood
Tel: 01543 220866
OP D MH YA

GMT Healthcare
Stoke-on-Trent
Tel: 01782 599313
OP D LDA YA

Golden Years Ltd
Longton
Tel: 01782 599866
OP D PD YA

Harmony Care – Staffordshire (DCA)
Uttoxeter
Tel: 01922 642967
OP D PD LDA MH YA

Hayes, The
Stafford
Tel: 01785 748447
MH YA

HaywardCare Ltd
Cannock
Tel: 0333 577 7810
OP D PD LDA SI YA

Haywardliving Ltd
Cannock
Tel: 01543 523784
OP PD LDA MH YA

Healthcare at Home Clinical Skills Centre
Burton-on-Trent
Tel: 01283 518090
OP D PD LDA MH YA AD

Helping Angels Ltd
Stoke-on-Trent
Tel: 01782 249703
OP D PD LDA SI YA

Helping Hands Stoke
Newcastle
Tel: 0808 274 2935
Advert page 26
OP D PD LDA MH SI YA AD

Helping Hands Wolverhampton
Wolverhampton
Tel: 0808 274 2935
Advert page 26
OP D PD LDA MH YA

Heritage Care Ltd – West Midlands Domiciliary Care Branch
Burton-on-Trent
Tel: 01543 255105
OP D LDA YA

HICA – Staffordshire
Leek
Tel: 01925 592299
OP D PD LDA MH SI YA

Hill Lodge 1
Burton-on-Trent
Tel: 01283 542443
OP LDA MH SI YA

Hills Angels Homecare
Tamworth
Tel: 01827 63307
OP LDA MH YA

Home First – Cannock
Cannock
Tel: 0300 790 7000
OP YA

Home First – East Staffs
Burton-on-Trent
Tel: 0300 790 7000
OP YA

Home First – Lichfield & Tamworth
Tamworth
Tel: 0300 790 7000
OP YA

Home First – Moorlands
Leek
Tel: 0300 790 7000
OP YA

Home First – Newcastle
Newcastle
Tel: 0300 790 7000
OP YA

Home First – South Staffordshire
Wolverhampton
Tel: 0300 790 7000
OP YA

Home First – Stafford
Stafford
Tel: 0300 790 7000
OP YA

Home First – Stoke
Stoke-on-Trent
Tel: 0300 790 7000
OP YA

Home Instead Senior Care
Burton-on-Trent
Tel: 01283 539917
OP D PD LDA MH SI YA

Cannock
Tel: 01543 572349
OP D PD LDA MH SI YA AD

Stone
Tel: 01785 817339
OP D PD LDA MH SI

Tamworth
Tel: 01827 431002
OP D PD LDA MH YA

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

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

Visit www.carechoices.co.uk for further assistance with your search for care
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**Service User Bands**

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

*Use our home care agency checklist on page 23 for ideas of questions to ask.*

**Search for care in your area**

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

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

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**Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area**

32
Providing unpaid care for relatives or friends when they are in need is a role that most of us will undertake at some point in our lives. In Stoke-on-Trent and Staffordshire, thousands of people provide unpaid care or support to an adult family member or friend, either in their own home or somewhere else.

Caring for someone covers lots of different things, like helping with washing, dressing, eating or taking them to regular appointments. It can include emotional support and keeping an eye on someone to ensure they are safe.

There is help available for people in Stoke-on-Trent who are in an unpaid caring role. This is called a carers’ assessment. To request an assessment, please ring 0800 561 0015. Carers are also entitled to an advocate to support them through the process, if they need one.

This assessment will consider the impact that caring has on the carer’s health and wellbeing and the things that they want to achieve in their life, such as work, study or getting out and about more. If the carer’s assessment identifies a need for support, the carer will receive a support plan, which shows their needs and how these will be met. The Council has a duty to provide personalised information and advice to meet any needs which are not eligible for funded support.

Children and young people under the age of 18 who are looking after someone are called young carers and are protected by legislation.

The Carers Hub is commissioned by Stoke-on-Trent City Council and Staffordshire County Council in partnership with the NHS. It exists to improve the lives of carers in Stoke-on-Trent and Staffordshire and is a one stop shop for support, advice, information and training in the Stoke or Staffordshire region.

Carers can access Carers Hub services in person at the two main offices, as well as several community venues across Stoke and Staffordshire.

### Respite care

Carers may need a break from their caring responsibilities from time to time. This may be achieved by the person who is being cared for attending a day centre or care home, or by having a care worker visiting the person’s home to take over the caring role. This is known as ‘respite care’ and may be a regular break of a few hours, a week or a period of a few weeks.

Respite care is considered a service for the person being looked after, so any financial contribution from the Council will be based on their assessment.

If an assessment has been completed and respite care is recommended, then the flat rate amount to pay is £123.15 per week. A financial assessment will not be required unless a form of permanent care is likely to be required.

If you are a carer living in Stoke-on-Trent and respite care is required urgently, please contact 0800 561 0015 or 01782 234234 between the hours of 5.00pm and 8.30am.

### Carers Direct Helpline

A support service for people who look after someone else. It can give you information covering all aspects of caring, including advice and support,
Staffordshire

If you receive respite care, there is a financial assessment to determine how much, if any, you will be asked to pay towards the cost of your care.

Respite care is considered a service for the person being cared for, so any financial contribution from Staffordshire County Council will be based on their assessment. The value of your house is disregarded in the financial assessment.

Please note figures in this section may change over the lifetime of this Directory.

Resource for those supporting disabled children

‘My Family, Our Needs’ is an online resource providing impartial information for parents, carers and practitioners supporting children from birth to 25 years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships. Visit www.myfamilyournneeds.co.uk

Accommodation with care and support

There are various accommodation options that can incorporate care and support when needed.

Age exclusive housing

Age exclusive housing refers to small clusters of flats or bungalows that are specifically designated to older people. This type of housing does not include any support services but usually incorporates design features that are helpful to older people.

For more information, contact the Housing Solutions Service or call Adult Social Care.

Tel: 01782 233696
Email: housing.adVICEServices@stoke.gov.uk

You can also download a list of age exclusive housing available in Stoke-on-Trent from www.stoke.gov.uk/download/downloads/id/892/older_peoples_housing_directory.pdf

Shared Lives Stoke

Stoke-on-Trent City Council has introduced a Shared Lives scheme to its Learning Disability Provider Team. Shared Lives can offer you alternative accommodation if you are eligible.

If you have eligible care and support needs, Shared Lives can match you with an approved carer. Your likes, dislikes, hobbies and interests as well as those of the carer will be considered before introductions take place. The carer shares their family and community life and gives care and support tailored to your needs. You may move in permanently with your Shared Lives carer, or you may only stay for a few nights.

Who can access Shared Lives Stoke?

If you are an adult aged 18 years and over who has a learning disability with care and support needs living in Stoke-on-Trent, you can access the service.

Who can become a Shared Lives carer?

Shared Lives Stoke needs to find suitable people who will become Shared Lives carers. A potential Shared Lives carer will need to:

- be willing to share their home and family life with a person who has a learning disability and care and support needs;
- have a suitable spare room in their home; and

benefits, local services and more.
Tel: 0300 123 1053

Search for care at www.carechoices.co.uk to find support in your area
• have the right values and behaviours to support a person with a learning disability.

A Shared Lives carer may need to support a person with:
• personal care;
• medication;
• eating and drinking;
• preparing food;
• domestic tasks;
• social visits;
• employment;
• voluntary work; and
• family contact.

Shared Lives Stoke will complete a thorough assessment of the potential Shared Lives carer, including a safeguarding check, references, health and safety checks and attending training. Once complete, a report will be presented to an independent panel who will decide if the person can be an approved Shared Lives carer. Once approved, the matching process can begin.

How will the Council monitor the service?
As a regulated service by the Care Quality Commission, Shared Lives Stoke will monitor Shared Lives arrangements. The Council will make sure that you are happy with your Shared Lives home and that the Shared Lives carer is carrying out their role properly.

Shared Lives coordinators carry out regular visits to homes, talking to you and your carer. To ensure everyone knows their role, a person-centred care and support plan will be devised with you. Shared Lives Stoke will ensure that you have a fulfilling life within your community. If appropriate, your family and friends are encouraged to continue usual contact wherever possible.

Supported living
Supported living is designed to help you live more independently in your local community. In supported living accommodation, housing and support are provided separately and you have a tenancy. Support can vary from a few hours a week to up to 24-hours a day, depending on your assessed needs.

There are several different models of supported living, such as living in shared houses, living in individual tenancies in the community or in Adult Placement schemes.

For more information about supported living, use the contact details below.

Stoke-on-Trent Adult Social Care Contact Centre
Tel: 0800 561 0015
Email: social.care@stoke.gov.uk
Web: www.stoke.gov.uk

Staffordshire Cares Team
Tel: 0300 111 8010
Text/SMS (for people with a hearing impairment): 07814 194111
Minicom: 01785 276207
Email: staffordshirecares@staffordshire.gov.uk
Web: www.staffordshire.gov.uk

Visit www.carechoices.co.uk for further assistance with your search for care
**Sheltered housing**

Sheltered housing refers to groups of bungalows or flats, with their own kitchen, bathroom and front door with some support provided on site. The facilities and the level of support will vary between schemes, so it is worth looking at a few schemes before deciding which one is right for you.

Typical benefits of sheltered accommodation include:

- living in a community of older people;
- the security of living in a complex of flats, or bungalows, with features such as a door entry system and CCTV;
- a residents’ lounge;
- shared laundry room;
- guest flat for overnight visitors;
- level access throughout; and
- events and social activities available to prevent social isolation.

You can download a list of sheltered housing schemes in Stoke-on-Trent at [www.stoke.gov.uk/downloads/file/892/older_peoples_housing_directory](http://www.stoke.gov.uk/downloads/file/892/older_peoples_housing_directory)

**Extra Care housing**

Extra Care accommodation offers the same benefits as sheltered accommodation but with enhanced facilities and care and support staff available 24-hours a day. You would live in your own self-contained flat, within a purpose-built development (most schemes comprise approximately 100 flats).

Extra Care facilities support the improvement of your welfare and encourage socialisation. You can be provided with better living accommodation at an affordable and competitive rate. Your wellbeing improves due to a cleaner, healthier and safer living environment which in turn has holistic benefits for your health and social care.

Although schemes vary, the benefits of Extra Care include:

- activities that promote and support healthy living.

Current Extra Care schemes with whom Stoke-on-Trent City Council commission care services include:

- Berryhill Village;
- Camoy’s Court;
- Maple West;
- Oak Priory;
- Rowan Village;
- St Dominic’s Court;
- West End Village; and
- Willow Barns.

You can download a list of Extra Care accommodation in Stoke-on-Trent at [www.stoke.gov.uk/download/downloads/id/892/older_peoples_housing_directory.pdf](http://www.stoke.gov.uk/download/downloads/id/892/older_peoples_housing_directory.pdf)

**Staffordshire**

You can find further information about Extra Care schemes in Staffordshire by visiting [www.staffordshire.gov.uk](http://www.staffordshire.gov.uk) and searching ‘housing with care’ or search for schemes in your local area using Staffordshire Connects, visit [www.staffordshireconnects.info](http://www.staffordshireconnects.info)
Residential care

Sometimes, you need more care than you can receive in your own home, and a care home may be suitable if you can no longer manage in your own home, or cannot be cared for by relatives, but do not need nursing care.

Moving into a care home is a big decision and you must be sure that it is the right decision for you. You may decide that you want to go into a care home for a couple of nights to give you and your carer a break and to give you a feel for the home.

Types of care home

Care homes (without nursing)
If you have a high level of needs, which cannot safely be met in your own home or in Extra Care housing, subject to an assessment, a care home may be the most suitable environment to meet your needs. Care homes provide help with personal care, for example bathing, feeding, dressing and help with moving.

Care homes with nursing
Care homes with nursing offer the same personal care as care homes but with 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 care manager/social worker to work out what care you will need. This visit might be in your own home, or in hospital if you have been ill, or in a care home. You will be fully involved in planning your care needs.

If a care home providing nursing is the best solution for you, your care manager/social worker will give you information to help you find a home which meets your care requirements.
Avery Healthcare is a leading and award winning national care provider that has a range of luxury care homes throughout the county for residential and dementia care. A standards based approach ensures modern, purpose built buildings finished to high specifications, restaurant quality dining and service, the very best in care from professionally trained staff, and a sector leading Well-being and Activities Programme that supports independence and a fulfilling life.

For the best in Staffordshire, look no further.

Abbey Court
Cannock
T. 01543 541034

Alma Court
Cannock
T. 01543 541330

Darwin Court
Lichfield
T. 01543 250824

Hanford Court
Stoke-on-Trent
T. 01782 645140

Hempstalls Hall
Newcastle-under-Lyme
T. 01782 349320

Horse Fair
Rugeley
T. 01889 571980

Rowan Court
Newcastle-under-Lyme
T. 01782 904595

See all of our homes on Facebook or Search ‘Avery Staffordshire’
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? [ ] [ ] [ ]

Personal preferences

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

Catering

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

Fees

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

*See page 49.
Out of county care

You may choose to live in another area of the country as you want to be closer to friends and family. This can be in different types of accommodation. Each situation is different and, therefore, how it is funded will be assessed differently.

If you do require a care home or care home with nursing to meet your needs, and you qualify for local authority financial assistance, your home county local authority is responsible for arranging your support, should you wish for them to do so. The home you choose must be suitable for your assessed needs and comply with the terms and conditions set by the authority.

You can contact the Care Quality Commission through its website www.cqc.org.uk where you will find details of all registered care homes in the UK. Alternatively, this Directory’s website www.carechoices.co.uk has details of all care provision in England.

Full listings of care homes and care homes with nursing in the region start on page 61.

Specialist care

Learning disability

As an adult with a learning disability you may want or need to consider moving into different accommodation to become more independent or to meet your care and support requirements. This could mean moving out of your family home and into your own accommodation with support, or sharing accommodation with others and receiving support.

The support you receive may include learning independent living skills, like cooking, cleaning, travel-training and money management, as well as help with any health or care needs you may have.

The Council can provide support to people who are eligible under the Care Act 2014. Access to social care services is often not free and, as well as an assessment of your care and support needs, the Council will also undertake a financial assessment with you to ascertain if you can afford to make a contribution (which could include meeting the full cost of your support) to the cost of the care and support that you need.

If you have a learning disability, you can also use personal budgets to pay for your support if you are eligible. For more details please see page 11.

Stoke-on-Trent

The Learning Disability and Enhanced Transition Social Work Team can work with you if you have eligible care and support needs or a learning disability. In addition, if you are a young person currently being supported by Children’s Social Care, and you may later require the support of Adult Social Care, the team provides enhanced transition support.

Through a social work approach, transitional support can be provided to young people between the ages of 14 and 25, their family and their carer. The main aims of the team are to:

- take a holistic approach to assessment, enabling you to maximise independence and make the most of the opportunities available in your community;
- support you if you are a young person with identified care and support needs or if you have a disability through transition into adulthood and older age; and
- support you if you are an adult to meet identified eligible care and support needs through a range of services, including direct payments.

Call the Adult Social Care Contact Centre on 0800 561 0015 for more information.

Staffordshire

For more information about Adult Social Care.
Physical disability

There are over ten million people in the UK with a long-term illness, impairment or disability. The most common disabilities are those that affect how you move, including how you lift and carry things.

Disabilities generally affect older people, with one in two people over the State pension age and one in seven working adults having a disability.

Help and advice is available from both local and national organisations to help people with a physical disability to lead a happier, healthier and more independent life. For more information, see the organisations starting on page 56.

The support you require will be tailored to your specific needs and can be provided by the independent and not-for-profit sectors, as well as by your local Council. Where you are eligible for health and adult social care support, help at home with personal care is available during the day and night, seven days a week if this is needed.

A financial assessment will be completed and, following this, you may have to pay an affordable charge towards your support, see page 46 for more information about assessments. There are also private agencies offering help at home with personal care and housework. See page 20 for more information.

Services for people with a sensory need

The Midlands Partnership Foundation Trust Sensory Team can work with you if you are over the age of 18 and:

- have a dual sensory loss (deaf/blind);
- are deaf or hard of hearing;
- have severe sight loss (blind); or
- are partially-sighted or experiencing significant visual loss.

The team can offer you advice and information on sensory issues. Once you have been referred to a sensory worker, the team will assess your care and support needs. If you are eligible, the team will work with you to decide which services/equipment will meet your needs.

The team also offers support to families and carers and can provide a separate assessment to carers. If you need services that are provided by other teams (e.g. personal care or day activities), the sensory team will work with you to access those teams. The team also works closely with the voluntary sector.

Visit www.carechoices.co.uk for further assistance with your search for care
Mental health

Mental health issues can affect anyone at any time. One in four people will experience some form of mental illness during their lifetime.

There are many different types of mental health needs, from mild issues to more severe and enduring conditions. Some examples include: anxiety, dementia, depression, eating disorders, Obsessive Compulsive Disorder (OCD) and post-traumatic stress disorder (PTSD).

If you have any concerns about your mental health you should visit your GP, who will be able to offer you advice and support.

Self-referrals or GP referrals can be made to Healthy Minds if you are a Stoke-on-Trent patient and North Staffordshire Wellbeing Service if you are a North Staffordshire patient.

The teams can help with your mental health needs and offer various treatments. The teams will also help if you live with a long-term condition such as diabetes, respiratory problems, chronic pain or fatigue.

For more information, visit www.healthy-minds.org.uk if you are a Stoke-on-Trent patient or www.northstaffswellbeing.co.uk if you are a North Staffordshire patient.

Advice is also available for anyone living in Stoke-on-Trent and Staffordshire through the Staffordshire Mental Health Helpline. Call 0808 800 2234, Monday to Friday, 7.00pm to 2.00am and Saturday and Sunday, 2.00pm to 2.00am.

