

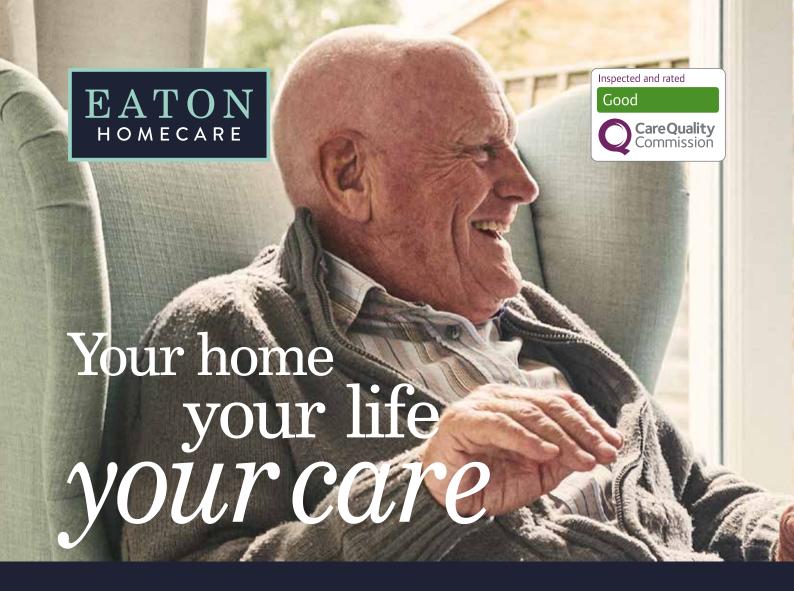
Hertfordshire

Care Services Directory 2024

The essential guide to choosing and paying for care and support







Eaton Homecare provides a range of services, on either a short or longer-term basis, aimed at enabling you, or a loved one, to remain independent, living at home while receiving a tailor-made package of support.

- Visiting Care (from just 30 minutes)
- Night Care Services
- Respite Care
- 24 Hour Live In Care
- 24 Hour Live Out Care

eatonhomecare.co.uk 01763 290159 enquiries@eatonhomecare.co.uk





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To obtain extra copies of this Directory, free of charge, call Care Choices on 01223 207770. Alternatively, visit www.carechoices.co.uk/order-copies-of-a-directory to order a copy online.

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Alternative formats

Types of homes and activities explained

Care homes

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



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Welcome from Hertfordshire County Council

At Hertfordshire County Council, we would like to welcome you to this latest edition of the Hertfordshire Care Services Directory. This publication contains information about the care and support services available to enable you to remain safe and well at home, or when moving into a housing with care scheme or within a care home or care home with nursing.

Staying as independent as possible is important to everyone and there are organisations and voluntary services across the county and beyond, to help you. For example, you may want to join a group or activity, find suitable transport, equip or adapt your home or get advice and information on care decisions, money and benefits.

We provide an online guide to organisations, groups and services at

www.hertfordshire.gov.uk/directory

If you would like to talk to someone independent about your options, contact HertsHelp **0300 123 4044** or visit **www.hertshelp.net**

Our website also provides helpful information, visit **www.hertfordshire.gov.uk/adults**

If you might need more care and support, you can arrange a free assessment to establish your specific needs. Details are provided on page 12. Most people pay towards their care costs, the amount depends on income and savings. You have a financial assessment to work out what your contribution would be. In some cases, where income and savings are over a certain level, you may have to arrange and pay for your own care, this is called self-funding, and we do offer advice and guidance to help. Paying for care at home is discussed on page 20 and page 59 for those paying for residential care.

Support or care to remain living in your own home may be the option that best suits your circumstances. Ideas to make life easier at home start on page 5 and a list of local home care providers begins on page 25.

If you are unable to remain at home, you may want to consider a housing with care scheme (see page 48) or residential care. Comprehensive lists of care homes and care homes with nursing in Hertfordshire start on page 67.

There's also important information about making care decisions, including finding care in another county, making a comment or complaint about a service and how solicitors can help you.

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 63), 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 'Recite Me' function. Visit www.carechoices.co.uk



Hertfordshire Care Providers Association



Hertfordshire Care Providers Association (HCPA) is a membership body open to all independent providers

of social care (private, not-for-profit and charitable organisations) delivering care to people in their own homes, in a residential, supported or a nursing setting within Hertfordshire.

We are extremely dedicated to our mission of 'sharing best practice in care through partnership', and through our close relationship with Adult Care Services at Hertfordshire County Council, we are able to act as a voice for care providers on important adult social care issues in Hertfordshire.

HCPA has excellent partnership links to the local authority, the NHS and its local integrated care board. Our relationship with the local authority has gone from strength to strength and, by working in partnership, we can ensure that Hertfordshire is one of the best counties in which to find excellent care for vulnerable adults.

HCPA attends regular strategic and liaison meetings with Adult Care Services at the local authority to discuss and review contracts and procedures, as well as a variety of initiatives aimed at tackling issues

facing vulnerable adults and designing better ways of working for the future.

HCPA also acts as a dedicated funding hub for the county to help ensure that there is a fully trained, up-to-date and competent workforce providing good quality, personalised care, and each year we celebrate excellence in care by hosting the annual Hertfordshire Care Awards.

Hertfordshire care providers who hold a current HCPA membership are committed to delivering the highest standards of care and keen to play an active part in the county's wider social care community. The association actively encourage anyone who provides adult social care in Hertfordshire to join HCPA as a member; they can offer up-to-date information, support and advice, training courses and qualifications and a host of business services.

We are happy to engage with any new care provider. For more information, visit the HCPA website at **www.hcpa.info**, email **contact@hcpa.co.uk** or call **01707 536020**. We'll be happy to help.

We are delighted to be associated with this publication produced by Care Choices, and we hope you find this directory useful in your search for appropriate care in Hertfordshire.

Helping you to stay independent

Hertfordshire County Council

At Hertfordshire County Council, we understand that most people want to stay as independent and active as possible, at home and in their community. We are focussed on helping people to stay well, happy and involved and to have choices about care and support.

Our website has the information you need on our services and links to other organisations which can help you, visit **www.hertfordshire.gov.uk/adults**Apply for a blue badge or a disabled or older

person's bus pass, find services and technology to make things easier at home or when you're out and about and explore support for carers, advice about managing your money, benefits you're entitled to and much more.

To find out about local physical activities to help you stay active, visit **www.hertfordshire.gov.uk/ keepactive/** This webpage contains information about free and low cost activities, as well as support on how to get started.

→ An online guide to organisations, groups and services in Hertfordshire is available at www.hertfordshire.gov.uk/directory

If you would like to talk to someone about your options contact HertsHelp, see the following section.

HertsHelp: Independent information, advice and support in Hertfordshire

For when you need help or information and don't know where to turn. Call HertsHelp for signposting and referrals to local services including wellbeing, financial, carers, living support and more.

HertsHelp is a phone, email, text and online service that helps the residents of Hertfordshire find the support they need to help with challenges they are facing. It's here to listen and help you find independent support, guidance and information to get the most out of life.

Services HertsHelp can signpost you to include:

- information and advice:
- promoting healthier and happier lives;
- money advice and support;
- help at home;
- meals on wheels:
- mental health;

- welfare assistance;
- domestic abuse support;
- drugs and alcohol support; and
- adult care services.

You can contact HertsHelp directly or your GP, support worker or relative can refer you to HertsHelp with your permission. It's available Monday, Tuesday, Thursday and Friday, 9.00am to 5.00pm; Wednesday, 9.00am to 7.00pm; and Saturday to Sunday, 10.00am to 4.00pm. Use the following contact details or scan the QR code.

Tel: 0300 123 4044

(local call rate).

Email: info@hertshelp.net
Text: 'hertshelp' to 60060

Web: **www.hertshelp.net** (fill in our online form).



Services if you care for someone who needs your help

You are a carer if you provide unpaid help and support to a family member, friend or neighbour who could not manage otherwise. You may need support to make sure you stay fit and well and have time for yourself away from your caring role.

We want to make sure you have support in your

caring role to plan for the future, as well as for emergencies, taking a break, getting advice, meeting other carers or thinking about your finances. There are also other services and organisations that can help you. For more information, visit www.hertfordshire.gov.uk/carers or phone 0300 123 4042.

Day services

Many people would like to fill their days with meaningful enjoyable activities. Research has shown that regular social contact and a focus for activities can alleviate loneliness and promote wellbeing and independence.

Day services are a chance to change routine, meet new people, take up an activity or receive specialist services, such as chiropody. They are for older people or adults with physical or learning disabilities, mental health problems or dementia. Day services also enable carers to have a regular break.

Find local day opportunities at www.hertfordshire.gov.uk/dayservices

Keep active

Physical activity can prevent or reduce the risk of some long-term health conditions or illnesses and can help manage existing health conditions. There are several free and low-cost clubs, sessions and community groups in Hertfordshire. To browse local opportunities, visit the Moving More website at **www.movingmore.co.uk**

Older adults can attend learning events from Live Longer Better in Hertfordshire, covering topics such as how to reduce the risk of falls, frailty and dementia. For more information, visit **www.livelongerbetterinherts.co.uk**

In addition, for people wanting to improve their strength and balance while learning some new exercises to help maintain independence, Stevenage Football Club Foundation runs strength and balance classes with the Herts Sports Partnership. Visit https://stevenagefcfoundation.com (search 'Strength and balance').

Meals on wheels

If you have difficulty preparing food, you could have a hot midday meal delivered to you at home. Health & Independent Living Support provides a range of specialist meals including Kosher, Halal, vegetarian, Asian or Caribbean/ West Indian food.

Tel: 0330 200 0103 Email: info@hils-uk.org Web: https://hils-uk.org

Visit **www.hertfordshire.gov.uk/directory** for alternative food delivery and lunch club options.

Adapting your home

You should think about making sure your home is safe, secure and warm, so you can stay living there for as long as possible. If you are not planning to move, consider adaptations to make life easier now and in the future.

Home Improvement Agencies (HIAs)

These organisations help to provide home adaptations, such as stair lifts and access improvements, for older people and people with a disability to help them remain independent at home.

We provide this service through the Hertfordshire Home Improvement Agency on behalf of Broxbourne Borough Council, East Herts District Council, North Herts District Council, Watford Borough Council and Stevenage Borough Council.

The agency can give advice on home adaptations and disabled facilities grants to older and disabled people who:

- own and live in their own home;
- privately rent; or
- live in housing association accommodation.

The agency will also oversee all phases of every project, design, specification, tendering and site supervision from the beginning, through to completion. In addition, it can:

- advise you on your eligibility;
- complete any paperwork, explain the process and manage the building contract between you and the contractors;
- provide technical expertise with any building works by surveying your home, drawing plans and specifications for tendering;
- select the best value contractor and ensure the work meets current building standards and regulations; and
- signpost you to other relevant services and advise you on other options.

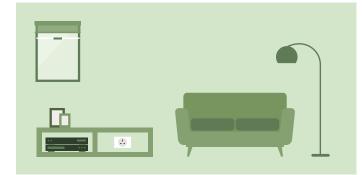
Hertfordshire Home Improvement Agency

Web: www.hertfordshire.gov.uk/homeimprovementagency

For information about other local HIAs, visit **www.housingcare.org**

Making life easier at home

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



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

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

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

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

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



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

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

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

Is eating and drinking becoming difficult?

Large-handled cutlery could help, as could non-slip mats for the table. Lightweight cups and mugs with two handles could also be a solution.

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



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

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



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

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support – see page 15.

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

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

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



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

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

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

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

Hertfordshire County Council - Adult Care Services

Tel: **0300 123 4042** or **0300 123 4044** (HertsHelp).

Email: info@hertshelp.net Web: www.hertshelp.net



Grab handles







Bed table

Hand rail

Hand trolley

Tap turners

Specialist equipment

There is a range of equipment available to make life easier and to improve safety and independence in the home, such as stair rails, raised toilet seats, shower stools, etc. These items are often referred to as 'simple aids for daily living'.

If you would like more information, contact Adult Care Services, HertsHelp or visit

www.hertfordshire.gov.uk/equipment

The Disabled Living Foundation (DLF) provides a quick and easy-to-use online guided advice service called Living Made Easy, which can help anyone who finds that they have difficulties with everyday tasks.

Visit https://livingmadeeasy.org.uk to learn more about possible solutions or see pages 8 to 9. Once you have identified equipment that might help with your support needs, use the checklist on page 11 to make sure it's right for you.

The following organisations can give advice and information about equipment and may offer help with ordering equipment or run a hire or loan scheme.

Herts Ability

Herts Ability has a permanent display of specialist equipment that you can try. It also runs a wheelchair-accessible transport service. Weltech Business Centre, Ridgeway, Welwyn Garden City AL7 2AA

Tel: **01707 324581**

Web: https://hertsability.org.uk

Hertfordshire Hearing Advisory Service (HHAS)

An independent charity helping people

with hearing loss across Hertfordshire and Bedfordshire.

Unit 25, Weltech Business Centre, Ridgeway, Welwyn Garden City AL7 2AA

Tel: **01707 324582**

Email: info@hhas.org.uk Web: www.hhas.org.uk

Herts Vision Loss

A charity providing services and information to blind and partially sighted people throughout Hertfordshire.

Unit 29, Weltech Business Centre, Ridgeway, Welwyn Garden City AL7 2AA

Sight Line: **01707 324680**

Web: www.hertsvisionloss.org.uk

Local suppliers

Alphamarque

Tel: 01727 837836

Email: sales@alphamarque.com Web: www.alphamarque.com

Auto Mobility Concepts Ltd

Unit 2, Maxted Corner, Maylands Industrial Estate, Hemel Hempstead HP2 7RA

Tel: 01442 270202

Email: info@automobilityconcepts.com Web: www.automobilityconcepts.com

Cane & Able Healthcare Ltd

92 Bancroft, Hitchin SG5 1NQ

Open Monday to Friday, 9.00am to 5.00pm; and

Saturday, 9.00am to 1.00pm.

Tel: **01462 454521**

Email: enquiry@caneandable.co.uk
Web: www.caneandable.co.uk

Assistive technology to help you at home

These devices and gadgets are easy to use. They can help you to stay safe, well and independent. There are lots of ways that technology can help you around your home – from reminding you to take your medication to getting help if you fall and can't reach the phone. Devices can be standalone, linked to family or carers or they can be connected to a team of trained advisers in a

monitoring centre who will ensure you get the support you need.

You can buy devices from private companies and organisations or, if you're eligible through an assessment (see page 12), we may be able to provide it for you. For further information, visit **www.hertfordshire.gov.uk/technologyhouse**

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

You can download and print this checklist at www.carechoices.co.uk/checklists Will it need to be installed by a professional? **Suitability** Does the equipment support your specific Can the retailer provide you with training in needs? using the equipment? Are you willing to use it? Reliability Will it fit into your everyday life and routine? Will it work if you have pets or live with other Have you tried a demo of the equipment? people (e.g. could someone else set off a sensor alarm by accident)? Do you understand what the equipment is for? Have you read reviews of the equipment you Do you need to take it with you when you are looking at? Consider these before making leave the house? Is it transportable? your purchase. Does the equipment have any limitations Can you speak to someone who already uses it? that would make it unsuitable for you? Does it require batteries? Find out how often Will it work alongside any assistive technology they will need changing and whether the you already have? equipment will remind you to do this. Is it durable? If you 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 Cost dispenser)? Do you know how much it costs? Does the equipment need a plug socket and Will you need to pay a monthly charge? will any wires cause a trip hazard? Are there alternative solutions that might Is it easy to use? Can you read/hear it clearly be free? and are any buttons big enough for you? Are you able to use it? Are there any aspects Is there a cost associated with servicing the you don't understand? equipment? Notes

Support from the council

We provide care services through a mixture of funding from central Government and local income. Most people pay towards, and some pay all of, their care costs.

You can ask us for social care support, and we will assess your needs and finances. If you have a carer, they can be involved and have their needs assessed too.

Your assessment

If you need social care help from us, we'll have a chat and ask you some questions about your day-to-day life to work out what you need. We call this an assessment. Everyone has the right to a social care assessment from us, provided free of charge, to consider:

- how you can continue to live as independently as possible;
- how you are managing at home;
- your emotional wellbeing; and
- any health and medical treatments you need.

To arrange an assessment, contact Adult Care Services

on **0300 123 4042** or book at **www.hertfordshire.gov.uk/adults**

Once we've agreed that you are eligible to receive care services from us, we'll talk to you about the money side of things. Whether you need to pay anything depends on the money you have and any property you own. If you have additional costs because of a long-term illness or a disability, this could reduce what you pay towards your care.

Information on paying for care can be found on page 20 if you are receiving home care and page 59 if you are moving into a care home.

Personal Budgets

If you are eligible for support from us, the cost of that support is called your Personal Budget. Depending on your financial situation, you may need to contribute to these costs.

Instead of providing the service to you directly, we may give you the money to add to your own contribution so you can buy the care you need, as set out in your care plan. This is called a Direct Payment. You may also choose to pay for additional support on top of this.

Any contractual agreement for services is between you and your care provider, not us.

If you are eligible, a Personal Budget may be taken:

- as a Direct Payment, held by you or, where you lack capacity, by a 'suitable person';
- via an account held and managed by us in line with your wishes; or
- as a mixture of these options.

Leaving hospital

Before you leave hospital, the Integrated Discharge Team, made up of social workers, social care practitioners, nurses and other health and social care workers, will discuss your needs and discharge arrangements with you and put together a discharge support plan if you need it. Your family or carer can be involved in this if you would like them to be.

Discharge to Assess is a process which can support you for up to 28 days after you leave hospital. It allows for a period of recovery, reablement or rehabilitation whilst your long-term care and support needs can be assessed. For most people, this will be provided to them in their own home.

Some people may be discharged to a care home for

a short time, so that they can recover, and will be assessed there. You will not be charged for the support you receive as part of the Discharge to Assess process.

Once you have been discharged, you will be assessed by the Post-Hospital Review Team to determine your long-term care needs and arrange a suitable care and support plan. This can include assistive technology, equipment, support from community groups and commissioned services, which are chargeable (see page 12).

For more information, visit **www.hertfordshire.gov.uk/hospital**

Enablement

This is an intensive short-term service that helps people regain skills and confidence. You may need to have an assessment of your care needs to determine whether you are eligible. If you are eligible, an enablement worker will support you for a limited period, usually up to four weeks.

Enablement helps people to learn or re-learn daily living skills. It is not about doing things for you; it's about giving you the confidence to do things for yourself so you can remain living at home.

For example, an enablement worker could help you regain your confidence following a fall or provide support that enables you to prepare a meal if there has been a change in circumstances that means you need to cook. They may also identify pieces of equipment that could support you to regain or maintain your independence for as long as you can.

If you feel that you may benefit from this support, contact Adult Social Services on **0300 123 4042** to request an assessment.

Services for carers

Who is a carer?

Carers regularly look after, help or support someone who wouldn't be able to manage everyday life without their help. A carer doesn't have to be living with the person they care for and the help they give doesn't have to be physical. The carer may be caring for a partner, another relative, a friend or a neighbour. For example, it may be someone who:

- is over 60:
- is living with dementia;
- has a physical or learning disability or a mental health condition;
- has sight, hearing or communication difficulties;
- has a long-term health condition; or
- misuses drugs or alcohol.

The carer may be helping with:

- personal care, such as washing and dressing;
- going to the toilet or dealing with incontinence;

- eating or taking medicines;
- getting about at home or outside;
- practical help at home and keeping someone company; or
- emotional support or communicating.



Having a carers' assessment

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

A carers' assessment is an opportunity for people to tell us what they need as a carer, and to find out what support might be available. The assessment is an essential first step for carers to get the support they may need. It looks at:

- the care the carer provides and how this affects their life;
- any support they are getting now and what else would help; and
- what they would like their support to achieve.

The assessment can also give lots of information about other services that might help and other ideas for support. A carer's assessment will show if the carer qualifies for support from us.

Carers' Personal Budgets

The carers' Personal Budget is a single payment that can be used towards the cost of something specific that will support carers in their caring role. For example, it could be used for leisure activities, education or training, or just to take a short break from caring.

When we consider a carers' Personal Budget, we give priority to situations where there is a significant risk of the carer not being able to continue to provide care if they do not get some support. The amount a carer could get depends on their needs identified by their carers' assessment. The money is not taxed, and it will not affect any benefits.



Respite at home

Home-based respite services give carers a break from their caring responsibilities. A care worker can come in to look after the person being cared for, so the carer can have some time to themselves. The breaks could be regular or just when needed.

Respite at home is considered to be a service for

the person who is being cared for. If they have a Personal Budget for their own needs (see page 12) they could use that money to pay for it.

A financial assessment of the person being cared for will confirm whether they need to pay towards the cost of this service.

