



Hertfordshire

Care Services Directory 2026

The essential guide to choosing and
paying for care and support

Your home. Your life. Our help.

Don't consider a care home until you've considered care at home.

Your home is where you feel most comfortable. That shouldn't have to change just because your circumstances do. Care in your own home maintains your independence, dignity and way of life for longer.

At our core, we are more than a care provider—we are a family dedicated to supporting yours, ensuring every individual is treated with dignity, respect, and compassion.

OUR CARE SERVICES INCLUDE:

- | | |
|---|--|
|  Personal care: day & night |  Dementia care |
|  Live-in care |  Stroke recovery |
|  Respite care |  Palliative care |
|  Waking night/sleep-in services |  End of life care |

“Reagle looked after my mother in her own house for 9 years... The carers were very kind and considerate and the office was very well organised and helpful. I would have no hesitation in recommending Reagle Home care Services to potential clients.”

Google
★★★★★

Inspected and rated

Good



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All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and Care Choices Ltd cannot be held liable for any errors or omissions.

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.

Alternative formats

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



Welcome from Hertfordshire County Council

Hertfordshire County Council 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 to a care home or care home with nursing.

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

We provide an online guide where you can find 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**, email **info@hertshelp.net** or visit **www.hertshelp.net/hertshelp.aspx**

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

If you think 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 for those paying for residential care on page 61.

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 8 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 69.

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 Care Quality Commission (CQC) inspection report and rating (see page 65), 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.

The association is extremely dedicated to our mission of 'sharing best practice in care through partnership', and through our close relationship with Hertfordshire County Council and the NHS, it is able to act as a voice for care providers on important adult social care issues in Hertfordshire.

HCPA has excellent partnership links to the Integrated Care Board. Its relationship with the local authority has gone from strength to strength and, by working in partnership, the HCPA can ensure that Hertfordshire is one of the best counties in the UK to find excellent care.

The association attends regular strategic and liaison meetings 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 it celebrates excellence in care by hosting the annual Hertfordshire Care Awards. The Care Professional Academy is also the central hub for provider sites in and out of the county, in partnership with the HCPA, operating from the same headquarters.

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 encourages anyone who provides adult social care in Hertfordshire to join HCPA as a member; it will offer up-to-date information, support and advice, training courses and qualifications, as well as a host of business services.

For more information, visit the HCPA website at **www.hcpa.co.uk**, email **contact@hcpa.co.uk** or call **01707 536020**. The association will be happy to help.

We are delighted to be associated with this publication in strategic partnership with 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 focused on helping people stay well, happy and involved in choices about their care and support. Our website has information on our services and links to other organisations which can help; visit **www.hertfordshire.gov.uk/adults**

Apply for a blue badge or a disabled person's bus pass, find services and technology to make daily life at home and out and about easier, and explore

support for carers, advice about managing your money, benefits you are entitled to and much more.

Visit **www.hertfordshire.gov.uk/healthinherts** to find out about local physical activities to help you stay active. This webpage contains information about free and low-cost activities, as well as support on getting started. An online guide to organisations, groups and services in Hertfordshire is available at **www.hertfordshire.gov.uk/directory**. To talk to someone about your options contact HertsHelp; see the following section.

HertsHelp: Independent information, advice and support in Hertfordshire

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 is here to listen and help you find independent support, guidance and information to get the most out of life.

For when you need help or information and do not know where to turn. Call HertsHelp for signposting and referrals to local services including:

- 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. Also your GP, support worker or a relative can refer you to HertsHelp with your permission. It is available Monday, Tuesday, Thursday and Friday, 9.00am to 5.00pm; Wednesday, 9.00am to 7.00pm; and Saturday and 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/hertshelp.aspx**
(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**. You can also contact Carers in Hertfordshire by visiting **www.carersinherts.org.uk** or calling **01992 586969**.

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 offer 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.

To find day opportunities near you, visit **www.hertfordshire.gov.uk/daysservices**

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**

The Health & Independent Living Support's Active Ageing team can develop a personalised, safe and enjoyable exercise programme with you and help

build your confidence to exercising at home and in the community.

Free weekly one-to-one exercise sessions are offered if you are over 65, live at home, can get out of bed, do not have significant memory loss but are unable to access exercise classes outside your home. The sessions are delivered by specialists in your home for eight weeks. They will lead you through evidence-based strength, balance and chair-based exercises. Find out more at **<https://hils-uk.org/support-at-home/exercise-at-home>**

Meals on wheels

If you have difficulty preparing food, you could have a hot midday meal, as well as the option of chilled breakfast and tea packs, delivered to you at home. Health & Independent Living Support provides a range of specialist meals that cater to different dietary needs, such as diabetes, gluten-free and Halal. Food can also be provided in a variety of textures for people

following texture-modified diets.

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

Visit **www.hertfordshire.gov.uk/directory** (search 'Food support') for other 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. Some forward planning to ensure your home and the garden doesn't become a burden is sensible. If you are not planning to move, think about adaptations to make life easier now and in the future.

Home Improvement Agencies (HIAs)

HIAs are local organisations that 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, St Albans 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:

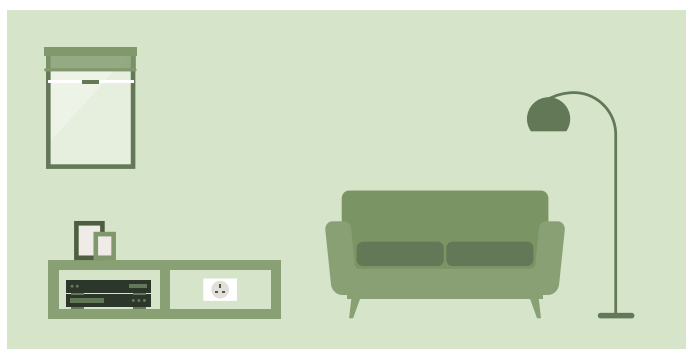
- advise you on your eligibility;
- complete any paperwork, explain the process and manage the building contract between you and the contractors;
- provide technical expertise with any building works by surveying your home, drawing plans and specifications for tendering;
- select the best value contractor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

Hertfordshire Home Improvement Agency
Web: **www.hertfordshire.gov.uk/HHIA**

For information about other local HIAs, visit **<https://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-handed 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 lever-style taps, which might be easier for you to use.



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

More information on staying independent and ideas to help you live at home can be found online at www.carechoices.co.uk/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/hertshelp.aspx**



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Specialist equipment

If you need help with tasks around the home, there is a range of specialist equipment available to make life easier and to improve your safety and independence, 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 about how you can access equipment, contact Adult Care Services, HertsHelp or visit

www.hertfordshire.gov.uk/equipment

Living Made Easy provides a quick and easy-to-use online guided advice service, which can help if you 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.

Hertfordshire Hearing Advisory Service (HHAS)

An independent charity helping people with hearing loss across Hertfordshire and Bedfordshire.
WelTech 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 in Hertfordshire.
2 Brownfields, Welwyn Garden City AL7 1AN

Sight Line: **01707 324680**

Web: **<https://hertsvisionloss.org.uk>**

Local supplier

Cane & Able Healthcare Ltd
92 Bancroft, Hitchin SG5 1NQ
Monday to Friday, 9.00am to 5.00pm;
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 are devices and gadgets which 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.

Hertfordshire County Council's assistive technology service uses small discreet sensors placed around the home to identify issues early and ensure necessary support is provided.

Some devices are used to identify an emergency, such as a fire or flood, or if someone has fallen and

needs support. These devices are linked to a 24/7 monitoring centre and a 24/7 mobile response service if required.

Other devices are used to identify emerging problems, such as the start of a urinary tract infection or decline in mobility. These are monitored by a team of practitioners who can provide support as needed. Families can also access the activity data on their smart phone to provide additional reassurance that their loved ones are doing OK. There is a weekly cost, currently £5, for this service.

For further information, visit

www.hertfordshire.gov.uk/assistivetechology

or contact

assistive.technology@hertfordshire.gov.uk

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

Suitability

Does the equipment support your specific needs? ☐

Are you willing to use it? ☐

Will it fit into your everyday life and routine? ☐

Have you tried a demo of the equipment? ☐

Do you understand what the equipment is for? ☐

Do you need to take it with you when you leave the house? Is it transportable? ☐

Does the equipment have any limitations that would make it unsuitable for you? ☐

Will it work alongside any assistive technology you already have? ☐

Usability

Is a simpler piece of equipment available (e.g. a pill case rather than an automated pill dispenser)? ☐

Does the equipment need a plug socket and will any wires cause a trip hazard? ☐

Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you? ☐

Are you able to use it? Are there any aspects you don't understand? ☐

Will it need to be installed by a professional? ☐

Can the retailer provide you with training in using the equipment? ☐

Reliability

Will it work if you have pets or live with other people (e.g. could someone else set off a sensor alarm by accident)? ☐

Have you read reviews of the equipment you are looking at? Consider these before making your purchase. ☐

Can you speak to someone who already uses it? ☐

Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this. ☐

Is it durable? If you drop it, is it likely to break? ☐

Cost

Do you know how much it costs? ☐

Will you need to pay a monthly charge? ☐

Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

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 legal right to a social care assessment from us, provided free of charge, to consider:

- how you can best be supported to continue living 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 have agreed that you are eligible to receive care services from us, we will 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 61 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 Hospital Social Care 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 you to have a period of recovery, reablement or rehabilitation whilst your long-term care and support needs can be assessed.

For the majority of people, this service 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 Adult Care Services to determine any

long-term care needs and arrange a suitable care and support plan if needed.

This can include assistive technology, equipment, support from community groups and commissioned services, which are chargeable (see page 12).

For more information about hospital admittance and hospital discharge, 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 28 days.

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 independently 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 Care Services on **0300 123 4042** to request an assessment or apply online at **www.hertfordshire.gov.uk/requestforsupport**

Services for carers

Who is a carer?

A carer regularly looks after, helps or supports someone who can't manage everyday life without their help. The 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;
- shopping and food preparation;
- eating or taking medicines;
- getting about at home or outside;
- help with managing money;
- practical help at home and keeping someone company; or
- emotional support or communicating.

We fund Carers in Hertfordshire to provide information, advice and support to unpaid carers of all ages that live, work or care in Hertfordshire.

Carers in Hertfordshire is also able to provide information, advice and support to bereaved carers; for contact details see page 15.

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 carers' assessment will show if the carer qualifies for support from us.

Carers' Personal Budgets

The carers' Personal Budget, also called a Direct Payment, 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 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 (Carer Breaks)

Home-based respite services give carers a break from their caring responsibilities. A care worker can come to the home of the person cared for to look after them in place of the carer.

This gives the carer a chance to have some time to themselves. The breaks could be regular or just when needed. As this service is for the benefit of the carer, it is not charged.

Benefits

You could get a Carer's Allowance (currently £83.30 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 or Pension 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 can be 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**

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

If you wish to retain freedom and independence by staying in your own home, carefully chosen home care with a good-quality provider gives you the help you need to stay happy and safe in

your own home.

It gives you the opportunity to stay at home, in familiar surroundings, and retain your quality of life.

Why choose home care?

People's reasons for choosing home care can vary. After a stay in hospital, for instance, someone might need help whilst they recuperate. Others can find that a long-term condition or disability means they can no longer cope on their own, and they need a bit of help.

After a stay in hospital, an assessment of your situation may be carried out to see if home care will benefit you. You will be fully involved in looking at what options will suit you best, as will your family 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 page 16 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 65.

Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you are 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 65), 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 65.

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.

VIP Day Centre – Royston

Support and assistance for individuals with **dementia, sensory challenges** and **disabilities**.

Our comprehensive approach ensures that we address all aspects of health and well-being, including physical, emotional, and social needs. Our centre is equipped with the latest tools and technologies, and our staff are trained to use innovative therapies and activities that stimulate both mind and body.

• art therapy • music sessions • physical activities

01763 451171 • 07858 946349
ROYSTON@VIPDAYCENTRE.CO.UK
WWW.VIPDAYCENTRE.CO.UK/ROYSTON/

VALUING INDIVIDUAL PEOPLE



Living with dementia at home

If you are experiencing persistent forgetfulness or memory difficulties and it is causing you to feel concerned, you should 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 community and voluntary agencies. Some examples of services and support to help people living with dementia include:

- information and benefits advice;
- community support, one-to-one support, group support and referrals to the Admiral Nursing service;
- 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.

Memory Support Hertfordshire

Funded by the council, the service is delivered in partnership by Alzheimer's Society, Age UK Hertfordshire and Carers in Hertfordshire who work together to provide a range of help and support for people with memory problems or affected by dementia in Hertfordshire. The service can provide information, advice and connect you with your community. We know that people need support at different times and in different ways; our advisers can work with you to find out what matters to you.