North Staffordshire Community Mental Health Teams (CMHTs)

CMHTs can offer associated services to you if you are an adult living in North Staffordshire. CMHTs are accessed through referral from the Access Team and reflect a recovery-oriented model. If referred, you will be appointed a care coordinator, responsible for providing advice, support and a needs assessment. If needs are identified that cannot be met in primary care, your care coordinator will organise suitable treatment. There are four CMHTs in North Staffordshire, use the list below to find out more about your local service.

North Staffordshire Mental Health Services

The Access Team is the single point of contact and access for all North Staffordshire Combined Healthcare NHS Trust services. The Access Team provides 24/7 cover for all mental health and learning disability services across Stoke-on-Trent and North Staffordshire.

For more information, visit www.combined.nhs.uk or www.northstaffswellbeing.co.uk

South Staffordshire Mental Health Services

If you live in South Staffordshire, the Access Team will be your sole point of referral for all adult mental health services, including people living with dementia. The team can offer advice and guidance to you, your family, your carer and if necessary, can refer you to a Pathway Team to provide further support.

South Staffordshire Community Mental Health Teams (CMHTs)

CMHTs can offer associated services to you if you are an adult living in South Staffordshire. CMHTs are accessed through referral from the Access Team and reflect a recovery-oriented model. If referred, you will be appointed a care coordinator, responsible for providing advice, support and a needs assessment. If needs are identified that cannot be met in primary care, your care coordinator will organise suitable treatment. There are four CMHTs in South Staffordshire, use the list below to find out more about your local service.

South Staffordshire Access Service

Tel: 0300 555 5001
Email: access.staffordshire@sssf.st.nhs.uk
Web: http://mentalhealth.sssf.st.nhs.uk/mh-services
South Staffordshire Pathway Teams
Pathway Teams have been established to replace Community Mental Health Teams in South Staffordshire. The teams operate a ‘hub and spoke’ model of service delivery. If you are referred, this model aims to ensure that services are provided to you fairly and locally. There are four different Pathway Teams offering tailored support to adults living with mental health issues in South Staffordshire. The teams operate across two Community Hubs, use the list adjacent to find out more about your local service.

End of life care
Although the subject of dying is often painful to contemplate, it is essential that you and your relatives discuss your wishes as you near the end of your life. Good planning for all your needs should mean that you can (if you choose) remain in your home or care home in your last days and not have to be admitted to hospital.

When choosing a service, you should consider its end of life care philosophy and policies. Enabling people to die in comfort and with dignity is a core part of providing care and the way care professionals approach the process will be incredibly important for you, your family and carers.

The service should have an open approach to end of life care. It should initiate conversation with you and your family and work with your GP and other health professionals (e.g. hospital doctor, Macmillan Nurse, hospice professional or district nurse), to ensure that your needs and wishes are discussed and planned for. An end of life care plan should also be drawn up, as it is vital to establish your preferences and choices.

You could use the Preferred Priorities for Care (PPC) document to help with outlining your wishes. The PPC document is designed to help you prepare for the future and gives you an opportunity to think about, talk about and write down your preferences and priorities for care at the end of life. You can see an example of this document at www.dyingmatters.org/sites/default/files/preferred_priorities_for_care.pdf

It is also important to know that all health and social care staff must be trained in communication regarding end of life care and will be trained in assessing your needs as well as those of your carer. It is worth asking care providers whether they are working towards The Gold Standards Framework or similar standard. These can be used in various settings, for example hospitals, primary care and care homes, to improve the co-ordination and communication between different organisations involved in providing care for you near the end of your life.

Useful websites
**Compassionate Communities**
Aims to help you develop the skills to address issues raised by end of life and other losses. It also tries to be a helpful, empathic ear.
Web: [www.compassionatecommunities.org.uk](http://www.compassionatecommunities.org.uk)

**Dying Matters**
Set up by the National Council for Palliative Care, Dying Matters aims to promote awareness of dying, death and bereavement. The website has a comprehensive support section.
Web: [www.dyingmatters.org](http://www.dyingmatters.org)

**WidowNet**
Established in 1995, the first online information and self-help resource for, and by, widows and widowers. Web: [www.widownet.org](http://www.widownet.org)
# Residential dementia care checklist

**Home 1**

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<th>Fees per week</th>
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We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 39. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists).

## Design

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

## Choices

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

## Activities

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

## 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 49.
Dementia

Dementia affects everyone differently and can cause a wide range of symptoms. These can include issues with memory, thinking, concentration and language. If you are experiencing dementia symptoms, you may become confused or struggle with how you perceive things. Dementia can also cause changes in mood or emotions and affect how you behave.

If you have any concerns about your memory, the first point of contact should be your GP. They will talk to you about your concerns and, where appropriate, refer you to see a specialist at a memory clinic.

Following a formal diagnosis of dementia, your GP may refer you to a specialist; for example, a consultant in old age psychiatry, a community psychiatric nurse, a dementia adviser or an occupational therapist with a special interest in dementia care.

If you have recently received a diagnosis of, or are already living with dementia, it can be best to live at home for as long as possible. There are several services available to facilitate this such as home care, sitting services (which provide a break for carers), advice on equipment and adaptations, day care centres and respite care.

If you are living with dementia, you may also benefit from a range of group or individual therapies involving social interaction and mental stimulation. Music therapy, art therapy approaches and other creative therapies such as validation therapy can also be helpful.

The Council produces a regular email newsletter dedicated to dementia care. If you would like to start receiving this newsletter, or you have information or events that you would like adding to it, then please email Dementia.Newsletter@stoke.gov.uk

If you receive a diagnosis of dementia, your dementia adviser/care co-ordinator will offer guidance, advice and signpost you to support that is available locally, for both you and your relatives/carer.

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Supporting Carers on their Dementia Journey

Monthly Alzheimer’s Support Evenings

The Monthly Alzheimer’s Support Evenings (MASE) have become a well-established support network for people living with dementia in South Staffordshire.

The MASE helps reduce the stigma surrounding dementia and brings together people who are coping with the condition, in the hope of removing the social isolation all too often faced by Carers.

Project Co-ordinator and Trustee
Daphne: 01785 211140 or 07939 505455
www.themasegroup.com

Friendly Volunteers
Fun & Laughter
Advice & Support
Carers Forming Friendships
Information Leaflets
Buffet & Refreshments
Entertainment

A warm welcome awaits
Carers and their cared for at any of the following MASE Groups

- **Cannock - Drop In**
  St Luke’s Church Hall - WS11 1DE
  1st Monday of every month
  1:00 pm - 3:00 pm

- **Haughton**
  Haughton Village Hall - ST18 9EZ
  2nd Thursday of every month
  7:00 pm - 9:00 pm

- **Rugeley**
  St Joseph’s Church Hall - WS15 2EH
  3rd Wednesday of every month
  7:00 pm - 9:00 pm

- **Stafford**
  Castle Church Hall - ST16 1DP
  4th Monday of every month
  7:00 pm - 9:00 pm

- **Hednesford**
  The Aquarius Ballroom - WS12 1BT
  Last Thursday of every month
  7:00 pm - 9:00 pm

Friendly Volunteers
Fun & Laughter
Advice & Support
Carers Forming Friendships
Information Leaflets
Buffet & Refreshments
Entertainment

Proud Recipients of
The Queen’s Award for Voluntary Services
and The British Citizen Award

Winners of SCC Dignity in Care Award

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

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→ For information on ‘paying for care’, including dementia care please see below.

**Approach Dementia Advisory Service**
Cauldon Chambers, 10 Stoke Road, Shelton ST4 2DP
Tel: **01782 214999**
Email: [enquiries@approachstaffordshire.co.uk](mailto:enquiries@approachstaffordshire.co.uk)
Web: [www.approachstaffordshire.co.uk](http://www.approachstaffordshire.co.uk)

For information and advice, you can also contact the national helplines provided by [Alzheimer’s Society and Dementia UK](http://www.alzheimers.org.uk), see contact details on page 58.

Stoke-on-Trent City Council has also developed a specialist integrated health and social care dementia centre. The centre brings together specialist dementia services and professionals under one roof. These services include:

- memory services which provide assessment, diagnosis, treatment, review and follow-up checks for people living with dementia;
- the Community Mental Health Team, which provides assessment, treatment, care management and review services for you and others who may have a variety of issues including anxiety, depression, dementia and other mental health illnesses related to older age; and
- dementia reablement services that can support you to regain skills and confidence to maximise your independence and remain living in your own home for longer.

The centre also has an information and advice area that people living with dementia and their carers can use to access information, support and advice from people who are compassionate and knowledgeable about dementia.

### Paying for care

When a local authority provides or arranges services for you, you may be asked to contribute towards the cost of your care, depending on your personal circumstances. Stoke-on-Trent City Council has its own charging policies and levels for non-residential services. However, these must comply with certain minimum requirements.

To request a copy of the City Council’s Charging Policy, please call **01782 236620**.

#### Financial assessments

If you are assessed as having eligible needs (see page 10), you will be offered a financial assessment to identify what, if anything, you need to pay towards the cost of your care. A financial assessment officer will ask you about your income (including benefits), savings and capital and investments. The following rules apply, but figures may change over the lifetime of this Directory:

- if your savings, capital and investments total less than £14,250, they will not be included in your financial assessment, so you will only be means-tested on the income you receive;
- savings, capital and investments between £14,250 and £23,250 are included in your financial assessment and you will have to pay a contribution towards your care fees from your savings and income; and
- if your savings, capital and investments total over £23,250, you will likely have to pay the full cost of your care yourself.

The type of care you are receiving determines whether your property is to be included in the means test. Some capital may be ignored in your financial assessment, such as some types of bond and personal belongings. This will be explained as part of the financial assessment.

**Paying to fund non-residential care services**

If you receive a non-residential care service, i.e. you are not moving into a care home, there is an
amount of income that is not considered during your assessment. This is called the Minimum Income Guarantee (MIG) and represents the amount of money you must be left to live on after you have paid for your care. Your MIG level depends on your age and circumstances at the time of your assessment.

The value of your home is not included in your financial assessment if you are receiving care at home.

**Paying to fund residential care**

If the Council finds that you need to move into residential care, and your financial assessment has found that you are entitled to a contribution towards the cost of your care from the Council, there is an upper limit as to the amount of money the Council will pay towards the cost of a care home. This is usually determined by your specific circumstances.

If you choose a care home that charges more than this amount, the extra cost must be met by a ‘third party payment’ or ‘top-up’.

A top-up is the commitment of a relative, friend or charity to pay the difference between the amount contributed by the Council and the fees charged by the care home.

Top-ups can vary greatly between private care homes because they can set their own fees, but they should be affordable and reasonable. Top-ups cannot be paid from your own capital or income, except in limited circumstances.

Before anyone agrees to pay your top-up, they should be aware that the amount may increase, usually once a year, and there needs to be assurance that payments can be sustained for as long as they are required. They will need to sign a contract with the Council to confirm that they are able to commit to this.

If the additional payments stop being paid for any reason, you should seek help and advice from the Council. You may have to move to a cheaper home within the local authority’s funding levels.

If you are already a resident in a care home and no top-up was required at the time you became a resident, the home may seek to introduce one at a later date, which would need to be agreed first with the local authority. This may happen if a change to your arrangements is made at your request or with your agreement, such as moving to a nicer room.

It is important to note that Councils have a duty to offer you a place at a home that accepts their funding rates. If no such place is available, a top-up should not be charged.

**Self-funding your care**

Paying for care can be an expensive and a long-term commitment, so it is strongly recommended that you seek specialist information and advice before entering into any arrangements. It is important that you seek specialist advice from appropriately qualified and regulated financial advisers.

**Will I have any money left for day-to-day expenses and personal items?**

If you are in residential care, you can keep a weekly personal allowance out of your income. This is for your day-to-day needs or to save to buy items such as clothing and toiletries. This is currently £24.90 per week but may change over the lifetime of this Directory.

If you are receiving respite care or non-residential care services, the amount you pay for the service will be reduced to cover the costs of certain outgoings, such as rent (where not covered by Housing Benefit), Council Tax, and mortgage payments.

These outgoings can be taken into consideration for non-residential charging and do not necessarily reduce the cost of the service. In Stoke-on-Trent, respite is charged at a set rate and therefore the charge is not reduced by considering any household expenditure.

If you are receiving care at home and receive certain disability-related benefits, such as Attendance
Allowance, Disability Living Allowance Care Component or Personal Independence Payment Daily Living, you may also be able to keep an amount to cover any significant extra costs you have.

**Will I have to sell my home?**

If you are receiving non-residential care, the value of your house is not considered, unless you own a share of more than one property.

If you own your home and are moving into residential care, one of the biggest worries that you may have is ‘what will happen to my home?’. The information below should help with these concerns:

- if your husband, wife or partner continues to live in your family home, its value will not be included in your financial assessment; and

- if this does not apply, for the first 12 weeks of residential care the value of your home will be ignored in your financial assessment. This is called a 12-week property disregard. However, from the 13th week onwards, the Council will treat the value of your home as capital in your financial assessment.

You may be able to use the value of your home to help pay towards care home fees. The Council will help to pay your care fees and you can delay repaying the Council until you choose to sell your home, or until after your death. The Council ensures the money you owe will be repaid by putting a legal charge on your property. This is called a deferred payment agreement.

**Deferred payment agreements**

The deferred payments scheme is designed to help if you have been assessed as having to pay the full cost of your residential care but cannot afford to pay the full weekly charge because most of your capital is tied up in your home. If you are eligible for a deferred payment agreement, you will be required to pay a weekly contribution towards your care. This will be determined by a financial assessment. The Council will then pay the remaining amount of your weekly charge. The part the Council pays is your ‘deferred payment’.

The deferred payment builds up as a debt and the Council will provide you with quarterly invoices to advise you of the amount. Once your home is sold, the debt will be cleared from the proceeds of the sale.

However, you do not have to sell your home if you don’t want to – you may, for example, decide to rent it out to generate income. If you do this, you will be expected to use the rental income to increase the amount you pay each week, thus reducing the weekly payments made by the Council, and minimising the eventual deferred payment debt.

Acceptance of any application to the scheme depends on your eligibility and is at the discretion of the Council.

The Council strongly recommends that you take independent legal and/or financial advice before you enter into a deferred payment agreement.

For more information about paying for care, please use the contact details below.

**Stoke-on-Trent Adult Social Care Contact Centre**
Tel: 0800 561 0015
Email: social.care@stoke.gov.uk
Web: www.stoke.gov.uk

**Staffordshire Cares Team**
Tel: 0300 111 8010
Text/SMS (for people with a hearing impairment): 07814 194111
Minicom: 01785 276207
Email: staffordshirecares@staffordshire.gov.uk
Web: www.staffordshire.gov.uk
NHS funding

NHS Continuing Healthcare
NHS Continuing Healthcare is fully-funded care and support, provided and paid for by the NHS. To be eligible, your needs must be primarily health-related and are likely to be severe. If you are eligible for NHS Continuing Healthcare, you can receive the services in any setting, including your own home or in a care home. The NHS will pay if you need healthcare from a community nurse or a therapist as well as personal care to help you at home. For further information on NHS Continuing Healthcare contact 0345 548 0300.

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 a non-means-tested Registered Nursing Care Contribution (sometimes referred to as Funded Nursing Care) towards the cost of your nursing care. This is paid directly to the home.

What if my circumstances change?

The amount you pay towards the cost of your care will be reassessed once a year, normally in April, at the same time as the yearly increase in State Benefits. You must also request a reassessment if there has been significant change in your financial circumstances. If your income, savings or capital is close to falling below the threshold set for financial support, it is important that you contact the local authority as soon as possible to request a new financial assessment.

Checking the quality of your care

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

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

SARCP represents a number of independent providers, including care homes and home care agencies throughout the county. The aims are to promote high quality care and to represent the membership – and their clients – in regular meetings with, for example, social care and health departments and clinical commissioning groups.

SARCP supports local independent care providers to access training and provides up-to-date information to ensure compliance with the Care Quality Commission. Events are arranged covering new legislation, innovative themes and an opportunity for networking.

Individual independent care providers strive to obtain and maintain a good reputation as this is the foundation for delivering good quality care that is sustainable.

If you have limited savings and require residential care, nursing care or home care, then your Adult Social Care department may be able to assist with funding. You may also qualify for certain welfare benefits.

Should you need further clarification regarding the above – or any aspect relating to care – then please contact:

**SARCP**
Offices 23/24, Brookside Business Park,
Cold Meece, Near Stone ST16 0RZ
Tel: 01785 760070 • Email: chairman@sarcp.com
Web: www.sarcp.com

Stoke-On-Trent City Council – Contract review and monitoring

The Council operates several contracts for social care services, including care homes, home care, Extra Care and other services.

Monitoring is carried out on a regular basis, using a variety of assessment tools and processes, to evaluate whether services are being delivered to the required standards and to establish whether the requirements of the contract are being fully met.

Where monitoring shows that this is not the case, any concerns are taken up directly with the provider and an action plan is put in place to address the issue(s). The Council works with the provider to support this process.

Complaints, comments and compliments

Adult Social Care is here to support and listen to complaints, comments and compliments. You should feel able to complain about any aspect of your care or experience which affects your happiness, comfort and wellbeing. The Council will listen and consider how things can be improved. Making a comment or complaint will not put you at a disadvantage or place the services that you receive at risk.

**Who can make a complaint?**
You have the right to complain if you, a family member or someone close to you receives a social care service, has been refused a service, or has been affected by a plan or decision.

**How can you tell the Council what you think?**
The Council aims to solve any problems as quickly as possible. It is best for you to initially contact the staff you have been dealing with or the manager of your care service. All registered providers have a complaints procedure, details of which must be made available to clients, residents, relatives and carers.