Benefits

You could get a Carer's Allowance (currently £76.75 per week) if you care for someone at least 35 hours per week and they receive certain benefits. You do not have to be related to, or live with, the person you care for.

Carer's Allowance can affect the other benefits that you and the person you care for receive. You have to pay tax on it if your income is over the current standard Personal Allowance of £12,570 per year. You may be able to claim Universal Credit to

top-up your Carer's Allowance. This includes a carer's element but depends on your savings and any partner's income.

The Government's website (**www.gov.uk**) has more information on benefits, including carers' benefits. Alternatively, contact a local carers' organisation, which may be able to help undertake a benefit check.

See **www.hertfordshire.gov.uk/benefits** for more information about carers and benefits.

You can find out more about what organisations support carers in Hertfordshire by visiting **www.hertfordshire.gov.uk/directory** (search 'Carers').

Carers in Hertfordshire

A charity that provides information, advice and support to unpaid family and friend carers of all ages that live, work or care in Hertfordshire and bereaved carers.

The charity helps carers focus on their wellbeing, have a say in shaping health and other services and provides breaks, leisure and learning opportunities and chances to connect with other carers and services. Support is provided by phone, online and face to face and is free for carers and bereaved carers.

Tel: **01992 586969**

Email: contact@carersinherts.org.uk
Web: www.carersinherts.org.uk

Crossroads Caring for Life

Aims to improve the lives of carers by giving them a break from their caring responsibilities and providing a reliable, tailored service for each carer and the person they care for.

Tel: **01462 455578**

Email: info@crossroadshn.org.uk
Web: www.crossroadscaring.org.uk

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.myfamilyourneeds.co.uk**

See **www.hertfordshire.gov.uk/benefits** for more information about disabled children and benefits.



Care in your own home

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

Why choose home care?

Reasons for choosing home care can vary.

Sometimes after a stay in hospital, someone might find they need some help whilst they recuperate.

Others can find that a long-term condition or disability means they can no longer cope, and they need a bit of help.

After a stay in hospital, an assessment may be carried out of your situation to see if home care will benefit

you. You and your family will be fully involved in looking at what will suit you best if you'd like them to be.

Alternatively, you or those close to you might notice changes in your ability to manage the day-to-day things you normally cope with easily, like preparing meals or looking after yourself. If this happens, contacting us is a good first step towards finding help.

→ How home care can help you

The level of home care provided can be tailored to meet your needs – from a visit once a day to a much greater amount of support.

Even those with quite significant and debilitating medical conditions can get skilled personal care that can enable them to stay in their own homes.

Some agencies will provide live-in care, where a care worker will stay with you at home to support you throughout the day and night. See below for more information about live-in care.

A list of all home care agencies operating in Hertfordshire starts on page 25.

Live-in care

This is a viable alternative to residential care, where a fully trained care worker lives and works in your own home to support your individual needs and help you maintain your independence. The carer must be allowed breaks and have somewhere to sleep at night.

Support available from live-in carers can range from personal care and mobility assistance to more complex health requirements, as necessary.

The cost of live-in care varies depending on your circumstances, including the level, type and duration of care that you require.

Any organisation that employs live-in carers is required to register with the Care Quality Commission (CQC) and ensure that its employees follow the essential standards of quality and safety in their practices. For more information about the CQC, see page 63.







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 63), 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 'Recite Me' function. Visit

www.carechoices.co.uk

The Care Quality Commission (**www.cqc.org.uk**) is responsible for checking that any care provided meets essential standards of quality and safety. Further information is on page 63.

The Homecare Association requires its members to comply with a code of practice. This code includes a commitment to treat customers with dignity and respect and operate at a level above the legal minimum required in legislation.

Social care regulations do not apply to cleaners, handypersons or gardeners. However, some home care agencies are increasingly providing staff who can help meet these needs too.

The benefits of using a regulated agency include:

- assessing your care needs and tailoring a plan to meet those needs;
- advertising, interviewing and screening suitability of workers;
- arranging necessary insurance cover;
- providing training and development for care workers;
- managing workers' pay, including compliance with the National Minimum Wage;
- managing employment relationships, including sickness, absence and disciplinary matters; and
- managing health and safety issues.

Living with dementia at home

If you are concerned about persistent forgetfulness or memory difficulties, it is important to consult a GP. They can undertake an initial examination and refer you to a memory clinic for further investigation if necessary.

The various types of support available to you and your carer are likely to involve NHS services, Adult Care Services and voluntary agencies. Some examples of services and support to help people living with dementia include:

- specialist day centres;
- respite care or short breaks;
- assistive technology and community alarms;
- home care:
- meals at home:
- community equipment;
- Extra Care and sheltered housing; and
- carers' support groups.

Family support

If you know someone who is worried about their memory, encourage them to visit their GP. The more support you can give someone, the better life with dementia can be, especially in the early years. Focus on what the person can do, not what they cannot do, help with little errands or with cooking, listen to the person with dementia, and find out more about the condition. When someone is living with dementia, they need:

 reassurance that they are still valued and that their feelings matter;

- freedom from as much external stress as possible; and
- appropriate activities and stimulation to help them to remain alert and motivated for as long as possible.

Dementia Friends

People with dementia sometimes need a helping hand to go about their daily lives and feel included in their local community. Dementia Friends is giving people an understanding of dementia and the small things they can do that can make a difference to people living with dementia – from helping someone find the right bus to spreading the word about dementia. See **www.dementiafriends. org.uk** for further information about dementia and how you can become a Dementia Friend.

Respite care

Spouses, partners and relatives who care for a person with dementia may require a break from their caring responsibilities. 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. It may be planned or be required in an emergency and can

involve the person with dementia attending a day centre or a care worker visiting the person's home to enable the carer to have a break. Contact us to see if you are eligible for support with arranging these services. See page 12 for information on assessments.

Care at home

It can often be best for a person with dementia to stay living in their own home for as long as possible. This may mean that they require some support services at home.

The person living with dementia will respond best to the same care staff who know them well. Continuity of care can be provided by either care agencies or carers employed directly by the person or his or her family.

Specialist dementia day centres

A good day care service will be able to offer a range of activities and support that will enable the person with dementia to retain skills and remain part of their local community.

Specialist day centres for people with dementia should be organised and run with their needs in mind, aiming to build on their strengths and abilities.

Activities may include outings, entertainment, personal care, meals, hairdressing and support for carers.

Attendance at day centres can be offered from just a few hours a week to a number of days.

Contact us or your local Alzheimer's Society office for more details – see 'Local contacts' beginning on page 84.

Alzheimer's Society

This leading charity works to improve the quality of life of people affected by dementia. If you have concerns about any form of dementia, please contact your local office for information and support and access to local services. See page 84 for contact details.

Alzheimer's Society's Dementia Connect support line is available on **0333 150 3456** and can provide information, support, guidance and signposting to other appropriate organisations. The helpline is open Monday to Wednesday, 9.00am to 8.00pm; Thursday to Friday, 9.00am to 5.00pm; and



Live well

Home Instead is a local and independent provider of high quality care at home. Caring for an ageing loved one doesn't need to be a struggle. At Home Instead we help people to remain in their own homes, where they are most happy and comfortable.

- Home Help
- Companionship
- Personal Care
- ♦ Dementia Care
- Live-in Care

Cuffley, Cheshunt & Harlow

01707 243880 www.homeinstead.co.uk/cuffley-cheshunt-harlow

East Herts & Uttlesford

01279 721443 www.homeinstead.co.uk/east-herts-uttlesford

Hemel Hempstead and Chilterns

01442 493594 www.homeinstead.co.uk/hemelhempstead

North Hertfordshire

01462 600462 www.homeinstead.co.uk/northherts



Watford

01923 250513 www.homeinstead.co.uk/watford

Welwyn Garden City

01707 240650 www.homeinstead.co.uk/welwyn

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→ Saturday to Sunday, 10.00am to 4.00pm or visit www.alzheimers.org.uk

For more information on care homes for people with dementia, see page 54.



Paying for care in your own home

We provide upfront information on how much people can expect to pay for home care and how charges are worked out. This information must be made available when a needs assessment is carried out. Written confirmation of how the charge has been calculated must be provided after a financial assessment.

If you have more than £23,250 in savings or capital, you will have to pay the full cost of your care. The value of your home is not counted when working out charges for non-residential care. If you have more than £23,250, you should tell us when your savings are likely to fall below this amount.

We calculate charges in accordance with national eligibility criteria set by central Government.

This ensures people are only required to pay what they can afford, taking into account capital, income and expenditure.

Your assessment looks at how much money you have coming in, gives an allowance (set by central Government) for everyday living expenses and makes allowance for disability-related expenditure. This is the extra amount you spend as a result of your disability or illness.

We can help you to identify these costs. We will also carry out a full benefit check and, if you want us to, we will assist you with claiming your full entitlement. Figures mentioned here may change over the lifetime of this Directory.









Retain your independence and quality of life with live-in care from the UK's most awarded home care provider - The Good Care Group

Rated as 'outstanding' by the Care Quality Commission in England, The Good Care Group offers your one sime thing - care without compromise.

Please get in touch to arrange your live-in care home assessment. Call us on **0808 239 6630** or visit **thegoodcaregroup.com**









Non-means-tested care and support

Care provided by the NHS is free; for example, services provided by a community or district nurse. Some people do not have to pay towards care services. For example, aftercare services provided under section 117 of the Mental Health Act are free of charge.

If you need care or support, you may be eligible to claim Attendance Allowance (AA) or Personal Independence Payments (PIP). AA and PIP are non-means-tested benefits. Provided you are eligible, you can receive AA or PIP regardless of how much income or capital you have.

AA is payable to people who first claim when they are over State Pension age and PIP to those who claim between age 16 and State Pension age as it continues past retirement.

There are different rates that can be awarded, dependent on the level and type of help you need. These can be found at **www.gov.uk** and you can check your State Pension age at

www.gov.uk/state-pension-age/ Visit www.hertfordshire.gov.uk/benefits for more information on AA and PIP.

NHS Continuing Healthcare

This is a package of care that is arranged and funded solely by the NHS. This is free of charge, wherever it is delivered. NHS Continuing Healthcare support may be provided in a care home or care home with nursing or in a person's own home.

People eligible for NHS Continuing Healthcare will have been assessed to have a 'primary health need' and are likely to have complex medical needs and substantial or intense ongoing care needs. See page 60 for more information.

Personal health budgets

A personal health budget is an amount of money to support a person's identified health needs. It is planned and agreed between the person and their local NHS team.

The aim is to enable people with long-term conditions and disabilities to have greater choice, flexibility and control over the healthcare and support they receive.

Other ways to fund your care and support

It is important to seek independent financial advice if you are paying for your own care and support. There are independent financial advisers who focus specifically on care funding advice, often referred to as specialist care fees advisers.

They are regulated by the Financial Conduct Authority (FCA) and must stick to a code of conduct and ethics and take shared responsibility for the suitability of any product they recommend.

Money Helper

A free and impartial money advice service set up by the Government.

Tel: 0800 138 7777

Web: www.moneyhelper.org.uk

The Society of Later Life Advisers (SOLLA)

Aims to assist consumers and their families in finding trusted, accredited financial advisers who understand financial needs in later life.

Tel: 0333 202 0454

Email: admin@societyoflaterlifeadvisers.co.uk Web: https://societyoflaterlifeadvisers.co.uk

Further information on paying for care begins on page 59.





Bespoke home care

Supporting people to live independently

We provide a range of services from companionship and housework to condition-led care. Whether it's a short daily visit or round-the-clock support, our dedicated care plans are centred around your loved one's individual needs and routines.



Regular and reliable **Visiting care**



24-hour support Live-in care

- ✓ Rated 4.8 on 🜟 Trustpilot
- ✓ Regulated by the CQC and CIW
- ✓ Free care assessments
- ✓ Providing care for over 30 years

🔹 💿 o Because, life is better at home o 🖜

Contact your local branch today!

St Albans 01727 532 441 Watford 01923 381 565

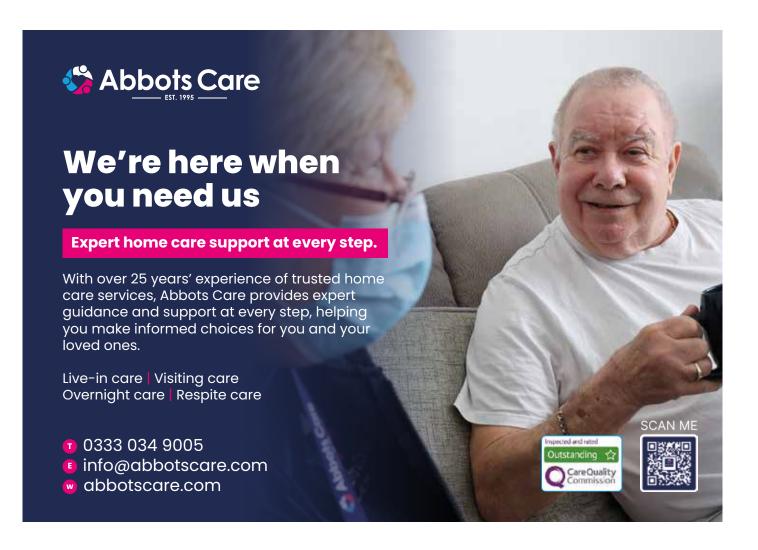
Hertford 01992 238 322 Letchworth 01462 354 582

for more details visit **helpinghands.co.uk**



Agency 1			Fees per week	Quality rating*				
Agency 2			£					
Agency 3			£					
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		Accommodat	ing your needs					
How long has the agency been operating?		Can the agency accommodate your needs if they increase? Ask about the process for this.						
How long are staff allocated per visit?		Does the agency	, have a training					
Can you contact the agency in an emergency or outside office hours?		scheme in place	_					
Does the agency have experience with your specific needs?		Are all staff trained to a certain level?						
		Are staff able to administering m	ed?					
Staff			r staff to communi					
Are you likely to be visited by different staff each day?			about the support ey visit you? How?					
Are all staff checked with the Disclosure and Barring Service?		Regulation						
Will you be notified in advance if your care worker is on holiday or sick?		regular intervals						
Are staff matched to you specifically, based on your needs and preferences?			agency's contract to complaint easily?	erms?				
Can you meet your care worker(s) before they start?		·	dealt with quickly?					
Does the agency have both male and female staff?		Can you see a co CQC registration quality rating?	ppy of the agency's n certificate and					
Notes								

^{*}See page 63.



A BETTER QUALITY OF LIFE SUPPORTING YOUR NEEDS

Abbey Care Solutions provides care and support for individuals in their own home. Offering a wide range of support service maintaining dignity and independence.

The services we can provide include the following:

- Personal care (bathing, dressing, toileting)
- Food preparation and assistance with feeding
- Assistance with medication
- Housework

- Laundry
- Shopping
- Sitting services
- and more...

Covering Cheshunt, Waltham Abbey and Waltham Cross

MAKING IT EASIER...

If you have a question about our services, career opportunities or anything else, please be sure to get in touch.

01992 713011 www.abbeycaresolutions.com





Home care providers

1st Homecare 🤄

Kings Langley

OP D PD SI YA Tel: 01923 269877

St Albans

Tel: 0330 311 2509

Aliana House 🤄

OP D PD LDA MH SI YA

52 Healthcare

Stevenage

OP D PD MH SI YA Tel: 07886 996511

Alina Homecare – Hitchin & Letchworth

Hitchin

OP D PD LDA YA Tel: 01462 341922

92A Langley Road 🤄

Watford

LDA Tel: 01923 713620

Alina Homecare – Potters Bar and Barnet

Hatfield

OP D PD LDA MH SI YA AD Tel: 0208 801 9844

A2Z Home Care

Watford

OP D PD LDA MH SI YA Tel: 01923 604923

Alina Homecare Harpenden & Mid Herts

OP D PD LDA MH SI YA AD Tel: 01582 218222

Abacus Care & Support Ltd <a>\$\cdot\$

St Albans

OP D PD LDA MH SI YA Tel: 0207 100 1680

Alina Homecare Hemel Hempstead

Hemel Hempstead

OP D PD LDA MH SI YA AD Tel: 01442 793222

Abbots Care Ltd (Hertfordshire) 🤄

St Albans Advert page 24 **OP D PD LDA SI** Tel: 0333 034 9005

Alina Homecare Specialist Care – Hertfordshire

Stevenage

OP D PD LDA MH SI YA Tel: 01707 443933

Accedo Care Head Office <a>

Waltham Cross

Tel: 07590 860442 PD LDA MH YA Alina Homecare Stevenage Ltd

Stevenage

OP D PD LDA MH SI YA AD Tel: 01438 722663

Ace Care 4 You Ltd

Hemel Hempstead Advert page 26

PD LDA MH YA Tel: 01442 256509

Allerton C&S GL Ltd 5

Watford

Tel: 01923 944285 OP D PD LDA MH YA

Adapticare \$

Hatfield

Tel: 07946 452673 **OP D MH YA** **Ama Homecare Ltd**

Rickmansworth Tel: 07534 223951

Advert below OP D PD MH SI YA

COMES TO YOU

CARE THAT

Adico Care 🤄

Hoddesdon Advert page 26 **OP D PD LDA MH SI YA** Tel: 01992 469540

Adjoy Healthcare Ltd

- Stirling Business Park Britannia Road 🤄

Waltham Cross

Waltham Cross

OP D PD LDA MH SI YA Tel: 0333 567 0901

Feel better in the comfort of your own home. We specialize in care and daily living assistance to an array of individuals.

AMA HOMECARE

Daily activities and providing companionship

Physical Disability Support

Care for Dementia Patients

We offer a wide range of services to support our clients and families.

Tel: 0208 350 6239

Advance Home Help and Support Services Ltd

07538 505932

Agincare UK - Fred Millard Court

Stevenage Advert page 16 Tel: 01992 661620

See page 29 for the **Service User Bands** key

OP D







Ace Care 4 You provides a bespoke home care service that is of high quality and affordable. We can match our services to your requirements and offer a range of home, personal care and nursing services tailored to each individual's needs.

"When it comes to homecare Ace has all the Aces 4 You"

To find out how we can help you, call Michael

Office: **01442 256509**Mobile: **07710 154156**

www.acecare4you.com





We'll be there when you can't Bee!

Are you lonely and would like some company & conversation? Beekind Companions are on hand to help you now!

- COMPANIONSHIP: Spending time with a companion alleviates loneliness, a friendly face can make all the difference and just what the doctor ordered. Let our companions be there for you to provide that little extra assistance.
- CHAPERONING: Assistance with Shopping Medical Appointments Plan visits and assist to your favourite club/café or the garden centre.
 Having a chaperone will give you the help and reassurance you may need to venture out.
- **SHOPPING**: We can accompany you on a shopping trip or shop on your behalf.
- **DOMESTIC CHORES**: General Housework Chores, Washing, Ironing, help on a weekly a one off clean!



Contact Us

T: **01923 262423** or **07581 362343** E: info@beekindservices.com

W: www.beekindservices.co.uk

In a world where you can be anything..... Beekind!

OP D PD LDA SI

OP D PD MH YA

At Home Healthcare Ltd

Avenues Healthcare Ltd

Best Believe You're Unique Ltd 🦃

Rickmansworth

Hitchin

Stevenage

Tel: 07555 775206

Hemel Hempstead

Blossom HCG Ltd

Hoddesdon

Tel: 01923 372193

Amarris Healthcare Ltd

Borehamwood Advert page 26
Tel: 0203 833 3777 OP PD LDA MH YA

Amsek Support Services Authum Care Ltd 🦃

Borehamwood

Anchusa Care \bigcirc

Hitchin

Tel: 01462 338343 OP D PD MH SI YA

Angelus Homecare – Hertfordshire Axiom Home Care Hemel Hempstead 🦠

Watford Hemel Hempstead

Tel: 01256 830930 OP D PD SI YA Tel: 01442 927078 OP D PD LDA MH SI YA

Archers Court

Hitchin

Astute Home Care 🤄

Bishop's Stortford
Tal: 01279 704037

Tel: 01279 704037 OP PD SI YA Tel: 01992 899222 OP LDA YA

Asus Care UK Ltd Blossom Healthcare Solutions Hertfordshire Ltd

Hemel Hempstead Stevenage

NEED HELP AT HOME?

Call: 01923 465191 / 07544 311749 Email: info@cassiohomehelp.co.uk



We want to make life easier for those living independently at home, assisting with everyday tasks that can become difficult. We offer a bespoke service tailored to your individual needs. We offer weekly, fortnightly and one-off visits with a minimum stay of 1 hour.