Tel: **0300 131 3946**

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

Web: **www.memorysupportherts.org.uk**

Family support

If you know someone who is worried about their memory, encourage them to visit their GP or contact Memory Support Hertfordshire. The more support you can give someone, the better life with dementia can be, especially early on. 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;
- support to live their life including freedom from as much stress as possible; and
- appropriate activities and stimulation to help them 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 gives people an understanding of dementia and the small things they can do to make a difference for people living with dementia, from helping someone

find the right bus to sharing and understanding information 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 more 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 they require some support services at home, such as assistive technology, or a paid carer if necessary; see pages 8 and 9.

The person living with dementia will respond best to having 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 their family.

Contact Memory Support Hertfordshire to find out about support available in your local community. Call **0300 131 3946**, email **info@memorysupportherts.org.uk** or visit **www.memorysupportherts.org.uk**

Specialist dementia day centres

A good day care service will offer a range of activities and support to enable the person with dementia to retain skills and remain a 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 Memory Support Hertfordshire for more details – see above for contact details.

Alzheimer's Society

This leading charity works to improve the quality of life for people affected by dementia.

Alzheimer's Society's Dementia 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 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 55. For local information, contact Memory Support Hertfordshire; see above for contact details.



BY YOUR SIDE
ENHANCING LIFE, EXCELLING IN CARE

By Your Side offers support to people who need a little help to maintain their independent living. From 15 minute visits to 24 hour support.

For more information please call 01442 970460 or email info@byyoursidehomecare.co.uk

Daily Support Visits
Overnight Support (active & resting)
Hospital Discharge & Reablement
Live-in Care
End of Life Care
Respite Support
Specialist Dementia Support

Hertfordshire Care Awards Winner 2021
Inspected and rated Outstanding
Care Quality Commission

www.byyoursidehomecare.co.uk



Search for care in your area

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

CareChoices

www.carechoices.co.uk



Care starts at home

At Home Instead, we know choosing care is a big decision. It's not just about daily support - it's about staying independent, connected and living life your way. That's where we come in. We carefully match clients with the right Care Professionals, often based on shared interests and personalities. **Building trust and connection is central to what we do.**

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

Visits are never rushed, and you'll see familiar faces who truly understand you. With outstanding training, straight forward pricing and deep local roots, our goal is to help you stay active, independent, and part of the community you love for as long as possible. **We're Home Instead®**, and we're proud to support older adults in staying independent in the place they love most.

Get in touch with your local Home Instead office:

Cuffley, Cheshunt & Harlow | Tel: 01707 243880
homeinstead.co.uk/cuffley-cheshunt-harlow

Hemel Hempstead & Chilterns | Tel: 01442 493590
homeinstead.co.uk/hemel-hempstead-chilterns

Luton & Central Bedfordshire | Tel: 01582 742275
homeinstead.co.uk/luton-bedfordshire

St Albans, Harpenden & Radlett | Tel: 01727 895941
homeinstead.co.uk/st-albans

East Hertfordshire | Tel: 01279 721443
homeinstead.co.uk/east-herts-uttlesford

North Hertfordshire | Tel: 01462 600462
homeinstead.co.uk/north-herts

Watford | Tel: 01923 250513
homeinstead.co.uk/watford

Welwyn & Hatfield | Tel: 01707 240650
homeinstead.co.uk/welwyn

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 care and support 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 the home you live in 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 due to 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 may be able to assist you with claiming your full entitlement. Figures mentioned here may change over the lifetime of this Directory.

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



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Elegant daytime experiences for older adults – supporting independence and community

Designed for older adults who live independently at home, The Heritage Lounge is a refined daytime sanctuary where guests enjoy elegance, warmth, and meaningful social connection.

We offer uplifting daily experiences and activities that promote wellness, independence and community, in beautiful surroundings that feel like home.

Join us for:

- Engaging social activities
- Gentle exercise and wellness classes
- Arts and crafts sessions
- Café and bar with refreshments
- Private cinema screenings
- Peaceful library
- Live music and entertainment
- Beauty room and pampering treatments



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. If 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 is for those who

claim between age 16 and State Pension age but it continues past retirement if you qualify before reaching State Pension age. 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.

For further advice, visit **www.moneyhelper.org.uk/en/benefits**

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 (CHC) support may be provided in a care home or care home with nursing or in a person's own home. If you live in residential care, CHC or council funding will

affect benefits like PIP and AA.

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 62 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.

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 61.

Money Helper

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

Tel: **0800 138 7777**

Web: **www.moneyhelper.org.uk/en**

The Society of Later Life Advisers (SOLLA)

Aims to assist consumers and their families in



Support for families of children with additional needs - from birth to adulthood

SEND guides • Ask the Experts • Directory
Real-life blogs & experience • Practical advice

www.myfamilyourneeds.co.uk



Visiting and live-in care at home

For decades, Helping Hands has been providing exceptional care to help people live well in the homes and communities they love.

Whether it's regular companionship, housekeeping, support with the daily routine or participating in community activities, Helping Hands is here to help you continue thriving in the home and community you cherish; because what matters most to you, matters to us.

We're here to help you find dedicated care that's right for you.
With Helping Hands, you can enjoy:

- **Peace of mind & independence**
- **Familiar home environment**
- **Welcoming family & friends**
- **Cherished routines & hobbies**

Contact your local branch today for a free assesment:

Watford – 01923 381 565

Hertford – 01992 238 322

Letchworth – 01462 354 582

St Albans – 01727 532 221

Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

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

About the agency

How long has the agency been operating? ☐ ☐ ☐

How long are staff allocated per visit? ☐ ☐ ☐

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

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

Staff

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

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

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

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

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

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

Accommodating your needs

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

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

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

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

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

Regulation

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

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

Can you lodge a complaint easily? ☐ ☐ ☐

Are complaints dealt with quickly? ☐ ☐ ☐

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

Notes

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*See page 65.

A BETTER
QUALITY OF LIFE
SUPPORTING
YOUR NEEDS

Abbey Care Solutions provides care and support for individuals in their own home.

The services we can provide include the following:

- Personal care • Food preparation • Laundry
- Assistance with medication • Housework
- Shopping • Sitting services

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OUR SERVICES INCLUDE:

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- Personal care
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- Respite care
- Live-in care
- 24-hour emergency care
- Day and night support
- Escort to appointments
- Hospital-to-home
- Companionship
- Cleaning and laundry
- Shopping

“Words cannot express my gratitude for the level of care that my dad is receiving. Anne is truly a gift from God to me.”

We care and support people aged 18 and over with a range of medical and social conditions, including:

- Old age
- Dementia/Alzheimer's
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- Palliative care
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- Learning disabilities
- Mental health
- Multiple Sclerosis
- Sensory impairment
- Terminal illness
- Brain injury
- Spinal injury

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our needs**

Support for families of children with additional needs -
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- Free regional SEND guides
- Ask the Experts series
- Real-life blogs & experience
- Practical advice
- Directory of services

Scan to visit our website!

www.myfamilyourneeds.co.uk
hello@myfamilyourneeds.co.uk

Home care providers

1st Homecare

Kings Langley
Tel: 01923 269877

OP D PD SI YA

92A Langley Road

Watford
Tel: 01923 713620

LDA

A One Care & Services

Hatfield
Tel: 01442 800888

OP D PD LDA SI YA

A2Z Home Care

Watford
Tel: 01923 604923

OP D PD LDA MH SI YA

Abacus Care & Support Ltd

Letchworth Garden City
Tel: 0207 100 1680

OP D PD LDA MH SI YA

Abbots Care Ltd (Hertfordshire)

St Albans
Tel: 01727 891004

OP D PD LDA SI

Above and Beyond Home Care

Hemel Hempstead
Tel: 01442 954264

OP D PD MH YA AD

Abundant Care Solutions

Hoddesdon
Tel: 01992 879553

OP D PD LDA MH SI YA AD

Accedo Herts South

Waltham Cross
Tel: 02034 188180

PD LDA MH YA

Accrete Care Services

Stevenage
Tel: 07477 634635

OP D PD MH YA

Ace Care 4 You Ltd

Hemel Hempstead
Tel: 01442 256509

OP D PD SI YA

ACN Home Care Service Ltd

Watford
Tel: 01923 465484

OP D

Advance Home Help and Support Services Ltd

Waltham Cross
Tel: 0208 350 6239

OP D

Agincare UK – Fred Millard Court

Stevenage
Tel: 01992 661620

Advert page 24
OP YA

AKAY Care Service Ltd

Letchworth Garden City
Tel: 07437 488604

OP D PD YA

Aliana House

St Albans
Tel: 0330 311 2509

OP D PD LDA MH SI YA

Alina Homecare – Hitchin & Letchworth

Stevenage
Tel: 01462 341922

OP D PD LDA YA

Alina Homecare – Potters Bar and Barnet

Hatfield
Tel: 0208 801 9844

OP D PD LDA MH SI YA AD

Alina Homecare Hemel Hempstead

Hemel Hempstead
Tel: 01442 793222

OP D PD LDA MH SI YA AD

Alina Homecare St Albans & Mid Herts

Hatfield
Tel: 01582 218222

OP D PD LDA MH SI YA AD

Alina Homecare Stevenage Ltd

Stevenage
Tel: 01438 722663

OP D PD LDA MH SI YA AD

Allerton C&S GL Ltd

Watford
Tel: 01923 944285

OP D PD LDA MH YA

Almond Flex Care

Hemel Hempstead
Tel: 07926 578539

OP YA

Ama Homecare Ltd

Rickmansworth
Tel: 07723 352180

OP D PD MH SI YA

Ambrosial Services

Watford
Tel: 07833 226836

OP D PD LDA MH SI YA

Amsek Support Services

Borehamwood
Tel: 07507 904404

OP D PD SI YA

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

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

Advertisers are highlighted



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Carers who look
after *everything*.
So you don't
have to.

We're here so your loved one can stay home, where they want to be. Where things are safe and familiar and they have the best chance to live a full and meaningful life.

Whether it's Live-in Care or Home Care visits, our highly-trained Care Experts will give your loved one the support they need to live in the place they feel best: home.

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Hertfordshire

01920 465 697

Watford
& Three Rivers

01923 775 300

St Albans
& Hertsmere

01727 261 000

Welwyn, Hatfield
& Broxbourne

01707 862 180

*Find
out more*



Home care providers continued

Anchusa Care

Hitchin

Tel: 01462 338343

OP D PD LDA MH SI YA

Anksley Ltd

Watford

Tel: 01923 650230

OP D PD MH YA

Astute Home Care

Bishop's Stortford

Tel: 01279 704037

OP D PD SI YA

Asus Care UK Ltd

Hemel Hempstead

Tel: 0333 344 6093

OP D YA

At Home Care

Hemel Hempstead

Tel: 01442 817117

OP D PD LDA YA

At Home Healthcare Ltd

Rickmansworth

Tel: 01923 372193

OP D PD LDA SI

Authum Care Ltd

Hitchin

Tel: 01462 341160

OP D LDA MH YA

Avenues Healthcare Ltd

Stevenage

Tel: 07555 775206

OP D PD MH YA

Avenues London (North)

Borehamwood

Tel: 02035 350505

OP LDA YA

Axiom Home Care Ltd Hemel Hempstead

Hemel Hempstead

Tel: 07479 554950

OP D PD LDA MH SI YA

Baruch Care Ltd

Letchworth Garden City

Tel: 07886 960454

OP D PD MH SI YA

Be Humankind Care Ltd

Stevenage

Tel: 07450 220669

OP D PD YA

Best Believe You're Unique Ltd

Hemel Hempstead

Tel: 07305 479012

OP YA

Bhawacare Solutions Consultancy Ltd

Hemel Hempstead

Tel: 07821 268213

OP D PD SI YA

Bimkel Ltd

Hemel Hempstead

Tel: 07740 376075

OP D PD MH SI YA

Blossom HCG Ltd

Hoddesdon

Tel: 01992 899222

OP LDA YA

Blossom Healthcare Solutions Hertfordshire Ltd

Stevenage

Tel: 07903 206719

OP

Blueberry Hill Care Ltd

Welwyn Garden City

Tel: 01707 881258

OP D PD LDA YA

Bluebird Care (Chiltern & Dacorum)

Watford

Tel: 01442 933499

Advert page 26
OP D PD

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Hertford

Tel: 01920 465697

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OP D PD LDA SI YA

Bluebird Care

(Stevenage & North Herts)

Letchworth Garden City

Tel: 01462 676555

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OP D PD LDA MH SI YA

Bluebird Care (Watford & Three Rivers)

Watford

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Bluebird Care (Welwyn & Hatfield)

Hatfield

Tel: 01707 862180

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Bluebird Care St Albans

St Albans

Tel: 01727 261000

Advert page 26
OP D PD YA

BodFem Care Ltd

Rickmansworth

Tel: 07534 220888

OP D PD MH SI YA

Bridgecare Solutions Ltd

Stevenage

Tel: 07886 965421

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 (HCPA) – see page 5

Advertisers are highlighted

Bridgewater Home Care Watford

Watford
Tel: 01923 521004

Advert below
OP D PD MH SI YA

Brimchalk Healthcare Ltd

Stevenage
Tel: 07834 895009

OP D PD LDA MH SI YA

Broad Oak Manor Domiciliary Care

Hertford
Tel: 01992 551900

OP

By Your Side Ltd

St Albans
Tel: 01442 970460

Advert page 18
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Camphill Village Trust – St Albans

St Albans
Tel: 01727 811228

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Care4U2Day Ltd

Hemel Hempstead
Tel: 01442 213379

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Care 4 You Direct Ltd

Hitchin
Tel: 01462 539497

OP D YA

Care By Us – North London and West Hertfordshire

Hatfield
Tel: 0208 099 8276

OP D PD LDA MH SI YA AD

Care By Us Ltd

Bishop's Stortford
Tel: 01279 755875

OP D PD LDA MH SI YA AD

CareCommitted Ltd

Borehamwood
Tel: 0333 090 4264

OP D PD LDA YA

Care Embassy Domiciliary Care

Hatfield
Tel: 07736 701225

OP D LDA YA

Care for Freedom Ltd

St Albans
Tel: 01727 834557

OP D PD LDA MH SI YA AD

Care Fully Ltd

Stevenage
Tel: 01438 722665

OP D PD MH SI

Care Herts Ltd

Welwyn Garden City
Tel: 01707 386106

OP D PD LDA YA



Bridgewater Home Care Watford offers across Watford and surrounding areas. Based in the town centre, we support individuals to live independently and comfortably in their own homes.