If you remain dissatisfied following the outcome, there are several options available to you. You may contact the Adult Social Care Complaints Manager or, if your concern is regarding a breach of regulation, the Care Quality Commission (see page 49 for contact details).
You can also complain to your local authority; Stoke-on-Trent City Council and Staffordshire County Council welcome your feedback, whether you have a complaint, comment or compliment.

You can also ask the Local Government and Social Care Ombudsman (LGSCO) to consider your case if you are not happy about how a service has dealt with your complaint about care or an experience that you have had. However, the LGSCO will ask the local authority to resolve a complaint locally before getting involved. If you are a self-funding resident within a care setting, you need to contact the LGSCO in the first instance if you have a complaint.

**Stoke-on-Trent**

Please contact the member of staff that has been supporting you in the first instance. If you still feel unsatisfied after receiving this response, please complete the **online customer feedback form**.

**Staffordshire**

Please contact the member of staff that has been supporting you in the first instance. If you still feel unsatisfied after receiving this response, please contact the **Staffordshire County Council Customer Feedback and Complaints Team**.

Staffordshire Place 2, Tipping Street ST16 2DH
Tel: **0300 111 8000**
Email: complaintsandcustomerfeedback@staffordshire.gov.uk
Web: **www.staffordshire.gov.uk**

**Local Government and Social Care Ombudsman**

PO Box 4771, Coventry CV4 0EH
Tel: **0300 061 0614**
Web: **www.lgo.org.uk**

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**Advocacy**

Advocacy aims to:

- ensure your voice is heard and listened to;
- find out your views, wishes and aspirations and put these across to the people who need to know; and
- ensure you can make your own choices in life and have the chance to be more independent. This does not mean doing everything by yourself, it means being in control of your life and decisions relating to you.

Advocacy is independent support that is time-limited and free at the point of request.

**Who might need an advocate?**

Local authorities have a duty to involve you (if you are aged 14 or over) and your carer in making decisions about your care and support. This means supporting you to understand how you can be involved in the care and support processes, how you can contribute and take part and, in some cases, how you can lead or direct the process.

**Who can act as an independent advocate?**

An independent advocate must be suitably experienced and qualified and, most importantly, able to work independently of the local authority and/or its partners.

If there is an appropriate individual who you trust to help you say what is important to you and who knows your wishes, you can choose this person to be your advocate. Alternatively, professional advocates are available.

There are several local advocacy services. Services available through the Council are outlined below.

**When might an advocate be needed?**

The purpose is to assist and involve you to be active in planning your care and support. This includes during the assessment, the planning of care and support and in reviewing the care and support you receive. It also includes safeguarding procedures. All local authorities must arrange an independent advocate to support and represent you in these matters if:

- you have substantial difficulty being involved in decisions around your care and support; and
- there is no appropriate individual available to support and represent your wishes.

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
What is Independent Mental Capacity Advocacy (IMCA)?
If you are 16 or over and have been formally assessed to lack mental capacity, and have no appropriate friends or family to consult, you must have an IMCA present when a decision is made on your behalf about:

- providing, withdrawing or withholding of serious medical treatment;
- long-term accommodation in hospital, or another supported care environment;
- a representative being appointed to make decisions about what is best for you, i.e. a doctor or care manager; or
- a Deprivation of Liberty Safeguard (DoLS), this ensures that you are looked after properly if you need to live in a certain place that keeps you, or others, safe.

What is Independent Mental Health Advocacy (IMHA)?
The IMHA service is a specialist type of mental health advocacy. An IMHA is granted specific roles and responsibilities under the Mental Health Act, to help you if you qualify to:

- understand the legal provisions to which you are subject under the Mental Health Act 1983;
- understand the rights and safeguards to which you are entitled; and
- exercise your rights through supporting your participation in decision-making.

An IMHA should be provided for you if you are:

- detained under the 1983 Mental Health Act as revised (even if on leave of absence from the hospital) apart from patients detained under sections 4, 5(2), 5(4), 135 or 136;
- conditionally discharged or restricted patients;
- subject to guardianship; or
- under supervised Community Treatment Order.

If you are not covered by any of the above but meet any of the following criteria, you are also eligible:

- if you are being considered for a treatment to which Mental Health Act Section 57 applies (i.e. treatments requiring consent and a second opinion);
- if you are liable to be detained under the Act, even if not actually detained, including if you are on leave of absence from hospital or absent without leave, or if an application or court order for admission has been completed for you; or
- if you are under 18 and being considered for Electro-Compulsive Therapy or any other treatment to which Section 58A applies (i.e. treatments requiring consent or a second opinion).

Independent Health Complaints Advocacy
If you want to complain about an NHS service, or someone wants to make a complaint on your behalf, NHS Complaints Advocacy can support you. The service aims to help you understand your options and support you through the NHS complaints process. Support will be agreed with you and an advocate will work with you to ensure you get the best possible resolution to your complaint.

Stoke-on-Trent
The Council commissions an advocacy service through ASFST, which can be contacted on 01782 845584. A separate advocacy service is available for people diagnosed with dementia or cancer. This is provided through the Beth Johnson Foundation, call 01782 844036. For further information about advocates, please contact either Adult Social Care on 0800 561 0015 or Children’s Social Care on 01782 235100.

A Parents’ Advocate Service can be accessed by eligible parents of children who are known to the Stoke-on-Trent Children’s Social Care Team. The service assists parents to understand the complex statutory processes, voice the wishes and feelings of parents, and helps parents to understand what is expected or required in relation to their child.

Staffordshire
There are several specialist advocacy services in Staffordshire that you may wish to contact directly. You can find details by visiting www.staffordshireconnects.info and typing in the keyword ‘advocacy’.
Safeguarding adults

Safeguarding means protecting you if you have needs for care and support and if you are experiencing, or at risk of, abuse or neglect, and, as a result of those care and support needs, you are unable to protect yourself.

Safeguarding is about organisations working with you to prevent both the risks and experience of abuse or neglect, whilst making sure that your wellbeing is promoted, including having regard to your views, wishes, feelings and beliefs in deciding on any action.

The aims of adult safeguarding are to:

• stop abuse or neglect wherever possible;
• prevent harm and reduce the risk of abuse or neglect to you and your care and support needs;
• safeguard you in a way that supports you in making choices and having control about how you want to live;
• promote an approach that concentrates on improving life for you or any other adult(s) concerned;
• raise public awareness so that communities, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect;
• provide information and support in accessible ways to help you understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or wellbeing of yourself or of another adult; and
• deal with what has caused the abuse or neglect.

Who might abuse/neglect adults?
Anyone can carry out abuse or neglect, including:

• spouses or partners;
• other family members;
• neighbours;
• friends/acquaintances;
• local residents;
• people who may deliberately exploit you or other adults they perceive as vulnerable to abuse;
• paid staff/professionals;
• volunteers; and
• strangers.

Who can raise concerns of abuse or neglect?
Anyone can witness or become aware of information suggesting abuse or neglect is occurring. If you are raising a concern, you may have become aware of possible abuse if you:

• witnessed an abusive act;
• have been told about abuse by someone else;
• have found evidence of abuse; or
• recognised several of the risk indicators and become concerned there is a high risk of abuse.

Concerns may come to light as part of the following:

• a complaint;
• an expression of concern;
• a police call-out; or
• during an assessment.

If you are concerned about adult abuse, please use the contact details below.

City of Stoke-on-Trent Adult Social Care Contact Centre
Tel: 0800 561 0015
Out-of-hours: 01782 234234 – emergencies only.

Staffordshire County Council
Tel: 0345 604 2719
Monday to Thursday (not including Bank Holidays), 8.30am-5.00pm and Friday, 8.30am-4.30pm.
Text: 07814 191111 • Minicom: 01785 276207
Out-of-hours: 0345 604 2886 – emergencies only.

In an emergency, always dial 999.
Are you concerned about adult abuse?
If you feel you are being abused, or suspect someone else may be being abused, it is important to tell someone. You don’t need to give your name, and you will be supported if you’re worried about what might happen if you report someone.

What will happen if you report it?
Trained staff will carry out a careful and sensitive enquiry. The information will be discussed with other agencies including the police. Information and advice will be offered to the person and their family as to what can be done next.

The Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership brings together people from various agencies concerned with the wellbeing and protection of adults with care and support needs. The Partnership will work together to make sure that if you report abuse, the situation will get better and not worse. For more information, visit www.SSASP.co.uk

Stoke-on-Trent Safer Places scheme for vulnerable people
Safer Places provides a safe temporary place to go if a vulnerable person feels distressed, worried or scared while out in the community. Places which have joined the scheme can be identified by a Safer Places sticker at the entrance.

A full list of Safer Places is available at www.stoke.gov.uk/directory/33/safer_places and a useful map is available through visiting www.stoke.gov.uk and searching ‘Safer Places map’.

If you join the scheme, you will receive a Keep Safe card, which will include the names and contact numbers of two relatives or friends who can be called on for help. The card will need to be shown to obtain help in the establishments that have signed up to the scheme. To apply for a Keep Safe card, please email community.development@stoke.gov.uk

Tell us what you think

Share your feedback
Take our five minute survey

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

How solicitors can help

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

Lasting Powers of Attorney (LPAs) allow you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs. An LPA is only valid once registered with the Office of the Public Guardian. It allows for a person of your choice to make decisions on your behalf at a time when you may be unable.

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 can be a slow process and the fees can be quite expensive, so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

An ‘advance statement’ allows you to communicate your wishes in respect of future medical treatment but it is not legally binding. You may instead wish to make a living will, properly known as an ‘advance decision’ setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

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 49), 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
Local useful contacts

**ASIST**
Support if you need advocacy under the Mental Health Act.

**Independent Mental Health Advocacy (IMHA) and Independent Mental Capacity Advocacy (IMCA)**
St Georges Hospital, Block 7, Corporation Street, Stafford ST16 3AG
Tel: 01785 246709
Email: stafford@asist.co.uk
Web: www.asist.co.uk

**St Georges Hospital, Block 7, Corporation Street, Stafford ST16 3AG**
Tel: 01785 246709
Email: stafford@asist.co.uk
Web: www.asist.co.uk

**Independent Mental Health Advocacy (IMHA) and Independent Mental Capacity Advocacy (IMCA)**
Winton House, Stoke Road ST4 2RW
Tel: 01782 845584
Email: enquiries@asist.co.uk
Web: www.asist.co.uk

**Beat the Cold**
An independent charity working to reduce the incidence of cold related illness and fuel poverty.
Tel: 0800 389 2258 or 01782 683813
Email: enquires@beatcold.org.uk
Web: www.beatcold.org.uk

**Beth Johnson**
Independent advocacy support if you are living with dementia.
Parkfield House, 64 Princes Road, Hartshill ST4 7JL
Tel: 01782 844036
Email: admin@bjf.org.uk
Web: www.bjf.org.uk

**Brighter Futures: Staffordshire Mental Health Helpline**
A confidential service if you feel concerned, worried, stressed or low, or if you are worried about someone you know.
Tel: 01782 406000
Text: 07860 022821
Email: staffordshire.helpline@brighter-futures.org.uk
Web: www.brighter-futures.org.uk

**CareLink**
Provides a free befriending service, over the phone and face-to-face, small community social friendship groups, trips and activities, help to maintain healthy and independent living, and support to link you with community groups to reduce loneliness and isolation.
Tel: 01782 810320 (ext 2)
Email: carelink@saltbox.org.uk
Web: www.saltbox.org.uk/carelink

**Carers’ Association Southern Staffordshire (CASS)**
CASS is a registered charity, which provides confidential advice, information and emotional support and a range of other services.
Tel: 01785 222365
Email: enquiries@carersinformation.org.uk
Web: www.carersinformation.org.uk

**Carers Hub, The**
A free service designed to support you, whether you are an adult or young carer.
Tel: 0330 123 1937
Email: info@thecarershub.co.uk
Web: www.thecarershub.co.uk

**Stoke-on-Trent**
The Bridge Centre, Birches Head Road, Birches Head ST2 8DD

**Stafford**
SG Offices, Madford Retail Park, Foregate Street ST16 2QY

**Stoke-on-Trent Community Drug and Alcohol Service (CDAS)**
Offering support to you whether you are an adult or a young person and your carers, partners and families who live in Stoke-on-Trent.
Tel: 01782 283113 (over 18)
or 01782 221090 (under 18)
Email: referrals@sotcdas.org.uk
Web: www.scdas.org.uk
Approach Dementia Advisory Service
Advice, information and support services if you are diagnosed with dementia. Dementia awareness training for carers is also provided by Approach.
Cauldon Chambers, 10 Stoke Road, Shelton ST4 2DP
Tel: 01782 214999
Email: enquiries@approachstaffordshire.co.uk
Web: www.approachstaffordshire.co.uk

Changes
A user-led mental health charity providing a unique recovery service if you are in mental distress in North Staffordshire.
Tel: 01782 413101 • Email: stoke@changes.org.uk
Web: www.changes.org.uk

Cook and Eat Well
Helping you make healthy food choices if you live in the West Midlands.
Tel: 0800 464 0699
Email: cookandeatwell@groundwork.org.uk
Web: www.cookandeatwell.co.uk

Disability Solutions West Midlands
A Disabled Peoples User Led Organisation (DPULO) that aims to help you if you are living with a disability in North Staffordshire to fully engage with the demands of today’s society.
Tel: 01782 638300
Web: www.disabilitysolutions.org.uk

Dove Service, The
Provides counselling and group support activities to you or anyone who has been or could be affected by bereavement, life changing illness and other significant loss in Stoke-on-Trent, North Staffordshire and Cheshire.
Tel: 01782 683155
Email: enquires@thedoveservice.org.uk
Web: www.thedoveservice.org.uk

Healthwatch Staffordshire
Provides an NHS complaints advocacy service.
Tel: 0800 051 8371
Email: enquiries@healthwatchstaffordshire.co.uk
Web: www.healthwatchstaffordshire.co.uk

Healthwatch Stoke-on-Trent
Provides an NHS complaints advocacy service.
Tel: 01782 683080
Email: info@healthwatchstoke.co.uk
Web: www.healthwatchstokeontrent.co.uk

Mencap
Provides a self-advocacy network for adults with learning disabilities.
Tel: 0808 808 1111 • Web: www.mencap.org.uk

MHA: Stoke North Live at Home Scheme
Provides activity groups if you live in the Stoke North area and are over 55.
Tel: 01782 816662
Email: liz.daley@mha.org.uk
Web: www.mha.org.uk/live-home/live-home-near-me/stoke-north

North Staffs Carers’ Association
Offers information, training and ongoing support to carers of all ages, ensuring that each case is treated in a confidential manner.
Tel: 01782 793100 • Email: info@carersfirst.com
Web: www.carersfirst.com

POhWER
Provides general advocacy services. POhWER also provides a children and young people’s advocacy service. You can contact the service or ask someone to contact it for you.
Tel: 0300 456 2370 • Email: pohwer@pohwer.net
Web: www.pohwer.net

VAST
A charity working to oversee the growth of local voluntary and community sector organisations.
Email: info@vast.org.uk • Web: www.vast.org.uk

Stoke-on-Trent
The Dudson Centre, Hope Street, Hanley ST1 5DD
Tel: 01782 683030

Stafford
The Hub, 17 Eastgate Street ST16 2LZ
Tel: 01785 283400

Wave Goodbye to Loneliness
Find information and activities from across Stoke-on-Trent to find out what is being done to tackle the problem of loneliness.
Tel: 01782 238455
Web: www.stoke.gov.uk/wave
National useful contacts

**Action on Elder Abuse (AEA)**
Works to protect, and prevent the abuse of you if you are a vulnerable older adult.
Tel: **0808 808 8141**
Email: enquiries@elderabuse.org.uk
Web: www.elderabuse.org.uk

**Age UK**
The combined charity for Age Concern and Help the Aged.
Helpline: **0800 055 6112**
Web: www.ageuk.org.uk (see website for your local area office details).

**Al-Anon Family Groups**
Worried about your or someone else’s drinking? Help and hope for families and friends of alcoholics.
Helpline: **0800 008 6811** (10.00am to 10.00pm daily)
Email: enquiries@al-anon.org.uk
Web: www.al-anonuk.org.uk

**Alzheimer’s Society**
Leading the fight against dementia. The National Dementia Helpline can provide information, support, guidance and signposting to other appropriate organisations.
Tel: **0300 222 1122**
Email: enquiries@alzheimers.org.uk
Web: www.alzheimers.org.uk

**Association of Charitable Organisations**
A national umbrella body for benevolent charities.
Tel: **0207 255 4480**
Email: info@aco.uk.net
Web: www.aco.uk.net

**British Institute of Learning Difficulties (BILD)**
Committed to improving your quality of life if you have a learning disability.
Tel: **0121 415 6960**
Email: enquiries@bild.org.uk
Web: www.bild.org.uk

**Carers Direct**
Free confidential information, advice and support for carers.
Tel: **0300 123 1053**

**Carers Trust**
The largest provider of comprehensive carers’ support services in the UK.
Tel: **0300 772 9600**
Email: info@carers.org
Web: www.carers.org

**Carers UK**
The voice of carers.
Tel: **0808 808 7777**
Email: info@carersuk.org
Web: www.carersuk.org

**Change4Life**
Help towards getting yourself and your children eating well, moving more and living longer.
Web: www.nhs.uk/change4life

**Dementia Forward**
A charity offering advice and guidance to anyone affected by dementia.
Community House, Ripon HG4 1LE
Tel: **01765 601224**
Email: info@dementiaforward.org.uk
Web: www.dementiaforward.org.uk

**Dementia UK**
A helpline for anyone with a question or concern about dementia.
Tel: **0800 888 6678**
Email: helpline@dementiauk.org
Web: www.dementiauk.org

**FirstStop Advice**
Advice and information on all aspects of care accommodation, housing, finance and rights if you are an older person.
Advice line: **0800 377 7070**
Email: info@firststopadvice.org.uk
Web: www.firststopadvice.org.uk

**Friends of the Elderly**
A charity that will support you if you are an older person with a range of practical needs.
Tel: **0207 730 8263**
Email: enquiries@fote.org.uk
Web: www.fote.org.uk
Hospice UK
A charity for you if you are involved in palliative, end of life or hospice care.
Tel: 0207 520 8200 • Web: www.hospiceuk.org

Independent Age
Advice on home care, care homes, NHS Services, housing and other issues.
Tel: 0800 319 6789
Email: advice@independent.org
Web: www.independentage.org

My Family, Our Needs
The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.
Web: www.myfamilyourneeds.co.uk

National Activity Providers Association (NAPA)
Promotes the importance of activities for you if you are an older person.
Tel: 0207 078 9375
Email: info@napa-activities.co.uk
Web: www.napa-activities.co.uk

Paying for Care
A not-for-profit charity helping you to understand what each type of care offers and the cost of information on paying for care.
Web: www.payingforcare.org

Pension Service, The
Provides information about pensions and other pensioner benefits.
Tel: 0800 731 7898 • Textphone: 0800 731 7339
Web: www.gov.uk/contact-pension-service

Registered Nursing Home Association (RNHA)
Campaigns for high standards in nursing home care.
Freephone: 0800 074 0194
Email: frankursell@rnha.co.uk
Web: www.rnha.co.uk

Relatives and Residents Association, The
Helps you if you are an older person needing, or living in, residential care and your family and friends left behind.
Tel: 0207 359 8136
Email: info@relres.org
Web: www.relres.org

Royal British Legion, The
From sports-based rehabilitation courses and careers advice to dedicated care homes for older veterans, The Royal British Legion is here to ensure every member of the Armed Forces community receives the support they need.
Tel: 0808 802 8080
Email: info@britishlegion.org.uk
Web: www.britishlegion.org.uk
(live chat available).