- Housework & laundry
- Preparing meals
- Organising & decluttering
- Companionship & conversation
- Assisted gardening
- Accompanying shopping
- Day trips & interests
- Taking you to appointments

Regular, short term or on/off support BASED IN WATFORD



www.cassiohomehelp.co.uk



Home & live in care from Bluebird Care

> Find out more about our outstanding home and live in care, and the difference it could make to your life

> > Contact the Bluebird Care teams:

East Hertfordshire 01920 465697 easthertfordshire@bluebirdcare.co.uk

Welwyn Hatfield & Broxbourne 01707 263723

welwynandhatfield@bluebirdcare.co.uk

Watford & Three Rivers 01923 775300 watfordthreerivers@bluebirdcare.co.uk

Stevenage & North Herts 01462 676555 stevenage@bluebirdcare.co.uk

> St Albans & Hertsmere 01727 261000

stalbans@bluebirdcare.co.uk

Chiltern & Dacorum 01442 933499 chilterndacorum@bluebirdcare.co.uk



bluebirdcare.co.uk

Home care providers continued

Blueberry Hill Care Ltd 🤄

Welwyn Garden City

OP D PD LDA YA Tel: 01707 881258

Bluebird Care (Chiltern & Dacorum) 🦠

Advert page 28 Kings Langley

Tel: 01442 933499 OP D PD

Bluebird Care (East Hertfordshire) \circlearrowleft

Hertford Advert page 28

Tel: 01920 465697 OP D PD LDA SI YA

Bluebird Care (St Albans) \circlearrowleft

St Albans Advert page 28

OP D PD YA Tel: 01727 261000

Bluebird Care

(Stevenage & North Herts) 🤄

Letchworth Garden City Advert page 28

OP D PD LDA MH SI YA Tel: 01462 676555

Bluebird Care (Watford & Three Rivers) 🦠

Watford Advert page 28

OP D PD LDA MH SI YA Tel: 01923 775300

Bluebird Care (Welwyn & Hatfield) 🦠

Hatfield Advert page 28

OP D PD LDA SI YA Tel: 01707 263723

BodFem Care Ltd

Rickmansworth

Tel: 07534 220888 OP D PD MH SI YA

Bridgecare Solutions Ltd <a>\$\text{\$}

Stevenage

OP YA Tel: 07886 965421

Brimchalk Healthcare Ltd

Stevenage

OP D PD LDA MH SI YA Tel: 07834 895009

Broad Oak Manor Domiciliary Care

Hertford

Tel: 01992 551900 **OP**

Bushey House Beaumont DCA

Bushey Advert page 56

Tel: 0203 394 0989 **OP** By Your Side Homecare 🤄

Hemel Hempstead **Advert below**

OP D PD SI YA Tel: 07711 820630

Camphill Village Trust – St Albans 🤄

St Albans

Tel: 01727 811228 OP PD LDA MH YA

Care 4 You Direct Ltd

Hitchin

Tel: 01462 539497 **OP D YA**

Care 121 Services Ltd

- Head Office 🤄

Stevenage

PD LDA MH SI AD Tel: 01438 537444

Care By Us - North London and

West Hertfordshire \circlearrowleft

Hatfield

OP D PD LDA MH SI YA AD Tel: 0208 099 8276

Care By Us Ltd 🤄

Bishop's Stortford

OP D PD LDA MH SI YA AD Tel: 01279 755875

Care Embassy Domiciliary Care 🤄

Bushey

OP D LDA YA Tel: 01923 678093

Care for Freedom Ltd 🜣

St Albans

OP D PD LDA MH SI YA AD Tel: 01727 834557

BY YOUR



By Your Side offers support for carers and people who need a little help to maintain their independent living.

Please call 07711 820630 or visit info@byyoursidehomecare.co.uk www.byyoursidehomecare.co.uk



DEMENTIA - LIVE IN SUPPORT - COMPANIONSHIP CALLS

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

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

Hertfordshire Care Providers Association Member – see page 5

Advertisers are highlighted

Dependability Ltd



We provide professional Care and Support Services for you and your family.

We provide professional Care and Support Services for you and your family. Our care and support services help people to stay in control of their own life. Helping you to remain as independent as possible, in your own home, for as long as possible.

Our Care Services are tailored to individual needs. Our kind, fully trained, staff deliver care with compassion, commitment and dignity.

Our support services facilitate independent living. We can provide specific Occupational Therapy rehabilitation programmes working with you to regain lost skills or develop new skills.

Our Occupational Therapy Team can provide you with a rehabilitation plan designed to support safer personal care with bathing and mobilising in your home. We can recommend Daily Living Equipment.

Please get in contact:

020 8998 3707

E: info@dependability.co.uk

Care Services:

- Home Care
- Personal Care
- Shopping Service
- Therapy Care
- Specialist Care
- Short Break Service



Home care providers continued

Care Fully Ltd

Stevenage Tel: 01438 722665

OP D PD MH SI

Cavendish House <a>\$\text{9}

Hoddesdon

Tel: 0207 101 4403 OP D PD LDA MH SI YA

Care Herts Ltd 🤄

Welwyn Garden City

Tel: 01707 386106 **OP D PD LDA YA**

Charis Careplus \$

Waltham Cross

Tel: 07913 026822 **OP D**

Care4U2Day Ltd 🦃

Hemel Hempstead

Tel: 01442 213379 **OP D PD YA**

Chelmscare Ltd 🤄

Borehamwood

Tel: 0208 953 8369 **OP D PD LDA MH YA**

CareCommitted Ltd

Borehamwood

Tel: 0333 090 4264 **OP D PD LDA YA**

Cherish Social Care Ltd 🤄

Hatfield

Tel: 07746 387909 **OP D PD LDA YA**

Careinmyhome Herts Ltd

Hitchin

Tel: 01438 820999 **OP D PD LDA**

Chorleywood Beaumont DCA

Chorleywood

Tel: 01923 700 620 **Advert page 56 OP**

Caremark (Hatfield & Welwyn) 🤄

St Albans

Tel: 01707 817337 OP D PD MH YA

Chosen Healthcare Ltd

Potters Bar

Tel: 07852 528020 **OP D PD MH YA**

Caremark (North Herts and Stevenage) \circlearrowleft

Letchworth Garden City

Tel: 01462 708714 **OP D LDA MH SI YA**

Clarity Care Providers Ltd <a>\$\cdot\$

Stevenage

Tel: 07846 923240 **OP D PD LDA MH SI YA**

Caremark Dacorum & St Albans 🤄

Hemel Hempstead

Tel: 01442 817117 OP D PD YA

Compassionate Herts Ltd 🤄

Hemel Hempstead

Tel: 01442 927420 OP D PD MH SI YA

Caremark East Hertfordshire and Broxbourne \circlearrowleft

Ware

Tel: 01920 733026 OP D PD LDA MH SI YA

Compassion PLUS Healthcare 🤄

Letchworth Garden City

Tel: 01462 416101 OP D PD LDA MH SI YA

Caremark Three Rivers <a>\$\text{9}

Rickmansworth

Tel: 01494 573900 **OP D PD LDA YA**

Concept Care Solutions Ltd <a>\$\cdot\$

Watford

Tel: 0208 731 5970 **OP D PD LDA MH SI YA AD**

Caremark Watford & Hertsmere <a>

Watford

Tel: 01923 729898 **OP D PD LDA MH YA**

Connections Healthcare Ltd

Stevenage

Tel: 07476 653776 LDA MH YA

Carer Centricity Ltd T/A Visiting Angels

North Hertfordshire

Hitchin Advert page 44

Tel: 01462 547478 OP D PD SI YA

Crossroads Care Hertfordshire North

Hitchin

Tel: 01462 455578 OP D PD LDA MH SI YA AD

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

Hertfordshire Care Providers Association Member – see page 5

Advertisers are highlighted



The Gold Standard in Home Care, Supported Living, and **Domiciliary Care**



Goldleaf Home Care was founded in 2015 with the vision to provide the highest level of care for people to remain independent at home. The company has grown into one of the leading domiciliary care agencies, providing specialised services in home care, supported living, and domiciliary care.

We provide a personalised service that is flexible and adaptable to individuals changing needs. We work together with individuals and families to maintain control over their own lives. Providing assistance, encouragement, independence, and promoting confidence in all of our clients is our main focus and priority.

Home Care Service

Palliative Care

Companionship Service

Supported Living

We emphasise on quality and training our staff correctly to support individuals with low, medium, and high needs, however challenging or complex. Why not contact us today to speak to one of our experts see the difference for yourself.

Our Welwyn Garden City Branch

T: 01707 800528

contact@goldleafhomecare.co.uk



Areas we cover:

Waltham Abbey, Cheshunt, Epping, Loughton, Broxbourne, Waltham Cross, Welwyn Garden City, Welham Green, Hatfield, Stevenage, Brookmans Park, Milton Keynes and surrounding areas.

Our Waltham Abbey Branch

T: 01992 677500

info@goldleafhomecare.co.uk

Our Milton Keynes Branch

T: 01908 110950

mk@goldleafhomecare.co.uk

In Partnership with:







Search us on social: (f) 🐵









Crossroads Hertfordshire South

Borehamwood

Tel: 0208 905 1158 **OP PD LDA MH YA**

Daisy Chain Care Team Ltd 🤄

Welwyn Garden City

Tel: 01438 553463 **OP D PD LDA MH SI YA**

Delrow Community

Watford

Tel: 01923 856006 **OP LDA MH**

Destiny Nursing & Care Agency Ltd

Borehamwood

Tel: 07950 461139 **OP D PD MH YA**

Destiny Support Care \circlearrowleft

Stevenage

Tel: 01438 488110 **OP D PD LDA MH YA**

Devoted Care Agency Ltd

Waltham Cross

Tel: 07999 087664 **OP YA**

Devoted Supported Living – Main Office

Stevenage

Tel: 01438 900376 **OP D PD LDA MH YA**

Deway Care Ltd

Watford

Tel: 01708 981452 **OP** YA

Dimensions Hertfordshire Domiciliary Care Office

St Albans

Tel: 07384 215578 **OP LDA YA**

Domcare24 Ltd 🤄

Hitchin

Tel: 07541 22125 OP D PD SI YA

Doting Carers Ltd, The <a> \(\)

Letchworth Garden City

Tel: 01462 488215 **OP YA**

Doves Care Agency Ltd <a>\$\text{5}

Hemel Hempstead

Tel: 07985 272661 **OP D PD YA**

Drama Room

Watford

Tel: 01923 594524 **OP YA**

DX Caring Services <a>

Letchworth Garden City

Tel: 01462 677770 **OP YA**



We care about your care

Delivering only the highest standard of care, enabling you to stay in the comfort of your own home. All care packages are person-centred, tailored to suit your needs, at times that you request.

Covering a large area of Hertfordshire

"Have had dealings with other care agencies for my mother, so am aware of the level of care they provide. Freedom care is **outstanding**, the girls are so **passionate** about the client and understanding of the pressure on families. I cannot praise Freedom care enough, **they go above and beyond**."

Please contact us to see how we can help you:

Telephone: 01992 939045

Email: admin@freedomcareherts.co.uk
Web: www.freedomcareherts.co.uk

TOP PO AWARD homecare.co.uk

SERVICES WE OFFER:

- Washing and dressing
- Medication assistance
- Meals
- Companionship
- Personal care
- Help around the home
- Stoma and Catheter care
- Qualified hairdresser

...and many more



Helping people gain independence to live better lives at home

About Us

Providing care in a person centred way to deliver a person centred service. We are a privately-owned Domiciliary Care Company registered and regulated by the Care Quality Commission. Our management and staff have over 25 years practical experience of working in the homecare sector.





Opening times:

Office hours Mon-Fri 8am to 5pm

Out of office hours Mon-Fri 5pm to 8am Sat, Sun & Bank holidays

01992 760 520 info@hopehomecare.co.uk

We specialise in caring for children and adults with Cerebral palsy:

- Oral Suction
- Peg feeding
- Nebulizer
- Overnight and 24/7 care
- Saturation monitoring

Our Services

There are a range of flexible packages we offer to support your needs, which include:

- · Live-in Care
- · Waking nights
- Sleep overs
- Domestic Help
- Shopping

- Dementia Care
- Meal Preparation
- Medication
- Out and About
- plus much more...



Non Emergency Patient Transport

We provide door-to door patient transfer service with purpose built patient transport vehicles that are nationally registered with DSVA on a PSV (Public Service Vehicle) operator's licence to assist individuals to attend non-emergency medical appointments and social outings if they have no other transport options.

We work with NHS Trusts, private healthcare providers and individuals with a range of disability and care needs who require regular and ad-hoc journeys with additional support.





What we do

By providing more than just a standard clean, we combat unwanted germs and particularly viruses such as COVID-19.

Our Services

- Commercial and Corporate Cleaning
- Regular Domestic Cleaning
- Deep Cleans
- One-off Cleans
- End of Tenancy Cleaning
- Spring Cleaning



info@hopecleaningservices.co.uk









Dynamic Community Care Ltd

Waltham Cross

Tel: 0845 434 3434 **OP D PD YA**

EagleCrest \$

Watford

Tel: 01923 693765 **OP D PD YA**

Elixonn Healthcare Ltd

Stevenage

Tel: 01438 532995 OP D PD MH SI YA

Elstree Home Care (Watford) \circlearrowleft

Watford

Tel: 01923 223331 OP D PD MH SI YA

Empathy Care24 - Hertfordshire

Hemel Hempstead

Tel: 0333 011 1756 **OP D PD LDA MH SI YA AD**

Empress Social Care <a>

Hitchin

Tel: 0800 009 6432 **OP D PD LDA MH SI YA**

ENA Hourly Care Ltd

Welwyn Garden City

Tel: 01707 383034 **OP D PD LDA MH SI YA**

Ency Care Ltd 5

Hoddesdon

Tel: 07438 103862 **OP D PD YA**

Etrum Healthcare Services Ltd

Hatfield

Tel: 07445 246995 **OP D PD MH**

Eureka Care Services Ltd \circlearrowleft

Hertford

Tel: 01992 472975 **OP D PD LDA MH SI YA**

European Nursing Agency Ltd <a>\$\cdot\$

Welwyn Garden City

Tel: 01707 333700 **OP D PD LDA MH SI YA**

Exceptional Care At Home Ltd

Borehamwood

Tel: 0207 183 9440 **OP D PD LDA MH SI YA AD**

Exodus Social Care Ltd

Hatfield

Tel: 07848 822876 OP D PD MH SI YA

First Choice Medical Solutions Ltd 🤄

Waltham Cross

Tel: 01992 879665 **OP D PD LDA MH SI YA**



WITH EXCELLENT CARE

COMMITTED TO COMPASSION INTEGRITY EXCELLENCE

CAREGIVERS YOU CAN TRUST

Feel better in the comfort of your own home. We specialize in care and daily living assistance to an array of individuals. Whether you need daily or weekly assistance due to aging, illness, recovery, or rehabilitation, our care givers will provide an individualized service that you can trust.



- CARE FOR DEMENTIA PATIENTS
- POST-SURGICAL ASSISTANCE
- EXPERIENCED AND SUPPORTIVE
- PHYSICAL DISABILITY SUPPORT
- EXPERIENCED HOME HEALTH AIDS



CONTACT US ON: 01442 949029

Innovation House, 39 Mark Road Hemel Hempstead Hertfordshire HP2 7DN

GIVE US A CALL TODAY



Helping you live your life, your way

Do you need care at home?

Professional and high quality care at your doorstep

We take time to get to know you, to understand what support you need and to help you live your life the way you want to. We understand that independence is very important and everything we do is

centred around this.

Our services:

- Personal Care
- Day-to-day Homecare
- Live-In Care
- Reablement
- Dementia Care



Free 24 hour Helpline

TEL: 01438 318202 MOB: 07780 969733
EMAIL: enquiries@greenleaveshomecare.co.uk
www.greenleaveshomecare.co.uk

Home care providers continued

Fortis Care Hertfordshire 🔆

Stevenage

Tel: 01438 487270 **OP PD LDA MH SI YA**

Fortune Life Home Care 🖒

Watford

Tel: 07938 102512 OP D PD SI

Freedom Care (Herts) Ltd 🤄

Ware Advert page 33 OP D PD YA

Tel: 01992 939045

Freesprings Ltd 🦃

Waltham Cross

Tel: 0208 617 0064

GJU Services Ltd 🤄

Stevenage

Tel: 0208 090 2741 OP D PD MH YA

Goldleaf Homecare 🤄

Welwyn Garden City

OP D PD SI YA Tel: 01707 800523

Global Wave Ltd

Watford

OP D PD MH SI YA Tel: 01923 562584

Good Oaks Home Care – Edgeware and Finchley

Borehamwood

OP D PD MH SI YA Tel: 0208 213 3017

Grace Care Solutions Ltd

Hemel Hempstead

Advert page 35 OP D PD MH YA Tel: 01442 949029

Greenleaves Homecare Services Ltd 🤄

Stevenage Advert page 35

OP D PD LDA MH SI YA Tel: 01438 318202

Hales Group Ltd – Letchworth 🤄

User Bands MH Mental health

Letchworth Garden City

Tel: 01438 765715 OP D LDA MH AD

Hand In Hands 🤄

Letchworth

Service

Tel: 01462 222400

OP Older people (65+) **D** Dementia

SI Sensory impairment YA Younger adults

AD People who misuse alcohol or drugs

Hertfordshire Care Providers Association Member – see page 5

OP D PD YA

HCP (Franchise) Ltd

St Albans

Tel: 0208 004 1603 OP D PD SI YA

Helpers Homecare Ltd <a>\$\cdot\$

Baldock

OP D PD MH YA

Advert page 32

Tel: 01462 896853

OP D PD LDA MH SI AD

Helping Hands Harpenden

St Albans Advert page 22 **OP D PD SI YA**

Tel: 01727 532 211

Helping Hands Hertford

Hertford Advert page 22

OP D PD LDA MH SI YA Tel: 01992 238 538

Helping Hands Letchworth

Letchworth Garden City Advert page 22

OP D PD LDA MH SI YA Tel: 01462 354 548

Helping Hands Watford

Watford Advert page 22

Tel: 01923 381 371 **OP D PD LDA MH SI YA**

Heriitage Care Ltd 🤄

Stevenage

OP D PD MH YA Tel: 01438 878676

Heronsmere Home Care <a>S

Rickmansworth

Tel: 07429 076755 OP D PD YA

Hertfordshire and Bedfordshire Domiciliary **Care Services**

Stevenage

Tel: 07947 560421 OP D PD SI YA

Hertfordshire Domiciliary Care Agency

Borehamwood

Tel: 0208 207 3854 LDA

Hertfordshire Supported Living Services

Watford

Tel: 01923 662411 LDA

Herts at Home 🤄

Hertford

Tel: 01438 845220 LDA

PD Physical disability LDA Learning disability, autism

Advertisers are highlighted

Herts Homecare

Hemel Hempstead

Tel: 01442 213289 OP D PD LDA MH SI YA

HF Trust - 38 South Road

Bishop's Stortford

Tel: 01279 461131 LDA

HF Trust - Herts and Essex DCA

Bishop's Stortford

Tel: 01279 655649 **OP LDA YA**

Hightown House <a>\$\text{9}

Hemel Hempstead

Tel: 01442 292300 LDA MH

Hillside 🦃

Ware

Tel: 0207 391 5174 **OP D PD LDA MH SI YA**

Hilton Community Services Ltd

Waltham Cross

Tel: 01992 638361 **OP LDA**

Holistic Healthcare Hertfordshire

Letchworth Garden City

Tel: 07591 963484 **OP PD YA**

Home Help Watford 🤄

Watford

Tel: 01923 800100 OP D PD SI YA

Home Instead Cuffley, Cheshunt & Harlow 5

Potters Bar Advert page 19

Tel: 01707 243880 **OP D PD MH SI YA**

Home Instead East Herts & Uttlesford

Sawbridgeworth Advert page 19

Tel: 01279 721443 **OP D PD LDA MH YA**

Home Instead Hemel Hempstead

& Chilterns 🤄

Hemel Hempstead Advert page 19

Tel: 01442 493594 **OP D PD LDA MH SI YA**

Home Instead North Hertfordshire

Letchworth Advert page 19

Tel: 01462 600462 **OP D PD LDA MH SI YA**

Home Instead St Albans 🤄

St Albans Advert page 19

Tel: 01727 895941 **OP D PD SI YA**

Home Instead Watford <a>\$\circ\$

Watford Advert page 19

Tel: 01923 250513 **OP D PD LDA SI** YA

Home Instead Welwyn & Hatfield 🬖

Welwyn Garden City Advert page 19

Tel: 01707 240650 **OP PD LDA MH SI**

Homecare 360 Ltd 🤄

Welwyn Garden City

Tel: 01707 909033 OP D PD SI YA

Hope Care Support Ltd – Stevenage 🤄

Stevenage

Tel: 01438 310000 OP D PD LDA MH SI YA

Hope Homecare Services Ltd <a>\$\cdot\$

Waltham Cross Advert page 34

Tel: 01992 760520 OP D PD LDA MH SI YA AD

ICRIT Healthcare Ltd (Herts)

Baldock

Tel: 07943 739379 OP D PD LDA SI MH YA AD

In Home Care (Hertford) 🤄

Hertford

Tel: 01992 911345 **OP D PD MH YA**

In Home Care Dacorum

Hemel Hempstead

Tel: 01442 954264 OP D PD MH YA AD

Inclusion Project, The

Welwyn Garden City

Tel: 07526 243571 **OP PD LDA SI YA**

Integrity Supported Living Ltd 🤄

Hemel Hempstead

Tel: 01442 508157 **OP D LDA MH YA**

Iris Care Services Ltd <a>\$\text{\text{}}

Hemel Hempstead

Tel: 07588 860879 **OP D PD MH SI YA**

JNN (Jast-Safe Home Care) Ltd 🤄

Welwyn Garden City

Tel: 07920 391969 **OP D**

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

C Hertfordshire Care Providers Association Member – see page 5

Advertis.