Our services include:

Companionship Home Help &
Housekeeping Personal Care
Dementia & Specialist Care
Respite & Live-in Care Hospital at
Home End of Life Care Continuing
Health Care

“ The carers are outstanding – kind, compassionate, and respectful. From the very first visit, they took time to get to know Mum and made her feel at ease. It's such a relief knowing she's in safe hands. The whole team genuinely cares, and their support has made a huge difference to her daily life and our family's peace of mind. ”

Verified Reviewer, homecare.co.uk

Contact us:

Call us: 01923 521 004

www.bridgewaterhomecare.co.uk/watford/

Email us: watford@bridgewaterhomecare.co.uk

137A The Parade | High Street | Watford | WD17 1NA



We deliver excellent home care

with compassion and a cheery smile!

When our Care Assistants come to visit, they bring with them knowledge and training with a personality that delivers compassion, smiles and laughter too!

They support you to remain safe at home whilst enabling you to live to the fullest. Every care package we create is bespoke and designed with your needs and preferences in mind.

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01707 817 337 | E: hatfield@caremark.co.uk
www.caremark.co.uk/hatfield-welwyn-st-albans

North Hertfordshire and Stevenage

01462 656115 | E: enquiries.northherts@caremark.co.uk
www.caremark.co.uk/north-hertfordshire-and-stevenage

Watford and Hertsmere

01923 729 898 | E: watford@caremark.co.uk
www.caremark.co.uk/watford-and-hertsmere

East Hertfordshire and Broxbourne

01920 733 026 | E: easthertsandbroxbourne@caremark.co.uk
www.caremark.co.uk/east-hertfordshire-and-broxbourne

Chiltern & Three Rivers

01494 573 900 | E: chiltern@caremark.co.uk
www.caremark.co.uk/chiltern-three-rivers

“

The **Care Assistants** have become **irreplaceable**

”



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Watford
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OP D PD MH YA

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Caremark (North Herts and Stevenage)

Letchworth Garden City
Tel: 01462 656115

Advert page 29
OP D LDA MH SI YA

Caremark East Hertfordshire and Broxbourne

Ware
Tel: 01920 733026

Advert page 29
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Caremark Three Rivers

Rickmansworth
Tel: 01494 573900

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Caremark Watford & Hertsmere

Watford
Tel: 01923 729898

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Carenest Solutions Hertsmere

Borehamwood
Tel: 07383 33777

OP PD LDA MH SI YA

Carers In Herts

Borehamwood
Tel: 02089 051158

OP PD LDA MH YA

Cavendish House

Hoddesdon
Tel: 0207 101 4403

OP D PD LDA MH SI YA

Chelmscare Ltd

Borehamwood
Tel: 0208 953 8369

OP D PD LDA MH YA

Cherish Social Care Ltd

Hatfield
Tel: 07746 387909

OP D PD LDA YA

Chorleywood Beaumont DCA

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

OP

Chosen Healthcare Ltd

Potters Bar
Tel: 07852 528020

OP D PD MH YA

Compassionate Herts Ltd

Hemel Hempstead
Tel: 01442 927420

OP D PD MH SI YA

Compassion PLUS Healthcare

Letchworth Garden City
Tel: 01462 416101

OP D PD LDA MH SI YA

Concept Care Solutions Ltd

Watford
Tel: 0208 731 5970

OP D PD LDA MH SI YA AD

Connections Healthcare Ltd

Stevenage
Tel: 01438 893370

LDA MH YA

Core Prospects – Maxwell Road

Borehamwood
Tel: 0208 422 0564

OP D PD LDA MH SI YA AD

Cranes Healthcare Services Ltd

Watford
Tel: 07535 318135

OP D PD MH YA

Crossroads Caring For Life

Hitchin
Tel: 01462 455578

OP D PD LDA MH SI YA AD

Daisy Chain Care Team Ltd

Welwyn Garden City
Tel: 01438 553463

OP D PD LDA MH SI YA

Destiny Nursing & Care Agency Ltd

Borehamwood
Tel: 07950 461139

OP D PD MH YA

Destiny Support Care

Stevenage
Tel: 01438 488110

Advert outside back cover
OP D PD LDA MH YA

Devoted Care Agency Ltd

Waltham Cross
Tel: 07534 135010

OP YA

Devoted Home Care Services

Stevenage
Tel: 07999 087664

OP D PD MH SI YA

Devoted Supported Living – Main Office

Stevenage
Tel: 01438 900376

OP D PD LDA MH YA

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

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

Advertisers are highlighted

Home care providers continued

Deway Care Ltd

Watford

Tel: 01708 981452

OP LDA MH YA

Dimensions Hertfordshire Domiciliary Care Office

St Albans

Tel: 07717 26404

OP LDA YA

Domcare24 Ltd

Stevenage

Tel: 01462 337090

OP D PD SI YA

Doting Carers Ltd, The

Letchworth Garden City

Tel: 01462 488215

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Doves Care Agency Ltd

Hemel Hempstead

Tel: 01442 503910

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Tel: 01923 594524

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Dreamlight Healthcare

St Albans

Tel: 01992 252327

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DX Caring Services

Letchworth Garden City

Tel: 01462 677770

OP YA

Dynamic Community Care Ltd

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Eagles Wings24 Care

Stevenage

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Stevenage

Tel: 01438 532995

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Looking for **compassionate**
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Tailored support for independent living
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"The compassion and professionalism
of the team was excellent"

★★★★★
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Help attending your local day
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Social companionship



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CALL, CLICK or
SCAN to chat today!

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www.doves.care

Free consultation
in 2 minutes.

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

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Advertisers are highlighted

Dependability Ltd

Personal Care and Support Services



At Dependability, we're here to support **you** in living the life **you** choose – safely, comfortably and with dignity.

Our care and support is designed **around you**: your goals, your preferences, your routines.

We work with you and your family to help you stay independent and confident in your own home for as long as possible.

Our compassionate, fully trained team provides care with **respect, empathy, and understanding**. Whether you'd like help with personal care, daily living, or specialist support, we'll create a plan that fits **your individual needs and choices**.

If you're working towards recovery or new goals, our Occupational Therapy team can design a **rehabilitation plan** tailored to you – helping you build or regain skills that support your independence. We can also suggest equipment to make daily tasks safer and easier.

Please get in contact:

✉ info@dependability.co.uk

☎ **020 8998 3707**

We'd love to talk with you about how we can support **your independence and wellbeing**.

Our Services Include:

- **Home & Personal Care**
supporting your daily routines your way
- **Shopping & Community Support**
helping you stay connected and active
- **Therapy & Rehabilitation Support**
designed around your goals
- **Specialist Care**
personalised for specific health or mobility needs
- **Short Breaks (Respite Care)**
flexible support for you and your family



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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

Hitchin

Tel: 08000 096432

Advert page 34

OP D PD LDA MH SI YA

Enable Healthcare Solutions

Hertford

Tel: 07886 496514

OP D PD LDA MH SI YA

Ency Care Ltd

Hoddesdon

Tel: 07438 103862

OP D PD LDA MH SI YA

Epty Care – Main Office

Welwyn Garden City

Tel: 0333 339 9896

OP D PD YA

Ethica Care Hemel Hempstead & St Albans

Hemel Hempstead

Tel: 01442 501162

OP D PD LDA MH SI YA

Etrum Healthcare Services Ltd

Welwyn Garden City

Tel: 07445 246995

OP D PD LDA MH YA

Eunice Care and Recruitment Ltd

Letchworth Garden City

Tel: 07375 111638

OP D PD YA

Eureka Care Services Ltd

Hertford

Tel: 01992 472975

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Tel: 01707 333700

OP D PD LDA MH SI YA

Exceptional Care At Home Ltd

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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

FAST24

Watford

Tel: 01923 229790

OP MH YA

First Choice Medical Solutions Ltd

Waltham Cross

Tel: 01992 879665

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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

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Advert page 34

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Freesprings Ltd

Waltham Cross

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Fremas Care Ltd

Borehamwood

Tel: 07850 222140

OP D PD SI YA

GDB Healthcare Services – Main Office

Hatfield

Tel: 01707 429865

OP PD YA

GJU Services Ltd

Stevenage

Tel: 0208 090 2741

OP D PD MH YA

Global Wave Ltd

Watford

Tel: 01923 562584

OP D PD MH SI YA

GO2 HC Ltd

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Tel: 02034 417696

OP D PD MH SI YA

Golden Hands Care Ltd

Harpenden

Tel: 07546 111532

OP D MH YA

Goldleaf Homecare Herts Ltd

Welwyn Garden City

Tel: 01707 800523

OP D PD SI YA

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

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☎ 08000 096432

✉ admin@empresssocialcare.co.uk

🌐 www.empresssocialcare.co.uk

Intech House, Suite 7, Wilbury Way, Hitchin SG4 0TW

Empress Social Care Ltd provides **RELIABLE, EFFICIENT & EFFECTIVE** care and support to individuals. Empress supports individuals to live independently in their own homes, maintaining dignity, and supporting them to take control of their own life choices.

- | | |
|-----------------------------------|----------------------------|
| 👑 Personal care | 👑 Learning disabilities |
| 👑 Caring for adults (all ages) | 👑 Mental health conditions |
| 👑 Caring for children (0 - 18yrs) | 👑 Physical disabilities |
| 👑 Dementia | 👑 Sensory impairments |

Our guiding principle is: **FLEXIBILITY**

Our service is unique and tailor-made to support the individual to achieve their desired outcomes at a time that is suitable to them and their families. Services are designed around the individual according to the individual's preferences.

We support individuals with **personal care, shopping, medical appointments**, accessing and participating in **community activities**.

We provide to private individuals and the public sector, e.g. Local Authorities, NHS, Mental Health Services, Private Clients, Direct Payments and Individual Service Funds.



**FREEDOM
CARE**

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: **info@freedomcareherts.co.uk**

Web: **www.freedomcareherts.co.uk**



SERVICES WE OFFER:

- Washing and dressing
- Medication assistance
- Meals
- Companionship
- Personal care
- Help around the home
- Stoma and Catheter care
- Qualified hairdresser
- PEG feed trained
- Live in care (coming soon)

...and many more

Home care providers continued

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GoodOaks Home Care – Edgware and Finchley

Borehamwood
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OP D PD MH SI YA

GoodOaks HomeCare – Watford

Watford
Tel: 07960 209999

OP D PD MH SI YA

Grace Care Solutions Ltd

Harpenden
Tel: 07757 214472

OP D PD MH YA

Gracefilled Care Services Hitchin

Hitchin
Tel: 07395 740205

OP PD MH SI

Greenleaves Homecare Services Ltd

Stevenage
Tel: 01438 310068

OP D PD LDA MH SI YA

GreyInsights

Cuffley
Tel: 02080 872301

OP LDA MH YA AD

Hales Group Ltd – Hertfordshire

Letchworth Garden City
Tel: 01438 765715

OP D PD LDA MH SI AD

Hand In Hands

Letchworth
Tel: 01462 222400

OP PD LDA MH SI YA

Hartwig Care (Hertfordshire)

Welwyn Garden City
Tel: 01707 954225

OP D MH YA

Heartsathome Ltd

Hatfield
Tel: 01707 591196

OP D PD MH SI YA

Heed to Care

Hatfield
Tel: 07426 744474

OP LDA MH YA

Helpers Homecare Ltd

Letchworth Garden City
Tel: 01462 896853

OP D PD LDA MH SI YA AD

Helping Hands Harpenden

St Albans
Tel: 01727 224171

Advert page 22

OP D PD SI YA

Helping Hands Hertford

Hertford
Tel: 01992 945947

Advert page 22

OP D PD LDA MH SI YA

Helping Hands Letchworth

Letchworth Garden City
Tel: 01462 530924

Advert page 22

OP D PD LDA MH SI YA

Helping Hands Watford

Watford
Tel: 01923 932029

Advert page 22

OP D PD LDA SI YA

Heritage Care Ltd

Stevenage
Tel: 01438 310186

OP D PD LDA MH YA

Heronsmere Home Care

Rickmansworth
Tel: 07429 076755

OP D PD YA

Hertfordshire and Bedfordshire Domiciliary Care Services

Stevenage
Tel: 07947 560421

OP D PD LDA SI YA

Hertfordshire Domiciliary Care Agency

Borehamwood
Tel: 0208 207 3854

LDA

Hertfordshire Domiciliary Care Agency – Stevenage

Stevenage
Tel: 01438 310083

OP PD LDA MH SI YA

Hertfordshire Supported Living Services

Watford
Tel: 01923 662411

LDA

Herts at Home

Hertford
Tel: 01438 845220

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

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Future Care Solutions

Your future care in our hands



Stay close to what matters – your home, your memories, your community.