Silver Line, The
The Silver Line is a free national confidential helpline providing information, friendship and advice to you and other older people, open 24-hours a day, every day of the year.
Tel: 0800 470 8090
Web: www.thesilverline.org.uk

United Kingdom Home Care Association (UKHCA)
Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.
Tel: 0208 661 8188
Email: helpline@ukhca.co.uk
or policy@ukhca.co.uk
Web: www.ukhca.co.uk

Veterans’ Gateway
Support for you and your family if you are a veteran. Includes seeking support in healthcare, housing, employability, finances, personal relationships and more.
Tel: 0808 802 1212
Text: 81212
Web: www.veteransgateway.org.uk
(live chat available).
Blacklake Lodge
RESIDENTIAL HOME

Blacklake Lodge Residential Home is committed to providing high quality care for older people.

The care home is set within five acres of secluded lawns and woodland. Complemented by a tailored care package suited to the needs of each resident and placing their dignity and rights at the forefront of our care.

We understand how difficult it is when someone can no longer live in their own home. We strive to enable people to keep their own routines, lifestyles and interests, making sure our clients enjoy their life in a way that they prefer. We also welcome regular visits from family and friends.

For further assistance and enquiries about our services please call us on 01782 388881 or email info@blacklakelodge.co.uk
www.blacklakelodge.co.uk

THE LIMES
RESIDENTIAL HOME

Not all care homes are the same

Contact us to arrange a visit and see for yourself

01782 844855
admin@limesfenton.co.uk
www.limesfenton.co.uk
Glebedale Road
Fenton
Stoke-on-Trent
Staffordshire ST4 3AP

As one of Stoke’s longest established and respected Care Home, The Limes provides the highest standards of residential and dementia care.

The Limes is located in Fenton, Stoke on Trent and is ideal for people with mobility issues and also specialises in dementia care. The home manager and staff have established an outstanding reputation for providing quality care and the atmosphere within the home is a fine testament to their affectionate and skillful approach. Through our people we have been able achieve our aim of not making The Limes just an excellent Care Home, but a “Home from Home” for everyone who moves in.

Our facilities include:
- Modern En-suites including showers
- 24 hour nurse call
- 2 passenger lifts
- WIFI
- Newly built Orangery
- Beautiful and Secure garden

Wetley Manor

“Quality Care, Quality Home... Quality of life”

Call 01782 55 11 44  www.wetleymanor.co.uk
Email - wetleymanor@btinternet.com
Abbey Road (off Leek Road A520), Wetley Rocks, Stoke on Trent, ST9 0AS

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Search for care at www.carechoices.co.uk to find support in your area
Stoke-on-Trent care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agnes and Arthur</td>
<td>Moorland View, Bradeley, Stoke-on-Trent ST6 7NG</td>
<td>01782 811777</td>
<td>OP D PD MH SI</td>
</tr>
<tr>
<td>Alison House Care Home Ltd</td>
<td>7 Newton Street, Basford, Stoke-on-Trent ST4 6JN</td>
<td>01782 632698</td>
<td>OP D PD MH SI</td>
</tr>
<tr>
<td>Beeches, The</td>
<td>665 Uttoxeter Road, Meir, Stoke-on-Trent ST3 5PZ</td>
<td>01782 310649</td>
<td>OP D</td>
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<tr>
<td>Blacklake Lodge Residential Home</td>
<td>Lake Croft Drive, Stoke-on-Trent ST3 7SS</td>
<td>01782 388881</td>
<td>OP D PD</td>
</tr>
<tr>
<td>Blurton Road</td>
<td>134 Blurton Road, Blurton, Stoke-on-Trent ST3 2DG</td>
<td>01782 336357</td>
<td>LDA YA</td>
</tr>
<tr>
<td>Burleigh House</td>
<td>Leek Road, Stoke-on-Trent ST10 1WB</td>
<td>01782 550920</td>
<td>OP D PD MH</td>
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<tr>
<td>Cambian – Eversley House</td>
<td>103 Upper Normacot Road, Stoke-on-Trent ST3 4QG</td>
<td>01782 333860</td>
<td>LDA MH YA</td>
</tr>
<tr>
<td>Cambian – Trent Valley Road</td>
<td>121 Trent Valley Road, Stoke-on-Trent ST4 5HN</td>
<td>01782 410280</td>
<td>LDA MH YA</td>
</tr>
<tr>
<td>Cauldon Place</td>
<td>1 Caledonia Road, Shelton, Stoke-on-Trent ST4 2DG</td>
<td>01782 275760</td>
<td>OP LDA</td>
</tr>
<tr>
<td>Cedars, The</td>
<td>2 Harding Road, Hanley, Stoke-on-Trent ST1 3BQ</td>
<td>01782 269739</td>
<td>LDA MH</td>
</tr>
<tr>
<td>Cedars, The</td>
<td>73 Berwick Road, Stoke-on-Trent ST1 6ER</td>
<td>0808 102 6378</td>
<td>OP D</td>
</tr>
<tr>
<td>Chiltern Rest Home</td>
<td>23 Kingsfield Oval, Basford, Stoke-on-Trent ST4 6HN</td>
<td>01782 711186</td>
<td>OP D YA</td>
</tr>
</tbody>
</table>

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

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
<table>
<thead>
<tr>
<th>Service</th>
<th>OP</th>
<th>Older people (65+)</th>
<th>D</th>
<th>Dementia</th>
<th>PD</th>
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<th>LDA</th>
<th>Learning disability, autism</th>
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<td>User Bands</td>
<td>MH</td>
<td>Mental health</td>
<td>SI</td>
<td>Sensory impairment</td>
<td>YA</td>
<td>Younger adults</td>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

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### Stoke-on-Trent Care Homes

**Derwent House**  
206-208 Lightwood Road, Longton,  
Stoke-on-Trent ST3 4JZ  
Tel: 01782 599844  

**Dresden House Ltd**  
81 Trentham Road, Dresden,  
Stoke-on-Trent ST3 4EE  
Tel: 01782 343477

**Eastgate Residential Home**  
12 Speakman Street, Longton ST3 4JR  
Tel: 01782 969516

**Eldon House Care Services**  
69 Ricardo Street, Longton,  
Stoke-on-Trent ST3 4EX  
Tel: 01782 326620

**Eros Crescent, 66**  
Birches Head, Stoke-on-Trent ST1 6RN  
Tel: 01785 257962

**Fernlea**  
114 Sandon Road, Meir, Stoke-on-Trent ST3 7DF  
Tel: 01782 342822

**Four Seasons**  
77 The Wood, Meir, Stoke-on-Trent ST3 6HR  
Tel: 01782 336670

**Goldendale House**  
45 Plex Street, Tunstall,  
Stoke-on-Trent ST6 5JQ  
Tel: 01782 861308

**Gorsefield Residential Home**  
306 High Lane, Burslem,  
Stoke-on-Trent ST6 7EA  
Tel: 01782 577237

**Graceland Care Ltd**  
11 Clewlow Place, Adderley Green,  
Stoke-on-Trent ST3 5DA  
Tel: 01782 593743

**Hanford Court Care Home**  
Bankhouse Road, Hanford, Stoke-on-Trent ST4 8EN  
Tel: 01782 645140  
Advert page 38

**Hanford Manor**  
85 Church Lane, Hanford, Stoke-on-Trent ST4 4QD  
Tel: 01782 642144

**Havenshaw House Ltd**  
Longton Road, Trentham, Stoke-on-Trent ST4 8JD  
Tel: 01782 643676

**Heathcotes (Blythe Bridge)**  
Southlands, Aynsleys Drive, Blythe Bridge,  
Stoke-on-Trent ST11 9LR  
Tel: 01782 398372

**High Cross House**  
93 Burton Road, Stoke-on-Trent ST3 2BS  
Tel: 01782 594696

**Hilton House**  
Hilton Road, Stoke-on-Trent ST4 6QZ  
Tel: 01782 634922

**Hollies, The**  
9 Shirley Road, Hanley, Stoke-on-Trent ST1 3PF  
Tel: 01782 205064

**Holly Lodge Residential Home Ltd**  
Gaskell Road, Bucknall,  
Stoke-on-Trent ST2 9DW  
Tel: 01782 303952

**Jasmine**  
125 Regent Road, Hanley,  
Stoke-on-Trent ST1 3BL  
Tel: 01707 601800

**Kenwood House**  
210-212 Lightwood Road, Longton,  
Stoke-on-Trent ST4 2DP  
Tel: 01782 397440

**Keswick House**  
210-212 Lightwood Road, Longton,  
Stoke-on-Trent ST3 4JZ  
Tel: 01782 336656

**Larkins, Hanley, The**  
163 Bucknall New Road, Hanley,  
Stoke-on-Trent ST1 2BG  
Tel: 01782 504457

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Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area
Visit www.carechoices.co.uk for further assistance with your search for care

Stoke-on-Trent care homes continued

**Lightwood Road, 216**
Dresden, Stoke-on-Trent ST3 4JZ
Tel: 01782 598422

**Pembroke Road**
14a Pembroke Road, Stoke-on-Trent ST3 3BX
Tel: 01782 311182

**Older people (65+)**

**Dementia**

**PD**

**Physical disability**

**LDA**

**Learning disability, autism**

**MH**

**Mental health**

**SI**

**Sensory impairment**

**YA**

**Younger adults**

**AD**

**People who misuse alcohol or drugs**

**Place Up Hanley, The**
Wooliscroft Road, Bucknall, Stoke-on-Trent ST2 9HP
Tel: 01782 219888

**Lightwood Road, 216**
Dresden, Stoke-on-Trent ST3 4JZ
Tel: 01782 598422

**Pembroke Road**
14a Pembroke Road, Stoke-on-Trent ST3 3BX
Tel: 01782 311182

**Older people (65+)**

**Dementia**

**PD**

**Physical disability**

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**MH**

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**SI**

**Sensory impairment**

**YA**

**Younger adults**

**AD**

**People who misuse alcohol or drugs**

**Limes, The**
Glebedale Road, Fenton, Stoke-on-Trent ST4 3AP
Tel: 01782 844855 Advert page 60

**Place Up Hanley, The**
Wooliscroft Road, Bucknall, Stoke-on-Trent ST2 9HP
Tel: 01782 219888

**Older people (65+)**

**Dementia**

**PD**

**Physical disability**

**LDA**

**Learning disability, autism**

**MH**

**Mental health**

**SI**

**Sensory impairment**

**YA**

**Younger adults**

**AD**

**People who misuse alcohol or drugs**

**Lindly House Care Home**
241 Longton Road, Trentham, Stoke-on-Trent ST4 8DQ
Tel: 01782 657541

**Place Up Hanley, The**
Wooliscroft Road, Bucknall, Stoke-on-Trent ST2 9HP
Tel: 01782 219888

**Older people (65+)**

**Dementia**

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**MH**

**Mental health**

**SI**

**Sensory impairment**

**YA**

**Younger adults**

**AD**

**People who misuse alcohol or drugs**

**Marrow House**
Forristers Street, Meir Hay, Stoke-on-Trent ST3 1SQ
Tel: 01782 234903

**Poplars**
123 Regent Road, Hanley, Stoke-on-Trent ST1 3BL
Tel: 01782 209410

**Older people (65+)**

**Dementia**

**PD**

**Physical disability**

**LDA**

**Learning disability, autism**

**MH**

**Mental health**

**SI**

**Sensory impairment**

**YA**

**Younger adults**

**AD**

**People who misuse alcohol or drugs**

**Meadows, The**
Wrenbury Crescent, Berryhill, Stoke-on-Trent ST2 9JZ
Tel: 01782 234567

**Poplars, The**
Alsagers Bank, Bank, Stoke-on-Trent ST7 8BA
Tel: 01782 721515

**Older people (65+)**

**Dementia**

**PD**

**Physical disability**

**LDA**

**Learning disability, autism**

**MH**

**Mental health**

**SI**

**Sensory impairment**

**YA**

**Younger adults**

**AD**

**People who misuse alcohol or drugs**

**Mimosa**
4 Shirley Road, Hanley, Stoke-on-Trent ST1 4DT
Tel: 01782 280838

**Regent Road**
41 Regent Road, Hanley, Stoke-on-Trent ST1 3BT
Tel: 01782 263720

**Older people (65+)**

**Dementia**

**PD**

**Physical disability**

**LDA**

**Learning disability, autism**

**MH**

**Mental health**

**SI**

**Sensory impairment**

**YA**

**Younger adults**

**AD**

**People who misuse alcohol or drugs**

**New Lodge**
971 Lightwood Road, Longton ST3 7NE
Tel: 01782 388370

**Royal Mencap Society**
30 Foster Court, Longton Hall Road, Blurton, Stoke-on-Trent ST3 2HF
Tel: 01782 593467

**Older people (65+)**

**Dementia**

**PD**

**Physical disability**

**LDA**

**Learning disability, autism**

**MH**

**Mental health**

**SI**

**Sensory impairment**

**YA**

**Younger adults**

**AD**

**People who misuse alcohol or drugs**

**Oak House**
258 City Road, Stoke-on-Trent ST4 2PY
Tel: 01782 263720

**Rutland House**
Caledonia Road, Shelton, Stoke-on-Trent ST4 2DN
Tel: 01782 263104

**Older people (65+)**

**Dementia**

**PD**

**Physical disability**

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**Learning disability, autism**

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**Mental health**

**SI**

**Sensory impairment**

**YA**

**Younger adults**

**AD**

**People who misuse alcohol or drugs**

**Park Hall**
Ubberley Road, Bentilee, Stoke-on-Trent ST2 0QS
Tel: 0808 102 6378 Advert page 74

**Rydal House**
6 Spratslade Drive, Dresden, Stoke-on-Trent ST3 4DZ
Tel: 01782 330854

**Older people (65+)**

**Dementia**

**PD**

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**YA**

**Younger adults**

**AD**

**People who misuse alcohol or drugs**

**Park View**
29 Cocknage Road, Dresden, Stoke-on-Trent ST3 4AP
Tel: 01782 252586

**Shamu**
126 Regent Road, Hanley, Stoke-on-Trent ST1 3AY
Tel: 01782 284520

**Older people (65+)**

**Dementia**

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**Mental health**

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**Younger adults**

**AD**

**People who misuse alcohol or drugs**

**Paul Clarke Home**
Chatterley House, Chatterley Road, Tunstall, Stoke-on-Trent ST6 4PX
Tel: 01782 834354

**Spratslade House Care Home**
Belgrave Avenue, Dresden, Stoke-on-Trent ST3 4EA
Tel: 01782 311531

**Older people (65+)**

**Dementia**

**PD**

**Physical disability**

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**Learning disability, autism**

**MH**

**Mental health**

**SI**

**Sensory impairment**

**YA**

**Younger adults**

**AD**

**People who misuse alcohol or drugs**

**Service**

**User Bands**

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs
Search for care in your area

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

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

St Michaels
Hewitt Street, Chell, Stoke-on-Trent ST6 6JX
Tel: 01782 233201

Strathmore House
27 Queens Park Avenue, Dresden, Stoke-on-Trent ST3 4AU
Tel: 01782 595947

Trentside Manor Care Home
Endon Road, Norton Green, Stoke-on-Trent ST6 8PA
Tel: 01782 535402

Villas, The
8 The Villas, West End, Stoke-on-Trent ST4 5AH
Tel: 01782 847947

Weston House
344 Weston Road, Weston Coyney, Stoke-on-Trent ST3 6HD
Tel: 01782 343818

Weston Road, 202
Meir, Stoke-on-Trent ST3 6EE
Tel: 01782 342123

Willows, The
69-99 Greenbank Road, Tunstall, Stoke-on-Trent ST6 7EZ
Tel: 07599 985191

Stoke-on-Trent care homes with nursing

Adderley Green Care Centre
Dividy Road, Bentilee, Stoke-on-Trent ST2 0AJ
Tel: 01782 337500