YEARS
experience as a senior career

Night care

without compromise

"Because Home Is Where The Heart Is"



Why I created Love&Care

After 9 years as senior carer, I wanted to put my clients at the heart of everything I did. I approach their individual care needs with respect and my holistic, consistent and dignified approach has seen my reputation and team rapidly grow.

Our values are rooted around being open, honest and at **Love&Care** we do not have clients, we have friends.

We see each individual as a mum, dad, nan, great grandparent and someone who deserves the care and attention the larger agencies could not offer.

Adults 18yrs+ · Older people · Physical disabilities · Dementia · Sensory impairment Long term /chronic health · Life limiting conditions and End of life

Areas we cover include:

- / Watford
- / Bushey
- ✓ South Oxhey
- ✓ Northwood
- ✓ Croxley Green
- ✓ Rickmansworth/Chorleywood
- √ Stanmore
- ✓ Radlett
- ✓ Borehamwood
- ✓ St Albans



Homecare and support services:

- ✓ Personal care
- Companionship
- ✓ Night Sits (waking & sleeping)
- ✓ Respite & Sitting Services
- 1 24hour Care
- ✓ Palliative and End of Life Care
- Activities
- ✓ Transport & Assistance to and from medical appointments & Day to Day Activities
- Pet Services
- / Housekeep Support
- Social Support (Accessing community activities, Shopping, Meeting friends Day trips etc)

CONTACT US TODAY:

07983 629572

Samantha@loveandcare.uk

Joy Caring Services Ltd 🤃 Lead Care Services Ltd 🔆

Stevenage Stevenage

Tel: 01438 311704 OP D PD LDA MH SI YA Tel: 07813 699989 OP D PD LDA MH SI YA

Jubilee Domiciliary Care Agency Lifeways Community Care (New Barnet)

Welwyn Garden City Hatfield

Tel: 01707 390107 OP LDA MH SI YA Tel: 0207 202 6300 OP D PD

Julee Care Ltd 🤄 Lily Healthcare & Supported Living Ltd

Harpenden Stevenage

Tel: 01582 271361 OP YA Tel: 07713 912907 OP D PD LDA MH SI YA AD

Jurichez Ltd 🤄 Living Plus Care Services Ltd 🦠

Waltham Cross Hatfield

Tel: 07830 887822 **OP LDA MH YA** Tel: 01707 707599 **OP D PD YA**

Kare Plus Hertfordshire Living Well Homecare 🤄

Hatfield Stevenage

Tel: 01442 800888 OP D PD LDA SI YA Tel: 01438 300360 OP D PD YA

Kind Solutions Ltd LJ Sure Mercies

Watford Hemel Hempstead Advert page 40

Tel: 07951 578709 PD LDA SI YA Tel: 07877 355769 OP YA

Kindherts Care Ltd S Look Ahead Domiciliary Care (Hertfordshire) S

Bishop's Stortford Stevenage

Tel: 01279 654999 OP D PD YA Tel: 01438 740096 PD LDA SI YA

Knightingles Healthcare Ltd 🔆 Lots of Care Ltd

Stevenage Bishop's Stortford

Kob Healthcare Main Office ♦ Love&Care

Hemel Hempstead
Tel: 01442 959459

OP D PD YA

Borehamwood
Tel: 07983 629572

OP D PD YA

Tel: 07983 629572

Komplex Care Ltd Loving Hands Domiciliary Care Ltd 🤄

Watford Hatfield

Tel: 0203 917 0111 OP D PD LDA SI MH YA AD Tel: 01707 226664 OP D PD

La Belle Care Ltd (5)

LSR Care Recruitment Ltd (5)

Hatfield Hitchin

Tel: 01707 274111 OP D PD LDA MH SI YA Tel: 01462 337112 OP D YA

Laniwyn Services Ltd 🤄 Luna Care Services 🤄

Hitchin Potters Bar

Tel: 01462 429759 OP D PD LDA YA Tel: 01707 502004 OP D PD LDA SI YA

Lead Care Services Ltd S

Hitchin Stevenage

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

Hertfordshire Care Providers Association Member – see page 5
Advertisers are highlighted



LJ Sure Mercies Care Ltd is a professional home care agency caring for the elderly in their own homes. We offer high quality and person-centred care in the comfort of your home. We aim to provide quality care packages tailored to your needs.

Washing & dressing Medication Support

Laundry & Light Domestic Cleaning Live-in Care

Shopping

Companionship care

Sitting Service

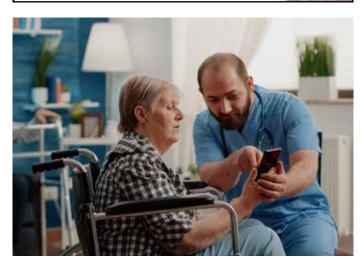
Sleep in and overnight care

For more information contact us:

Tel: 07877355769

E: info@ljsuremercies.com





New Hope

COMMUNITY HFALTHCARE LTD





At the centre of our services is the respect for dignity, privacy and protection of all individual rights.

> **New Hope Community** Healthcare is a domiciliary care provider company based in Hertfordshire.

OF YOUR HOME

Contact Us 0800 448 0107

FOR MORE INFO

www.newhope-communityhealthcare.co.uk

Marlowes, The 🤄

Hemel Hempstead

Tel: 01442 979790 PD LDA MH SI YA

Watford

Tel: 01923 628377 **OP D PD SI YA**

Mayfield Villages Care Ltd - Watford

Watford

Tel: 07551 159929 OP D PD MH SI YA

Next Steps Hertfordshire <a>

New Shepherd Care Ltd 🤄

Welwyn Garden City

Tel: 01707 332404 OP D PD LDA SI YA

Medow Care Services Ltd

Hatfield

Tel: 01707 271512 **OP D PD MH SI**

Novus Care Ltd 🤄

Watford

Tel: 01923 252401 OP D PD LDA MH SI YA AD

MKF Homecare Ltd 🖒

Bushey

Tel: 07532 133570 **OP D PD LDA MH SI YA AD**

Nursing Care Personnel Ltd 🤄

Hatfield

Tel: 01707 693995 **OP D PD LDA MH SI YA AD**

Multi-Care Community Services Ltd <a>

Letchworth Garden City

Tel: 01462 488225 **OP D PD MH SI YA**

Nyadowa Care 🤄

Potters Bar Advert page 40
Tel: 07940 937651 OP D PD LDA MH SI YA

Multicare Services – Maylands Building 🤄

Hemel Hempstead

Tel: 07721 789815 OP D PD MH SI YA

Office 24 CP House

Watford

Tel: 01923 650230 OP D PD MH YA

My Homecare Hertfordshire 🤄

Welwyn Garden City

Tel: 01707 909066 **OP D PD LDA MH YA**

One Step Domicilary Care

Hitchin

Tel: 01462 429792 **OP PD LDA MH SI YA**

Myrtle Care Providers Ltd 🤄

Waltham Cross

Tel: 0203 488 3240 **OP D PD LDA MH SI YA**

Optimam Complex Care

Waltham Cross

Tel: 0800 689 5588 **OP PD LDA MH SI YA**

NAS Community Services (Hertfordshire)

Hemel Hempstead

Tel: 01442 247046 **OP LDA**

Options Health Care Services

Stevenage

Tel: 01438 314840 **OP D MH YA**

Nash Homecare 🤄

Hemel Hempstead

Tel: 01442 824137 **OP D PD LDA SI**

PAI Healthcare Ltd <a>

Partners in Support 🤄

Hemel Hempstead

Tel: 01442 462696 **OP PD LDA YA**

New Beginnings Healthcare Services Ltd

St Albans

Tel: 07988 036931 **OP D PD MH SI**

Parade, 153 The

Watford

Tel: 0330 055 2205 LDA MH YA

New Directions – Supported Living

Hemel Hempstead

Tel: 01727 811906 LDA MH YA AD

Stevenage

Stevenage

Tel: 01438 746243 LDA

New Hope Community Healthcare <a>\$\text{9}

Stevenage Advert page 40

Tel: 0800 448 0107 **OP D PD YA**

Peaceable Care Services Ltd 🤄

St Albans

Tel: 07477 865188 **OP D PD YA**

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

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

Hertfordshire Care Providers Association Member – see page 5





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

At SureCare, we're committed to bringing high quality home care services to people right across the Hertfordshire area.

From older people looking for care and companionship to those in need of support for disabilities, our experienced team of care workers can deliver quality services that are tailored to you and your specific requirements.

We pride ourselves on delivering person-centred care and always complete a full care needs assessment and agree a detailed plan of care just for you or your loved ones.

It's not just personal home care we can help you with. At SureCare, we're able to deliver a wide range of other services tailored specifically to your needs.

How can we support you?

- Personal Care
- Live-in Care
- Companionship
- Medication Support
- Meal Preparation
- Domestic Help
- Holiday & Respite Care
- Specialist Dementia Care
- Shopping

...and so much more

For more information contact your local **SureCare** branch:

SureCare Hertfordshire

01707 903 898
 enquiries@surecareherts.co.uk
 www.surecare.co.uk/herts

Inspected and rated
Good
Care Quality
Commission

SureCare North Herts & Stevenage

© 01438 587 268
© enquiries@surecarenorthherts.co.uk
www.surecare.co.uk/northherts



PHC Health Care Ltd 🤄

Waltham Cross

Tel: 0208 396 7411 **OP D PD LDA MH YA**

Pine Health Care Services Ltd 🤄

Stevenage

Tel: 07919 382837 **OP D LDA MH YA**

Portfolio Homecare Ltd 🤄

Hoddesdon

Tel: 01920 333500 OP D PD MH SI YA

Possible Stars Healthcare

Hemel Hempstead

Tel: 01442 956000 OP D PD YA

PracticALL Support Services Ltd

Waltham Cross

Tel: 07988 819788 **OP MH YA**

Precious Homes Hertfordshire

St Albans

Tel: 01727 420761 **OP PD LDA MH SI**

Premium Staff – Hitchin

Hitchin

Tel: 01462 429716 **OP D PD YA**

Priority Plus Care <a>

Stevenage

Tel: 07723 091630 **OP D PD LDA MH YA**

Pro Target Care Ltd <a> \text{\$}

Hemel Hempstead

Tel: 01442 910059 **OP D PD SI YA**

Professional Nursing Services Ltd – 25A White Horse Court

Bishop's Stortford

Tel: 01279 507077 **OP D PD LDA SI YA**

R4R Home Care Services Ltd / Watford 🧇

Watford

Service

Tel: 01923 239400 **OP D PD LDA MH SI YA**

Rapha Healthcare Ltd

Rickmansworth

Tel: 07495 130405 **OP** YA

User Bands MH Mental health SI Sensory impairment

OP Older people (65+) **D** Dementia

hertfordshire Care Providers Association Member – see page 5

Rainbow Care Solutions (Hertfordshire) 🦠

Stevenage

Tel: 01438 419490 OP D PD MH YA

Rainbow Home Care Services Ltd 🕏

Watford

Tel: 01923 962363 **OP D PD YA**

Rainbow Sparkles Home Care Services

Hatfield

Tel: 07795 965891 **OP D PD MH YA**

Rapha Healthcare Ltd

Rickmansworth

Tel: 07495 130405 **OP YA**

Ravens Care Hitchin

Hitchin

Tel: 01462 429700 **OP D LDA MH YA**

Reagle Home Care Services (RHC) 🦠

Northwood

Tel: 01923 824125 **OP D PD LDA MH SI YA AD**

Real Care Solutions <a>\$\text{\$}\$

Stevenage

Tel: 01438 300800 **OP D LDA SI YA**

Realm Staffing Solutions

St Albans

Tel: 01727 884994 **OP D PD LDA MH YA**

Regent Home Care (West Herts) Ltd 🤄

Watford

Tel: 01923 350369 **OP D PD LDA SI YA**

Regus (Ho)

Welwyn Garden City

Tel: 07533 582525 **OP PD**

Remiz Care & Recruitment Services Ltd

Stevenage

Tel: 07807 887351 **OP MH YA**

Right at Home 🤄

Borehamwood & Watford

Tel: 0208 092 9994 **OP D PD LDA SI YA**

Hemel Hempstead

Tel: 01442 953141 **OP D PD MH SI YA**

PD Physical disability LDA Learning disability, autism

SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs







Personalised care, redefined!

We take the time to understand your loved one's unique needs, preferences, and routines. From medication reminders to meal preparation and companionship, every aspect of our care plan is tailored to ensure your loved one's comfort and well-being.

Visiting Angels are skilled to provide:

- Companionship
- Personal care
- Post-hospital stay care
- Dementia & Alzheimer's care
- Palliative care & more

Visiting Angels North Hertfordshire Call 01462 547 478 northherts@visiting-angels.co.uk

Get in touch today!

Visiting Angels South Hertfordshire Call 01707 585 888 southherts@visiting-angels.co.uk





A Community Care Provider You Can Rely On

At Serve Homecare we put you at the heart of our service. With a regular care team, you can feel assured your individual needs will be met with our tailored care plans. Our care team have a caring nature and willingness to make a difference to ensure you have a better quality of life.



With a range of services available and visits starting from 30 minutes, Serve Homecare will work with you to ensure your needs are met.

Our Services

Personal Care • Domestic and Shopping support

- · Companionship · Social Inclusion · Live in
 - Over night support



01438 576789



care@servehomecare.co.uk



www.servehomecare.co.uk



Ground Floor, The Old Bank, 162 High Street, Stevenage, Hertfordshire, SG13LL



BALDOCK

LETCHWORTH

HITCHIN

STEVENAGE

Right at Home 🤄

Stevenage, Letchworth & Hitchin

Tel: 01462 559159 **OP D PD SI YA**

Welwyn, Hatfield & St Albans

Tel: 01707 682100 OP D PD SI YA

RTS Healthcare Services

Bishop's Stortford

Tel: 07944 090685 OP D PD MH SI YA AD

Ruby Grange Homecare Ltd <a>\$\text{\$}

Watford

Tel: 0208 421 1400 **OP D YA**

Sama Healthcare Ltd

St Albans

Tel: 01727 884669 **OP D PD LDA MH SI YA**

Sanctuary Home Care Ltd

Bushey Heath

Bushey

Tel: 0203 761 3394 **OP**

Sandton Healthcare Ltd 🤄

Stevenage

Tel: 07983 615783 **OP D PD MH LDA YA**

Sarah's Home Care Ltd

Watford Advert page 44

Tel: 07437 856836 **OP D**

Scope Care Services Ltd

Harpenden

Tel: 07368 165980 **OP D PD LDA MH SI YA AD**

Serve Homecare <a>\$

Stevenage Advert page 44

Tel: 01438 576789 **OP D PD MH SI YA**

Shadz Care 🤄

Welwyn Garden City

Tel: 07792 748972 **OP LDA MH YA**

Shire Homecare Services Ltd

- Gaddesden Row Office 🤄

Hemel Hempstead

Tel: 01442 503920 **OP D PD LDA MH YA**

Shorem Healthcare

Hemel Hempstead

Tel: 07852 615189 **OP D LDA YA**

Sierra Homecare 🤄

Ware

Tel: 01279 501678 **OP D PD YA**

SKL Professional Recruitment Agency Ltd

- Bushey ≶

Watford

Tel: 0208 950 6992 **OP D PD LDA MH SI YA**

Social Care Solutions Ltd (Herts & Bucks)

Hatfield

Tel: 0207 202 6300 **OP LDA YA**

Sodark Care \circlearrowleft

Hemel Hempstead

Tel: 01442 767394 **OP YA**

Splendid Care Solution Ltd

St Albans

Tel: 07432 321920 **OP D PD LDA MH SI YA**

St Albans Mencap 🦃

St Albans

Tel: 01727 863813 **OP LDA YA**

St Elizabeth's Domiciliary Care Agency

Much Hadham

Tel: 01279 843451 **OP D PD LDA SI YA**

Stella Care Solutions - Main Office

Welwyn Garden City

Tel: 01707 929123 **OP D PD**

Sugarman Health and Wellbeing – Watford 🦠

Watford

Tel: 01923 801818 OP D PD LDA MH SI YA AD

SureCare Hertfordshire <a>़

St Albans Advert page 42

Tel: 01707 903898 **OP D PD LDA SI YA**

SureCare North Herts & Stevenage 🤄

Stevenage Advert page 42

Tel: 01438 587268 **OP D PD LDA SI YA**

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

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

Hertfordshire Care Providers Association Member – see page 5

Sylviancare St Albans

St Albans

Tel: 01727 324619 **OP D PD YA**

UK International Nursing Agency Ltd Dom Care \circlearrowleft

Radlett

Tel: 01923 855856 OP D PD MH SI

Taks Healthcare Services <a>

Stevenage

Tel: 01438 964439 OP D PD LDA SI YA

Unique Quality Care Ltd 🤄

Potters Bar

Tel: 07888 661906 **OP D PD LDA MH SI YA**

Teapot Home Care

Welwyn Garden City

Tel: 07471 471000 OP D PD LDA MH SI YA AD

Urban Cousins Care Ltd <a>\$\text{\$}\$

Borehamwood

Tel: 07513 349268 **OP D PD YA**

Three Clover Care – Main Office 🤄

Welwyn Garden City

Tel: 01707 929301 **OP D PD YA**

Vincent Place \$

Stevenage

Tel: 01438 729845 PD LDA MH SI YA

Three Little Angels Ltd 🦃

Stevenage

Tel: 07497 628122 **OP D PD LDA MH YA**

Vinea Care Ltd

Welwyn Garden City
Tel: 07909 901025

OP D PD MH YA

Tilly's HomeCare

Royston

Tel: 07423 865217 **OP D PD SI YA**

Visiting Angels \$\(\cdot \)

Welwyn Garden City Advert page 44

Tel: 01707 585888 **OP D**

Time2Care (Barnet) Ltd 🤄

Borehamwood

Tel: 0208 214 3675 **OP D LDA MH YA**

Vitality Care Services Ltd 🤄

Hemel Hempstead

Tel: 07788 725557 **OP D PD MH YA**

Torkan Care

Borehamwood

Tel: 07831 576868 **OP D PD LDA SI YA**

Vow Care Services Ltd <a>\$\cdot\$

Hemel Hempstead

Tel: 01442 462249 OP D PD LDA MH SI YA

Total Care and Compliance Services

Welwyn Garden City

Tel: 07576 745894 **OP D PD LDA YA**

Walfinch Welwyn & Bishop's Stortford 🤄

Ware

Tel: 01920 481600 OP D PD MH SI YA

Touching Hearts Care Ltd <a>

Stanmore

Tel: 0208 950 2488 **OP**

Walsingham Support

- Home Counties Outreach Services 🤄

Hemel Hempstead

Tel: 01442 254539 **OP PD LDA YA**

Turning Point – Timberlea (Dom Care) 🤄

Watford

Tel: 0208 421 5395 **OP PD LDA MH YA**

Wholehearted Home Care

Royston

Tel: 07365 068797 **OP D YA**

Turning Point Hertfordshire MH Carers Support

Stevenage

Tel: 01438 211185 **OP D PD MH SI YA**

Wilnash Care Ltd 🦃

Potters Bar

Tel: 01707 830037 **OP D PD MH SI**

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

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

Hertfordshire Care Providers Association Member – see page 5

YESUK Office Your Own Home Care

Watford Tring

Tel: 01923 443923 OP PD YA Tel: 07920 887414 OP YA

Your Life (Borehamwood) Yourlife (Hertford)

Borehamwood Hertford

Tel: 0208 207 7058 OP D PD SI Tel: 01992 509379 OP D PD SI

Your Life (Hitchin) YourLife (Knebworth)

Hitchin Knebworth

Tel: 01462 442297 OP D PD SI Tel: 01202 362305 OP D PD SI

Your Life (Potters Bar) YourLife (St Albans)

Potters Bar St Albans

Your Life (Royston) YourLife (St Albans)

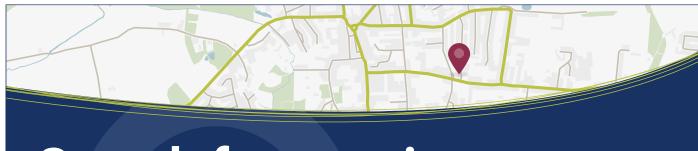
Royston St Albans

Tel: 01763 256810 OP PD SI Tel: 01202 362303 OP D PD SI

Your Life (Welwyn Garden City) Zinnia Care Ltd 🤄

Welwyn Garden City Hemel Hempstead

Tel: 01707 328220 OP D Tel: 01442 234780 OP D PD LDA MH YA



Search for care in your area

www.carechoices.co.uk

Q

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

CareChoices

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

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

Hertfordshire Care Providers Association Member – see page 5

Housing with care

Housing with care combines independent living in a home with security of tenure, along with care services arranged according to need. Schemes may be run by housing associations, the local authority,

voluntary organisations or private companies.