At Future Care Solutions, we provide professional home care services to help older adults live comfortably, safely, and independently in the place they love most – their own home. Our goal is to give families peace of mind, knowing their loved ones are cared for with compassion and respect.

Whether you need just a little extra help or full-time live-in support, our compassionate and experienced care team is here to make everyday life easier.

Our home care services are fully personalised and can include:

- Home help
- Meal preparation
- Companionship
- Personal errands
- & social inclusion
- Live-in care
- Pet care
- ... and more.



Scan the QR code to find out more.

Get in touch today to discuss your care needs:

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www.futurecaresolutions.co.uk



letchworth@futurecaresolutions.co.uk





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Quality Care Providers

We provide care and support that is person-centred. At I-Care, we promise to provide you with an extensive range of excellent home care services including, but not limited to:

- Personal care
- Medication administration
- Meal preparation
- Supervision with transfers/mobility
- Live-in, sleep-in and waking nights
- Respite care
- Palliative care
- Community access
- Domestic services
- Laundry
- Shopping
- Companionship

(We accept direct payments, self-funders and personal health care budget.)



TEL 07853 914048 • 02036 320929

EMAIL enquiries@i-caresupportservices.co.uk

WEB www.i-caresupportservices.co.uk



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Tel: 02039 741764

OP D PD LDA YA

Herts Homecare

Hemel Hempstead

Tel: 01442 213289

OP D PD LDA MH SI YA

HF Trust – Herts and Essex DCA

Bishop's Stortford

Tel: 01279 655649

OP LDA YA

Hightown House

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

Potters Bar

Tel: 07414 761321

OP PD YA

Home Help Watford

Abbots Langley

Tel: 01923 800100

OP D PD SI YA

Home Instead – Watford

Abbots Langley

Tel: 01923 250513

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& Chilterns 

Hemel Hempstead

Tel: 01442 493590

Advert page 19

OP D PD LDA MH SI YA

Home Instead Cuffley, Cheshunt & Harlow

Potters Bar

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Advert page 19

OP D PD MH SI YA

Home Instead East Hertfordshire & Uttlesford

Sawbridgeworth

Tel: 01279 721443

Advert page 19

OP D PD LDA MH YA

Home Instead Senior Care

North Hertfordshire (Baldock)

Baldock

Tel: 01462 600462

Advert page 19

OP D PD LDA MH SI YA

Home Instead Senior Care (St Albans)

St Albans

Tel: 01727 895941

Advert page 19

OP D PD SI YA

Home Instead Senior Care (Welwyn Garden City)

Welwyn Garden City

Tel: 01707 240650

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OP D PD LDA MH SI YA

Homecare 360 Ltd

Welwyn Garden City

Tel: 01707 909033

OP D PD SI YA

Homecare Living Ltd

Welwyn Garden City

Tel: 07899 272450

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

Waltham Cross

Tel: 01992 760520

OP D PD LDA MH SI YA

Hope Residence Ltd

Hatfield

Tel: 07853 669777

OP D PD SI YA

Huldra Recruitment Ltd

Hemel Hempstead

Tel: 07585 594601

LDA MH YA

ICRIT Healthcare Ltd (Herts)

Baldock

Tel: 07943 739379

OP D PD LDA MH SI YA AD

Ignis Care Ltd

Hemel Hempstead

Tel: 07494 676305

OP MH YA

Inclusion Project, The

Welwyn Garden City

Tel: 07526 243571

OP 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

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Your Home, Your Choice, Your Care

Love and Care is a trusted Domiciliary Care Agency, proudly supporting individuals and families right across Hertfordshire.

We specialise in providing personalised, high-quality care at home – whether you need light daily assistance or 24-hour complex support, we are here to help.

Your comfort, dignity, and independence are always our priority. Our carefully selected team of compassionate carers are trained by specialists in dementia, end-of-life support, and a wide range of other needs – ensuring you receive the highest standard of support.

What We Offer

- ♡ Night Care
- ♡ End of Life
- ♡ 24 Hour Live in Care
- ♡ Sleeping Services
- ♡ Visiting Care
- ♡ Waking Night Care
- ♡ Dementia Care
- ♡ All Day Care



Meaningful Activities

Whether it's sharing a cup of tea or visiting a favourite spot, we encourage open conversations and meaningful activities. At Love and Care, we take great pride in making every birthday and celebration extra special.

Free Care Needs Assessment

We will help you navigate funding options and identify additional support you may be entitled to. We accept and fully support all care funding, including social care funding and NHS Continuing health care service. Everyone deserves the choice to receive care where they feel most comfortable. For more information regarding financial support, please get in touch.



Love and Care are amazing! Nothing is ever too big or small for them to do. Their main priority is in their name. They care and they love. Always looking out for their clients.



www.loveandcare.uk



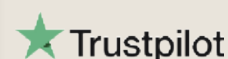
01923 936303



info@loveandcare.uk
samantha@loveandcare.uk



Scan the QR code to read more of our reviews on



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Integrity Supported Living Ltd

Hemel Hempstead
Tel: 01442 508157

OP D PD LDA MH YA AD

Iris Care Services Ltd

Hemel Hempstead
Tel: 07369 206962

OP D PD MH SI YA

Jadecare Ltd

Stevenage
Tel: 07539 133979

OP PD YA

JNN (Jast-Safe Home Care) Ltd

Welwyn Garden City
Tel: 07920 391969

OP D PD MH SI YA

Joy Caring Services Ltd

Stevenage
Tel: 01438 311704

OP D PD LDA MH SI YA

Jubilee Domiciliary Care Agency

Welwyn Garden City
Tel: 01707 390107

OP LDA MH SI YA

Julee Care Ltd

Harpenden
Tel: 01582 271361

OP YA

Jurichez Ltd

Waltham Cross
Tel: 07830 887822

OP LDA MH YA

Kemfa Service Ltd

Hemel Hempstead
Tel: 01268 952850

OP D PD SI

Kind Solutions Ltd

Watford
Tel: 07951 578709

PD LDA SI YA

Kindherts Care Ltd

Bishop's Stortford
Tel: 01279 654999

OP D PD YA

Knightingles Healthcare Ltd

Stevenage
Tel: 07717 064436

OP D PD LDA SI MH YA AD

La Belle Care Ltd

Hatfield
Tel: 01707 274111

OP D PD LDA MH SI YA

Laniwyn Care Services Ltd

Hitchin
Tel: 01462 429759

OP D PD LDA YA

Lead Care

Hitchin
Tel: 01462 453332

OP D LDA MH SI YA AD

Lead Care Services Ltd

Stevenage
Tel: 01438 419888

OP D PD LDA MH SI YA

Life Care Plus Hertfordshire

Watford
Tel: 01923 628498

OP D PD MH YA

Lifeways Community Care (New Barnet)

Hatfield
Tel: 01707 265601

OP PD LDA

Lighthouse Homecare Ltd

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Living Plus Care Services

Hatfield
Tel: 01707 707599

OP D PD YA

Living Well Homecare

Stevenage
Tel: 01438 300360

OP D PD YA

LJ Sure Mercies

Hemel Hempstead
Tel: 07877 355769

OP YA

London Paramount Care Community Support

Stevenage
Tel: 07988 810861

OP PD LDA MH YA

Look Ahead Domiciliary Care (Hertfordshire)

Stevenage
Tel: 01438 740096

PD LDA SI YA

Love&Care

Borehamwood
Tel: 01923 936303

Advert page 38
OP D PD YA

Loving Hands Domiciliary Care Ltd

Hatfield
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OP D PD

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

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

Advertisers are highlighted

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Tel: 01462 337112

OP D PD LDA SI YA

Luna Care Services ☎

Potters Bar

Tel: 01707 502004

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Malakiun Care Ltd

Watford

Tel: 07540 138862

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Hertford

Tel: 01992 911345

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Hemel Hempstead

Tel: 01442 979790

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Mayfield Villages Care Ltd – Watford

Watford

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OP D PD MH SI YA

Medcom Personnel Ltd

St Albans

Tel: 01727 322299

OP PD YA

Medow Care Services Ltd ☎

Hatfield

Tel: 01707 271512

OP D PD MH SI

Micrah Healthcare

Hemel Hempstead

Tel: 01442 956600

OP D PD MH YA

Millyworldhealth Solutions Ltd

Waltham Cross

Tel: 07894 280239

OP YA

MKF Homecare Ltd ☎

Bushey

Tel: 07532 133570

OP D PD LDA MH SI YA AD

Multi-Care Community Services North**Hertfordshire Ltd** ☎

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Home care providers continued

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Waltham Cross
Tel: 0203 488 3240

OP D PD LDA MH SI YA

Nash Homecare

Hemel Hempstead
Tel: 01442 824137

OP D PD LDA SI

Ness M Hertfordshire

Radlett
Tel: 01923 987442

OP D PD LDA MH YA

New Hope Community Healthcare

Stevenage
Tel: 01438 310000

OP D PD MH YA

New Shephard Care Ltd

Watford
Tel: 01923 628377

OP D PD LDA SI YA

Next Step Support Ltd

Hertford
Tel: 01992 367246

OP D LDA MH

Next Steps Hertfordshire

Welwyn Garden City
Tel: 01707 332404

OP D PD LDA MH SI YA

NorthHants, Beds and Bucks Domiciliary Care Office

Hatfield
Tel: 01733 873700

OP LDA YA

Novus Care Ltd – Watford

Watford
Tel: 01923 252401

OP D PD LDA MH SI YA AD

Nursing Care Personnel Ltd

Hatfield
Tel: 01707 693995

OP D PD LDA MH SI YA AD

Nurtured At Home Care Ltd

Waltham Cross
Tel: 07586 890532

OP D PD YA

Nyadowa Care

Potters Bar
Tel: 01707 659099

OP D PD LDA MH SI YA

One Step Domiciliary Care

Potters Bar
Tel: 01707 652053

OP PD LDA MH SI YA

Optimam Complex Care

Waltham Cross
Tel: 0800 689 5588

OP PD LDA MH SI YA

Options Health Care Services

Stevenage
Tel: 01438 314840

OP D PD LDA MH YA

Ovex Care Ltd

Borehamwood
Tel: 02071 014328

OP D PD YA

Parade, 153, The

Watford
Tel: 0330 055 2205

LDA MH YA

Partners in Support

Stevenage
Tel: 01438 746243

LDA

Peaceable Care Services Ltd

St Albans
Tel: 07477 865188

OP D PD LDA MH YA

PHC Health Care Ltd London

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

Plover Care Ltd

St Albans
Tel: 07939 691035

OP D PD MH YA

Poplar Care Agency

Welwyn Garden City
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OP PD YA



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E: info@poplarcareagency.com
W: www.poplarcareagency.com