Amberley House Care Home
– Stoke-on-Trent
358 Ubberley Road, Bentilee, Stoke-on-Trent ST2 0QS
Tel: 01782 331200

Brindley Court
Station Road, Longport, Stoke-on-Trent ST6 4ND
Tel: 01782 828410

Choices Housing Association Ltd
– 60 Holdcroft Road
Bucknall, Stoke-on-Trent ST2 8LJ
Tel: 01782 570323

Creative Support – Leonora Street
20 Leonora Street, Burslem, Stoke-on-Trent ST6 3BS
Tel: 01782 817655

Goldenhill Nursing Home
Heathside Lane, Goldenhill, Stoke-on-Trent ST6 5QS
Tel: 01782 771911

Hilltop Manor Care Home
High Lane, Chell, Stoke-on-Trent ST6 6JN
Tel: 01782 828480

Lawton Rise Care Home
Heathside Lane, Goldenhill, Stoke-on-Trent ST6 5QS
Tel: 01782 773000

New Milton Nursing Home
Rear 1841 Leek Road, Milton, Stoke-on-Trent ST2 7AD
Tel: 01782 542573

Newford Nursing Home
Newford Crescent, Milton, Stoke-on-Trent ST2 7EQ
Tel: 01782 545547

Nightingale Group Ltd
– Trentham Care Centre
Longton Road, Trentham ST4 8FF
Tel: 01782 644800

Old Vicarage Nursing Home, The
751-753 High Street, Stoke-on-Trent ST6 5RD
Tel: 01782 785577

For information on home care and how it could help you, see page 20.
Stoke-on-Trent care homes with nursing continued

Advert below

**Park Lane**  
Park Lane, Knyopersley, Stoke-on-Trent ST8 7BG  
Tel: 01782 522061

**Richmond Mews**  
5 Richmond Terrace, Shelton, Stoke-on-Trent ST1 4ND  
Tel: 01782 222311

**Scotia Heights**  
Scotia Road, Stoke-on-Trent ST6 4HA  
Tel: 01782 829100

**St Michaels**  
Hewitt Street, Chell, Stoke-on-Trent ST6 6JX  
Tel: 01782 233201

**Stadium Court Care Home**  
Greyhound Way, Stoke-on-Trent ST6 3LL  
Tel: 01782 207979

**Tall Oaks Care Home**  
Charles Street, Biddulph, Stoke-on-Trent ST8 6JB  
Tel: 01782 518055

**Trentham House Care Home**  
Chivelston Grove, Trentham, Stoke-on-Trent ST4 8HN  
Tel: 01782 657664

**Westcroft Nursing Home Ltd**  
5 Harding Road, Hanley, Stoke-on-Trent ST1 3BQ  
Tel: 01782 284611

**Westfield Lodge Care Home**  
Weston Coyney Road, Stoke-on-Trent ST3 6ES  
Tel: 01782 336777

Looking for a care home and need some friendly expert advice?  
Put your trust in us to help you.

We understand that choosing the right care home can be an overwhelming and emotional experience. But rest assured we are here to help.

Come and take a look around and get some guidance on those things that are concerning you. It’s the best way to feel more confident about your next steps.

Our Home to Home Promise  
Packed full of useful tips and information, our Home to Home Promise takes you through how we can all work together to make the move into a care home as relaxed and easy as possible for you and your loved one.

Our residential, nursing, dementia, respite and rehabilitation care homes are comfortable, local and full of companionship. Whatever your care needs, we are here to help.

To find out more visit www.fshc.co.uk

**Tudor House Care Home** – 01543 331553  
Littleworth Road, Hednesford, Cannock, Staffordshire, WS12 1HY

**Windsor House Care Home** – 01543 331554  
Littleworth Road, Hednesford, Cannock, Staffordshire, WS12 1HY

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**Service**  
**User Bands**

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

Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area
Cannock Chase care homes

Care Services (UK) Ltd
20 Talbot Street, Rugeley WS15 2EQ
Tel: 01889 801837
37 Wolseley Road, Rugeley WS15 2QJ
Tel: 01889 801535

Catherine Care Ltd
38 Hilton Lane, Great Wyrley, Walsall WS6 6DS
Tel: 01922 415888

Copperdown Residential Care Home
30 Church Street, Rugeley WS15 2AH
Tel: 01889 586874

Grange Residential Care Home, The
Cannock Wood Street, Rawnsley, Cannock WS12 0PW
Tel: 01543 425673

Heartlands Care Ltd T/A Lanrick House
11 Wolseley Road, Rugeley WS15 2QJ
Tel: 01889 577505

Hob Meadow
2 Bentons Lane, Great Wyrley, Walsall WS6 6EF
Tel: 01922 417713

Horse Fair Care Home
Rugeley WS15 2EL
Tel: 01889 571980 Advert page 38

Kingsley Cottage
40 Uxbridge Street, Hednesford, Cannock WS12 1DB
Tel: 01543 422763

Langston Care Ltd – 35 Hill Top View
Handsacre, Rugeley WS15 4DG
Tel: 01543 302067

Langston Care Ltd – 37 Hill Top View
Handsacre, Rugeley WS15 4DG
Tel: 01543 302067

Lanrick Cottage
41 Wolseley Road, Rugeley WS15 2QJ
Tel: 01889 585262

Marilyn House
41 Cannock Road, Blackfords, Cannock WS11 5BU
Tel: 01543 504009

Marquis Court (Tudor House) Care Home
Littleworth Road, Hednesford, Cannock WS12 1HY
Tel: 01543 331553 Advert page 66 OP PD

Marquis Court (Windsor House) Care Home
Littleworth Road, Hednesford, Cannock WS12 1HY
Tel: 01543 331554 Advert page 66 OP D

Mavesyn Ridware Residential Home Ltd
Church Lane, Rugeley WS15 3RB
Tel: 01543 490585

Mrs Valerie Bullman – 18 Leafdown Close
Hednesford, Cannock WS12 2NJ
Tel: 01543 425637

Nethermoor House
131 Chaseley Road, Etching Hill, Rugeley WS15 2LQ
Tel: 01889 584368

North Street, 92
Bridgetown, Cannock WS11 0AZ
Tel: 01543 573739

Oak Tree House
68 Sevens Road, Cannock WS12 0QA
Tel: 01543 278832

Pye Green Road
34 -38 Pye Green Road, Cannock WS11 5RZ
Tel: 01543 503776

Waters Edge Care Home
Stafford Road, Great Wyrley, Near Walsall WS6 6BA
Tel: 01922 404343

Woodland View Short Breaks
Woodland View, Longford Road, Cannock WS11 1QN
Tel: 01543 502912

For information on home care and how it could help you, see page 20.
Cannock Chase care homes with nursing

Abbey Court Care Home
Heath Way, Heath Hayes, Cannock WS11 7AD
Tel: 01543 541034 Advert page 38 OP D PD MH YA

Alma Court Care Home
Heath Way, Heath Hayes, Cannock WS11 7AD
Tel: 01543 541330 Advert page 38 OP D MH

Ashcroft Hollow Care Home
18a Stafford Road, Huntington, Cannock WS12 4PD
Tel: 01543 574551

Barton House Nursing Home
68 Cemetery Road, Cannock WS11 5QH
Tel: 01543 504139

Conifers Nursing Home
16–18 Johns Lane, Walsall WS6 6BY
Tel: 01922 415473

Heathers Nursing Home, The
Gorsemoor Road, Cannock WS12 3HR
Tel: 01543 270077

Lakeview Care Home
Stafford Road, Great Wyrley, Near Walsall WS6 6BA
Tel: 01922 409898

Marquis Court (Tudor House) Care Home
Littleworth Road, Hednesford, Cannock WS12 1HY
Tel: 01543 331553 Advert page 66 OP PD

Marquis Court (Windsor House) Care Home
Littleworth Road, Hednesford, Cannock WS12 1HY
Tel: 01543 331554 Advert page 66 OP D

Needwood House Nursing Home
58–60 Stafford Street, Heath Hayes, Cannock WS12 2EH
Tel: 01543 275688

East Staffordshire care homes

Abacus Quality Care Ltd
T/A Abacus Care Home
42–44 Rolleston Road, Burton-on-Trent DE13 0JZ
Tel: 01283 533310 OP D PD MH

Amber House Residential Home Ltd
7–8 Needwood Street, Burton-on-Trent DE14 2EN
Tel: 01283 562674

Ashby House
80 Ashby Road, Burton-on-Trent DE15 0NX
Tel: 01283 480810 LDA MH YA

Ashby Road, 182
Burton-on-Trent DE15 0LB
Tel: 01283 563447 LDA YA

Ashby Road, 183
Burton-on-Trent DE15 0LB
Tel: 01283 533822 LDA YA

Ashby Road, 195
Burton-on-Trent DE15 0LB
Tel: 01283 529495 LDA YA

Bearwood House Residential Care Home
183 Bearwood Hill Road, Winshill,
Burton-on-Trent DE15 0JS
Tel: 01283 561114

Burton Road, 50
Branston, Burton-on-Trent DE14 3DN
Tel: 01283 512766 LDA YA

Carden Bank Rest Home
16 Belvedere Road, Burton-on-Trent DE13 0RQ
Tel: 01283 563841

Coach House, The
34a Stapenhill Road, Burton-on-Trent DE15 9AE
Tel: 01283 533759 OP PD LDA MH SI YA

Croft Care Home
43–44 Main Street, Stapenhill,
Burton-on-Trent DE15 9AR
Tel: 01283 561227

Derby Road, 46
Burton-on-Trent DE14 1RP
Tel: 01283 516341 LDA 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

Search for care at www.carechoices.co.uk to find support in your area
<table>
<thead>
<tr>
<th>Care Home Name</th>
<th>Address</th>
<th>Tel Number</th>
<th>Service Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dove House Care Home</td>
<td>Dairy Lane, Sudbury, Ashbourne DE6 5GX</td>
<td>01283 820304</td>
<td>OP D PD MH SI YA</td>
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<tr>
<td>Eversley Rest Home</td>
<td>38 Bramshall Road, Uttoxeter ST14 7PG</td>
<td>01889 563681</td>
<td>OP D YA</td>
</tr>
<tr>
<td>Far Fillimore Rest Home</td>
<td>Wood Lane, Hanbury, Burton-on-Trent DE13 8TG</td>
<td>01283 812180</td>
<td>OP D</td>
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<tr>
<td>Field House</td>
<td>84 Field Lane, Burton-on-Trent DE13 ONN</td>
<td>01283 480810</td>
<td>LDA MH</td>
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<tr>
<td>Hermitage Charity Care Trust, The</td>
<td>66 Holly Road, Uttoxeter ST14 7DU</td>
<td>01889 562040</td>
<td>OP D PD</td>
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<tr>
<td>Highbarnow Residential Home</td>
<td>Toothill Road, Uttoxeter ST14 8JT</td>
<td>01889 566406</td>
<td>OP D PD</td>
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<tr>
<td>Highfield Court</td>
<td>Stafford Road, Uttoxeter ST14 8QA</td>
<td>01889 568057</td>
<td>OP LDA MH YA</td>
</tr>
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<td>Highfield Hall</td>
<td>Stafford Road, Uttoxeter ST14 8QA</td>
<td>01889 563780</td>
<td>OP PD LDA YA</td>
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<tr>
<td>Hill Lodge 1</td>
<td>358 Rosliston Road, Stapenhill, Burton-on-Trent DE15 9Rj</td>
<td>01283 542443</td>
<td>OP LDA MH SI YA</td>
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<tr>
<td>Hill Lodge 2</td>
<td>359 Rosliston Road, Stapenhill, Burton-on-Trent DE15 9Rj</td>
<td>01283 542443</td>
<td>OP LDA YA</td>
</tr>
<tr>
<td>Hillfield House</td>
<td>Hillfield Lane, Burton-on-Trent DE13 0BW</td>
<td>01283 567320</td>
<td>OP D PD MH SI</td>
</tr>
<tr>
<td>Hillingdon House</td>
<td>172 Ashby Road, Burton-on-Trent DE15 0LG</td>
<td>01283 510274</td>
<td>OP PD LDA MH SI YA</td>
</tr>
<tr>
<td>James Court Residential Care Home</td>
<td>6 St Pauls Square, Burton-on-Trent DE14 2EF</td>
<td>01283 740411</td>
<td>LDA</td>
</tr>
<tr>
<td>Leigh House</td>
<td>33 Ashby Road, Burton-on-Trent DE15 0LQ</td>
<td>01283 310009</td>
<td>PD LDA YA</td>
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<tr>
<td>Mount Pleasant Care Home</td>
<td>Off Hollow Lane, Winshill, Burton Upon Trent DE15 ODR</td>
<td>0808 223 5356</td>
<td>Advert page 37</td>
</tr>
<tr>
<td>Mount, The</td>
<td>Wood Lane, Yoxall, Burton-on-Trent DE13 8PH</td>
<td>01543 472081</td>
<td>PD LDA MH SI YA</td>
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<tr>
<td>Parkbrook Lodge</td>
<td>Stubwood Lane, Denstone, Uttoxeter ST14 5HU</td>
<td>01889 591778</td>
<td>LDA YA</td>
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<tr>
<td>River Lodge</td>
<td>35 Stapenhill Road, Burton-on-Trent DE15 9AE</td>
<td>01283 533759</td>
<td>OP PD LDA MH SI YA</td>
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<tr>
<td>Sandylee House</td>
<td>5a Stafford Road, Uttoxeter ST14 8DN</td>
<td>01889 567360</td>
<td>LDA</td>
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<tr>
<td>Silver Birch</td>
<td>67 Hawthorn Crescent, Burton-on-Trent DE15 9QP</td>
<td>01283 542534</td>
<td>OP D PD LDA MH SI YA</td>
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<tr>
<td>St Marys Mount</td>
<td>Holly Road, Uttoxeter ST14 7DX</td>
<td>01889 562020</td>
<td>OP D PD MH</td>
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<tr>
<td>Summerfield Care Home</td>
<td>12 Burton Road, Branston, Burton-on-Trent DE14 3DN</td>
<td>01283 540766</td>
<td>OP D</td>
</tr>
<tr>
<td>Trent View</td>
<td>34 Stapenhill Road, Burton-on-Trent DE15 9AE</td>
<td>01283 533759</td>
<td>OP PD LDA MH SI YA</td>
</tr>
</tbody>
</table>

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Towerview Care sits in the heart of Burton On Trent on Ashby Road. The service has been here for many years and is well established within the local community.

It is accessible by public transport or car. Our priority is to ensure our Ladies and Gentlemen feel safe, secure, cared for, welcome and respected. We want people to feel truly at home, with a comfortable place to live, lots to do and fantastic food in a place where their dignity and privacy is always respected.

We invest in the best staff and pride ourselves on setting the highest standards of care and service. Our Ladies and Gentlemen enjoy a wide variety of activities and interests, and are supported to control their own lives, by shaping the care and support they receive. Visiting times are unrestricted, and the door is always open to family and friends. We recognise that it is important for everyone to have a sense of security, a sense of continuity, a sense of belonging, a sense of purpose, a sense of achievement and a sense of significance.

We are dedicated to constantly caring for everyone living in our home.

We provide placements for people who need nursing care, experiencing mental health difficulties including dementia and have complex health care needs. Our fees are competitive. We have excellent nurse and care staff 24 hours a day, including a Matron. We have additional in house support by our local GP and Psychiatrist. Other key professionals available to support the delivery of good therapeutic care are Occupational Therapy and Clinical Psychology, Chiropody, Dentist etc. This enables us to focus on the Ladies and Gentleman’s every need and not just their diagnosis or condition.