Properties may be available for rent, mixed tenure or to purchase.

Supported Living

This is the name for the way in which accommodation and support are organised, rather than the amount of support. It is when people rent their home, and their personal care or support is arranged separately. This means they can change their support without having to move or can move and take the same support with them.

People have greater security of tenure and can claim a wider range of welfare benefits than in residential care. Supported Living can be delivered in a range of settings, including individual flats or houses, clusters of self-contained flats on the same site, shared accommodation, and Flexicare housing. The individual, a private landlord, a housing association, a local authority or a charity may own the property.

Care and support will be tailored to the individual and can include access to 24-hour support if assessed as necessary. Many people do not require this and may also use assistive technology (see page 10).

For further information, speak to **Adult Care Services** on **0300 123 4042**.

Shared Lives

Adults who need some extra support could live in a family home instead of going into residential care, as part of 'Shared Lives'. Together they share family and community life.

This is a care service for adults with learning or physical disabilities and for older people. It is family-based care provided by individuals and families.

Sheltered housing

In sheltered housing, you would have your own small flat or room to yourself. Many schemes also have communal lounges, laundry facilities, lifts, door entry systems and specially adapted facilities.

Often run by district and borough councils or housing associations, sheltered housing is managed

by care staff who would be available to help you during certain times of the day and night. You can also have personal or community alarms installed in case you need to call for help urgently.

Find sheltered housing at www.hertfordshire.gov.uk/housingoptions

Flexicare housing

This provides you with more support than sheltered housing and more independence than a residential care home. You live in your own flat with the privacy of your own front door but have care available 24 hours a day if you need it.

Any care and support you need in Flexicare housing

can be changed as your needs change, for example if you need extra support after a hospital stay.

Visit www.hertfordshire.gov.uk (search 'Flexicare housing') or call Adult Care Services on 0300 123 4042.

Flexicare housing schemes in Hertfordshire

Broxbourne Borough

Emmanuel Lodge, Cheshunt Wormley Court, Broxbourne

Dacorum

Evelyn Sharp House, Hemel Hempstead

East Hertfordshire

Bircherley Court, Hertford Calton Court, Hertford Parkside, Bishop's Stortford

Hertsmere

Fountain Court, Borehamwood

North Hertfordshire

Mary Barfield House, Royston Robert Humbert House, Letchworth Tabor Court, Letchworth Temple Court, Baldock Peter Sell House, Hitchin

St Albans City and District

Eywood House, St Albans Parkside View, St Albans

Stevenage Borough

Silkin Court, Stevenage Fred Millard Court, Stevenage

Watford Borough

Dale Court, Watford Lincoln Court, Watford Rutland Lodge, Watford

Welwyn and Hatfield

Chilton Green, Welwyn Garden City Swan Field Court, Welwyn Garden City Woodside House, Welwyn Garden City

Specific care and support services

Learning disability

If you are living with a learning disability in Hertfordshire, you should contact us for support. Family carers can also get help to support the person you care for.

You can get support with things like:

- being listened to or understood;
- learning new things;
- health:
- looking after your money;
- somewhere to live; and
- work and things to do.

It is often best stay living independently at home if possible, but if you need to move somewhere with care and support, you might like to consider a housing with care scheme – see page 48.

If you require support in a care home, this Directory contains a list of all care homes in Hertfordshire.

Any learning disability providers are denoted with **LDA**. You may also find the following organisations useful.

Guideposts

Listens to and supports adults with learning difficulties to access their own community activities and lead fuller, more independent lives.

Web: https://guideposts.org.uk/services/area/hertfordshire

Mencap

Supporting people with learning disabilities to feel valued equally, listened to and included.

Tel: 0808 808 1111

Email: helpline@mencap.org.uk
Web: www.mencap.org.uk

Scope

Offers free, impartial and expert information, advice and support to disabled people and their families.

Tel: **0808 800 3333 •** Email: **helpline@scope.org.uk**

Web: www.scope.org.uk

Mental health

If you are worried about your mental health, it's important to remember that you aren't alone. Lots of people have issues with their mental health and there's help and advice available in Hertfordshire to support you.

Your GP should be your first point of contact if you want confidential advice or services, or you can contact one of the following organisations for free help and support.

Hertfordshire Partnership University NHS Foundation Trust

Supports people with mental ill health, physical ill health and learning disabilities across Hertfordshire.

Web: www.hpft.nhs.uk

Single Point of Access 24/7 Mental Health Helpline

Residents of all ages, including carers, GPs and other professionals can contact the helpline at any hour of the day or night, 365 days a year. The team can provide advice and support for

Hertfordshire residents who are experiencing a mental health crisis, need some mental health support or just want to talk.

Tel: **0800 644 4101** (freephone) or **111** (select option two).

Guideposts – Henry Smith House

Clients at Guideposts' mental health services have link workers who work with people on a one-to-one basis, providing support and encouragement that they may need to fulfil their goals and achievements.

Tel: 01923 223554

Email: hsh@guideposts.org.uk

Web: www.guideposts.org.uk/services/henry-

smith-house

Hertfordshire Mind Network

Provides a diverse range of recovery-orientated services and works with adults from the age of 18.

Tel: 0203 727 3600

Email: info@hertfordshiremind.org
Web: www.hertsmindnetwork.org

Physical disability

If you have a physical disability or a long-term illness, Adult Care Services and other organisations in the independent and not-for-profit sectors may be able to signpost you to, or provide you with, a range of services to help you live as independently as possible.

There are also services available to support someone who may be your carer.

Sensory services

Hertfordshire's Sensory Services team works with children and adults who are:

- blind or visually impaired;
- deaf or hard of hearing;
- · deafblind; and
- carers of people with sight or hearing loss.

The team offers various services depending on your needs following an assessment. Visit **www.hertfordshire.gov.uk** (search 'Sensory services').

There are also other helpful services and clubs in Hertfordshire. Search online at

www.hertfordshire.gov.uk/directory

Advocacy

If you need someone to help you speak up and be heard, this person is sometimes called an 'advocate'.

An advocate should:

listen to you;

- go to meetings with you;
- make phone calls for you;
- write letters with you; and
- help you understand information.

Advocates are trained to do their job and they don't work for us. An advocate will not tell you what to do and they will not do things without you asking them to. You should consider using the services of an advocate if you feel unsure or concerned when you are faced with making an important decision about your care. We have a legal obligation to provide an advocate to you if you need one at any stage of your care and support planning with us.

People First

User-led self-advocacy organisation, for and run by people with learning difficulties, learning disabilities and autistic people.

Tel: 0207 274 5484

Email: info@peoplefirstltd.com Web: www.peoplefirstltd.com

POhWER

Provides free, confidential independent advocacy to users of care and community services across Hertfordshire.

Tel: **0300 456 2370** (Monday to Friday, 8.00am

to 6.00pm, except bank holidays).

Text: 81025 (send 'pohwer' with your name

and number).

Email: hertsadvocacy@pohwer.net Web: www.pohwer.net/hertfordshire

Planning for end of life

Although the subject of dying is often painful to contemplate, planning for the end of life can be a good way to share your wishes and help your family to know what you would like. Good planning for all your needs should mean that you can convey your wishes, including where you would like to die if you choose. You may wish to remain in your own home or care home in your last days and not 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. 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 to ensure 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.

It is also important to know that all health and social care staff should be trained in communication regarding end of life care.

It is worth asking care providers whether they are working towards The Gold Standards Framework. This 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 someone near the end of their life.

If you are affected by cancer, you can get advice about benefits from the **Hertfordshire Macmillan Benefits Advice Service**. Call **01438 843456**or email macmillan.benefitsadviceservice@
hertfordshire.gov.uk

Planning for your funeral

While you are thinking about the future, you may want to consider writing down your wishes for your funeral. This can help to alleviate pressures on your family. They may appreciate knowing your wishes and that they can make sure they are considered at your funeral. By detailing your wishes, your family can be comforted by the fact that they don't need to make all the decisions about what you would have liked or wonder whether they are making the right choices. Hospice UK outlines information to help make funeral arrangements easier at www.hospiceuk.org (search 'How to arrange a funeral').

You do not have to instruct a funeral director but, if you do, ensure that the director you choose is a member of either the National Association of Funeral Directors or the National Society of Allied and Independent Funeral Directors.

→ These associations have strict guidelines that members must adhere to. Let us know that you have a funeral plan in place if you do not have family or friends to act on the plan.

See page 86 for details of organisations that may be able to help you plan for the end of your life or your funeral.

Care homes

All care homes and agencies providing care at home in England must be registered with the independent regulator, the Care Quality Commission (CQC).

The CQC inspects every care home and home care

agency, publishing a report along with a rating. CQC quality ratings must be displayed at the operator's premises and on its website. You can also find inspection reports and ratings for all services on the CQC's website at **www.cqc.org.uk**

Types of care home

Care homes (personal care only)

If you need someone to look after you 24 hours a day but don't need nursing care, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving. It is a good idea to have a needs assessment before you choose a care home to ensure it is the best way to meet your needs. See page 12 for more on assessments.

Care homes with nursing

A care home with nursing provides the same care and support as a care home offering personal care, but with 24-hour nursing staff on hand. If you think you may need nursing care in a home, you will need to be visited by a social worker or a care manager to

work out what care you will need. This visit might be in your own home, or in hospital if you've been ill, or in a care home. You will be fully involved in planning for your care needs.

If, after a needs assessment, a care home providing nursing care is the best solution for you, a social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees may be paid by the NHS to the home directly. This is called Funded Nursing Care.

For help with finding care homes and care homes with nursing in your area, visit

www.carechoices.co.uk

Activities in care homes

The word 'activity' can imply many different things but, in the context of a care home, it should mean everything a resident does from when they open their eyes in the morning until they go to sleep at night. Activities should stimulate residents emotionally, physically and mentally and, in a good care home, should encompass all aspects of daily life. They can range from choosing what to wear, to helping with tasks around the home or garden, to listening to the radio or joining in with an art or exercise class.

Above all, activities provide a point of interest, fun and challenge to each day. They should enable

people to participate in daily life, be engaged and maintain hobbies or activities they have enjoyed throughout their life, as well as offering the opportunity to try something new, if they wish.

Lots of care homes now employ a dedicated activity co-ordinator. What they do and how they do it varies from one home to another. Increasingly, they are fully integrated into the staff team, play a key part in developing care plans and ensure that all staff appreciate the part they play in delivering high-quality activity provision. Ensure you speak to any potential providers about the activities they provide in their care home.

20 Hertfordshire Care Providers Association (HCPA) top tips for finding a good residential care provider



Why should I look for a care provider with a fully trained workforce?

To provide the best care,

staff need to be knowledgeable, competent and confident. They also need to know how to use the training they are regularly receiving in practical situations. Your family member or loved one deserves to be treated with dignity and respect at all times and the care that they receive should focus particularly on their wellbeing, including preventative measures around health-related issues.

How do I find this out?

- **1.** Ask a manager about their staff training programme.
- 2. Ask to see staff training evidenced in such things as accolades (this may include having Complex Care Champions and this should be clearly visible to the public via a display board at reception).
- **3.** Watch for staff interaction with residents as you walk around the home.
- **4.** Ask other residents how good the staff are.
- 5. Ask to see the activities programme, note the day and time of your visit and see if the scheduled activity is actually happening.
- **6.** Be on the lookout for compassion. Do staff look as if they really care?
- **7.** Be alert to dignity issues: for example, are people covered up?
- **8.** Do the residents look clean and tidy? Is hand sanitiser visible and are people wearing Personal Protective Equipment (PPE) when/where appropriate?
- **9.** Ask to see menus and find out what nutritional training the staff receive. Are they flexible?
- 10. Ask about falls prevention measures.
- 11. Talk to staff and ask them how they provide 'person-centred care', do they ask you questions about the proposed resident's history, likes and dislikes.

- **12.** Ask if there will be a life-story book made so that staff can get to know the resident.
- **13.** Find out how many staff are on duty at any one time and look for evidence of this.
- **14.** Ask about night staff specifically. Find out how often agency are used (non-regular staff).
- **15.** Ask a manager how long they have been in post, what is the history of management and the culture they expect from staff, and check if it reflects the care you see.
- **16.** Does the place look safe? Are there clear walkways and do staff clear them?
- **17.** Do the staff involve residents in normal day-to-day activities such as laying the table?
- **18.** Ask the staff how they manage difficult behaviours.
- **19.** Chat to staff about the particular conditions of your loved one to check their knowledge.
- **20.** And most importantly: do the current residents look happy, engaged and comfortable?

Please note, when searching for a good home care provider you will want to use some of the above plus the following:

- 1. Will the staff team be regular (same people each time)?
- 2. What is the process if you are unhappy with a particular staff member?
- **3.** How will you be informed if a staff member is going to be late?
- 4. How will next of kin be involved in the care?
- **5.** How are staff kept informed of any changes in the individuals health and wellbeing?

For any further information or questions, contact **HCPA** on **01707 536020** or email **contact@hcpa.co.uk**

Care homes and dementia

A good care home will follow the concept of a person-centred approach to care for people with dementia. This means that the unique qualities and interests of each individual will be identified, understood and accounted for in any care planning.

The person with dementia will have an assessment and an ongoing personalised care plan, agreed across health and social care. This should identify a named care co-ordinator and addresses their individual needs.

They must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Powers of Attorney and Preferred Priorities for Care. For more information on these last two topics, see pages 62 and 51 respectively. It is important that care and support options are tailored to the needs of the individual. Make sure staff know the person you care for by providing life story books, telling staff about their likes/dislikes and providing belongings that bring comfort and have meaning for them.

Within the home, much is down to the attitude and skills of the manager and the staff.

Do they provide an environment that enables a person with dementia to exercise choice and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home? Further questions to consider are included in the residential dementia care checklist on page 58.

Design and technology

The design of a care home specialising in dementia needs to be based on small group living, preferably with accommodation on one level and with opportunities to go in and out of the building within a safe environment.

Plenty of natural light and an easy way of finding one's way around the building and grounds are essential for minimising disorientation.

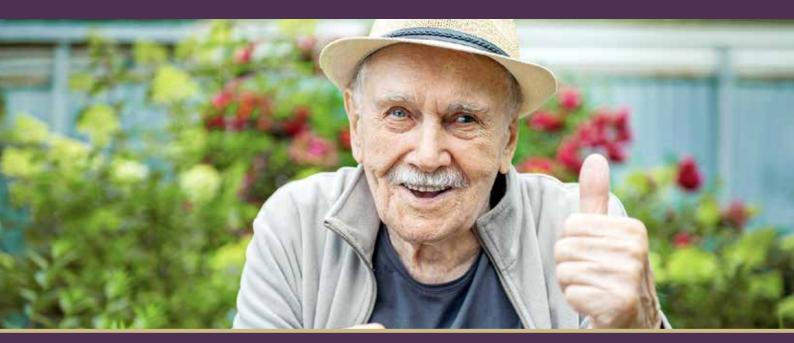
Staff training

Dementia-specific training is essential to ensure that care home staff understand how best to support and care for people with dementia. Ask about the Dementia Friends Ambassador and question the placement if the home does not have a specific Dementia Lead.





Our Hertfordshire Care Homes provide excellent care to all of our residents. We aim to create a 'home from home' atmosphere within our homes, bringing joy, happiness and fulfilment to all.





Respite Care



Residential Care



Dementia Care



Nursing Care



Palliative Care

The care services provided at each home may vary.

Speak to our friendly team on 01438 576 933 or email Enquiries@goldcarehomes.com

Hatfield Nursing Home Hatfield, AL10 9EZ

Autumn Vale Care Centre Welwyn, AL6 9SN

> Halcyon Days Graveley, SG47LU

Martins House Stevenage, SG1 5LL Broxbourne Nursing Home Broxbourne, EN10 6GU

> Heath Lodge Welwyn, AL6 9SN

Queensway House Hemel Hempstead, HP2 5NP

www.goldcarehomes.com

Follow us on Social Media @goldcarehomes





Everyone deserves uncompromising care. That's the passionate belief of the experts in our care homes.

That's why you'll find our people are well-trained in a variety of skills. They're dedicated people who want to celebrate life and improve well-being. And it's why support is given with kindness, respect and dignity.

These are the things that mean the most.

And because they matter to you,
they matter to us.



barchester.com/Herts

Residential • Nursing • Dementia • Respite

Call to arrange a visit or to find out how we can help:

Bushey House Beaumont
High Street,
Bushey, WD23 1QN
0203 394 0989

Chorleywood Beaumont
Rickmansworth Road,
Chorleywood, WD3 5BY
01923 700 620

Iris Court
Hitchin Road,
Gosmore, SG4 7QH
01462 322 126

OPENING SPRING 2024



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

Home 1		Fees per week Qu	ıality rating*		
Home 2		<u>£</u>			
Home 3					
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		Personal preferences			
What is the minimum number of staff that are available at any time?		Is the home too hot/cold? Can you control the heating in your room?			
Are staff respectful, friendly and polite?		Is the décor to your taste?			
Do staff have formal training?		Are there restricted visiting hours?			
Are the staff engaging with residents?		Is there somewhere you can go to be alone?			
Activities		Does the home feel welcoming?			
Can you get involved in activities you enjoy?		Catering			
Is there an activities co-ordinator?		Can the home cater for any dietary			
Does the home organise any outings?		requirements you may have?			
$\label{lem:appointments} \mbox{Are residents escorted to appointments?}$		Does the menu change regularly?			
Do the residents seem entertained?		Can you eat when you like, even at night?			
Does the home have a varied		Can you have food in your room?			
activities schedule?		Is there a choice of food at mealtimes?			
Life in the home		Is alcohol available/allowed if you want it?			
Is the home adapted to suit your needs?		Can visitors join you for meals?			
Can you bring your own furniture?					
Are there enough plug sockets in the rooms?		Fees			
Are there restrictions on going out?		Do your fees cover all of the services and activities?			
Is there public transport nearby?		Are fees likely to change regularly?			
Does the home provide any transport?		Is the notice period for cancellation of			
Can you make/receive calls privately?		the contract reasonable?			
Can you decide when to get up and		Could you have a trial period?			
go to bed?		Can you keep your room if you go into hospital?			
Does the home allow pets?		Can you handle your own money?			
Does the home use Digital Care Planning accessible to families?			*See page 63.		

Home 1			nlity rating*
Home 2		£	
Home 3			
	care homes chec	e homes so that you can make notes. Plea klist on page 57. You can download and p	
Design		Health	
Are there clear signs throughout the home?		Can residents get help with eating and drinking?	
Has the home been designed or adapted for people with dementia?		How often does the home review residents' medication?	
Are the home and grounds secure?		Does the home offer help if a	
Are there prompts outside the residents' rooms to help people identify	,	resident needs assistance taking medication?	
their own?		Do GPs visit the home regularly?	
Is the décor familiar to your loved one?		Staff	
Choices		Are staff trained to identify when a	
Do residents get a choice in terms of what they wear each day?		resident might be unwell? Are staff trained to spot when someone	
Are residents encouraged to be independent?		needs to go to the toilet? Do the staff have any dementia-specific	
Can residents decide what to do		training/experience?	
each day?		Will your loved one have a member of staff specifically responsible for	
Can residents have a say in the décor of their room?		their care?	
Activities		Approach to care	
Are residents able to join in with household tasks like folding washing?		Does the home follow a specific approach to dementia therapy, for example, validation therapy?	
Are there activities on each day?		Will the home keep you informed	
Can residents walk around outside on their own?		about changes to your loved one's care?	·
their own? Are residents sitting in front of the TV		Does the home have a specific approach to end of life care?	
or are they active and engaged?		Does the home keep up to date with	
Are there rummage boxes around?		best practice in dementia care?	
*\$00 page 63			

^{*}See page 63.