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

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Advertisers are highlighted

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

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Hitchin

Tel: 01462 429716

OP D PD YA

Priority Plus Care ☎

Stevenage

Tel: 01438 553105

OP D PD MH YA

Pro Life Care Ltd

Stevenage

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OP D MH YA

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Tel: 01442 910059

OP D PD SI YA

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Bishop's Stortford

Tel: 01279 507077

OP D PD LDA SI YA

Purple Hearts

Watford

Tel: 07841 934739

OP D PD LDA MH SI YA

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OP D PD LDA MH SI YA

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Watford

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Advert below

OP D PD SI YA

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

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Northwood

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OP D PD LDA MH SI YA AD



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OP D PD LDA MH YA

Regent Home Care (West Herts) Ltd

Rickmansworth

Tel: 01923 350369

OP D PD LDA SI YA

Relieved Healthcare Ltd

Hitchin

Tel: 07367 456324

OP PD MH YA

Remiz Care & Recruitment Services Ltd

Stevenage

Tel: 01438 310115

OP D PD MH SI YA AD

Right at Home

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Tel: 0208 092 9994

OP D PD LDA SI YA

Right at Home

Hemel Hempstead

Tel: 01442 953141

OP D PD MH SI YA

Right at Home

Welwyn, Hatfield & St Albans

Tel: 01707 682100

OP D PD SI YA

Rowan Tree

Stevenage

Tel: 01438 488087

PD LDA MH SI

RTS Healthcare Services

Bishop's Stortford

Tel: 07476 321173

OP D PD MH SI YA AD

Ruby Grange Homecare Ltd

Watford

Tel: 0208 421 1400

OP D YA

Ryeley Health

Berkhamsted

Tel: 0144 261 5394

OP 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 LDA MH YA

Sarah's Home Care Ltd

Watford

Tel: 07437 856836

OP D

Scope Care Services Ltd

Harpenden

Tel: 01582 359022

OP D PD LDA MH SI YA AD

Serve Homecare

Stevenage

Tel: 01438 576789

Advert page 43

OP D PD MH SI YA

Shadz Care

Welwyn Garden City

Tel: 07792 748972

OP LDA MH YA

Shakhera Ltd

Welwyn Garden City

Tel: 07403 203099

OP 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 PD LDA YA

Sierra Homecare

Ware

Tel: 01279 501678

OP D PD LDA SI 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

Hemel Hempstead

Tel: 01442 767394

OP YA

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

Home care providers continued

Solution House

Bishop's Stortford
Tel: 01279 245039

OP YA

Sparkle Supported Living Ltd

Hatfield
Tel: 01707 434923

OP D

Spinetail Home Care Ltd

Watford
Tel: 07472 645525

OP D PD MH SI YA

St Elizabeth's Domiciliary Care Agency

Much Hadham
Tel: 01279 843451

OP D PD LDA SI YA

St Michaels Support & Care

Potters Bar
Tel: 0208 367 8229

OP D PD LDA MH SI YA AD

Stella Care Solutions – Main Office

Welwyn Garden City
Tel: 01707 929123

OP D PD

Stewardhealthcare247professionals Ltd

Baldock
Tel: 07915 877966

OP D PD YA

Subtle Healthcare Ltd

Stevenage
Tel: 07404 705080

OP D PD MH SI YA

Sufficient Social Care Ltd

Stevenage
Tel: 07920 584976

OP D PD MH YA

Sugarman Health and Wellbeing – Watford

Watford
Tel: 01923 801818

OP D PD LDA MH SI YA AD

SureCare Hertfordshire

St Albans
Tel: 01707 903898

OP D PD LDA SI YA

SureCare North Herts & Stevenage

Stevenage
Tel: 01438 587268

OP D PD LDA SI YA

Swanton Community Services – Hertfordshire

Stevenage
Tel: 01707 443933

OP D PD LDA MH SI YA

Synergycare

Borehamwood
Tel: 0208 089 2266

OP YA

Taks Healthcare Services

Stevenage
Tel: 01438 964439

OP D PD LDA SI YA

Tender Touch Care Ltd

Potters Bar
Tel: 07916 241258

OP D YA

Three Clover Care – Main Office

Welwyn Garden City
Tel: 01707 929301

OP D PD YA

Three Little Angels Ltd

Stevenage
Tel: 07497 628122

OP D PD LDA MH YA

Three Rivers Homecare – Watford

Watford
Tel: 01923 592785

OP PD YA

Time2Care (Barnet) Ltd

Borehamwood
Tel: 0208 214 3675

OP D LDA MH YA



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Covering Bedfordshire, Hertfordshire, Buckinghamshire, Royal Borough of Windsor & Maidenhead, Bristol and surrounding areas.

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

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Troika Consultancy Ltd

Troika Consultancy Ltd is a SPECIALIST INDIVIDUAL SERVICE FUND (ISF) provider who take some of the stress off individuals and their families, both physically and financially, by managing the coordination and delivery of their services to meet individual outcomes. We work as a managed brokerage service providing the administration role of an ISF provider, providing quality assurance and practical support for managing the ISF. We remain involved for as long as the individual wants.

Troika Consultancy Ltd Offers Brokerage Management services. This entitles assisting individuals to manage their Individual Services Funds through the provision of a Personal Budget or Direct Payment provided by the Local Authority or NHS Clinical Commissioning Group – Continuing Healthcare funding.

Troika Consultancy's role is to support the implementation of the Support Plan agreed between the individual and Social Worker. We offer ongoing support with administration management and implementation of a care and support Plan.

Services include but are not limited to:

- Financial administration – management of your Personal Budget/Personal Health Budget/Direct Payment.
- Brokerage service including communicating with local service providers/Local Authorities/CCG etc.
- Providing help and advice if things go wrong.
- Spend much more time with each client and family than Local Authority social workers are able to.
- Learn about people's whole lives, not just their care needs.
- Help people to understand what it means to have a Personal Budget.
- Work with people who need support, and their families, to write creative and flexible support plans.
- Do all of the administration, using Individual Service Funds, to make life simpler and to prevent problems with payments and reporting.
- Find and manage Personal Assistants to help people with everyday tasks.

How Troika Consultancy works with Micro Enterprises

Troika facilitates the process of seeking suitable Micro Enterprises who are able to provide the requested services to individuals who have personal budgets like Individual Service Funds, direct payments and/or self-funders. Troika manages the administrative tasks on behalf of the budget holder.

Services include contracting micro enterprises who offer support with:

- Budgeting or bill payments.
- Personal care.
- Medication prompt and administration.
- Shopping.
- Domestic cleaning.
- Rubbish or house clearance services.
- Respite services, e.g. sitting or companionship services, gardening or home clearance, arranging/attending medical appointments.

For more information, please contact us:

07878 933658

info@troikaconsultancy.co.uk

www.troikaconsultancy.co.uk/

10 Ellice, Letchworth Garden City, SG6 2LJ

Home care providers continued

Torkan Care

Borehamwood
Tel: 02035 766310

OP D PD LDA SI YA

Total Care and Compliance Services

Welwyn Garden City
Tel: 07576 745894

OP D PD LDA MH SI YA

Trellis Care Ltd

Hemel Hempstead
Tel: 07508 411952

OP D PD MH YA

Turning Point – Timberlea (Dom Care) ☎

Watford
Tel: 0208 421 5395

OP PD LDA MH YA

Unique Quality Care Ltd Office ☎

Potters Bar
Tel: 07888 661906

OP D PD LDA MH SI YA

Urban Cousins Care Ltd ☎

Borehamwood
Tel: 07513 349268

OP D PD YA

Vincent Place ☎

Stevenage
Tel: 01438 729845

PD LDA MH SI YA

Vinea Care Ltd

Welwyn Garden City
Tel: 07551 851185

OP D PD MH YA

Visiting Angels ☎

Welwyn Garden City
Tel: 01707 585888

OP D

Vitality Care Services Ltd ☎

Hemel Hempstead
Tel: 07788 725557

OP D PD MH YA

Vow Care Services Ltd ☎

Hemel Hempstead
Tel: 01442 462249

OP D PD LDA MH SI YA

Walfinch St Albans

St Albans
Tel: 01727 615400

OP PD MH SI YA

Walfinch Welwyn & Bishop's Stortford ☎

Ware
Tel: 01920 481600

OP D PD MH SI YA

Walsingham Support

Hertfordshire Supported Living ☎

Hemel Hempstead
Tel: 01442 254539

OP PD LDA YA

Wholehearted Home Care

Royston
Tel: 07365 068797

OP D YA

Wilnash Care Ltd ☎

Potters Bar
Tel: 01707 830037

OP D PD MH SI

YESUK Office

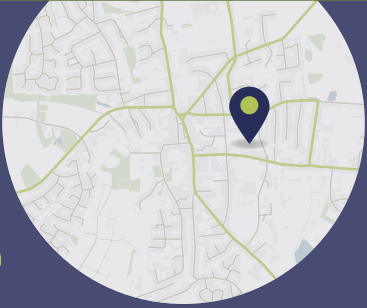
St Albans
Tel: 01923 443923

OP PD YA

You & I Care – Hertfordshire

St Albans
Tel: 08081 780981

OP D PD LDA MH SI YA



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- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests



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

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Advertisers are highlighted

Your Life (Borehamwood)

Borehamwood

Tel: 0208 207 7058

OP D PD SI YA

Your Life (Hitchin)

Hitchin

Tel: 01462 442297

OP D PD SI YA

Your Life (Potters Bar)

Potters Bar

Tel: 01707 651974

OP D PD SI YA

Your Life (Royston)

Royston

Tel: 01763 256810

OP PD SI YA

Your Life (Welwyn Garden City)

Welwyn Garden City

Tel: 01707 328220

OP D YA

Your Own Home Care

Tring

Tel: 07920 887414

OP YA

YourLife (Baldock)

Baldock

Tel: 01763 256810

OP D PD SI YA

Yourlife (Hertford)

Hertford

Tel: 01992 509379

OP D PD SI YA

YourLife (Knebworth)

Knebworth

Tel: 01202 362305

OP D PD SI YA

YourLife (St Albans)

St Albans

Tel: 01202 362303

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Zinnia Care Ltd

Hemel Hempstead

Tel: 01442 234780

OP D PD LDA MH YA

Search for care in your area

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

 CareChoiceswww.carechoices.co.uk

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 they can 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, housing association, local authority or charity may own the property.

Care and support is tailored to your individual needs 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** or visit **www.hertfordshire.gov.uk/adults**

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. Find out more at www.hertfordshire.gov.uk/sharedlives

Sheltered housing

If you are an older person who would like to live independently but would also like the added security and reassurance of a scheme manager and an alarm call service, sheltered (or retirement) housing may be the answer.

a scheme manager, who is either based at the site or visits regularly. Many sheltered housing schemes also have communal lounges, laundry facilities, lifts, door entry systems and specially adapted facilities.

Sheltered housing is often provided by local authorities and housing associations and employs

You can find sheltered housing schemes 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 if you need it.

Visit www.hertfordshire.gov.uk/flexicare 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
Robin House, 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 can contact us for support. If you are a family carer, you 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 to 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**
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, remember you are not alone. Many face similar challenges, and support and advice are available in Hertfordshire. Start by contacting your GP for confidential help or reach out to the following organisations for free support.

Hertfordshire Partnership University NHS Foundation Trust

Supports people with mental or 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 NHS **111** (select option two).

Guideposts – Henry Smith House

Community mental health services work with people living with mental health conditions, providing activities, groups, support and encouragement that they may need to fulfil their goals. • Tel: **01923 223554**
Email: hsh@guideposts.org.uk
Web: www.guideposts.org.uk/services/henry-smith-house

Mind in Mid Herts

A local, person-centred mental health provider focused on prevention, social support and

recovery, for people aged 16 years and over.

Tel: **03303 208100**

Email: **admin@mindinmidherts.org.uk**

Web: **www.mindinmidherts.org.uk**

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/sensory**

There are also other helpful services and clubs in Hertfordshire. You can 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 do not work for us. An advocate will not tell you what to do and they will not do things without you asking them to.

Advocacy services in Hertfordshire

Hertfordshire County Council commissions PohWER to deliver advocacy services to people who need them. Types of advocacy services available are:

- Care Act advocacy – supports people to be involved in decisions about their care and support;
- NHS complaints advocacy – supports people who want to make a complaint about NHS
- funded treatment;
- independent mental capacity advocacy – supports people who are unable to make certain decisions about their lives for themselves;
- independent mental health advocacy – supports people to understand and exercise their rights under the Mental Health Act; and

- community advocacy – for people who need support to deal with an issue they are facing and want help to speak up for themselves or be listened to.

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, excluding bank holidays).

Email: **pohwer@pohwer.net** or

HertsAdvocacy@pohwer.net

Web: **www.pohwer.net/hertfordshire**

Royal Association for Deaf People (RAD)

Provides advocacy for deaf people, including support in BSL. You can also send a BSL video to the email below.

Tel: **0300 688 2525** • SMS: **07851 423866**

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

Web: **https://royaldeaf.org.uk/advocacy**

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**

Planning for end of life

The subject of dying is often painful to contemplate; however, 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 to happen. 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 care 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.benefitsadvice@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, so they can make sure they are considered at your funeral. By detailing your wishes, your family can be comforted by the fact 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 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 to which members must adhere. 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 88 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 information about 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, 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.

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 staff 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 top tips already mentioned, 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 individual's 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 address their individual needs.

They must also be given 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 64 and 52 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 59.

Design and technology

The design of a care home specialising in dementia should 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.