We carry out a comprehensive needs assessment for everyone referred to us. We will be happy to take the time to help you make the best decision for you or the person you represent, supporting you in your choice, and ensuring the transition is positive and enjoyable.
East Staffordshire care homes with nursing

Barrowhill Hall
Barrow Hill, Rocester, Uttoxeter ST14 5BX
Tel: 01889 591006
OP D MH SI YA

Barton Cottage
The Cottage Wing, Barton Health & Community Care Centre, Short Lane, Barton-under-Needwood, Burton-on-Trent DE13 8LT
Tel: 01283 714110

Branston Court Care Home
Branston Road, Burton-on-Trent DE14 3DB
Tel: 01283 510088
OP D YA

Burton, Bridge and Trent Court Care Centre
17-19 Ashby Road, Burton-on-Trent DE15 0LB
Tel: 01283 807422 Advert page 70 OP D PD MH SI YA

Charlotte James Nursing Home
Oakhurst, Shobnall Road, Burton-on-Trent DE14 2BB
Tel: 01283 569417

Dove House Care Home
Dairy Lane, Sudbury, Ashbourne DE6 5GX
Tel: 01283 820304
OP D PD MH SI YA

Fauld House Nursing Home
Fauld, Tutbury, Burton-on-Trent DE13 9HS
Tel: 01283 813642
OP D PD

Hoar Cross Nursing Home
St Michael’s House, Abbots Bromley Road, Hoar Cross, Burton-on-Trent DE13 8RA
Tel: 01283 575210

Kings Bromley care home
Kings Bromley, Burton-on-Trent DE13 7JA
Tel: 01543 472552

Kirk House Care Home
34 Balance Street, Uttoxeter ST14 8JE
Tel: 01889 562628

Old Rectory (Bramshall) Ltd
Leigh Lane, Bramshall, Uttoxeter ST14 5DN
Tel: 01889 565565

Poplars Nursing and Residential Care Home
Rolleston Road, Burton-on-Trent DE13 0JT
Tel: 01283 562842

Rider House Care Centre
Stapenhill Road, Burton-on-Trent DE15 9AE
Tel: 01283 512973

Riverside Care Home Ltd
Main Street, Stapenhill, Burton-on-Trent DE15 9AP
Tel: 01283 529329

Lichfield care homes

Birches, The
22 Birch Terrace, Burntwood WS7 2HH
Tel: 01543 642172
OP PD YA

Bracken House
Bracken Close, Burntwood WS7 9BD
Tel: 01543 686850
OP D PD MH SI YA

Footherley Hall
Footherley Lane, Shenstone, Lichfield WS14 0HG
Tel: 01543 480253

Hawthorn House
Burton Old Road West, Lichfield WS13 6EN
Tel: 01543 252211
LDA

Lawnswood Avenue
112 Lawnswood Avenue, Burntwood WS7 4YE
Tel: 01543 684009

Priory Highfields
11 Highfields Road, Chase Town, Burntwood WS7 4QR
Tel: 01543 684948

Rosemary Lodge
191 Walsall Road, Lichfield WS13 8AQ
Tel: 01543 415223

Rugeley Road, 235
Chase Terrace, Burntwood WS7 1NS
Tel: 01543 686460
OP D PD LDA SI YA

Service
OP Older people (65+)
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User Bands
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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Lichfield care homes continued

Shenstone Hall
13 Birmingham Road, Shenstone,
Lichfield WS14 0JS
Tel: 01543 480222

Southwinds
17 Chase Road, Burntwood WS7 0DS
Tel: 01543 672552

Spires, The
Stafford Road, Lichfield WS13 8JD
Tel: 01543 330739 Advert page 80 OP D PD YA

Watford House Residential Home
263 Birmingham Road, Shenstone Wood End,
Lichfield WS14 0PD
Tel: 0121 308 1342 OP D PD

Lichfield care homes with nursing

Aston Court Care Home
Little Aston Hall Drive, Little Aston,
Sutton Coldfield B74 3BF
Tel: 0121 667 5886

Beechfields Nursing Home Ltd
1 Wissage Road, Lichfield WS13 6EJ
Tel: 01543 418354

Briar Hill House
51 Attlee Crescent, Rugeley WS15 1BP
Tel: 01889 576622

Chaseview Nursing Home
Water Street, Chase Terrace,
Burntwood WS7 1AW
Tel: 01543 672666

Darwin Court Care Centre
Wissage Road, Lichfield WS13 6SP
Tel: 01543 250824 Advert page 38 OP D PD SI MH

Grangemoor House Nursing Home
110 Cannock Road, Burntwood WS7 0BG
Tel: 01543 675711 MH

Hammerwich Hall Care Home
105 Burntwood Road, Hammerwich,
Burntwood WS7 0JL
Tel: 01543 675529 OP PD MH

Hawksyard Priory Nursing Home
Armitage Lane, Armitage,
Rugeley WS15 1PT
Tel: 01543 490112 OP D PD LDA MH YA

Lodge Nursing Home, The
106 Cannock Road,
Burntwood WS7 0BG
Tel: 01543 686188 D MH

Stubby Leas Nursing Home
Fishwick Road, Whittington,
Lichfield WS13 8PT
Tel: 01827 383496 OP D YA

Talbot House Nursing Home
28-30 Talbot Street,
Rugeley WS15 2EG
Tel: 01889 570527 OP D LDA YA

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

Service
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- MH Mental health
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Search for care at www.carechoices.co.uk to find support in your area
Newcastle-under-Lyme care homes

**Acres Nook**  
Boathorse Road, Kidsgrove,  
Stoke-on-Trent ST7 4J A  
Tel: 01782 773774

**Allendale Residential**  
11a Milehouse Lane, Wolstanton,  
Newcastle-under-Lyme ST5 9JR  
Tel: 01782 767745

**Arbour Street, 50**  
50 Arbour Street, Talke Pits,  
Stoke-on-Trent ST7 1QW  
Tel: 07917 130264

**Broadmeadow Court Residential Care Home**  
London Road, Chesterton,  
Stoke-on-Trent ST5 7JG  
Tel: 01782 561398

**CareTech Community Services Ltd – 34 Porthill Bank**  
Porthill, Newcastle-under-Lyme ST5 0AA  
Tel: 01782 612223

**Chesterton Lodge**  
Loomer Road, Chesterton,  
Newcastle-under-Lyme ST5 7LB  
Tel: 0808 102 6378 Advert page 74

**Choices Housing Association Ltd**  
5 Greenbrook Court, St Michaels Road,  
Newcastle-under-Lyme ST5 9QB  
Tel: 01782 628190

23 Mount Pleasant, Chesterton,  
Newcastle-under-Lyme ST5 7LQ  
Tel: 01782 565437

40 Stafford Avenue, Clayton,  
Newcastle-under-Lyme ST5 3BJ  
Tel: 01782 630375

103 Heath Street, Chesterton,  
Newcastle-under-Lyme ST5 7ND  
Tel: 01782 563259

**Doddlespool Hall Care Home**  
Main Road, Betley CW3 9AE  
Tel: 01270 820700

**Farmhouse Residential Rest Home**  
Telke Road, Red Street,  
Newcastle-under-Lyme ST5 7AH  
Tel: 01782 566430

**Florence House**  
Porthill Bank, Porthill,  
Newcastle-under-Lyme ST5 0AE  
Tel: 01782 637354

**Grove Court**  
100 Lancaster Road, Newcastle-under-Lyme ST5 1DS  
Tel: 01782 628983

**Hemptstalls Hall Care Home**  
Hemptstalls Lane, Newcastle-under-Lyme ST5 9NR  
Tel: 01782 349320 Advert page 38

**Hollins Residential Care Home, The**  
260 Congleton Road, Butt Lane, Talke,  
Stoke-on-Trent ST7 1LW  
Tel: 01782 779211

**Kidsgrove Care Solutions – Arbour Street**  
52 Arbour Street, Talke Pits,  
Stoke-on-Trent ST7 1QW  
Tel: 07917 130264

**Kingsley Rest Home**  
7 Southlands Avenue, Newcastle ST5 8BZ  
Tel: 01782 626740

**Little Meadows**  
1 Poplar Avenue, Cross Heath,  
Newcastle-under-Lyme ST5 9HR  
Tel: 01782 711669

**Lodge, The**  
Clayton Road, Newcastle-under-Lyme ST5 4AD  
Tel: 01782 616961

**Lyme Valley House Residential Care Home**  
115 London Road, Newcastle-under-Lyme ST5 1ND  
Tel: 01782 633407

**Maple Tree Court**  
140 Gloucester Road, Kidsgrove,  
Stoke-on-Trent ST7 1EL  
Tel: 0808 102 6378 Advert page 74

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

Visit www.carechoices.co.uk for further assistance with your search for care
At our Stoke care homes, we embrace wellness. We support each of our residents as individuals, with their own rich history, skills and abilities and likes and dislikes. **Our homes are our communities** and it is your life-story, combined with our unique expertise in caring for older people, that ensure our residents can express themselves, maintain their identity and dignity and live a full and meaningful life.

_Proudly not-for-profit._

**Chesterton Lodge care home**, Chesterton ST5 7LB  
**Maple Tree Court care home**, Kidsgrove ST7 1EL  
**Park Hall care home**, Bentilee ST2 0QS  
**The Cedars care home**, Holden Bridge ST1 6ER

If you’d like to find out more about the choices Anchor care homes offer our residents call **0808 102 6378** or visit anchor.org.uk/our-care
Newcastle-under-Lyme care homes continued

Maples Residential Home, The
First Avenue, Porthill,
Newcastle-under-Lyme ST5 8QX
Tel: 01782 636129  OP D

Oakview
48 Westmorland Avenue, Kidsgrove,
Stoke-on-Trent ST7 1AT
Tel: 01782 911934  LDA YA

Peacock Hay
Peacock Hay Road, Talke, Stoke-on-Trent ST7 1UN
Tel: 01782 786918  LDA YA

Ravenswood Care Home
15 The Avenue, Kidsgrove,
Stoke-on-Trent ST7 1AQ
Tel: 01782 783124  OP

Samuel Hobson House
20-22 Knutton Road, Wolstanton,
Newcastle-under-Lyme ST5 0HU
Tel: 01782 620011  OP D

Staffordshire County Council – 114 Douglas Road
Newcastle-under-Lyme ST5 9BJ
Tel: 01782 711041  LDA

Wilbraham House
The Old Vicarage, Church Street, Audley,
Stoke-on-Trent ST7 8DE Advert inside front cover
Tel: 01782 720729  OP D PD LDA YA

Woodlands, The
20 Woodlands Avenue,
Newcastle-under-Lyme ST5 8AZ
Tel: 01782 622089  LDA Y

Newcastle-under-Lyme care homes with nursing

Abbeywell Court
Dragon Square, Newcastle ST5 7HL
Tel: 01782 561769  OP D MH YA

Belong Newcastle-under-Lyme
65 Lower Street,
Newcastle-under-Lyme ST5 2RS
Tel: 01782 986300  OP D PD YA

Bradwell Hall Nursing Home
Old Hall Drive, Bradwell,
Newcastle-under-Lyme ST5 8RQ
Tel: 01782 636935  OP D PD MH SI

Rowan Court Care Home
Silverdale Road, Newcastle-under-Lyme ST5 2TA
Tel: 01782 904595 Advert page 38 OP D PD MH SI YA

Silverdale Nursing Home
Newcastle Street, Silverdale,
Newcastle-under-Lyme ST5 6PQ
Tel: 01782 717204  OP D

St Quentin Senior Living, Residential and Nursing Homes
Sandy Lane, Newcastle-under-Lyme ST5 0LZ
Tel: 01782 617056  OP D PD SI

South Staffordshire care homes

Ashfield House
Sugar Loaf Lane, Iverley,
Kidderminster DY10 3PB
Tel: 01562 701118  PD LDA MH SI

Bearnett House
Stourbridge Road, Wolverhampton WV4 5NN
Tel: 01902 895443  OP D

Bradbury Respite Centre
91 Orton Lane, Wolverhampton,
West Midlands WV4 4XA
Tel: 01902 894264  OP D PD MH

Brickbridge House
98 Bridgnorth Road, Wombourne WV5 0AQ
Tel: 01902 892619  PD LDA

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

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

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**South Staffordshire care homes continued**

**Essington Manor Care Home**  
41 Broad Lane, Essington WV11 2RG  
Tel: 01922 406596  
**OP D PD MH SI**

**Fairmont Residential Ltd**  
Botts Farm, Whittington Hall Lane,  
Kinver, Stourbridge DY7 6PN  
Tel: 01384 397402  
**LDA**

**Firs Residential Home, The**  
Wodehouse Lane, Gospel End,  
Sedgley DY3 4AE  
Tel: 01902 677911  
**OP D PD MH**

**Greenway House Residential Home**  
103 Springhill Lane, Lower Penn,  
Wolverhampton WV4 4TW  
Tel: 01902 330777  
**OP D PD MH SI**

**High Lodge Care Home**  
Off Roman Road, Iverley, Stourbridge DY7 6PP  
Tel: 01384 390561  
**OP D PD SI**

**Holendene Way, 1**  
Wombourne, Wolverhampton WV5 8EP  
Tel: 01905 798247  
**LDA MH YA**

**Prestwood Lodge**  
Wolverhampton Road, Prestwood,  
Stourbridge DY7 5AN  
Tel: 01384 872555  
**OP PD**

**Shrubbery Rest Home, The**  
126 Wood Road, Codsall,  
Wolverhampton WV8 1DW  
Tel: 01902 844871  
**OP D PD MH SI**

**Springfield House Residential Home**  
Oaken Drive, Codsall, Wolverhampton WV8 2EE  
Tel: 01902 844143  
**OP D**

**Willows Care Home, The**  
14 Wolverhampton Road, Codsall,  
Wolverhampton WV8 1PP  
Tel: 01902 842273  
**OP D PD YA**

---

**South Staffordshire care homes with nursing**

**Edgeview Nursing Home**  
The Compa, Comber Road, Kinver,  
Stourbridge DY7 6HT  
Tel: 01384 872804  
**D PD LDA MH**

**Himley Mill Nursing Home**  
School Road, Himley, Dudley DY3 4LG  
Tel: 01902 324021  
**OP D PD YA**

**Hunters Lodge Care Centre, The**  
Hollybush Lane, Oaken, Codsall,  
Wolverhampton WV8 2AT  
Tel: 01902 847575  
**OP D PD MH YA**

**New Dawn Court**  
160 High Street, Chasetown, Burntwood,  
Staffordshire WS7 3XG  
Tel: 01902 843004  
**OP D PD MH SI YA**

**Perton Manor**  
Wrottesley Park Road, Wolverhampton WV8 2HE  
Tel: 01902 843004  
**OP D PD MH SI YA**

**Prestwood Coach House**  
Wolverhampton Road, Prestwood,  
Stourbridge DY7 5AL  
Tel: 01384 877440  
**OP D PD**

**Prestwood House**  
Wolverhampton Road, Prestwood,  
Stourbridge DY7 5AL  
Tel: 01384 877440  
**OP D PD**

**Springfield House Nursing Home**  
Oaken Drive, Codsall, Wolverhampton WV8 2EE  
Tel: 01902 507357  
**OP D**

**St Anthony’s**  
– Care Home with Nursing Physical Disabilities  
Stourbridge Road, Wolverhampton WV4 5NQ  
Tel: 01902 893056  
**OP PD YA**

**Woodford House**  
The Green, Triesull, Wolverhampton WV5 7HW  
Tel: 01902 324264  
**OP D PD MH SI YA**

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

Beechcroft House Residential Home
St Johns Road, Rowley Park, Stafford ST17 9BA
Tel: 01785 251973  OP D PD

Brookside Residential Home
159 Eccleshall Road, Stafford ST16 1PD
Tel: 01785 240738  OP D PD SI YA

Burley Heights
Seighford Lane, Aston-by-Doxey, Stafford ST18 9LQ
Tel: 01785 281715  OP D PD LDA SI YA

Butterhill Care Centre
Coppenhall, Stafford ST18 9BU
Tel: 01785 780380  OP D PD

Cottage, The
20 Oulton Road, Stone ST15 8DZ
Tel: 01785 811918  LDA YA

Creda House
184 Weston Road, Stafford ST16 3RY
Tel: 07740 076856  LDA YA

Crispin Court Care Home
385a Stone Road, Stafford ST16 1LD
Tel: 01785 529658 Advert page 78  OP D PD MH SI YA

Gingercroft Residential Home
Wharf Road, Gnosall, Stafford ST20 0DB
Tel: 01785 822142  OP D

Greenfield House
Springfield Road, Stafford ST13 6LQ
Tel: 01538 385916  D PD LDA

Leonard’s Croft
80 Lichfield Road, Stafford ST17 4LP
Tel: 01785 214449  LDA SI YA

Little Ingestre House
Ingestre Park, Near Great Haywood, Stafford ST18 0RE
Tel: 01889 270410  PD LDA YA

Longridge Care Home Ltd
Levedale Road, Dunston, Stafford ST18 9AL
Tel: 01785 714119  OP PD

Maple Lodge (Stafford)
Rotherwood Drive, Rowley Park ST17 9AF
Tel: 01785 255259  OP D PD YA

Meadowfields Care Home
Pasturefields, Great Haywood, Stafford ST18 0RD
Tel: 01889 270565  OP D PD YA

Mews, The
Stone Road, Eccleshall, Stafford ST21 6JX
Tel: 01785 851185  PD LDA YA

Oaklea House Ltd
Stone Road, Tittensor, Stoke-on-Trent ST12 9HE
Tel: 01782 373236  OP LDA

Old Post Office Residential Home, The
Newport Road, Haughton, Stafford ST18 9JH
Tel: 01785 780817  OP D PD LDA MH SI YA

Old Rectory, The
Fratswell Lane, Fradswell, Stafford ST18 0EY
Tel: 01889 270236  OP D

Orsett House Retirement Home
Station Road, Barlaston, Stoke-on-Trent ST12 9DQ
Tel: 01782 372147 Advert page 80  OP D PD

Queensway House
Weston Road, Stafford ST16 3TF
Tel: 01785 226417  OP MH

R M P Care
1 Alexandra Street, Stone ST15 8HL
Tel: 01785 615510  LDA YA
20 Longton Road, Stone ST15 8DQ
Tel: 01785 615505  LDA YA
20 Oulton Road, Stone ST15 8DZ
Tel: 01785 615486  LDA YA
21 Longton Road, Stone ST15 8DQ
Tel: 01785 615505  LDA YA
49 Victor Street, Stone ST15 8HH
Tel: 01785 615500  OP LDA YA

Rocklee Residential Home Ltd
341-343 Stone Road, Stafford ST16 1LB
Tel: 01785 607468  MH

Wilford House
47 Rowley Bank, Stafford ST17 9BA
Tel: 01785 258495  OP YA

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Crispin Court Care Home
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A care home of unrivalled comfort and amenities, Crispin Court is located in the old market town of Stafford. This quality home delivers the highest possible standards in senior living, from leading national care provider, Avery Healthcare.