Paying for care in a residential home

When we provide or arrange your care services, you may need to contribute towards the cost of

care at home or in a care home, depending on your personal circumstances.

Financial assessment

To work out whether you will need to contribute towards the cost of your support, we will conduct a financial assessment. This will look at your capital, savings and income. Most people contribute something towards the cost of their care.

The value of your home is included as part of your capital in this assessment if you are moving into residential care, except in limited circumstances, such as if you partner still lives there. You may defer selling your home, but you must repay us any charges we incur once the house is sold or from your estate. See page 60. The value of your home is not included if you are receiving care at home. If you choose not to have a financial assessment, you will be responsible for paying the full cost of your care and support.

You'll pay the full cost of residential care if you have assets, including money or property, over £23,250.

For care at home, the home you live in is not included in the calculation, but you'll pay the full cost of care at home if you have other assets, including money and property, over £23,250.

If you have less, we'll work out how much you'll need to pay towards your care costs. These figures may change during the lifetime of this Directory.

If you are eligible for support from us and you are moving into a care home or care home with nursing, you will be given a choice of homes that charge the amount we would usually pay for someone with your needs. If the home you choose charges more than our funding limit, you will need to find someone else to meet the additional amount. This is often referred to as a 'third party payment' or 'top-up' (explained further on page 60). If funds for a top-up are not available, you will need to find accommodation which can meet your needs at our fee level.

Running out of money

Let us know well in advance if your capital and savings are likely to reduce to £23,250 through payment of care home fees.

We will need to assess your circumstances before deciding if we can pay towards your care costs.

Understanding your rights before moving into care is essential. There are a number of financial products and specialist companies that may be able to help. It is important to seek independent financial and legal advice before committing yourself to anything. See page 61 for more information.

Non-means-tested support

Some support may be available to you without the council needing to look into your finances.

Benefits

Attendance Allowance (AA) and Personal Independence Payments (PIP) are non-meanstested, non-taxable benefits from the Department for Work and Pensions. There are different rates depending on the level of your needs. Everyone who

needs care should consider claiming these benefits.

You cannot usually get AA or the daily living component of PIP if you live in a care home, and we pay for your care. You can still claim AA and PIP if you pay for all your care home costs yourself.

If you are entitled to the mobility component of PIP, this payment will not stop once you are in a

care home and is not included in your financial assessment. You may also want to consider applying for Universal Credit (if you are under State Pension age) or Pension Credit (if you are over State Pension age).

NHS Continuing Healthcare

This 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.

Self-funding your care

Paying for care can be an expensive and long-term commitment, so we strongly recommend 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 – see page 61 for suggested contacts.

Twelve-week property disregard

If your former home is included in your financial assessment but your other capital and savings are less than £23,250, and your income is not enough to meet your care home fees, we may share the cost of the first 12 weeks of permanent care, provided we agree that care is needed.

Deferred Payment Agreements

After the twelve-week property disregard period, you may be offered a Deferred Payment Agreement. This allows you to delay selling your former home during your lifetime. Any fees we pay will be charged against the value of your home and must be repaid once the house is sold or from your estate.

Interest is payable throughout the period of the loan and there is also a one-off fee to join the scheme, which covers all legal and administrative costs for the lifetime of the loan. We may limit the amount of the loan, depending on the equity in your property.

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.

Third party payments

If you are eligible for our support, you will be offered a choice of homes that meet our funding rates. If you decide to live in a more expensive home and someone is able to make an additional payment for you, they will have to pay us the difference between our rate and the amount the home charges. This additional payment is called a 'top-up' or 'third party payment'.

You are not allowed to make this additional payment yourself, except in limited circumstances, so the responsibility usually falls to a family member, friend or charity.

Before anyone agrees to pay your top-up, they should

be aware that the amount may increase, usually once a year, and they need to be confident that they can sustain the payments for as long as they are required. They will need to sign a contract with us to confirm that they are able to do this.

If the additional payments stop being paid for any reason, then you should seek help and advice from us. You may have to move to a cheaper home within our 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 with us first. This may happen if a change to your arrangements is made at your request or with your agreement, for example, if you move to a nicer room. It is important to note that we have a duty to offer you a place at a home that accepts our funding rates. If no such place is available, a top-up should not be charged.

Seeking financial advice

Planning for your future care and support needs can be complicated and funding care can be expensive. Professional advice may be helpful in enabling you (and your family) to identify the most suitable and cost-effective solution.

Everyone is encouraged to seek unbiased, expert advice from independent financial advisers to help work out how to pay for long-term care. Independent financial advisers are regulated by the Financial Conduct Authority (FCA) and must take shared responsibility for the suitability of any product they recommend.

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

A list of independent financial advisers who are accredited by the Society of Later Life Advisers can

be found at https://societyoflaterlifeadvisers.co.uk or you can call 0333 202 0454.

There are also several organisations that will provide free advice about funding care and support. These are a good place to start if you are looking for information and want to see what sort of options are available.

Age UK

Tel: **0800 678 1602**

Web: www.ageuk.org.uk/moneymatters

Citizens Advice

Tel: 0800 144 8848

Web: www.citizensadvice.org.uk

Money Helper

Tel: 0800 138 7777

Web: www.moneyhelper.org.uk

Important information

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 emailed to you. They can also be saved and emailed to others.

The website includes information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 63), 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 'Recite Me' function. Visit

www.carechoices.co.uk



How solicitors can help

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

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

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

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

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

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



Comments, compliments and complaints

You should feel able to complain about any aspect of your support which affects your happiness or comfort. This might be anything, from the way you are treated by staff to the quality of the food you are served. You should also feel free to make comments and suggestions about possible improvements to your surroundings and the services provided.

Making a complaint should not be made difficult for you and should not affect the standard of care that you receive, whether in your own home or in a care home or care home with nursing. Care services are required under national essential standards of quality and safety to have a simple and easy-to-use complaints procedure.

If you are concerned about the care that you, a friend or a relative are receiving, it makes sense to speak to the manager of the service about your concerns before you take any further action. The problem may be resolved quite easily once they are made aware of it. However, if you need to make a formal complaint, you should initially contact the registered owners of the service. They have a duty to respond to any complaints made.

Visit www.hertfordshire.gov.uk/complaints for information about how to complain about council services. If you have a complaint about a breach of regulations, contact your local office of the Care Quality Commission (see page 63 for more information about the CQC).

If we have arranged and funded a place for you in a care home or have contributed to a home care service, another option is to speak to us.

Hertfordshire County Council

- Complaints Manager

Tel: 01992 556685

Email: acs.complaints@hertfordshire.gov.uk Web: www.hertfordshire.gov.uk/complaints Postal: CHO118, Room 164–166, County Hall, Pegs Lane, Hertford SG13 8DF

If you have been unable to resolve your complaint, you can contact the Local Government and Social Care Ombudsman on 0300 061 0614 and ask them to assist you.

The Local Government and Social Care Ombudsman looks at complaints about councils and some other authorities and organisations, including adult social care providers (such as care homes and home care providers). It is a free service, and its job is to investigate complaints in a fair and independent way.

Inspecting and regulating care services



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

→ CQC assurance

A new CQC assurance process for adult social care functions is being launched. The CQC will visit local authorities to assess their processes. Local authorities in England will be visited from 2024 to assess how they are making a difference to people's lives.

The CQC assessment

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

working with people;

- providing support;
- ensuring safety; and
- leadership.

For more information, visit www.cqc.org.uk/news/our-approach-assessing-local-authorities

Tel: 0300 061 6161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

Write to: The Care Quality Commission,

Citygate, Gallowgate,

Newcastle upon Tyne NE1 4PA

Out-of-county care

You can choose a care home outside your home county. You may want to be closer to friends or family members, or you may want to relocate to another part of the country.

If we fund your care home placement, speak to us about who is responsible for your care fees, especially if you choose a care home in another region. Any home you choose must be suitable for your assessed needs and comply with the paying authority's terms and conditions. You should seek further advice before making your decision.

For help finding care providers in Hertfordshire and in other regions, visit **www.carechoices.co.uk** with details of your requirements.

Protecting adults at risk of abuse

A person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited may experience abuse, neglect and worse.

What is adult abuse?

Abuse is mistreatment that violates a person's human and civil rights. The abuse can vary, from treating someone with disrespect in a way which significantly affects the person's quality of life to causing actual physical suffering.

It can happen anywhere – at home, in a care home or a care home with nursing, in a hospital, in the workplace, at a day centre or educational establishment, in supported housing or in the street.

Forms of abuse could be physical, sexual, psychological, emotional or financial. It could also cover the issues of modern slavery, self-neglect and institutional abuse – where the abuse affects more

than one person within an organisation and is not addressed by the service's management.

Who might be causing the abuse?

The person who is responsible for the abuse may be known to the person abused and could be:

- a paid care worker or volunteer;
- a health worker, social care or other worker;
- a relative, friend or neighbour;
- another resident;
- an occasional visitor or someone who is providing a service; or
- someone who deliberately exploits people.

If you think someone is being abused, call our Adult Care Services department on **0300 123 4042**. Your concerns will be taken seriously and will receive prompt attention, advice and support.

Our Adult Care Services department is available from Monday to Friday, 8.00am to 6.00pm; and Saturday, 9.00am to 4.00pm. Lines are closed on Sundays and public holidays. An out of hours service is available for emergencies. If immediate action is needed, dial **999**.

If the abuse is also a crime such as assault, racial harassment, rape or theft, you should call the police on 101 to prevent someone else from being abused. If the police are involved, we may work with them and with you to provide support.

If you are worried about contacting the police, you can contact us on **0300 123 4042** to talk things over first. Again, if immediate action is needed, dial **999**.

You can also:

- contact the Care Quality Commission (CQC) on 0300 061 6161 if the adult at risk is living in a registered care home, care home with nursing or receiving home care services; or
- let a public service professional, such as a social worker, community nurse, GP, probation officer or district nurse know your concerns. They have responsibilities under our adult protection procedure and can advise you about what to do next.

The Disclosure and Barring Service (DBS)

There is a barring system for all those intending to work or working with children and vulnerable adults. This service combines the criminal records checking and barring functions. For disclosure information and services, visit www.gov.uk/dbs

Care home owners, home care agencies and employment agencies that supply care workers are required to request checks as part of a range of pre-employment checks, including disclosures from the DBS.

Care providers and suppliers of care workers are also required to refer workers to the DBS where, in their view, the individual has been guilty of misconduct that harmed or placed at risk of harm, a vulnerable adult. People who know they are confirmed on the list but seek employment in care positions will face criminal charges, including possible imprisonment. It is also an offence for an employer or voluntary organisation to knowingly employ a barred person in a regulated activity role.







Live Safe & Well

Avery Healthcare offers a safe and supportive environment where residents can flourish, make new friends, maintain contact with their local communities and live a life of possibility.

Residential, nursing, dementia and respite care • Nutritionally balanced seasonal menus Spacious, beautifully decorated bedrooms • Highly trained staff teams Stimulating schedule of daily activities and entertainment



Acacia Mews Hatfield

© 01707 561513



Barnet Grange Barnet

© 020 3018 8073



Chorleywood Manor Chorleywood

© 01923 585611

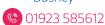


Elstree View Elstree





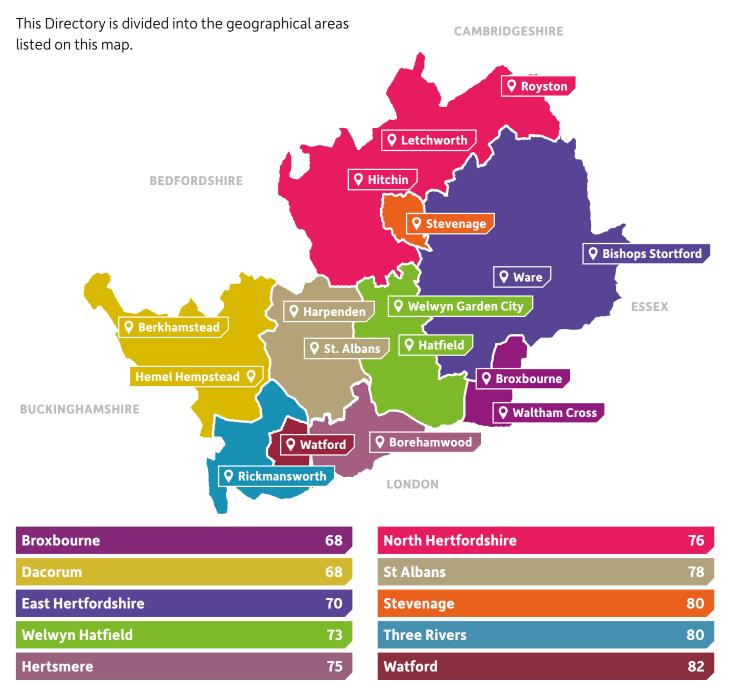
Elton House Bushey



averyhealthcare.co.uk



Residential care in Hertfordshire



Home care providers start on page 25.

What does Hertfordshire Care Providers Association's 'Membership Plus' mean?

Hertfordshire Care Providers Association (HCPA) helps care providers to reach high standards of quality. HCPA's 'Membership Plus' shows how much members engage with the work of HCPA. This new membership model has the bonus of allowing people to see if care providers are Bronze, Silver or Gold status – this tells you exactly how much the provider engages: keeping up to date through meetings and bulletins (Bronze); learning tailored leadership skills (Silver); and engaging an impartial quality assurance (Gold). You will notice throughout this publication that some members have the HCPA logo beside their name; these are the care providers who engage with HCPA around quality. Care providers are often moving up the 'Membership Plus' system, so when you visit/make contact with a provider you can ask them what engagement level they are at.



Broxbourne care homes

Brent Cottage

Admirals Walk, Hoddesdon EN11 8AB

Tel: 01992 467450 LDA

Cromwell Avenue \circlearrowleft

9 Cromwell Avenue, Cheshunt EN7 5DI

Tel: 01992 916178 **OP LDA SI YA**

Crossbrook Court 🤄

65 Crossbrook Street. Cheshunt FN8 8I U

OP PD LDA MH SI YA Tel: 01992 434310

Grange Care Services Ltd - 27 Flamstead End Road

Cheshunt EN8 0JA

Tel: 01992 638591 **OP LDA YA**

Haslewood Avenue 🤄

1 Haslewood Avenue.

Hoddesdon FN11 8HT

Tel: 01992 479171 OP PD LDA YA Lammasmead 🤃

61 Lammasmead, Wormley, Broxbourne EN10 6PF

Tel: 01992 421020

Newgrange Residential Home 🤄

Cadmore Lane, Cheshunt, Waltham Cross EN8 9IX

Tel: 01992 642449

OP D YA

LDA

Old Grange

College Road, Cheshunt EN8 9LT

Tel: 01992 633694

OP LDA YA

Rose Vale

15 Rose Vale, Hoddesdon EN11 8NR

OP D PD LDA SI Tel: 01992 443189

St Catharines Care Home

24 St Catharines Road, Broxbourne EN10 7LE

Tel: 01992 462224

OP D

Westmeade 🤄

69 Westmeade Close, Cheshunt EN7 6JR

Tel: 01992 629963

LDA

Broxbourne care homes with nursing

Broxbourne Nursing Home <a>\$\cap\$

St Laurence Drive, Wormley, Broxbourne EN10 6GU

Tel: 01992 668855 Advert page 55

Kingfisher Nursing Home 🤄

Emmanuel Lodge, College Road, Cheshunt EN8 9NQ

Tel: 01992 627939 Advert page 69

OP D PD SI

Dacorum care homes

Ashlyns Care Home 🤄

Chesham Road, Berkhamsted HP4 2ST

Tel: 01442 870565

OP D PD

OP D PD

OP D YA

Cherry Tree Manor <a> \(\cdot \)

8 Great Road, Adeyfield, Hemel Hempstead HP2 5LB

Tel: 01442 217621

lasmine House

41 Hillfield Road,

Tel: 01442 239733

Highview Lodge 🤃

Hemel Hempstead HP2 4AB

Cherry Orchard, Gadebridge,

Hemel Hempstead HP1 3SD

Tel: 01442 253398

LDA MH YA

OP D PD SI YA

Dunsland House \circlearrowleft

5 Shrublands Road, Berkhamsted HP4 3HY

Tel: 01442 866703

OP D

Friars Mead 🤄

Rockliffe Avenue, Kings Langley WD4 8DR

Tel: 01923 270304

Lodge Care Home, The \circlearrowleft

5 Broad Street.

Hemel Hempstead HP2 5BW

OP Tel: 01442 244722 **OP D YA**

Service

OP Older people (65+) **D** Dementia

PD Physical disability LDA Learning disability, autism

User Bands MH Mental health

SI Sensory impairment **YA** Younger adults

AD People who misuse alcohol or drugs

Hertfordshire Care Providers Association Member – see page 5

Westgate Healthcare is a family-owned and run care group that believe life is to be loved



Residential

Nursing

Dementia

Respite

Palliative Care



Burford House Care Home Rickmansworth Road Chorleywood WD3 5SQ

01923 967010

Kingfisher Nursing Home Emmanuel Lodge, College Road Cheshunt EN8 9NQ

01992 627939

St Pauls Care Centre **Long Mimms** Hemel Hempstead HP2 5XW

01442 229170

Westgate House Care Centre

Tower Road Ware SG12 7LP

01920 426100

www.westgatehealthcare.co.uk







Call us on 01206 646646 for a reassuring

chat with one of our advisors.



Our care homes in Hertfordshire: **Alexandra** 46 Alexandra Road, Hemel Hempstead, HP2 5BP The Chase 4 Printers Avenue, Watford, WD18 7QR

Dacorum care homes continued

Mountbatten Lodge 🤄

Old Crabtree Lane, Hemel Hempstead HP2 4EX

Tel: 01442 244188 Advert page 54 OP D PD YA

Robin Hood House 🤄

Nettleden Road. Little Gaddesden HP4 1PL

OP D Tel: 01442 842759

Shear Meadow 🜣

London Road, Hemel Hempstead HP1 2RJ

Tel: 01442 864484 LDA YA

St Agnells House 🤄

Cupid Green Lane, Hemel Hempstead HP2 7HH

PD LDA Tel: 01442 215805

St Joseph's Care Home 🤄

Aylesbury Road, Tring HP23 4DH

Tel: 01442 823159 OP D Turning Point - Sybden

Pipers Hill, Great Gaddesden HP1 3BY

Tel: 01442 269986

Walsingham Support – 1 Ashley Close 🦠

Bennets End, Hemel Hempstead HP3 8EH

OP PD LDA YA Tel: 01442 219091

Walsingham Support – 2 Ashley Close 🦠

Bennets End, Hemel Hempstead HP3 8EH

Tel: 01442 258226 **OP PD LDA YA**

Walsingham Support – 39 Adeyfield Road 🦠

Hemel Hempstead HP2 5DP

OP PD LDA YA Tel: 01442 251840

Westbrook House

Cupid Green Lane, Hemel Hempstead HP2 7GH

Tel: 01442 264965

Dacorum care homes with nursing

Alexandra Care Home 🤄

46 Alexandra Road, Hemel Hempstead HP2 5BP

Tel: 01206 646646 Advert page 69 **OP D PD SI YA**

Kilfillan House Bupa Care Home 🦃

Graemesdyke Road, Berkhamsted HP4 3LZ

OP PD YA Tel: 01442 819505 Advert page 71

Lime Tree Manor Nursing and Residential Home 🦠

171 Adeyfield Road,

Hemel Hempstead HP2 5IU

Tel: 01442 217755 OP D PD YA Queensway House 🤄

Jupiter Drive, Hemel Hempstead HP2 5NP

Tel: 01442 266088 Advert page 55

St Pauls Care Centre 🦃

Long Mimms, Hemel Hempstead HP2 5XW

Tel: 01442 229170 Advert page 69 **OP D PD SI YA**

Water Mill House Care Home 🖒

Rose Lane, off Red Lion Lane, Hemel Hempstead HP3 9TE

Tel: 01442 269888 OP D PD SI YA

East Hertfordshire care homes

Ashwood – Ware

New Road, Ware SG12 7BY

Tel: 01920 468966 OP D PD SI YA

Beane River View

1 Beane View, Port Vale, Hertford SG14 3UD

OP D PD YA Tel: 01992 503619 Advert page 54

Belmont View

Hailey Lane, Hailey, Hertford SG13 7NY

OP D PD YA Tel: 01992 450304 Advert page 54

Chadwick, The 🤄

4-10 Ware Road, Hoddesdon EN11 9DU

Tel: 01992 441624

OP D SI YA

LDA YA

LDA

OP D YA

Chaseways 🤄

1 Chaseways, Sawbridgeworth CM21 OAS

Tel: 01279 414939

LDA MH SI YA

Elm View Care Home (5)

Newland Avenue, Bishop's Stortford CM23 2UW

Tel: 01279 745040 Advert page 54

OP D PD YA

Service **User Bands** MH Mental health

OP Older people (65+) Dementia

PD Physical disability LDA Learning disability, autism

SI Sensory impairment YA Younger adults

AD People who misuse alcohol or drugs

Hertfordshire Care Providers Association Member – see page 5





Freephone to find out more about our home in Hertfordshire

0808 223 5356 | ariacare.co.uk





Your local Bupa care homes in Hertfordshire

We're here to help make your search for a care home easier. In our homes, you can expect a safe and welcoming environment. We encourage independence, while also offering a helping hand. We offer a range of sociable activities and really get to know everyone, so you know you have a place to call home.