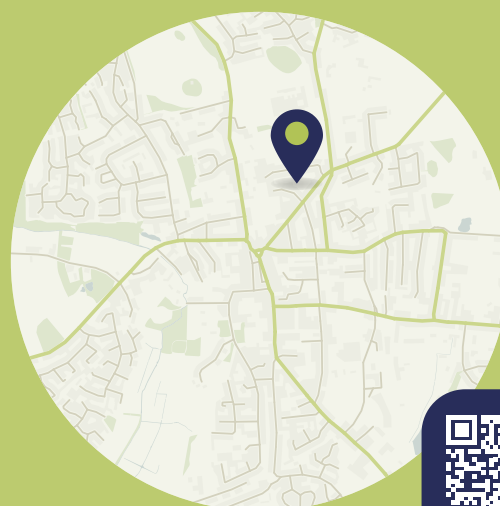
Staff training

Dementia-specific training is essential to ensure 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.

Search for care in your area

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

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



Scan to search now

www.carechoices.co.uk



 CareChoices



Care that's shaped around your loved one.

We'll spend time getting to know your loved one, and the people and things that are most important to them, so that we can put the right care and support in place.

By gaining an understanding of their interests and passions too, we can support them to live happily, comfortably, and just the way they choose.

Call us to find out how we help you



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

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

Residential Care, Nursing Care, Dementia Care & Respite Breaks • barchester.com/Herts



- Free regional SEND guides
- Ask the Experts series
- Real-life blogs
- Practical advice
- Directory of services

Support for families of children with additional needs - **from birth to adulthood**



www.myfamilyourneeds.co.uk



hello@myfamilyourneeds.co.uk



@weareMFON



@weareMFON



@wearemfon



@My-Family-Our-Needs

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Staff

What is the minimum number of staff that are available at any time? ☐ ☐ ☐

Are staff respectful, friendly and polite? ☐ ☐ ☐

Do staff have formal training? ☐ ☐ ☐

Are the staff engaging with residents? ☐ ☐ ☐

Activities

Can you get involved in activities you enjoy? ☐ ☐ ☐

Is there an activities co-ordinator? ☐ ☐ ☐

Does the home organise any outings? ☐ ☐ ☐

Are residents escorted to appointments? ☐ ☐ ☐

Do the residents seem entertained? ☐ ☐ ☐

Does the home have a varied activities schedule? ☐ ☐ ☐

Life in the home

Is the home adapted to suit your needs? ☐ ☐ ☐

Can you bring your own furniture? ☐ ☐ ☐

Are there enough plug sockets in the rooms? ☐ ☐ ☐

Are there restrictions on going out? ☐ ☐ ☐

Is there public transport nearby? ☐ ☐ ☐

Does the home provide any transport? ☐ ☐ ☐

Can you make/receive calls privately? ☐ ☐ ☐

Can you decide when to get up and go to bed? ☐ ☐ ☐

Does the home allow pets? ☐ ☐ ☐

Does the home use Digital Care Planning accessible to families? ☐ ☐ ☐

Personal preferences

Is the home too hot/cold? Can you control the heating in your room? ☐ ☐ ☐

Is the décor to your taste? ☐ ☐ ☐

Are there restricted visiting hours? ☐ ☐ ☐

Is there somewhere you can go to be alone? ☐ ☐ ☐

Does the home feel welcoming? ☐ ☐ ☐

Catering

Can the home cater for any dietary requirements you may have? ☐ ☐ ☐

Does the menu change regularly? ☐ ☐ ☐

Can you eat when you like, even at night? ☐ ☐ ☐

Can you have food in your room? ☐ ☐ ☐

Is there a choice of food at mealtimes? ☐ ☐ ☐

Is alcohol available/allowed if you want it? ☐ ☐ ☐

Can visitors join you for meals? ☐ ☐ ☐

Fees

Do your fees cover all of the services and activities? ☐ ☐ ☐

Are fees likely to change regularly? ☐ ☐ ☐

Is the notice period for cancellation of the contract reasonable? ☐ ☐ ☐

Could you have a trial period? ☐ ☐ ☐

Can you keep your room if you go into hospital? ☐ ☐ ☐

Can you handle your own money? ☐ ☐ ☐

*See page 65 for more information on CQC.



Up for new things in our Hertfordshire care homes



It doesn't matter if you're 65 or 105 – you're still you. We believe it's never too late to explore new things, make new friends or enjoy every moment of the things you love the most. So, forget what you think you know about care homes. Start your search for a Bupa care home today.

Nursing | Residential | Dementia* | Short stay

Book a visit? Need advice? Give us a call

0808 163 5921

Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday. We may record or monitor our calls. Phone calls are free to 0808 numbers.



Look in the listings for our care homes:

Alington Court*
Brunswick Court*
Erskine Hall*

Field House
Hadley Lawns
Kilfillan House

Premier Court
Tenterden House
The Arkley

ALC/BRU/ERS/FIH/HDL/KLF/ARK/TPC/TNT

CS 04308

- ☒ All types of funding welcome
- ☒ You don't need health insurance





“They go out of their way”

Simple acts of kindness reflect the personalised care we offer, where every resident is treated not just with dignity, but with warmth and affection.

Considering care? visit www.anchor.org.uk/care-homes

Hazel End care home | St Michaels Hurst, Kitchener Road,
Bishop's Stortford, CM23 1EN | 01279 743 559

Layston Grove care home | Keen Avenue, Buntingford, SG9 9SU | 01763 580 067

*carehome.co.uk score correct as at 10/11/2025.

“I feel safe here, they go out of their way to help you in every way they can.”

L S | Resident |
June 2025

9.8

Anchor average
carehome.co.uk
score*



anchor

We care, and we always will.

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Design

Are there clear signs throughout the home? ☐ ☐ ☐

Has the home been designed or adapted for people with dementia? ☐ ☐ ☐

Are the home and grounds secure? ☐ ☐ ☐

Are there prompts outside the residents' rooms to help people identify their own? ☐ ☐ ☐

Is the décor familiar to your loved one? ☐ ☐ ☐

Choices

Do residents get a choice in terms of what they wear each day? ☐ ☐ ☐

Are residents encouraged to be independent? ☐ ☐ ☐

Can residents decide what to do each day? ☐ ☐ ☐

Can residents have a say in the décor of their room? ☐ ☐ ☐

Activities

Are residents able to join in with household tasks like folding washing? ☐ ☐ ☐

Are there activities on each day? ☐ ☐ ☐

Can residents walk around outside on their own? ☐ ☐ ☐

Are residents sitting in front of the TV or are they active and engaged? ☐ ☐ ☐

Are there rummage boxes around? ☐ ☐ ☐

Health

Can residents get help with eating and drinking? ☐ ☐ ☐

How often does the home review residents' medication? ☐ ☐ ☐

Does the home offer help if a resident needs assistance taking medication? ☐ ☐ ☐

Do GPs visit the home regularly? ☐ ☐ ☐

Staff

Are staff trained to identify when a resident might be unwell? ☐ ☐ ☐

Are staff trained to spot when someone needs to go to the toilet? ☐ ☐ ☐

Do the staff have any dementia-specific training/experience? ☐ ☐ ☐

Will your loved one have a member of staff specifically responsible for their care? ☐ ☐ ☐

Approach to care

Does the home follow a specific approach to dementia therapy, for example, validation therapy? ☐ ☐ ☐

Will the home keep you informed about changes to your loved one's care? ☐ ☐ ☐

Does the home have a specific approach to end of life care? ☐ ☐ ☐

Does the home keep up to date with best practice in dementia care? ☐ ☐ ☐

*See page 65 for more information on CQC.



Heartfelt Care

Every Step of the Way

Avery Collection

We offer high-quality residential, nursing, dementia and respite care in a welcoming and engaging environment. Arrange a visit to discover comfort, companionship, and expert care.

Learn more about our heartfelt care

Acacia Mews: 01707 561513

Barnet Grange: 020 3018 8073

Chorleywood Manor: 01923 585611

Elstree View: 020 3018 8074

Elton House: 01923 585612

Or visit our website: averyhealthcare.co.uk

Scan to see our
exclusive offers



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. If you choose not to have a financial assessment, you will be responsible for paying the full cost of your care and support.

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 your 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 62. The value of your home is not included if you are receiving care at home.

You will 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 will 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 will work out how much you will 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 62). 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 63 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-means-tested, 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 or the NHS are paying towards your care fees. 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 continue if 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 any arrangements. It is important that you seek specialist advice from appropriately qualified and regulated financial advisers – see page 63 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 and interest 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 they can sustain the payments for as long as they are required. They will need to sign a contract with us to confirm they are able to do this.

If the additional payments stop being paid for any reason, 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 needs 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 if you visit

<https://societyoflaterlifeadvisers.co.uk> or you can call **0333 202 0454**.

There is also a number of 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/our-impact/how-we-help/money

Citizens Advice

Tel: **0800 144 8848**

Web: www.citizensadvice.org.uk

Money Helper

Tel: **0800 138 7777**

Web: www.moneyhelper.org.uk/en

Important information

Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you are 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 65), 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. For more information, 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, if you are unable to do so yourself. 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.

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

An 'Advance Directive' allows you to communicate your wishes in respect of future medical treatment, but it is not legally binding.

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**

If you have no-one to act on your behalf, you can request your social worker to discuss your situation in more detail with the council's Client Finance Team. A member of the team may then be able to act as a deputy or appointee as a last resort option.

Comments, compliments and complaints

If you are unhappy about any aspect of your support – whether it is the way you are treated by staff, the quality of the food you are served or anything else that affects your happiness or comfort – you should feel able to complain. 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 65 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 – Adult Care Services Complaints

Tel: **01992 556685**

Email: **acs.complaints@hertfordshire.gov.uk**

Web: **www.hertfordshire.gov.uk/complaints**

Write to: SFAR 210, Farnham House, Six Hills Way, Stevenage SG1 2ST.

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's a free service designed to investigate complaints in a fair and independent way.

Inspecting and regulating care services



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

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

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

Each care home and home care agency will get an overall rating of outstanding, good, requires improvement or inadequate. It will also get ratings for each key question. The ratings mean you can easily see where a service is performing well and where it needs to improve.

It is 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/give-feedback-on-care

CQC assurance

The CQC assurance framework for adult social care requires the CQC to visit local authorities and assess their processes. Local authorities across England can be visited at any time by the CQC to assess how they are making a difference to people's lives.

The CQC assessment

A key part of the 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: CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Out-of-county care

You don't have to move into a care home that is within your current county. You may want to be closer to friends or family members who live elsewhere, or you may have another reason why you would like 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 must comply with the

paying authority's terms and conditions. You should seek further advice before making your decision.

For help with 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 be at risk of abuse, neglect and worse.

What is adult abuse?

Abuse is mistreatment that violates a person's human and civil rights. The abuse can range from treating someone with disrespect in a way that significantly affects their 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 be an example of modern slavery, self-neglect or even institutional abuse. This is 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 being 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/db**

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.



Support for families of children with additional needs – **from birth to adulthood**

Expert advice, trusted resources
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Got a question? We're here to help!

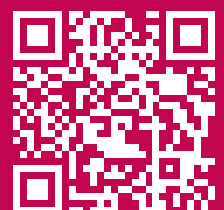
 www.myfamilyourneeds.co.uk
 hello@myfamilyourneeds.co.uk

 @weareMFON  @weareMFON
 @wearemfon  @My-Family-Our-Needs

Check out our new SEND guide for the South East!

- Free regional SEND guides
- Ask the Experts:
Your questions answered
- Real-life blogs and
lived experience
- Practical advice, from early
years to adulthood
- Directory of useful services

Scan to
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We're here to help your loved one feel truly at home. Our dedicated and experienced care team provides the right support to ensure they can live comfortably and happily in a place where they feel most at ease.