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## Staffordshire Moorlands care homes

<table>
<thead>
<tr>
<th>Care Home</th>
<th>Address</th>
<th>Telephone No.</th>
<th>Service Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alder Grange</td>
<td>51 Adamthwaite Drive, Blythe Bridge, Stoke-on-Trent ST11 9HL</td>
<td>01782 393581</td>
<td>OP D PD MH SI</td>
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<tr>
<td>Allan House Ltd</td>
<td>53 Uttoxeter Road, Blythe Bridge, Stoke-on-Trent ST11 9JG</td>
<td>01782 397018</td>
<td>OP LDA</td>
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<tr>
<td>Ashview House Residential Care Home</td>
<td>Aynsleys Drive, Blythe Bridge, Stoke-on-Trent ST11 9HJ</td>
<td>01782 398919</td>
<td>OP D PD SI</td>
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<tr>
<td>Beech Dene Residential Care Home</td>
<td>Westwood Road, Leek ST13 8DL</td>
<td>01538 388087</td>
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<tr>
<td>Choices Housing Association Ltd</td>
<td>20 Dairy Close, Leek ST13 6LT</td>
<td>01538 386762</td>
<td>D PD LDA MH SI YA</td>
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<tr>
<td></td>
<td>4 West Street, Biddulph, Stoke-on-Trent ST8 6HL</td>
<td>01782 514141</td>
<td>OP PD LDA YA</td>
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<tr>
<td>Compassionate House</td>
<td>177 Uttoxeter Road, Draycott, Stoke-on-Trent ST11 9AB</td>
<td>01270 505027</td>
<td>LDA MH SI YA</td>
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<tr>
<td>Elizabeth House</td>
<td>Sandy Hill, Werrington, Stoke-on-Trent ST9 0ET</td>
<td>01782 304088</td>
<td>OP D</td>
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<tr>
<td>Fieldway Residential Home</td>
<td>5 Fieldway, Adamthwaite Drive, Blythe Bridge,</td>
<td>01782 388332</td>
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<tr>
<td>Heathcotes (Blythe Bridge)</td>
<td>Southlands, Aynsleys Drive, Blythe Bridge,</td>
<td>01782 398372</td>
<td>LDA MH</td>
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<tr>
<td>Heathfield House</td>
<td>318 Uttoxeter Road, Blythe Bridge, Stafford ST11 9LY</td>
<td>01782 393909</td>
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<td>Hillesden House Care Home</td>
<td>Mount Road, Leek ST13 6NQ</td>
<td>01538 373397</td>
<td>OP D</td>
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<tr>
<td>Hillswood Lodge</td>
<td>9 The Close, Endon, Stoke-on-Trent ST9 9JH</td>
<td>01782 505221</td>
<td>OP D LDA YA</td>
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<tr>
<td>Iona</td>
<td>104 Well Street, Biddulph, Stoke-on-Trent ST8 6EZ</td>
<td>01782 523396</td>
<td>LDA</td>
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<tr>
<td>Ladydale Care Home</td>
<td>9 Fynney Street, Leek ST13 5LF</td>
<td>01538 386442</td>
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<tr>
<td>Larkins, The</td>
<td>Hill Top, Brown Edge, Stoke-on-Trent ST6 8TX</td>
<td>01782 504457</td>
<td>LDA</td>
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<tr>
<td>Mill Hayes Residential Home</td>
<td>72 Mill Hayes Road, Knypersley, Stoke-on-Trent ST8 7PS</td>
<td>01782 519047</td>
<td>OP D</td>
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<tr>
<td>Old Vicarage Residential Home, The</td>
<td>Vicarage Road, Tean, Stoke-on-Trent ST10 4LE</td>
<td>01538 723441</td>
<td>OP D PD</td>
</tr>
<tr>
<td>Roughcote Hall Farm</td>
<td>Roughcote Lane, Caverswall, Stoke-on-Trent ST11 9ET</td>
<td>01782 397440</td>
<td>LDA YA</td>
</tr>
<tr>
<td>Tall Oaks Care Home</td>
<td>Charles Street, Biddulph, Stoke-on-Trent ST8 6JB</td>
<td>01782 518055</td>
<td>Advert page 66</td>
</tr>
<tr>
<td>Wall Hill Care Home Ltd</td>
<td>Broad Street, Leek ST13 5QA</td>
<td>01538 399807</td>
<td>OP D PD MH</td>
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<tr>
<td>Wetley Manor Care Home</td>
<td>Abbey Road, Wetley Rocks, Stoke-on-Trent ST9 0AS</td>
<td>01782 551144</td>
<td>Advert page 60</td>
</tr>
<tr>
<td>Willows Care Home, The</td>
<td>90 Uttoxeter Road, Blythe Bridge,</td>
<td>01782 399411</td>
<td>OP D MH</td>
</tr>
</tbody>
</table>

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Orsett House Exclusive Retirement Home

Specialists in caring for people with Dementia

• Registered to care for the frail elderly • Long & short stay, respite care
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01782 393581 | info@aldergrange.co.uk | www.aldergrange.co.uk
Alder Grange, 51 Adamthwaite Drive, Blythe Bridge, Stoke On Trent, ST11 9HL

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• Search by location and care need
• Information on care quality
• Links to inspection reports
• Additional information, photos and web links
• Brochure requests

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# Staffordshire Moorlands care homes with nursing

**Abbey Court Care Home – Leek**  
Buxton Road, Leek ST13 6NF  
Tel: 01538 386523  
**Service:** Older people (65+)  
**User Bands:** Dementia

**Ash Hall Nursing Home**  
Ash Bank Road, Werrington, Stoke-on-Trent ST2 9DX  
Tel: 01782 302215  
**Service:** Older people (65+)  
**User Bands:** Dementia

**Autumn House Nursing Home**  
37 Stafford Road, Stone ST15 0HG  
Tel: 01746 766661  
**Service:** Older people (65+)

**Beech Lodge Nursing Home**  
Rakeway Road, Cheadle, Stoke-on-Trent ST10 1RA  
Tel: 01538 753676  
**Service:** Older people (65+)  
**User Bands:** Dementia

**Church Terrace Nursing Home**  
18 The Terrace, Cheadle, Stoke-on-Trent ST10 1PA  
Tel: 01538 750736  
**Service:** Older people (65+)  
**User Bands:** Dementia

**Ernvale House Care Centre**  
Station Road, Cheddleton, Leek ST13 7EE  
Tel: 01538 360260  
**Service:** Older people (65+)  
**User Bands:** Dementia

**Harewood Park**  
Leek Road, Cheadle, Stoke-on-Trent ST10 2EE  
Tel: 01538 756942  
**Service:** Older people (65+)

**Rock Cottage Care Services**  
Breach Road, Brown Edge, Stoke-on-Trent ST6 8TR  
Tel: 01782 503120  
**Service:** Older people (65+)  
**User Bands:** Dementia

**Springbank Nursing Home**  
Mill Hayes Road, Knypersley, Stoke-on-Trent ST8 7PS  
Tel: 01782 516889  
**Service:** Older people (65+)

**Treetops Court Care Home**  
Park Road, Leek ST13 8XP  
Tel: 01538 392520  
**Service:** Older people (65+)  
**User Bands:** Dementia

---

# Tamworth care homes

**Boat House, The**  
24-28 Lichfield Street, Fazeley, Tamworth B78 3QN  
Tel: 01827 289654  
**Service:** Older people (65+)

**Bonehill Lodge**  
62 Park Lane, Bonehill, Tamworth B78 3HZ  
Tel: 01827 280275  
**Service:** Older people (65+)

**Dover Cottage Rest Home**  
Dover Farm Close, Stoneydelph, Tamworth B77 4AP  
Tel: 01827 331116  
**Service:** Older people (65+)

**Evergreen House Residential Home**  
Lichfield Road, Tamworth B79 7SF  
Tel: 01827 50675  
**Service:** Older people (65+)

**Fox Glove**  
1 Foxglove, Amington, Tamworth B77 4HY  
Tel: 01827 769424  
**Service:** Older people (65+)

**Independent Living Services (EM) Ltd**  
1 Foxglove, Amington, Tamworth B77 4HY  
Tel: 01827 769424  
**Service:** Older people (65+)

**Lane House Residential Care Home**  
265 Lichfield Road, Tamworth B79 7SF  
Tel: 01827 314806  
**Service:** Older people (65+)

**Meadowyrthe**  
Comberford Road, Tamworth B79 8PD  
Tel: 01827 66606  
**Service:** Older people (65+)

**Spring Tree Rest Home**  
433 Watling Street, Two Gates, Tamworth B77 1EL  
Tel: 01827 251634  
**Service:** Older people (65+)

**St Ives Close**  
2-4 St Ives Close, Leyfields, Tamworth B79 8HL  
Tel: 0808 808 1111  
**Service:** Older people (65+)

**Standon House**  
12 Ashby Road, Tamworth B79 8AG  
Tel: 01827 69952  
**Service:** Older people (65+)

**TNP Homecare (UK) Ltd**  
TNP House, 15 Comberford Road, Tamworth B79 8PB  
Tel: 01827 316177  
**Service:** Older people (65+)

**Walsingham Support – 18-20 Richmond Close**  
Walsingham, Tamworth B79 7QS  
Tel: 01827 311991  
**Service:** Older people (65+)

**Wigginton Cottage**  
86 Main Road, Wigginton, Tamworth B79 9DZ  
Tel: 01827 63441  
**Service:** Older people (65+)

**Wilnecote Rest Home**  
Hockley Road, Wilnecote, Tamworth B77 5EA  
Tel: 01827 262582  
**Service:** Older people (65+)

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<th>Service</th>
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<td>PD</td>
<td>Physical disability</td>
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<td></td>
</tr>
</tbody>
</table>

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# Index - Home care providers

## A
- Adlington House – Wolstanton 25
- Affexa Care Services – Stafford 25
- Affinity Homecare 25
- Age UK – Stafford & District Care Services 25
- Age UK South Staffordshire (Penkridge Resource Centre) 25
- Agee Care Ltd 25
- Agincare UK Newcastle-under-Lyme 25
- Alpha Home Assist 25
- Always Home Care 25
- AMG Nursing and Care Services – Burton 25
- AMG Nursing and Care Services – Stafford & Stoke-on-Trent 25
- AMG Nursing and Care Services – Wolverhampton 25
- Ana Nursing & Care Services 25
- Angel Homecaring Ltd 25
- ARI Homecare 25
- Archangel Home Care – Staffordshire Branch 25
- Aston Home Care Ltd 25
- Austin Ben – Stoke 25
- Ave Maria Care Services 25
- Ave Maria Care Services (Burntwood) 25

## B
- Bagnall Heights Domiciliary Service 25

## C
- Camoys Court 27
- Care Company – Stoke, The 27
- Care Company, The 27
- Care Cover 24/7 27
- Care Homes Stoke Ltd 27
- Care O.W.L. Ltd 27
- Care Plus 27
- Care Promise Ltd 27
- Care Services Kidsgrove 27
- Caremark Cannock Chase and South Staffordshire 27
- Caretech Community Services 27
- Hanley DCA 27
- Caring Hands 27
- Catherine Care 27
- Catherine Care Ltd 27
- Chase Care and Support Services Hednesford 27
- Choices Housing Association 27
- Choose Your Care 27
- Comfort Call – Maple West 27
- Comfort Call – Stoke 27
- Comfort Call – Willow Barns 27
- Committed2Care Ltd 28
- Community Care Worker Ltd 28
- Creative Support – Cannock Services 28
- Creative Support – Rowan Village 28
- Creative Support Stoke-on-Trent (Learning Disabilities) 28
- CRG Homecare – Stoke 28
- Crossroads Care Staffordshire 28
- CSPC Healthcare Ltd 28
- Custom Care (Cannock) 28
- Custom Care (Stoke) 28

## D
- Daycare Domiciliary Services 28
- Desire Care – Burton 28
- Diverse HS Care Services Ltd 28
- Diversity Care – 6A Market Street 28
- Diversity Health and Social Care Services 28

## E
- Elite Supported Living Ltd 28
- Embrace Quality Care Ltd 28
- Empowerment Care Ltd 28
- Essential Health Ltd 28

---

Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area.
<table>
<thead>
<tr>
<th>Home care providers continued</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>F</strong></td>
</tr>
<tr>
<td>Falcon Carers</td>
</tr>
<tr>
<td>First Call Homecare Ltd</td>
</tr>
<tr>
<td>Freedom and Lifestyle Ltd</td>
</tr>
<tr>
<td>Freedom Support Ltd</td>
</tr>
<tr>
<td>Fuschia Homecare (Stafford)</td>
</tr>
<tr>
<td><strong>G</strong></td>
</tr>
<tr>
<td>Gee Professional Services</td>
</tr>
<tr>
<td>Glaze Compassionate Care</td>
</tr>
<tr>
<td>GMT Healthcare</td>
</tr>
<tr>
<td>Golden Years Ltd</td>
</tr>
<tr>
<td><strong>H</strong></td>
</tr>
<tr>
<td>Harmony Care – Staffordshire (DCA)</td>
</tr>
<tr>
<td>Hayes, The</td>
</tr>
<tr>
<td>HaywardCare Ltd</td>
</tr>
<tr>
<td>Haywardliving Ltd</td>
</tr>
<tr>
<td>Healthcare at Home Clinical Skills Centre</td>
</tr>
<tr>
<td>Helping Angels Ltd</td>
</tr>
<tr>
<td><strong>Helping Hands Stoke</strong></td>
</tr>
<tr>
<td>Helping Hands – Wolverhampton</td>
</tr>
<tr>
<td>Heritage Care Ltd – West Midlands Domiciliary Care Branch</td>
</tr>
<tr>
<td>HICA – Staffordshire</td>
</tr>
<tr>
<td>Hill Lodge 1</td>
</tr>
<tr>
<td>Hills Angels Homecare</td>
</tr>
<tr>
<td>Home First – Cannock</td>
</tr>
<tr>
<td>Home First – East Staffs</td>
</tr>
<tr>
<td>Home First – Lichfield &amp; Tamworth</td>
</tr>
<tr>
<td>Home First – Moorlands</td>
</tr>
<tr>
<td>Home First – Newcastle</td>
</tr>
<tr>
<td>Home First – South Staffordshire</td>
</tr>
<tr>
<td>Home First – Stafford</td>
</tr>
<tr>
<td>Home First – Stoke</td>
</tr>
<tr>
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<td>Homestead Care Ltd, The Horninglow Bungalows</td>
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<tr>
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<tr>
<td>Human Support Group Ltd</td>
</tr>
<tr>
<td>– Stoke-on-Trent</td>
</tr>
<tr>
<td><strong>I</strong></td>
</tr>
<tr>
<td>Independent Support</td>
</tr>
<tr>
<td><strong>J</strong></td>
</tr>
<tr>
<td>Jump 2 Independence Ltd</td>
</tr>
<tr>
<td><strong>K</strong></td>
</tr>
<tr>
<td>Kath Mullock Home Care Ltd</td>
</tr>
<tr>
<td>Kidsgrove Care Solutions – Arbour Street</td>
</tr>
<tr>
<td>Kind Hearts Care and Support Ltd</td>
</tr>
<tr>
<td>Kinver Care</td>
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<td>Lifeways Community Care (Stoke)</td>
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<td>Lilyrose Care Group Ltd – Staffordshire</td>
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<td>Linfield Care Ltd – 37a-38a Eastgate Street</td>
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<tr>
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<tr>
<td>Litch Care Services Ltd</td>
</tr>
<tr>
<td>LSC Nursing &amp; Domiciliary Care Services Ltd</td>
</tr>
<tr>
<td><strong>M</strong></td>
</tr>
<tr>
<td>Mears Care Stoke</td>
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<td>Mediline Home Care Lichfield Branch</td>
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<tr>
<td>Mill Rise</td>
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<tr>
<td>Moorlands Home Care Ltd</td>
</tr>
<tr>
<td><strong>N</strong></td>
</tr>
<tr>
<td>Nexxus Care (Staffordshire)</td>
</tr>
<tr>
<td>NursePlus UK</td>
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<tr>
<td><strong>P</strong></td>
</tr>
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<td>Platinum Community Care Ltd</td>
</tr>
<tr>
<td>Pro-Vida Care – Lichfield, Tamworth &amp; surrounding areas</td>
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<tr>
<td><strong>Q</strong></td>
</tr>
<tr>
<td>Quality Care (Staffordshire) Ltd</td>
</tr>
<tr>
<td><strong>R</strong></td>
</tr>
<tr>
<td>Radfield Home Care – Staffordshire</td>
</tr>
<tr>
<td>Radis Community Care</td>
</tr>
<tr>
<td>Rainbow Care Solutions (Staffordshire)</td>
</tr>
<tr>
<td>Reliance Independent Living Ltd</td>
</tr>
<tr>
<td>Reto Care Ltd</td>
</tr>
<tr>
<td>Rose Care</td>
</tr>
<tr>
<td><strong>S</strong></td>
</tr>
<tr>
<td>Sanctuary Home Care Ltd – Stoke</td>
</tr>
<tr>
<td>Sanctuary Supported Living – Epworth House</td>
</tr>
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<td>Sapphire Quality Care Agency Ltd</td>
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<td>Selborne Care Ltd</td>
</tr>
<tr>
<td>Sevacare – Tamworth</td>
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<td>Sevenfold Care Agency</td>
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<tr>
<td>Silver Tree Home Support Community Interest Company</td>
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<tr>
<td>Sova Healthcare – Staffordshire</td>
</tr>
<tr>
<td>SRS Care Ltd</td>
</tr>
<tr>
<td>St Dominics Court</td>
</tr>
<tr>
<td>St George's House</td>
</tr>
<tr>
<td>Stables, The</td>
</tr>
<tr>
<td>Staffordshire Domiciliary Care</td>
</tr>
</tbody>
</table>
### Home care providers continued

<table>
<thead>
<tr>
<th>Provider</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standon Gardens Domiciliary Services</td>
<td>32</td>
</tr>
<tr>
<td>Stoke-on-Trent City Council</td>
<td>32</td>
</tr>
<tr>
<td>Supported Futures</td>
<td>32</td>
</tr>
<tr>
<td>Supported Living Staffordshire</td>
<td>32</td>
</tr>
<tr>
<td>Sweet Pea Care &amp; Cleaning Services Ltd</td>
<td>32</td>
</tr>
<tr>
<td><strong>Teasdale Healthcare Ltd</strong></td>
<td>32</td>
</tr>
<tr>
<td><strong>Tender Lasting Care Services Ltd</strong></td>
<td>32</td>
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<tr>
<td><strong>TLC Homecare Services</strong></td>
<td>32</td>
</tr>
<tr>
<td><strong>Triband Homecare</strong></td>
<td>32</td>
</tr>
<tr>
<td><strong>Two Hoots</strong></td>
<td>32</td>
</tr>
<tr>
<td><strong>U</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Ulticare Ltd</strong></td>
<td>32</td>
</tr>
<tr>
<td><strong>Umbrella Care (Midlands) Ltd</strong></td>
<td>32</td>
</tr>
</tbody>
</table>