Lines are open 8am to 6.30pm Monday to Friday, 9am to 12,30pm Saturday. Closed Sunday and bank holidays. We may record or monitor our calls. Phone calls are free to 0808 numbers.





We follow strict UK infection control standards. Roll out available vaccines. Carry out regular tests and make sure our team always have PPE That's our Safety Promise you can rely on.











East Hertfordshire care homes continued

Hazel End Care Home

Kitchener Road, Bishop's Stortford CM23 1EN

Tel: 01279 925388 OP D YA

HF Trust - 38 South Road

Bishop's Stortford CM23 3II

Tel: 01279 461131 LDA

Hillview Care Home

17 Collett Road, Ware SG12 7LY

OP D PD Tel: 07810 637302

Isabel Court

1-6 Isabel Court, Walton Road, Hoddesdon EN11 OLO

Tel: 01992 468652 LDA

Libury Hall 🦃

Great Munden, Ware SG11 1|D

Tel: 01920 438224

OP MH

Riverside Place

Plaxton Way, Ware SG12 7FB

Tel: 0808 223 5356 Advert page 71

OP D PD YA

Royal Mencap Society - Church Road 🦠

7 Church Road, Hertford SG14 3DP

Tel: 01992 501266

LDA

Ware Road 🤄

49 Ware Road, Hertford SG13 7ED

Tel: 01992 501266

LDA

Willowthorpe Care Home 🤄

High Street, Stanstead Abbotts SG12 8AS

Tel: 01920 871811

OP D

For information on different types of care homes,

see page 52.

East Hertfordshire care homes with nursing

Ashview Nursing Home

Ware Road, Widford SG12 8RQ

Tel: 01279 842458 OP D PD SI YA

Bentley House \$\infty\$

Pegs Lane, Hertford SG13 8EG

OP D PD SI YA Tel: 01992 515600

Broad Oak Manor Nursing Home

Broad Oak End, Bramfield Road, Hertford SG14 2IA

OP D YA Tel: 01992 551900

Conewood Manor Nursing Home

60 Dunmow Road,

Bishop's Stortford CM23 5HL

Tel: 01279 657933

OP D YA

Premier Court Bupa Care Home 🦃

Thorley Lane East, Thorley,

Bishop's Stortford CM23 4BH

Tel: 01279 881985

Advert page 71

OP D PD MH SI YA

Riverside Place

Plaxton Way, Ware SG12 7FB

Tel: 0808 208 4570

OP D PD YA

Snowdrop House 🤄

Baldock Street, Ware SG12 9DT

Tel: 01920 897679

OP D PD MH YA

Westgate House Care Centre 🤄

Tower Road, Ware SG12 7LP

Tel: 01920 426100 Advert page 69

OP D PD SI YA

Gardens Neurological Centre 🤄

High Wych Road, High Wych, Sawbridgeworth CM21 OHH

Tel: 01279 216090

OP D PD SI YA

Jacobs Neurological Centre

High Wych Road, High Wych,

Sawbridgeworth CM21 OHH

Tel: 01279 603800

OP D PD SI YA

Service **User Bands** MH Mental health

OP Older people (65+) **D** Dementia

SI Sensory impairment YA Younger adults

PD Physical disability LDA Learning disability, autism

AD People who misuse alcohol or drugs

Hertfordshire Care Providers Association Member – see page 5

Welwyn Hatfield care homes **Acacia Mews Care Home** <a> **Heath Lodge** 🤄 St Albans Road East, Hatfield AL10 OFI Danesbury Park Road, Welwyn AL6 9SN OP D PD YA Tel: 01707 561513 **Advert page 66** Tel: 01438 716180 Advert page 55 **OP D MH YA Blossom House** <a>\$\circ\$ Hillcrest 🤄 134 Auckland Road, Potters Bar EN6 3HE 10 Great North Road, Welwyn AL6 OPL Tel: 01707 659809 LDA **OP PD LDA SI YA** Tel: 01438 718081 **Broadview** 🤄 Homeside 🤄 8 Great North Road, Welwyn AL6 OPL 6 Great North Road, Welwyn AL6 OPL Tel: 01438 718929 **OP PD SI YA** Tel: 01438 716442 **OP PD LDA SI YA** Bungalow, The 🦃 **Honister** 🤄 White Lodge Farm, Bulls Lane, Ellenbrook Lane. Hatfield AL10 9RW Brookmans Park, Hatfield AL9 7AZ **OP D YA** Tel: 01707 274918 Tel: 07988 810861 **OP LDA YA Jubilee House Care Trust Clock Tower Mews** \circlearrowleft - 20-22 Lincoln Close 🤄 The Causeway. Morven Park. Welwyn Garden City AL7 2NN Potters Bar EN6 5HA Tel: 01707 376460 **LDA YA PD LDA** Tel: 01707 662253 Jubilee House Care Trust – 29 Jonquil Close 🧇 Coach House. The Welwyn Garden City AL7 3HX Old Rectory Drive, Hatfield AL10 8AE Tel: 01707 391113 **PD LDA YA OP MH YA** Tel: 01707 263903 **Light and Hope Dugdale House** \$\infty\$ 17 Days Close, Hatfield AL10 OSD 1 Santers Lane. Potters Bar EN6 2BZ Tel: 07713 621523 OP D PD MH YA Tel: 01707 642541 LDA Mayfair Lodge 🤃 Exclusive Care Ltd – Nimrod Drive 🤄 The Walk, Potters Bar EN6 1QN 4 Nimrod Drive, Hatfield AL10 9LS **OP D PD YA** Tel: 01707 871800 Advert page 54 Tel: 01707 265639 LDA YA Meadows Short Break Centre, The 🤄 Exclusive Care Ltd – Nimrod Drive, 10 🤄 19-21 Grove Meadow. Hatfield AI 10 9I S Welwyn Garden City AL7 2BE Tel: 01707 258342 LDA YA Tel: 01707 373759 **PD LDA YA** Firs. The 🤄 Minims, The (12 & 31) 77 The Causeway, Potters Bar EN6 5HL 31 The Minims, Hatfield AL10 OAW LDA MH SI YA Tel: 01707 662299 **OP PD LDA** Tel: 01707 257098 **Gombards** Oak Cottage 🤄 6 London Road, Welwyn AL6 9EL 4 Wilkins Green Lane, Hatfield AL10 9RT **PD LDA** Tel: 01483 712892 **OP D MH YA** Tel: 01707 269594 **Greenacres** \circlearrowleft Oasis Lodge Residential Care Home 🤄

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

(5) Hertfordshire Care Providers Association Member – see page 5

Advertisers are highlighted

13 Dugdale Hill Lane, Potters Bar EN6 2DP

Tel: 07946 253241

OP D PD YA

Wellfield Close, Hatfield AL10 OBU

Tel: 01707 280500 Advert page 54

LDAYA

Welwyn Hatfield care homes continued

Rookery House 🦃

26 Huggins Lane, Welham Green, North Mymms, Hatfield AL9 7LE

LDA YA Tel: 07988 810861

Russets 🦃

100 Roe Green Lane, Hatfield AL10 OSJ

Tel: 07988 810861 LDA YA

Sewells

Welwyn Garden City AL8 7AQ

Tel: 01707 321344 OP D PD LDA MH SI YA

Sherwood Court 5

The Common, Hatfield AL10 ONX

Tel: 01707 262405 LDA

St Andrews Care Home (5)

Great North Road, Welwyn Garden City AL8 7SR

OP D Tel: 01707 324208

St Audrey's 🤄

Church Street, Old Hatfield AL9 5AR

Tel: 01707 272264

OP D PD SI YA

St Michaels House

71 Holwell Road.

Welwyn Garden City AL7 3SF

Tel: 01707 281475

St Peter's Home

13 Louvain Way, Watford WD25 7EH

Tel: 01923 673305

LDA MH

OP PD LDA SI YA

Stanborough Lodge 🤄

Great North Road, Welwyn Garden City AL8 7TD

Tel: 01707 275917

OP D

Three Oaks Care Home Ltd 🤄

14 Gwynfa Close, Welwyn Garden City AL6 OPR

Tel: 01438 712939

PD LDA

Willows, The

197 Darkes Lane, Potters Bar EN6 1AA

Tel: 01707 656375

OP D PD SI

See the checklist on page 57 for questions to ask when looking at care homes.

Welwyn Hatfield care homes with nursing

Anson Court \circlearrowleft

Advert page 54

Shackleton Way, Welwyn Garden City AL7 2FF

Tel: 01707 379700 OP D PD MH SI YA

Autumn Vale Care Centre 🤄

Danesbury Park Road,

Welwyn AL6 9SN Advert page 55

Tel: 01438 714491

OP D YA

Cuffley Manor Care Home

Coopers Lane Road, Potters Bar EN6 4AA

Tel: 01707 593236 OP D PD SI YA

Hatfield Manor 🤄

Hatfield Avenue. Hatfield AL10 9UA

OP D PD SI YA Tel: 01707 591218

Hatfield Nursing Home 🦃

Tamblin Way, Hatfield AL10 9EZ

Tel: 01895 257010 Advert page 55 OP D PD MH SI Heath Lodge 🤄

Danesbury Park Road, Welwyn AL6 9SN

Tel: 01438 716180 Advert page 55

OP D MH YA

Howe Dell Manor <a> \(\bar{\cap} \)

Old Rectory Lane, Hatfield AL10 8AE

Tel: 01707 263903 **OP MH YA**

Oakview Lodge 🦃

Princes Avenue,

Welwyn Garden City AL7 4DT

Tel: 01707 375345

OP D

Potters Grange 🦃

Barnet Road, Potters Bar, EN6 2SI

Tel: 01707 938938

OP D PD SI YA

St Christopher's Care Home

Drakes Way, Hatfield AL10 8XY

Tel: 01707 274435

OP D PD YA

Service

OP Older people (65+) D Dementia

PD Physical disability LDA Learning disability, autism

User Bands MH Mental health

SI Sensory impairment YA Younger adults

AD People who misuse alcohol or drugs

Hertfordshire Care Providers Association Member – see page 5

Hertsmere care homes

Abbey Lodge

3 Finch Lane, Bushey WD23 3AH

Tel: 0208 421 8174

OP LDA MH YA

Elstree View Care Home

Edgwarebury Lane, Elstree, Borehamwood WD6 3RG Tel: 0203 018 8074 Advert page 66 OP D PD SI YA

Forest Care Village Elstree and Borehamwood 🤄

10-20 Cardinal Avenue. Borehamwood WD6 1FP

OP D PD SI YA Tel: 0208 236 2000

Ganwick House <a>

Waggon Road, Barnet EN4 OPH

LDA MH Tel: 0208 447 1155

Greenhill Care Home

Waggon Road, Barnet EN4 OPH

OP D PD LDA Tel: 0208 449 8849

Mead, The 🤄

Castleford Close. Allerton Road.

Borehamwood WD6 4AL

Tel: 0208 953 8573 Advert page 54 **OP D PD YA**

Moti Willow \circlearrowleft

1 Watling Street, Radlett WD7 7NG

Tel: 01923 857460 MH YA

Oakmoor Lodge 🦠

London Road, Bushey WD23 2PY

MHYA Tel: 0203 343 2440 Advert page 54

Radley Care Home, The 🤄

Gregson Close, Borehamwood WD6 5RG

Tel: 0208 207 3700 OP D PD LDA YA Shenleybury House Ltd 🤄

Black Lion Hill, Radlett WD7 9DE

Tel: 01923 859238

Villa Scalabrini 🦃

Green Street, Shenley WD7 9BB

Tel: 0208 207 5713 Advert below

OP D PD YA

OP

Walsingham Support – 122 Aldenham Road 🦠

Watford WD23 2FT

OP PD LDA YA Tel: 01923 237770

Wilton Lodge Residential Home 🤄

73-77 London Road, Shenley, Radlett WD7 9BW

Tel: 01923 854623 OP D PD SI YA





OUR MISSION

Established in 1986, Villa Scalabrini welcomes individuals from all cultures, religions and nationalities to our Roman Catholic care home in Shenley, Hertfordshire.

Beautifully situated within 25 acres of attractive gardens, our accommodation is arranged in 'village' living areas with each person enjoying their own comfortable lounge, dining room, kitchenette and assisted bathroom.

OUR SERVICES

- Permanent Living
- Mild Dementia Care
- Day Care
- Function Hall Hire

Tel: 020 8207 5713 | E: office@villascalabrini.co.uk | Green Street, Shenley, Herts WD7 9BB | www.villascalabrini.co.uk

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

Hertfordshire Care Providers Association Member – see page 5

Bushey House Beaumont

High Street, Bushey WD23 1QN

OP PD YA Tel: 0203 394 0989 Advert page 56

Cooperscroft Care Home <a>\$\text{\$}

Coopers Lane Road, Potters Bar EN6 4AE

OP D PD SI YA Tel: 01707 644179

Forest Care Village Elstree and Borehamwood

10-20 Cardinal Avenue. Borehamwood WD6 1EP

Tel: 0208 236 2000 OP D PD SI YA

Hill House Bupa Care Home 🤄

Elstree Hill South, Elstree WD6 3DE

Tel: 02045 023889 Advert page 71 **OP PD LDA YA**

Houndswood House Care Home <a> \(\)

Harper Lane, Radlett WD7 7HU

Tel: 01923 856819 OP D PD YA **Kestrel Grove Nursing Home**

Hive Road, Bushey Heath, Bushey WD23 1JQ

Tel: 0208 895 0432

OP D

Livability New Court Place <a>़

99 Whitehouse Avenue.

Borehamwood WD6 1HB

Tel: 0208 238 6990

PD LDA YA

UK International Nursing Agency Ltd Dom Care 🦠

Mayapur House, 2a Station Road,

Radlett WD7 8JX

Tel: 01923 855856

OP D PD MH SI

Wilton House Residential and Nursing Home 🦠

73-77 London Road, Shenley,

Radlett WD7 9BW

Tel: 01923 858272

OP D PD SI YA

North Hertfordshire care homes

Ashwood Place S

Sunnyside Close, Hitchin SG4 9IG

OP D PD LDA SI YA Tel: 01227 832981

Foxholes Care Home 🤄

Pirton Road, Hitchin SG5 2EN

Tel: 01462 410767

OP D PD YA

Baldock - 15 Clothall Road

15 Clothall Road, Baldock SG7 6PB

Tel: 01462 490637 **OP PD LDA SI YA** **Garden City Court** <a>\$\text{\$}

Whiteway,

Letchworth Garden City SG6 2PP

Tel: 01462 473100 Advert page 54 OP D PD MH SI YA

Baldock - The Rowans

2 The Rowans, Baldock SG7 6HI

OP PD LDA SI YA Tel: 01462 490634

Guysfield Residential Home

Willian Road, Willian,

Letchworth Garden City SG6 2AB

Tel: 01462 684441

OP D

Burleigh House 🤄

41 Letchworth Road, Baldock SG7 6AA

Tel: 01462 893216 Advert below OP D PD

Halcyon Days 🤄

The Old Rectory, Church Lane, Graveley,

Hitchin SG4 7LU

Tel: 01438 362245 Advert page 55

OP D YA

Elmside Care Home 🤄

Elmside Walk. Hitchin SG5 1HB

Tel: 01462 451737

OP D



BURLEIGH HOUSE

Residential Care Home

41 Letchworth Rd, Baldock, Herts SG7 6AA Tel: 01462 893216

Email: enquiries@burleigh-house.com

- Award winning specialist dementia and residential care home
- "Accredited" care home for Herts. CC
- Long term, respite and day care provided
- All individual rooms
- Experienced management and highly trained staff
- Private and LA placements welcome

"Outstanding Achievement Award 2020/21 – Winner" (HCPA)

• "Gold Care Award 2019/20 - Winner" (HCPA)

- "CEO Today Healthcare Awards 2018/19 Winner" (Today Healthcare Awards)
- "Best Dementia Care Home Hertfordshire 2016/17 Winner" (Healthcare & Pharmaceutical Awards)
- "Complex Care Premium (CCP) Care Home 2015-16" (Herts CC)
- "Best Care Team in Herts 2013/14 Runner Up" (HCPA)



brochure and to organise a visit





North Hertfordshire care homes continued

Hardy Drive \circlearrowleft

23 Hardy Drive, Royston SG8 5LZ

Tel: 01763 243684

LDA

Osbourne Court Care Home

Park Drive. Baldock SG7 6EN

Tel: 01462 896966

Providence Court \circlearrowleft

OP D PD LDA

Highbury Rise \circlearrowleft

6 Highbury Road, Hitchin SG4 9RW

Tel: 01462 437495

OP D

Providence Way, Baldock SG7 6TT

Tel: 01462 490870 Advert page 54

OP D PD

Lannock Manor &

Hitchin Road, Weston, Hitchin SG4 7EE

Tel: 01462 790850

OP MH YA

OP D

Richard Cox House 🤄

Dog Kennel Lane, Royston SG8 7AB

Tel: 01763 249111 Advert page 54

OP D PD YA

Layston Grove Care Home <a>\$\text{\text{}}

Keen Avenue, Buntingford SG9 9SU

Tel: 01763 274327

Sloe Hill Residential Home

Mill Lane, St Ippolyts, Hitchin SG4 7NN

Tel: 01462 439040

OP YA

Luke's Place 🤄

The Old Estates Office, Putteridge Park,

Luton LU2 8LD

PD LDA YA Tel: 01582 458201

Turning Point – Brickfields Cottage 🤄

Hare Street Road, Buntingford SG9 OAB

Tel: 01763 289230

LDA YA

Margaret House 🤄

Church End, Barley, Royston SG8 8JS

Tel: 01763 848272

OP D

Voyage 1 Ltd 🤄

17 Walsworth Road, Hitchin SG4 9SP

Tel: 01438 310083

PD LDA MH SI YA

Metropolitan Housing Trust Ltd – Baldock

12 North Road, Baldock SG7 5BX

OP PD LDA SI YA Tel: 01462 491141

15 Clothall Road, Baldock SG7 6PB

Tel: 01462 490637

OP PD LDA SI YA

2 The Rowans, Baldock SG7 6HI

Tel: 01462 490634

Walsworth Road, 17 🤄 Hitchin SG4 9SP

Tel: 01462 420019

LDAYA

OP PD LDA SI YA

Westbourne Care Home \circlearrowleft 9 Bedford Road, Hitchin SG5 2TP

Tel: 01462 459954

OP D PD LDA SI YA

Milford Lodge Care Home 🤄

Priory End, Hitchin SG4 9AL

Tel: 01462 432524

OP D

OP D

Windmill Lodge 🦃

2 Windmill Hill, London Road,

Buntingford SG9 9IP

Tel: 01763 273935

OP LDA YA

North Hertfordshire care homes with nursing

Benslow Nursing Home <a>\$\cdot\$

Benslow Rise, Hitchin SG4 90Y

Tel: 01462 459773

Monread Lodge

London Road, Woolmer Green, Knebworth SG3 6HG

Tel: 01438 817466

OP D YA

Lavender Fields – Care Home with Nursing 🤄

No. 1 Lavender Fields, Lucas Lane, Hitchin SG5 2JB

OP PD LDA YA Tel: 01462 454508

Osbourne Court Care Home

Park Drive, Baldock SG7 6EN

Tel: 01462 896966

OP D 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

Hertfordshire Care Providers Association Member – see page 5

North Hertfordshire care homes with nursing continued

St Catherines Nursing Home 🤄

Spring Road, Letchworth Garden City SG6 3PR

Tel: 01462 678888 OP D PD YA

St George's Nursing Home – Royston

42 Kneesworth Street, Royston SG8 5AQ

OP D PD MH SI YA Tel: 01763 242243

Sue Ryder – Stagenhoe Park 🤄

St Paul's Walden, Hitchin SG4 8BY

Tel: 01438 871215 OP D LDA SI YA

Symonds House – Care Home with Nursing Physical Disabilities 🤄

2 Lavender Fields, Lucas Lane, Hitchin SG5 2JB

Tel: 01462 452460 **OP PD LDA YA** Trembaths 🤄

Talbot Way, Letchworth Garden City SG6 1UA

Tel: 01462 481694

White House Care Home, The 🤄

Gillison Close, Letchworth Garden City SG6 1QL

Tel: 01462 533777

OP D PD MH SI YA

Wymondley Nursing and Residential Care Home 🤄

Stevenage Road, Little Wymondley,

Hitchin SG4 7HT

Tel: 01438 312434

OP D PD

LDA

OP D PD SI

LDAYA

OP D

For information on different types of care homes,

see page 52.