Burford House Care Home

Chorleywood

01923 967010

Meadowhill Care Home

Borehamwood

0208 183 0417

Kingfisher Nursing Home

Cheshunt

01992 627939

**Westgate House
Care Centre**

Ware

01920 426100

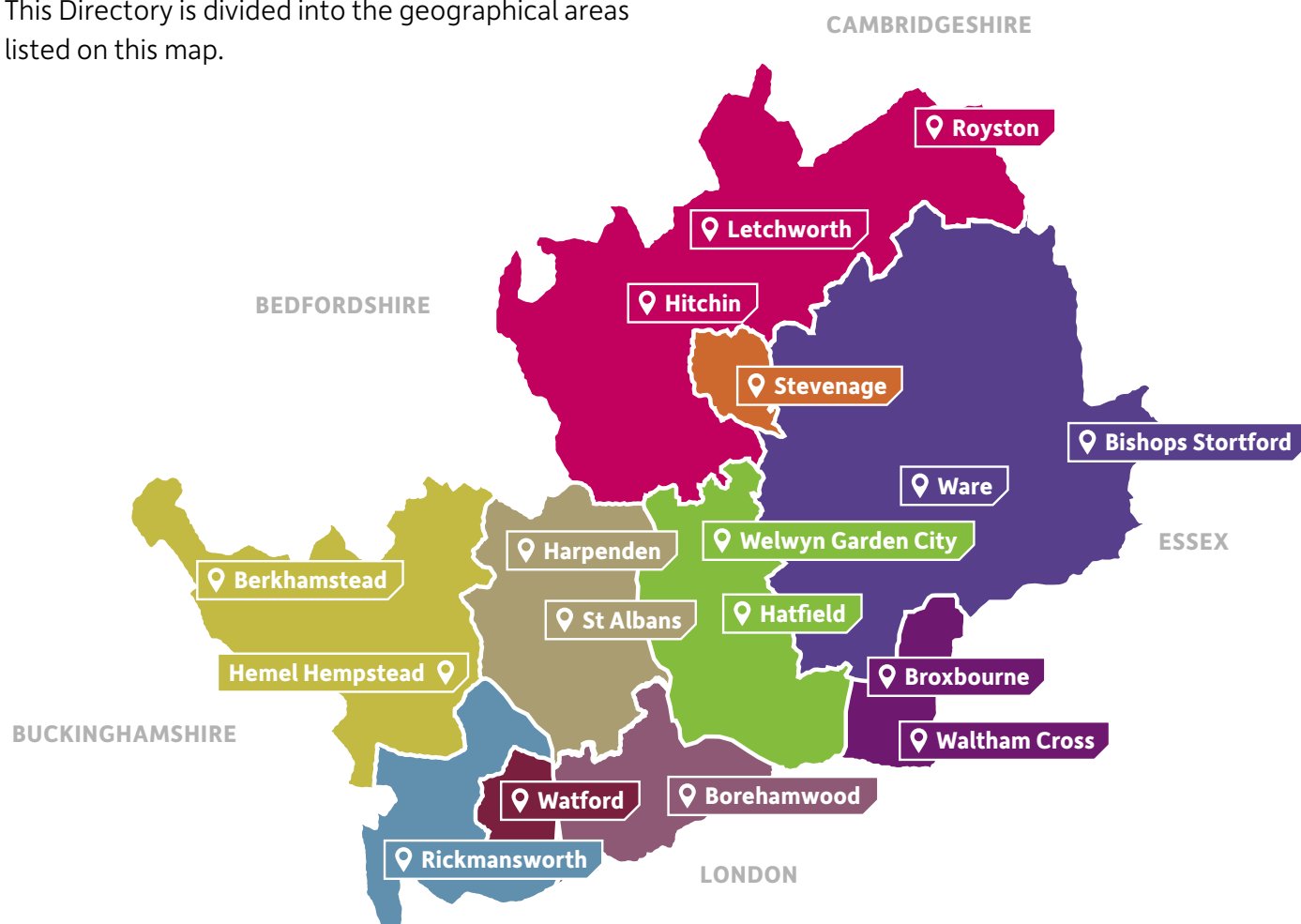
St Pauls Care Centre

Hemel Hempstead

01442 229170

Residential care in Hertfordshire

This Directory is divided into the geographical areas listed on this map.



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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 or contact 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

9 Cromwell Avenue, Cheshunt EN7 5DJ
Tel: 01992 916178

OP LDA SI YA

Crossbrook Court

65 Crossbrook Street, Cheshunt EN8 8LU
Tel: 01992 434310

OP PD LDA MH SI YA

Grange Care Services Ltd – 27 Flamstead End Road

Cheshunt EN8 0JA
Tel: 01992 638591

OP LDA YA

Haslewood Avenue

1 Haslewood Avenue, Hoddesdon EN11 8HT
Tel: 01992 479171

OP PD LDA YA

Lammasmead

61 Lammasmead, Wormley, Broxbourne EN10 6PF
Tel: 01992 421020

LDA

Newgrange Residential Home

Cadmore Lane, Cheshunt, Waltham Cross EN8 9JX
Tel: 01992 642449

OP D YA

Old Grange

College Road, Cheshunt EN8 9LT
Tel: 01992 633694

OP LDA YA

Rose Vale

15 Rose Vale, Hoddesdon EN11 8NR
Tel: 01992 443189

OP D PD LDA SI YA

Westmeade

69 Westmeade Close, Cheshunt EN7 6JR
Tel: 01992 629963

LDA

Broxbourne care homes with nursing

Broxbourne Nursing Home

New River Gardens, Wormley, Broxbourne EN10 6GU
Tel: 01992 668855

OP D YA

Kingfisher Nursing Home

Emmanuel Lodge, College Road, Cheshunt EN8 9NQ
Tel: 01992 627939 **Advert page 68**

OP D PD SI

Dacorum care homes

Ashlyns Care Home

Chesham Road, Berkhamsted HP4 2ST
Tel: 01442 870565

OP D PD

Cherry Tree Manor

8 Great Road, Adeyfield, Hemel Hempstead HP2 5LB
Tel: 01442 217621

OP D PD

Dunsland House

5 Shrublands Road, Berkhamsted HP4 3HY
Tel: 01442 866703

OP D

Friars Mead

Rockliffe Avenue, Kings Langley WD4 8DR
Tel: 01923 270304

OP

Highview Lodge

Cherry Orchard, Gadebridge,
Hemel Hempstead HP1 3SD
Tel: 01442 239733

OP D PD SI YA

Jasmine House

41 Hillfield Road, Hemel Hempstead HP2 4AB
Tel: 01442 253398

LDA MH YA

Lodge Care Home, The

5 Broad Street, Hemel Hempstead HP2 5BW
Tel: 01442 244722

OP D YA

Mountbatten Lodge

Old Crabtree Lane,
Hemel Hempstead HP2 4EX
Tel: 01442 244188

Advert page 73

OP D PD YA

Robin Hood House

Nettleden Road, Little Gaddesden HP4 1PL
Tel: 01442 842759

OP D

Robin House

84 Seaton Road, Hemel Hempstead HP3 9HU
Tel: 020 8129 5182

LDA YA

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

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

Advertisers are highlighted



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Dacorum care homes continued

Shear Meadow

London Road, Hemel Hempstead HP1 2RJ
Tel: 01442 864484

LDA YA

St Agnells House

Cupid Green Lane, Hemel Hempstead HP2 7HH
Tel: 01442 215805

PD LDA

St Joseph's Care Home

Aylesbury Road, Tring HP23 4DH
Tel: 01442 823159

OP D

Treetops

353 Chambersbury Lane,
Hemel Hempstead HP3 8LW
Tel: 07988 810861

LDA YA

Turning Point – Sybden

Pipers Hill, Great Gaddesden HP1 3BY
Tel: 01442 269986

LDA YA

Walsingham Support – 1 Ashley Close

Bennets End, Hemel Hempstead HP3 8EH
Tel: 01442 219091

OP PD LDA YA

Walsingham Support – 2 Ashley Close

Bennets End, Hemel Hempstead HP3 8EH
Tel: 01442 258226

OP PD LDA MH YA

Walsingham Support – 39 Adeyfield Road

Hemel Hempstead HP2 5DP
Tel: 01442 251840

OP PD LDA YA

Westbrook House

Cupid Green Lane, Hemel Hempstead HP2 7GH
Tel: 01442 264965

LDA

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- Search by location and care need

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Our care homes in Hertfordshire:

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46 Alexandra Road,
Hemel Hempstead, HP2 5BP



The Chase

4 Printers Avenue,
Watford, WD18 7QR



healthcarehomes.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 (HCPA) – see page 5

Advertisers are highlighted

Alexandra Care Home

46 Alexandra Road, Hemel Hempstead HP2 5BP

Tel: 01442 246775 **Advert page 72** **OP D PD SI YA**

Kilfillan House Bupa Care Home

Graemesdyke Road, Berkhamsted HP4 3LZ

Tel: 01442 819 505 **Advert page 58** **OP PD YA**

Lime Tree Manor Nursing and Residential Home

171 Adeyfield Road, Hemel Hempstead HP2 5JU

Tel: 01442 217755 **OP D PD YA**

Queensway House

Jupiter Drive, Hemel Hempstead HP2 5NP

Tel: 01442 266088 **OP D YA**

St Pauls Care Centre

Long Mimms, Hemel Hempstead HP2 5XW

Tel: 01442 229170 **Advert page 68** **OP D PD SI YA**

Water Mill House Care Home

Rose Lane, off Red Lion Lane,

Hemel Hempstead HP3 9TE

Tel: 01442 504498 **Advert page 71** **OP D PD SI YA**

East Hertfordshire care homes

Ashwood – Ware

Dickens Way, New Road, Ware SG12 7BU

Tel: 01920 468966 **OP D PD SI YA**

Beane River View

1 Beane View, Port Vale, Hertford SG14 3UD

Tel: 01992 503619 **Advert below right** **OP D PD YA**

Belmont View

Hailey Lane, Hailey, Hertford SG13 7NY

Tel: 01992 450304 **Advert below right** **OP D PD YA**

Chadwick, The

4-10 Ware Road, Hoddesdon EN11 9DU

Tel: 01992 441624 **OP D SI YA**

Chaseways

1 Chaseways, Sawbridgeworth CM21 0AS

Tel: 01279 414939 **LDA MH SI YA**

Elm View Care Home

Newland Avenue, Bishop's Stortford CM23 2UW

Tel: 01279 745040 **Advert adjacent** **OP D PD YA**

Hazel End Care Home

Kitchener Road, Bishop's Stortford CM23 1EN

Tel: 01279 925388 **Advert page 58** **OP D YA**

HF Trust – 38 South Road

Bishop's Stortford CM23 3JJ

Tel: 01279 461131 **LDA**

Hillview Care Home

17 Collett Road, Ware SG12 7LY

Tel: 07810 637302 **OP D PD**

Isabel Court

1-6 Isabel Court, Walton Road, Hoddesdon EN11 0LQ

Tel: 01992 468652 **LDA**

Libury Hall

Great Munden, Ware SG11 1JD

Tel: 01920 438224 **OP MH**

Meadowbrook Care Home

Mountbatten Way, Bishop's Stortford CM23 4SX

Tel: 07581 454797 **OP D PD YA**

Riverside Place

Plaxton Way, Ware SG12 7FB

Tel: 08082 084570 **OP D PD YA**

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enquiries@quantumcare.co.uk
www.quantumcare.co.uk






East Hertfordshire care homes continued

Walsingham Support – Church Road

7 Church Road, Hertford SG14 3DP

Tel: 07494 201099

OP LDA YA

Willowthorpe Care Home

High Street, Stanstead Abbots SG12 8AS

Tel: 01920 871811

OP D

East Hertfordshire care homes with nursing

Ashview Nursing Home

Ware Road, Widford SG12 8RQ

Tel: 01279 842458

OP D PD SI YA

Bentley House

Pegs Lane, Hertford SG13 8EG

Tel: 01992 515600

OP D PD SI YA

Broad Oak Manor Nursing Home

Broad Oak End, Bramfield Road, Hertford SG14 2JA

Tel: 01992 551900

OP D YA

Conewood Manor Nursing Home

60 Dunmow Road,
Bishop's Stortford CM23 5HL

Tel: 01279 657933

OP D YA

Gardens Neurological Centre

High Wych Road, High Wych,
Sawbridgeworth CM21 0HH

Tel: 01279 216090

OP D PD SI YA

Jacobs Neurological Centre

High Wych Road, Sawbridgeworth CM21 0HH

Tel: 01279 603800

OP D PD SI YA

Premier Court Bupa Care Home

Thorley Lane East, Thorley,
Bishop's Stortford CM23 4BH

Tel: 01279 881 985

Advert page 58

OP D PD LDA 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 68

OP D PD SI YA

Welwyn Hatfield care homes

Acacia Mews Care Home

St Albans Road East, Hatfield AL10 0FJ

Tel: 01707 561513 Advert page 60

OP D PD YA

Blossom House

134 Auckland Road, Potters Bar EN6 3HE

Tel: 01707 659809

LDA

Broadview

8 Great North Road, Welwyn AL6 0PL

Tel: 01438 718929

OP PD SI YA

Bungalow, The

White Lodge Farm, Bulls Lane,
Brookmans Park, Hatfield AL9 7AZ

Tel: 07988 810861

OP LDA YA

Clock Tower Mews

The Causeway, Morven Park,
Potters Bar EN6 5HA

Tel: 01707 662253

PD LDA

Coach House, The

Old Rectory Drive, Hatfield AL10 8AE

Tel: 01707 263903

OP MH YA

Dugdale House

1 SanTERS Lane, Potters Bar EN6 2BZ

Tel: 01707 642541

LDA

Exclusive Care Ltd – Nimrod Drive

4 Nimrod Drive, Hatfield AL10 9LS

Tel: 01707 265639

LDA YA

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

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

Advertisers are highlighted

Welwyn Hatfield care homes continued

Exclusive Care Ltd – Nimrod Drive, 10

Hatfield AL10 9LS

Tel: 01707 258342

LDA YA

Firs, The

77 The Causeway, Potters Bar EN6 5HL

Tel: 01707 662299

LDA MH SI YA

Gombards

6 London Road, Welwyn Garden City AL6 9EL

Tel: 01483 712892

PD LDA

Greenacres

Wellfield Close, Hatfield AL10 OBU

Tel: 01707 280500 **Advert page 73**

OP D PD YA

Heath Lodge

Danesbury Park Road, Welwyn AL6 9SN

Tel: 01438 716180

OP D MH YA

Hillcrest

10 Great North Road, Welwyn AL6 OPL

Tel: 01438 718081

OP PD LDA SI YA

Homeside

6 Great North Road, Welwyn AL6 OPL

Tel: 01438 716442

OP PD LDA SI YA

Honister

Ellenbrook Lane, Hatfield AL10 9RW

Tel: 01707 274918

OP D YA

Jubilee House Care Trust – 29 Jonquil Close

Welwyn Garden City AL7 3HX

Tel: 01707 391113

PD LDA SI YA

Light and Hope

17 Days Close, Hatfield AL10 OSD

Tel: 07713 621523

OP D PD MH YA

Mayfair Lodge

The Walk, Potters Bar EN6 1QN

Tel: 01707 871800 **Advert page 73**

OP D PD YA

Meadows Short Break Centre, The

19-21 Grove Meadow, Welwyn Garden City AL7 2BE

Tel: 01707 373759

PD LDA YA

Minims, The (12 & 31)