### Care homes / care homes with nursing

<table>
<thead>
<tr>
<th>Provider</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A</strong></td>
<td></td>
</tr>
<tr>
<td>Abacus Quality Care Ltd T/A Abacus Care Home</td>
<td>68</td>
</tr>
<tr>
<td><strong>Abbey Court Care Home</strong></td>
<td>68</td>
</tr>
<tr>
<td>Abbey Court Care Home – Leek</td>
<td>81</td>
</tr>
<tr>
<td>Abbeywell Court</td>
<td>75</td>
</tr>
<tr>
<td>Acres Nook</td>
<td>73</td>
</tr>
<tr>
<td>Adderley Green Care Centre</td>
<td>65</td>
</tr>
<tr>
<td>Agnes and Arthur</td>
<td>61</td>
</tr>
<tr>
<td><strong>Alder Grange</strong></td>
<td>79</td>
</tr>
<tr>
<td>Alison House Care Home Ltd</td>
<td>61</td>
</tr>
<tr>
<td>Allan House Ltd</td>
<td>79</td>
</tr>
<tr>
<td>Allendale Residential Care Home</td>
<td>73</td>
</tr>
<tr>
<td><strong>Alma Court Care Home</strong></td>
<td>68</td>
</tr>
<tr>
<td>Amber House Residential Home Ltd</td>
<td>68</td>
</tr>
<tr>
<td>Amberley House Care Home – Stoke-on-Trent</td>
<td>65</td>
</tr>
<tr>
<td>Arbour Street, 50</td>
<td>73</td>
</tr>
<tr>
<td>Ash Hall Nursing Home</td>
<td>81</td>
</tr>
<tr>
<td>Ashby House</td>
<td>68</td>
</tr>
<tr>
<td>Ashby Road, 182</td>
<td>68</td>
</tr>
<tr>
<td>Ashby Road, 183</td>
<td>68</td>
</tr>
<tr>
<td>Ashby Road, 195</td>
<td>68</td>
</tr>
<tr>
<td>Ashcroft Hollow Care Home</td>
<td>68</td>
</tr>
<tr>
<td>Ashfield House</td>
<td>75</td>
</tr>
<tr>
<td>Ashview House Residential Care Home</td>
<td>79</td>
</tr>
<tr>
<td>Aston Court Care Home</td>
<td>72</td>
</tr>
<tr>
<td>Autumn House Nursing Home</td>
<td>81</td>
</tr>
<tr>
<td><strong>B</strong></td>
<td></td>
</tr>
<tr>
<td>Barrowhill Hall</td>
<td>71</td>
</tr>
<tr>
<td>Barton Cottage</td>
<td>71</td>
</tr>
<tr>
<td>Barton House Nursing Home</td>
<td>68</td>
</tr>
<tr>
<td>Bearnett House</td>
<td>75</td>
</tr>
<tr>
<td>Bearwood House Residential Care Home</td>
<td>68</td>
</tr>
<tr>
<td>Beech Dene Residential Care Home</td>
<td>77</td>
</tr>
<tr>
<td>Beech Elm Residential Care Home</td>
<td>79</td>
</tr>
<tr>
<td>Beeches, The</td>
<td>61</td>
</tr>
<tr>
<td>Beechfields Nursing Home Ltd</td>
<td>72</td>
</tr>
<tr>
<td>Beech Lodge Nursing Home</td>
<td>81</td>
</tr>
<tr>
<td>Belong Newcastle-under-Lyme</td>
<td>75</td>
</tr>
<tr>
<td>Birches, The</td>
<td>71</td>
</tr>
<tr>
<td><strong>Blacklake Lodge Residential Home</strong></td>
<td>61</td>
</tr>
<tr>
<td>Blarton Road</td>
<td>61</td>
</tr>
<tr>
<td>Boat House, The</td>
<td>61</td>
</tr>
<tr>
<td>Bonehill Lodge</td>
<td>81</td>
</tr>
<tr>
<td>Bracken House</td>
<td>81</td>
</tr>
<tr>
<td>Bradbury Respite Centre</td>
<td>71</td>
</tr>
<tr>
<td>Bradwell Hall Nursing Home</td>
<td>75</td>
</tr>
<tr>
<td>Branston Court care Home</td>
<td>75</td>
</tr>
<tr>
<td>Briar Hill House</td>
<td>71</td>
</tr>
<tr>
<td>Brickbridge House</td>
<td>72</td>
</tr>
<tr>
<td><strong>Brindley Court</strong></td>
<td>65</td>
</tr>
<tr>
<td>Broadmeadow Court Residential Care Home</td>
<td>73</td>
</tr>
<tr>
<td>Brookside Residential Home</td>
<td>77</td>
</tr>
<tr>
<td>Burleigh House</td>
<td>61</td>
</tr>
<tr>
<td>Burley Heights</td>
<td>77</td>
</tr>
<tr>
<td><strong>Burton, Bridge and Trent Court Care Centre</strong></td>
<td>71</td>
</tr>
<tr>
<td>Burton Road, 50</td>
<td>68</td>
</tr>
<tr>
<td>Butterhill Care Centre</td>
<td>77</td>
</tr>
<tr>
<td><strong>C</strong></td>
<td></td>
</tr>
<tr>
<td>Cambian – Eversley House</td>
<td>61</td>
</tr>
<tr>
<td>Cambian – Trent Valley Road</td>
<td>61</td>
</tr>
<tr>
<td>Carden Bank Rest Home</td>
<td>68</td>
</tr>
<tr>
<td>Care Services (UK) Ltd</td>
<td>67</td>
</tr>
<tr>
<td>CareTech Community Services Ltd – 34 Porthill Bank</td>
<td>73</td>
</tr>
<tr>
<td>Catherine Care Ltd</td>
<td>67</td>
</tr>
<tr>
<td>Cauldon Place</td>
<td>61</td>
</tr>
<tr>
<td><strong>Cedars, The</strong></td>
<td>61</td>
</tr>
<tr>
<td>Cedars, The</td>
<td>61</td>
</tr>
<tr>
<td>Charlotte James Nursing Home</td>
<td>71</td>
</tr>
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<td>72</td>
</tr>
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<td>73</td>
</tr>
<tr>
<td>Chiltern Rest Home</td>
<td>61</td>
</tr>
<tr>
<td>Chimes Residential Home, The</td>
<td>61</td>
</tr>
<tr>
<td>Choices Housing Association Ltd</td>
<td>61, 65, 73, 79</td>
</tr>
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<td>Page</td>
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<tr>
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<td>81</td>
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<td>61</td>
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<td>68</td>
</tr>
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<td>Collinson Court</td>
<td>61</td>
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<td>79</td>
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<td>68</td>
</tr>
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<td>67</td>
</tr>
<tr>
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<td>77</td>
</tr>
<tr>
<td>Creative Support – Leonora Street</td>
<td>65</td>
</tr>
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<td>77</td>
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<td>77</td>
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<td>68</td>
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<tr>
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<td>61</td>
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<td>68</td>
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<td>62</td>
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<td>73</td>
</tr>
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<td>69, 71</td>
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<td>81</td>
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<td>62</td>
</tr>
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<tr>
<td>Eastgate Residential Home</td>
<td>62</td>
</tr>
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<td>Edgeview Nursing Home</td>
<td>76</td>
</tr>
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<td>62</td>
</tr>
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<td>79</td>
</tr>
<tr>
<td>Ernvale House Care Centre</td>
<td>81</td>
</tr>
<tr>
<td>Eros Crescent, 66</td>
<td>62</td>
</tr>
<tr>
<td>Essington Manor Care Home</td>
<td>76</td>
</tr>
<tr>
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<td>81</td>
</tr>
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<td>69</td>
</tr>
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</tr>
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<td>76</td>
</tr>
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<td>69</td>
</tr>
<tr>
<td>Farmhouse Residential Rest Home</td>
<td>73</td>
</tr>
<tr>
<td>Fauld House Nursing Home</td>
<td>71</td>
</tr>
<tr>
<td>Fernlea</td>
<td>62</td>
</tr>
<tr>
<td>Field House</td>
<td>69</td>
</tr>
<tr>
<td>Fieldway Residential Home</td>
<td>79</td>
</tr>
<tr>
<td>Firs Residential Home, The</td>
<td>76</td>
</tr>
<tr>
<td>Florence House</td>
<td>73</td>
</tr>
<tr>
<td>Footherley Hall</td>
<td>71</td>
</tr>
<tr>
<td>Four Seasons</td>
<td>62</td>
</tr>
<tr>
<td>Fox Glove</td>
<td>81</td>
</tr>
<tr>
<td><strong>G</strong></td>
<td></td>
</tr>
<tr>
<td>Gingercroft Residential Home</td>
<td>77</td>
</tr>
<tr>
<td>Goldendale House</td>
<td>62</td>
</tr>
<tr>
<td>Goldenhill House</td>
<td>65</td>
</tr>
<tr>
<td>Gorsefield Residential Home</td>
<td>62</td>
</tr>
<tr>
<td>Graceland Care Ltd</td>
<td>62</td>
</tr>
<tr>
<td>Grangemoor House Nursing Home</td>
<td>72</td>
</tr>
<tr>
<td>Grange Residential Care Home, The</td>
<td>67</td>
</tr>
<tr>
<td>Greenfield House</td>
<td>77</td>
</tr>
<tr>
<td>Greenway House Residential Home</td>
<td>76</td>
</tr>
<tr>
<td>Grove Court</td>
<td>73</td>
</tr>
<tr>
<td><strong>H</strong></td>
<td></td>
</tr>
<tr>
<td>Hammerwich Hall Care Home</td>
<td>72</td>
</tr>
<tr>
<td>Hanford Court Care Home</td>
<td>62</td>
</tr>
<tr>
<td>Hanford Manor</td>
<td>62</td>
</tr>
<tr>
<td>Harewood Park</td>
<td>81</td>
</tr>
<tr>
<td>Haunton Hall</td>
<td>81</td>
</tr>
<tr>
<td>Haversham House Ltd</td>
<td>62</td>
</tr>
<tr>
<td>Hawksyard Priory Nursing Home</td>
<td>72</td>
</tr>
<tr>
<td>Hawthorn House</td>
<td>71</td>
</tr>
<tr>
<td>Heartlands Care Ltd</td>
<td>67</td>
</tr>
<tr>
<td>T/A Lanrick House</td>
<td>79</td>
</tr>
<tr>
<td>Heathcotes (Blythe Bridge)</td>
<td>68</td>
</tr>
<tr>
<td>Heathers Nursing Home, The</td>
<td>79</td>
</tr>
<tr>
<td>Heathfield House</td>
<td>73</td>
</tr>
<tr>
<td><strong>Hempstalls Hall Care Home</strong></td>
<td>73</td>
</tr>
<tr>
<td>Hermitage Charity Care Trust, The</td>
<td>69</td>
</tr>
<tr>
<td>Heyfields Nursing Home</td>
<td>78</td>
</tr>
<tr>
<td>Highbarrow Residential Home</td>
<td>69</td>
</tr>
<tr>
<td>High Cross House</td>
<td>62</td>
</tr>
<tr>
<td>Highfield Court</td>
<td>69</td>
</tr>
<tr>
<td>Highfield Hall</td>
<td>69</td>
</tr>
<tr>
<td>High Lodge Care Home</td>
<td>76</td>
</tr>
<tr>
<td><strong>Hilderstone Hall</strong></td>
<td>78</td>
</tr>
<tr>
<td>Hill Lodge 1</td>
<td>69</td>
</tr>
<tr>
<td>Hill Lodge 2</td>
<td>69</td>
</tr>
<tr>
<td>Hillesden House Care Home</td>
<td>79</td>
</tr>
<tr>
<td>Hillfield House</td>
<td>69</td>
</tr>
<tr>
<td>Hillingdon House</td>
<td>69</td>
</tr>
<tr>
<td>Hillswood Lodge</td>
<td>79</td>
</tr>
<tr>
<td><strong>Hilltop Manor Care Home</strong></td>
<td>65</td>
</tr>
<tr>
<td>Hilton House</td>
<td>62</td>
</tr>
<tr>
<td>Himley Mill Nursing Home</td>
<td>76</td>
</tr>
<tr>
<td>Hoar Cross Nursing Home</td>
<td>71</td>
</tr>
<tr>
<td>Hob Meadow</td>
<td>67</td>
</tr>
<tr>
<td>Holendene Way, 1</td>
<td>76</td>
</tr>
<tr>
<td>Hollies, The</td>
<td>62</td>
</tr>
<tr>
<td>Hollins Residential Care Home, The</td>
<td>73</td>
</tr>
<tr>
<td>Hollins Residential Care Home Ltd</td>
<td>62</td>
</tr>
<tr>
<td><strong>Horse Fair Care Home</strong></td>
<td>67</td>
</tr>
<tr>
<td>Hunters Lodge Care Centre, The</td>
<td>76</td>
</tr>
<tr>
<td><strong>I</strong></td>
<td></td>
</tr>
<tr>
<td>Independent Living Services (EM) Ltd</td>
<td>81</td>
</tr>
<tr>
<td>Iona</td>
<td>79</td>
</tr>
<tr>
<td><strong>J</strong></td>
<td></td>
</tr>
<tr>
<td>James Court Residential Care Home</td>
<td>69</td>
</tr>
<tr>
<td>Jasmine</td>
<td>62</td>
</tr>
<tr>
<td><strong>K</strong></td>
<td></td>
</tr>
<tr>
<td>Kenwood House</td>
<td>62</td>
</tr>
<tr>
<td>Keswick House</td>
<td>62</td>
</tr>
<tr>
<td>Kidsgrove Care Solutions – Arbour Street</td>
<td>73</td>
</tr>
<tr>
<td>Kings Bromley care home</td>
<td>71</td>
</tr>
<tr>
<td>Kingsley Cottage</td>
<td>67</td>
</tr>
<tr>
<td>Kingsley Rest Home</td>
<td>73</td>
</tr>
</tbody>
</table>

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Kirk House Care Home 71
Ladydale Care Home 79
Lakeview Care Home 68
Lane House Residential Care Home 81
Langston Care Ltd – 35 Hill Top View 67
Langston Care Ltd – 37 Hill Top View 67
Lanrick Cottage 67
Larkins, Hanley, The 62
Larkins, The 79
Lawnwood Avenue 71
Lawton Rise Care Home 65
Leigh House 69
Leonard’s Croft 77
Lightwood Road, 216 63
Limes, The 63
Limewood Nursing and Residential Home 78
Lindy House Care Home 63
Little Ingestre House 77
Little Meadows 73
Lodge Nursing Home, The 72
Lodge, The 73
Longridge Care Home Ltd 77
Lyme Valley House Residential Care Home 73
Marrow House 63
Mavesyn Ridware Residential Home Ltd 67
Meadowfields Care Home 77
Meadows, The 63
Meadowyrthe Mews, The 81
Mill Hayes Residential Home 79
Mimosa Mount Pleasant Care Home 63
Mount, The 69
Mrs Valerie Bullman – 18 Leafdown Close 69
Needwood House Nursing Home 66
Nethermoor House 68
New Dawn Court 71
New Lodge 66
New Milton Nursing Home 65
Newford Nursing Home 66
Nightingale Group Ltd – Trentham Care Centre 66
North Street, 92 72
Oak House 79
Oak Tree House 63
Oaklea House Ltd 75
Oakview 75
Old Post Office Residential Home, The 77
Old Rectory (Bramshall) Ltd 71
Old Rectory, The 77
Old Vicarage Nursing Home, The 77
Old Vicarage Residential Home, The 79
Orsett House Retirement Home 77
Oulton Abbey Residential and Nursing Home 78
P
Park Farm Lodge 81
Park Hall 63
Park Lane 66
Park View 63
Parkbrook Lodge 69
Paul Clarke Home 63
Peacock Hay 75
Pembridge Road 63
Perton Manor 76
Place Up Hanley, The 63
Poplars 63
Poplars Nursing and Residential Care Home 71
Poplars, The 63
Prestwood Coach House 76
Prestwood House 76
Prestwood Lodge 76
Priory Highfields 71
Pye Green Road 67
Queensway House 77, 78
R
R M P Care 77
Ravenswood Care Home 75
Regent Road 63
Richmond Mews 66
Rider House Care Centre 71
River Lodge 69
Riverside Care Home Ltd 71
Rock Cottage Care Services 81
Rocklee Residential Home Ltd 77
Rosemary Lodge 71
Rosevilla Nursing Home 78
Roughcote Hall Farm 79
Rowan Court Care Home 75
Rowley House Ltd 78
Royal Mencap Society 63
Rugeley Road, 235 71
Rutland House 63
Rydal House 63
Care homes / care homes with nursing continued

Other advertisers

Anchor Care Homes  74
Avery Healthcare Ltd  38 & 78
Barchester  80
Care Choices Ltd  16, 21, 22, 26, 32, 54, 55, 64, 72 & 80
Caring Homes  37

Eungella Care Ltd  80
Four Seasons Health Care  66
Mase Group, The  45
My Family, Our Needs  20, 41 & 59
Towerview Care  70

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Trentham House is committed to providing **high quality care** for the elderly by creating a homely environment which **respects the individual's independence**, protects their status and enables them to achieve as full a life as possible. Trentham House offers residential, nursing, dementia and respite care as well as a range of specialist services to suit all needs.

Our friendly caring staff are dedicated highly trained and experienced staff are committed to providing **24-hour care** in a professional and respectful way, which will enhance the quality of life of all our residents.

**Trentham House**

*a warm welcome to you*

If you would like to visit the home or require further information we would be pleased to assist you.

**Trentham house Care Home**
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