St Albans care homes

See page 79 for the Service User Bands key

40 Tippendell Lane, St Albans AL2 3HL

201 Luton Road, Harpenden AL5 3DD

Harpenden Bethesda Home 🤄

Abbey Lodge Care Home Unit 1

49 Harvey Road, London Colney, St Albans AL2 1NA

Tel: 01727 825899

Beau Sejour Care Services <a>़

12-14 Castle Road, St Albans AL1 5DL

Tel: 01727 859948 OP D PD LDA MH YA

Birchwood Bungalow 🤄

Off How Wood, Park Street, St Albans AL2 2QZ

OP LDA YA Tel: 01727 874776

Bricket Wood Care Ltd <a>\$\circ\$

9 The Uplands, Bricket Wood,

St Albans AL2 3UW

Tel: 01923 679744 LDA MH YA **Homestead House**

Tel: 01582 761359

Tel: 01727 874169

Greenwood Cottage <a>\$\text{\$}\$

10 Homestead Close, Park Street, St Albans AL2 2TB

Tel: 07988 810861

HSN Care (Bricket Wood) 🤄

2-4 The Kestrels, Bucknalls Drive,

Bricket Wood. St Albans AL2 3YB

Tel: 01753 663011 PD LDA SI YA

Chiswell Residential Home

193 Watford Road, Chiswell Green,

St Albans Al 2 3HH

OP MH Tel: 01727 856153

Laurel, The 🤄

10A Fellowes Lane, Colney Heath,

St Albans AL4 OQA

LDAYA Tel: 07988 810861

Clare Lodge Care Home 🤄

8 Battlefield Road, St Albans AL1 4DD

Tel: 01727 864379 OP D Lavender Lodge 🤄

390 Hatfield Road, St Albans AL4 0DU

Tel: 01727 860805

LDA

Fosse House 🤄

Ermine Close, St Albans AL3 4LA

Tel: 01727 819700 Advert page 54 OP D PD YA

Lyndon House 🤄

2 High Street, Sandridge, St Albans AL4 9DH

Tel: 01727 851050

OP D

Greenview House

78

13 Mount Drive, Park Street, St Albans AL2 2NP

LDA YA Tel: 07988 810861

Meadow Acres \circlearrowleft

7 Crabtree Lane, Harpenden AL5 5TA

Tel: 01582 768098

PD LDA

Search for care at www.carechoices.co.uk to find support in your area

St Albans care homes continued

Milehouse Lane 🤄

25 Milehouse Lane, St Albans AL1 1TF

Tel: 01727 835413

LDA YA

OP D

PD LDA YA

61 Tuffnells Way, Harpenden AL5 3HA

Tel: 07988 810861

St Matthews Care Home 🤄

Chequer Lane, Redbourn AL3 7QG

Tel: 01582 792042

Tara's Retreat Care Home 🤄

Sunny View House 🦃

High Street, Sandridge, St Albans AL4 9DQ

Tel: 01727 850527

OP D

LDAYA

Stairways 🦃

19 Douglas Road, Harpenden AL5 2EN

Tel: 01582 460055

93 Thamesdale, London Colney,

St Albans Al 2 1TB

Thamesdale House 🤄

Tel: 07988 810861 LDA YA

Station Road ©

1 Station Road, Wheathampstead,

St Albans AL4 8BU

LDA Tel: 01582 833957

United Response – 66 & 66a Lemsford Road

St Albans AL1 3PT

Tel: 01727 850436 **PD LDA**

Strathmore Lodge

2 Hall Place Gardens, St Albans AL1 3SP

Tel: 01727 856864

OP D PD

Vesta Lodge 🦃

Watling View, St Albans AL1 2PB

Tel: 01727 799600 Advert page 54

OP D PD YA

Suffolk House 🤄

9 Suffolk Close, London Colney, St Albans AL2 1DZ

Tel: 07552 313653

LDA YA

Willow Court 5

Aldwickbury Crescent, Harpenden AL5 5SD

Tel: 01582 466244 Advert page 54

OP D PD YA

St Albans care homes with nursing

Abbey Lodge Care Home – St Albans 🤄

53-55 Harvey Road, London Colney, St Albans AL2 1NA

Tel: 01727 825899

Fonthill House 🤄

Cassius Drive.

St Albans AL3 4GD

Advert outside back cover

Tel: 01727 893104

OP D PD LDA SI YA

Alban Manor Nursing Home 🤄

2 Chene Drive, off Waverly Road, St Albans AL3 5QP

Tel: 01727 832393

OP D PD YA

Orchard Nursing Home, The

129-135 Camp Road, St Albans AL1 5HL

Tel: 01727 832611

OP D PD YA

Allington Court Bupa Care Home 🦃

Lye Lane, Bricket Wood, St Albans AL2 3TN

Tel: 01923 883606 Advert page 71

OP D LDA

Tenterden House Bupa Care Home <a>\$\ightarrow\$

Lye Lane, Bricket Wood, St Albans AL2 3TN

Tel: 01923 883948 Advert page 71

OP PD YA

Crosby Close \$\ightarrow\$

1-2 Crosby Close, off Hill End Lane, St Albans AL4 OAT LDA

Tel: 01727 833142

Verulam Road, St Albans AL3 4DH

Verulam House Nursing Home <a>\$\cap\$

Tel: 01727 853991

OP PD YA

Field House Bupa Care Home 🤄

8 Townsend Road, Harpenden AL5 4BQ

Tel: 01442 819613 Advert page 71

OP YA

See the checklist on page 57 for questions to ask when looking at care homes.

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

Hertfordshire Care Providers Association Member – see page 5

Stevenage care homes

Jubilee Court \$

Hayward Close, Lonsdale Road, Stevenage SG15BS

Tel: 01438 730000 Advert page 54

OP D PD LDA

Sense Jenny Chapman House

167 Shephall View, Stevenage SG1 1RR

Tel: 01438 749013

PD LDA SI

Julians House

6 Julians Road, Stevenage SG1 3ES

Tel: 01438 751366

LDA YA

LDA YA

OP D YA

Walkern Lodge 🤄

14A Walkern Road, Stevenage SG1 3QX

Tel: 01438 749301

Winnett Cottage 🤄

LDA MH SI YA

Manor View

45 Manor View, Stevenage SG2 8PF

Tel: 07988 810861

111 Hertford Road, Stevenage SG2 8SH

Tel: 01438 813915

MH

Martins House S

Jessop Road, Stevenage SG1 5LL

Tel: 01438 351056 Advert page 55

Wisden Court 5

Wisden Road, Stevenage SG1 5JD

Tel: 01438 354933

OP D PD SI YA

Scarborough House

395 Scarborough Avenue, Stevenage SG1 2QA

Tel: 01438 361196

LDA

For information on different types of care homes, see page 52.

Stevenage care homes with nursing

Knebworth Care Home

59 London Road, Woolmer Green, Knebworth SG3 6JE

Tel: 0333 321 8602

OP D PD MH YA

Roebuck Nursing Home 🤄

London Road, Stevenage SG2 8DS

Tel: 01438 740234

OP D YA

Pinelodge Care Home 🤄

Graveley Road, Stevenage SG1 4YS

Tel: 01438 721417

OP D YA

Woodlands View Care Home

Magpie Crescent, Stevenage SG2 9RZ

Tel: 01438 740230

OP D PD YA

Three Rivers care homes

Berrywood 🤄

130 Berry Lane, Rickmansworth WD3 4BT

Tel: 01923 770132

Clarendon Lodge 🤄

Croxley Green, Rickmansworth WD3 3JB

Tel: 01932 961863 Advert page 81

OP D PD SI

Caretech Community Services Ltd

- 196 High Street 🤄

Rickmansworth WD3 1BD

Tel: 01923 774869

LDA YA

OP D YA

LDA

Firs, The

Woodside Road,

Abbots Langley WD5 OHT

Tel: 01923 681157

OP D PD LDA MH YA

Chorleywood Manor Care Home

Highview, Chorleywood,

Rickmansworth WD3 5TQ

Tel: 01923 585611 Advert page 66

Meresworth 🤄

Dell Wood, Field Way,

Rickmansworth WD3 7EI

Tel: 01923 714300 Advert page 54

OP D PD YA

Service

OP Older people (65+) **D** Dementia

PD Physical disability LDA Learning disability, autism

User Bands MH Mental health

SI Sensory impairment **YA** Younger adults

AD People who misuse alcohol or drugs

Hertfordshire Care Providers Association Member – see page 5

Pinewood Lodge 🤄

Oxhey Drive, Watford WD19 7HR

Tel: 0208 421 7900 **Advert page 54 OP D PD YA**

Seymour House 🤄

13-17 Rectory Road, Rickmansworth WD3 1FH

Tel: 01923 778788 **OP D**

Thorpedale \circlearrowleft

Station Approach, Homefield Road,

Chorleywood WD3 5QJ

Tel: 01923 969154

Walsingham Support – 30 & 32 Church Lane 🤄

Mill End, Rickmansworth WD3 8HD

Tel: 01923 774082 **OP PD LDA SI YA**

Westerley Care Home <a>

Chorleywood Close,

LDA

Rickmansworth WD3 4EG

Tel: 01923 775789 **OP D YA**

See the checklist on page 57 for questions to ask when looking at care homes.

Three Rivers care homes with nursing

Burford House Care Home

Rickmansworth Road, Chorleywood,

Rickmansworth WD3 5SQ

Chorleywood Beaumont

Rickmansworth Road, Chorleywood WD3 5BY

Tel: 01923 700 620 **Advert page 56 OP D PD YA**

Dapplemere Nursing Home <a> \(\bar\$

Shepherds Lane, Chorleywood WD3 5HA

Tel: 01923 283972 **OP D PD MH SI**

Erskine Hall Bupa Care Home 🤄

Watford Road, Northwood HA6 3PA

Tel: 01923 883949 **Advert page 71**

OP D YA

Northwood Nursing Home 🤄

24 Eastbury Avenue, Northwood HA6 3LN

Tel: 01923 826807

OP PD MH YA

River Court Care Home

Explorer Drive, Watford WD18 6TQ

Tel: 01923 800178

OP D YA

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Tel: 0208 886 3068

Auburn Mere 🤄

Woodlands, Oxhey Lane,

Watford WD19 5RE

Tel: 01923 247310 OP D PD SI YA

Courtland Lodge <a>\$

Courtlands Close, Watford WD24 5GW

Tel: 01923 681231 **Advert page 54 OP D PD YA**

Greenbanks \circlearrowleft

Greenbank Road, Watford WD17 4JR

Tel: 01923 255160 **OP D PD SI YA**

Hillside 🤄

82 Pinner Road, Oxhey WD19 4EH

Tel: 01923 245466 LDA

Langley View Residential Home

60 Langley Road,

Watford WD17 4PN

Tel: 01923 251089 **OP PD LDA MH YA**

Montrose Care Home

95 Langley Road, Watford WD17 4PE

Tel: 01923 804337 **OP D**

Park View Residential Home

118 Gammons Lane. Watford WD24 5HY

Tel: 01923 219167 **OP LDA MH YA**

Prince Michael of Kent Court 🤄

Stratford Road, Watford WD17 4DH

Tel: 01923 234780 **Advert below**

OP D YA

Rosslyn Residential Care 🤄

6-8 Rosslyn Road,

OP D MH

Watford WD18 0JY

Tel: 01923 244130 OP D PD MH YA

Silversprings 🤄

12 Rosslyn Road, Watford WD18 0JY

Tel: 01923 227852 PD LDA SI YA

St Anthony's 🦃

3 Mildred Avenue, Watford WD18 7DY

Tel: 01923 226174 **OP D YA**

St Lauras 🦃

32 High Street, Kings Langley WD4 8BH

Tel: 01923 260827 **OP D PD SI**

Tanners 🦃

Stewart Close,

Abbots Langley WD5 ONU

Tel: 01923 681154 OP D PD LDA YA





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* Relative review, carehome.co.uk

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For more information or to arrange a Home tour, please contact:
T: 01923 234 780
E: princemichael@rmbi.org.uk
Stratford Road,

Caring is our way of life www.rmbi.org.uk

Watford, WD17 4DH



Watford care homes continued

Tanners Wood

5-5a Tanners Wood, Tanners Wood Lane, Abbots Langley WD5 OHR Tel: 01923 270270

Tremona Care Home 🤄

18 Alexandra Road, Watford WD17 4QY Tel: 01442 236020

Turning Point – Parkview 🤄

113-115 Sussex Road, Watford WD24 5HR

Tel: 01923 230586

Wisteria Lodge 🦃

24 Brookdene Avenue, Watford WD19 4LF Tel: 01923 350553

York House 🦃

LDA

OP D

LDA YA

180-182 York Way, Watford WD25 9RX

Tel: 01923 676611

MH

LDAYA

For information on different types of care homes, see page 52.

Watford care homes with nursing

Arden House Nursing Home 🤄

31 Upper Highway, Hunton Bridge, Kings Langley WD4 8PP Tel: 01923 262157

OP PD YA

Lancaster Court 🦃

108 High Road, Leavesden Green, Watford WD25 7AI Tel: 01923 689348

OP D PD SI YA

Brunswick Court Bupa Care Home <a>\$\ightarrow\$

62 Stratford Road, Watford WD17 4JB

OP D PD YA Tel: 01923 883817 Advert page 71

Chase Care Centre, The \circlearrowleft

4 Printers Avenue, off Whippendell Road,

Watford WD18 7OR

OP D YA Tel: 01206 646646 Advert page 69

Elton House 🤄

Elton Road. Bushev. Watford WD25 8HA

Tel: 01923 585612 Advert page 66 OP D PD SI Y/





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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

Hertfordshire Care Providers Association Member – see page 5

Local contacts

Age UK Dacorum

Provides information, practical support and social inclusion to older people and their carers throughout the area.

Half Moon Yard, High Street, Hemel Hempstead HP1 3AE • Tel: **01442 259049** Email: **alex.labern@ageukherts.org.uk** Web: **www.ageuk.org.uk/dacorum**

Age UK Hertfordshire

Age UK Hertfordshire works with and for older people in the county of Hertfordshire.

First Floor, Bean Bridge House, 34 Chambers Court,

Hertford SG14 1PL • Tel: **01707 323272**Email: **communications@ageukherts.org.uk**Web: **www.ageuk.org.uk/hertfordshire**

Alzheimer's Society – Hertfordshire Dementia Information Support Service

The leading UK care and research charity for people with dementia, their families and carers.

Tel: **01707 378365**

Email: central.herts@alzheimers.org.uk

Carers in Hertfordshire

Provides quality services to all carers in Hertfordshire.

The Red House, 119 Fore Street, Hertford SG14 1AX

Tel: **01992 586969**

Email: contact@carersinherts.org.uk
Web: www.carersinherts.org.uk

Crossroads Caring for Life

Support for carers and the people they care for. Suite 20, Intech House, Wilbury Way,

Hitchin SG4 OTW Tel: **01462 455578**

Email: info@crossroadshn.org.uk
Web: www.crossroadscaring.org.uk

Healthwatch Hertfordshire

The independent consumer champion for health and social care in Hertfordshire.

Kings Court, London Road, Stevenage SG1 2NG

Tel: 01707 275978

Email: info@healthwatchhertfordshire.co.uk Web: www.healthwatchhertfordshire.co.uk

Herts Ability

Helps disabled people in Hertfordshire to travel independently.

Weltech Business Centre, Ridgeway, Welwyn Garden City AL7 2AA

Tel: **01707 324581**

Web: www.hertsability.org.uk

Hertfordshire Care Providers Association (HCPA)

Sharing best practice in care through partnership. Mundells Campus, Welwyn Garden City AL7 1FT

Tel: **01707 536020**

Email: contact@hcpa.co.uk

Web: www.hcpa.info

Hertfordshire County Council

- Adult Care Services

Farnham House, Six Hills Way, Stevenage SG1 2ST

Tel: **0300 123 4042** Text: **07507 306911**

Textphone/Minicom: **01992 555506**Emergency out-of-hours: **0300 123 4042**Web: **www.hertfordshire.gov.uk/contactus**

HertsHelp

A service to help you find local advice and information.

Tel: 0300 123 4044

Text: 'hertshelp' to 60060 Minicom: 0300 456 2364 Email: info@hertshelp.net Web: www.hertshelp.net



National contacts

Action on Elder Abuse (Hourglass)

Works to protect, and prevent the abuse of older adults.

Helpline: 0808 808 8141

Email: enquiries@wearehourglass.org

Web: www.wearehourglass.org

Age UK

Tel: **0800 678 1602 •** Web: www.ageuk.org.uk

Al-Anon Family Groups

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

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

Email: helpline@al-anonuk.org.uk Web: www.al-anonuk.org.uk

Alzheimer's Society

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

Web: www.alzheimers.org.uk

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 Disabilities (BILD)

Committed to improving the quality of life for people with a learning disability.

Tel: 0121 415 6960 • Email: enquiries@bild.org.uk

Web: www.bild.org.uk

Care Choices

Free, independent assistance with finding care providers. Searchable website.

Web: www.carechoices.co.uk

Care Rights UK

Exists for older people needing, or living in, residential care and the families and friends left behind.

Tel: **0207 359 8136** (9.30am to 1.00pm, Monday to Friday; and 6.00pm to 8.00pm on Thursdays).

Email: helpline@carerightsuk.org
Web: www.carerightsuk.org

Care Quality Commission

Independent regulator of care services in England.

Tel: 0300 061 6161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

Carers Trust

Works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction issues.

Tel: **0300 772 9600** Email: **info@carers.org** Web: **www.carers.org**

Carers UK

The voice of carers.
Tel: **0808 808 7777**

Email: advice@carersuk.org
Web: www.carersuk.org

Citizens Advice

Practical, reliable, up-to-date information on a wide range of topics.

Tel: 0800 144 8848

Web: www.citizensadvice.org.uk

Dementia Adventure

Offers supported holidays and dementia training for family and friends, professionals and organisations.

Tel: 01245 237548

Email: info@dementiaadventure.co.uk Web: https://dementiaadventure.org

Elderly Accommodation Counsel

Help older people make informed choices about meeting their housing and care needs.

Web: www.housingcare.org

Friends of the Elderly

A charity that supports older people who have a range of practical needs.

Tel: 0207 730 8263

Email: enquiries@fote.org.uk

Web: www.fote.org.uk

→ Homecare Association

Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors. • Tel: **0208 661 8188**

Email: helpline@homecareassociation.org.uk Web: www.homecareassociation.org.uk

Independent Age

Produces a wide range of guides and factsheets for older people, their families and carers.

Tel: 0800 319 6789

Email: helpline@independentage.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 Association for Providers of Activities for Older People (NAPA)

Promotes the importance of activities for older persons. • Tel: **01494 590421**Email: **info@napa-activities.co.uk**Web: **https://napa-activities.co.uk**

National Association of Funeral Directors

Web: www.nafd.org.uk

National Society of Allied and Independent Funeral Directors

Web: https://saif.org.uk



NHS 111

You should call NHS 111 if you:

- need medical help fast, but it is not a 999 emergency;
- do not know who to call for medical help or you do not have a GP to call; or
- require health information or reassurance about what to do next.

For less urgent health needs, you should still contact your GP in the usual way. The 111 service is also available via 'Typetalk' **18001 111**.

Playlist for Life

A music and dementia charity offering free advice and resources to anyone affected by dementia who could benefit from the power of music.

Tel: **0141 404 0683**

Email: info@playlistforlife.org.uk Web: www.playlistforlife.org.uk

National Care Association

Campaigns for high standards in nursing home care.

Tel: **01634 716615**

Email: info@nationalcareassociation.org.uk Web: https://nationalcareassociation.org.uk

Silver Line, The

A 24-hour telephone befriending and advice line. Tel: **0800 470 8090 •** Web: **www.thesilverline.org.uk**

Veterans' Gateway

The first point of contact for Armed Forces personnel, veterans and their families seeking information about employability, finances, personal relationships, befriending and more.

Tel: 0808 802 1212

Web: www.veteransgateway.org.uk



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

www.myfamilyourneeds.co.uk

hello@myfamilyourneeds.co.uk



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