31 The Minims, Hatfield AL10 OAW

Tel: 01707 257098

OP PD LDA

Oak Cottage

4 Wilkins Green Lane, Hatfield AL10 9RT

Tel: 01707 269594

OP D MH YA

Oasis Lodge Residential Care Home

13 Dugdale Hill Lane, Potters Bar EN6 2DP

Tel: 07946 253241

LDA YA

Rookery House

26 Huggins Lane, Welham Green,

North Mymms, Hatfield AL9 7LE

Tel: 07988 810861

LDA YA

Roselodge

34 Holme Road, Hatfield AL10 9LF

Tel: 07988 810861

LDA YA

Russets

100 Roe Green Lane, Hatfield AL10 0SJ

Tel: 07988 810861

LDA YA

Sewells

Welwyn Garden City AL8 7AQ

Tel: 01707 321344

OP D PD LDA MH SI YA

Sherwood Court

The Common, Hatfield AL10 ONX

Tel: 01707 262405

LDA

St Andrews Care Home

Great North Road, Welwyn Garden City AL8 7SR

Tel: 01707 324208

OP D YA

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

OP PD LDA SI YA

St Peter's Home

13 Louvain Way, Watford WD25 7EH

Tel: 01923 673305

LDA MH

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

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

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Anson Court

Shackleton Way, Welwyn Garden City AL7 2FF
Tel: 01707 379700 **Advert page 73** OP D PD MH SI YA

Autumn Vale Care Centre

Danesbury Park Road, Welwyn AL6 9SN
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
Tel: 01707 591218 OP D PD MH SI YA

Hatfield Nursing Home

Tamblin Way, Hatfield AL10 9EZ
Tel: 01707 255270 OP D PD MH SI YA

Heath Lodge

Danesbury Park Road, Welwyn AL6 9SN
Tel: 01438 716180 OP D MH YA

Howe Dell Manor

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 2SJ
Tel: 01707 938938 OP D PD SI YA

Welwyn Grange

47 Broadwater Road, Welwyn Garden City AL7 3EG
Tel: 01707 527527 **Advert below** OP D PD SI YA

Hertsmere care homes

Elstree View Care Home

Edwarebury Lane, Elstree, Borehamwood WD6 3RG
Tel: 02030 188074 **Advert page 60** OP D PD SI YA

Forest Care Village Elstree and Borehamwood

10-20 Cardinal Avenue, Borehamwood WD6 1EP
Tel: 0208 236 2000 OP D PD SI YA

Ganwick House

Waggon Road, Barnet EN4 0PH
Tel: 0208 447 1155 LDA MH

Greenhill Care Home

Waggon Road, Barnet EN4 0PH
Tel: 0208 449 8849 OP D PD LDA



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Hertsmere care homes continued

Mead, The

Castleford Close, Allerton Road,
Borehamwood WD6 4AL
Tel: 0208 953 8573 **Advert page 73**

OP D PD YA

Moti Willow

1 Watling Street, Radlett WD7 7NG
Tel: 01923 857460

MH YA

Oakmoor Lodge

London Road, Bushey WD23 2PY
Tel: 0203 343 2440 **Advert page 73**

OP D LDA SI YA

Radley Care Home, The

Gregson Close, Borehamwood WD6 5RG
Tel: 0208 207 3700

OP D PD LDA YA

Villa Scalabrini

Green Street, Shenley WD7 9BB
Tel: 0208 207 5713

OP D PD YA

Walsingham Support – 122 Aldenham Road

Watford WD23 2ET
Tel: 01923 237770

OP PD LDA YA

Wilton Lodge Residential Home

73-77 London Road, Shenley, Radlett WD7 9BW
Tel: 01923 854623

OP D PD SI YA

Have you considered home care support? A list of providers in Hertfordshire begins on page 25.

Hertsmere care homes with nursing

Bushey House Beaumont

57-59 High Street, Bushey WD23 1QN
Tel: 02033 940989 **Advert page 56**

OP PD YA

Cooperscroft Care Home

Coopers Lane Road, Potters Bar EN6 4AE
Tel: 01707 644179

OP D PD SI YA

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: 020 4502 3889 **Advert page 58**

OP PD YA

Houndwood House Care Home

Harper Lane, Radlett WD7 7HU
Tel: 01923 856819

OP D PD YA

Meadowhill Care Home

Castleford Close, Borehamwood WD6 4AL
Tel: 02089 537600 **Advert page 68**

OP D PD YA

Shaftesbury New Court Place

99 Whitehouse Avenue, Borehamwood WD6 1HB
Tel: 0208 238 6990

PD LDA YA

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

Sunnyside Close, Hitchin SG4 9JG
Tel: 01462 435135

PD LDA

Baldock – The Rowans

2 The Rowans, Baldock SG7 6HJ
Tel: 07824 327540

LDA YA

Burleigh House

41 Letchworth Road, Baldock SG7 6AA
Tel: 01462 893216 **Advert page 78**

OP D PD

Elmside Care Home

Elmside Walk, Hitchin SG5 1HB
Tel: 01462 451737

OP D

Foxholes Care Home

Pirton Road, Hitchin SG5 2EN
Tel: 01462 410767

OP D PD YA

Garden City Court

Whiteway, Letchworth Garden City SG6 2PP
Tel: 01462 473100

Advert page 73

OP D PD MH SI YA

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

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

Advertisers are highlighted

North Hertfordshire care homes continued

Guysfield Residential Home

Willian Road, Willian,
Letchworth Garden City SG6 2AB
Tel: 01462 684441

Halcyon Days ☺

The Old Rectory, Church Lane, Graveley,
Hitchin SG4 7LU
Tel: 01438 362245

Highbury Rise ☺

6 Highbury Road, Hitchin SG4 9RW
Tel: 01462 437495

Iris Court Care Home

Hitchin Road, Gosmore, Hitchin SG4 7QH
Tel: 01462 322126 **Advert page 79**

Lannock Manor ☺

Hitchin Road, Weston, Hitchin SG4 7EE
Tel: 01462 790850

Layston Grove Care Home ☺

Keen Avenue, Buntingford SG9 9SU
Tel: 01763 580067 **Advert page 58**

Luke's Place ☺

The Old Estates Office, Putteridge Park,
Luton LU2 8LD
Tel: 01582 458201

Margaret House ☺

Church End, Barley, Royston SG8 8JS
Tel: 01763 848272

Milford Lodge Care Home ☺

Priory End, Hitchin SG4 9AL
Tel: 01462 432524

Osbourne Court Care Home

Park Drive, Baldock SG7 6EN
Tel: 01462 896966

OP D PD LDA

Providence Court ☺

Providence Way, Baldock SG7 6TT
Tel: 01462 490870 **Advert page 73**

OP D PD

Sloe Hill Residential Home

Mill Lane, St Ippolyts, Hitchin SG4 7NN
Tel: 01462 439040

OP YA

Turning Point – Brickfields Cottage ☺

Hare Street Road, Buntingford SG9 0AB
Tel: 01763 289230

LDA YA

Walsingham Support – Hardy Drive ☺

23 Hardy Drive, Royston SG8 5LZ
Tel: 01992 501266

LDA

Walsworth Road, 17 ☺

Hitchin SG4 9SP
Tel: 01462 420019

LDA YA

Westbourne Care Home ☺

9 Bedford Road, Hitchin SG5 2TP
Tel: 01462 459954

OP D PD LDA SI YA

Windmill Lodge Ltd ☺

2 Windmill Hill, London Road, Buntingford SG9 9JP
Tel: 01763 273935

OP LDA YA



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- "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)

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

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Advertisers are highlighted

Benslow Nursing Home

Benslow Rise, Hitchin SG4 9QY
Tel: 01462 459773

OP D

Stagenhoe Park

St. Pauls Walden, Hitchin SG4 8BY
Tel: 01438 871215

OP D PD SI YA

Lavender Fields – Care Home with Nursing

No. 1 Lavender Fields, Lucas Lane,
Hitchin SG5 2JB
Tel: 01462 454508

OP PD LDA YA

Symonds House – Care Home with Nursing Physical Disabilities

2 Lavender Fields, Lucas Lane, Hitchin SG5 2JB
Tel: 01462 452460

OP PD LDA YA

Melwood Grange

Desborow Lane, Royston SG8 7FR
Tel: 01763 321420

Advert page 73

OP D PD MH SI YA

Trembaths

Talbot Way, Letchworth Garden City SG6 1UA
Tel: 01462 481694

OP D

Monread Lodge

London Road, Woolmer Green,
Knebworth SG3 6HG
Tel: 01438 817466

OP D YA

St Catherines Nursing Home

Spring Road, Letchworth Garden City SG6 3PR
Tel: 01462 678888

OP D PD YA

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

St George's Nursing Home – Royston

42 Kneesworth Street, Royston SG8 5AQ
Tel: 01763 242243

OP D PD MH SI YA

See the checklist on page 59 for questions to ask
residential homes about dementia care.



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MH

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Off How Wood, Park Street, St Albans AL2 2QZ
Tel: 01727 874776

OP LDA YA

Beau Sejour Care Services

12-14 Castle Road, St Albans AL1 5DL
Tel: 01727 859948

OP D PD LDA MH YA

Bricket Wood Care Ltd

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St Albans AL2 3UW
Tel: 01923 679744

OP LDA MH YA

Belle Vue

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Tel: 07988 810861

LDA YA

Chiswell Residential Home

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St Albans AL2 3HH
Tel: 01727 856153

OP MH

Clare Lodge Care Home

8 Battlefield Road, St Albans AL1 4DD
Tel: 01727 864379

OP D
Milehouse Lane

25 Milehouse Lane, St Albans AL1 1TF
Tel: 01727 835413

LDA YA
Fosse House

Ermine Close, St Albans AL3 4LA
Tel: 01727 819700 **Advert page 73**

OP D PD YA
St Matthews Care Home

Chequer Lane, Redbourn AL3 7QG
Tel: 01582 792042

OP D
Greenview House

13 Mount Drive, Park Street, St Albans AL2 2NP
Tel: 07988 810861

LDA YA
Stairways

19 Douglas Road, Harpenden AL5 2EN
Tel: 01582 460055

PD LDA YA
Greenwood Cottage

40 Tippendell Lane, St Albans AL2 3HL
Tel: 01727 874169

LDA
Station Road

1 Station Road, Wheathampstead, St Albans AL4 8BU
Tel: 01582 833957

LDA
Homestead House

10 Homestead Close, Park Street,
St Albans AL2 2TB
Tel: 07988 810861

LDA YA
Strathmore Lodge

2 Hall Place Gardens, St Albans AL1 3SP
Tel: 01727 856864

OP D PD
HSN Care (Bricket Wood)

2-4 The Kestrels, Bucknalls Drive,
Bricket Wood, St Albans AL2 3YB
Tel: 01753 663011

PD LDA SI YA
Sunny View House

61 Tuffnells Way, Harpenden AL5 3HA
Tel: 07988 810861

LDA YA
Laurel, The

10A Fellowes Lane, Colney Heath,
St Albans AL4 0QA
Tel: 07988 810861

LDA YA
Tara's Retreat Care Home

High Street, Sandridge, St Albans AL4 9DQ
Tel: 01727 850527

OP D
Lavender Lodge

390 Hatfield Road, St Albans AL4 0DU
Tel: 01727 860805

LDA
Thamesdale House

93 Thamesdale, London Colney, St Albans AL2 1TB
Tel: 07988 810861

LDA YA
Lyndon House

2 High Street, Sandridge, St Albans AL4 9DH
Tel: 01727 851050

OP D
United Response – 66 & 66a Lemsford Road

St Albans AL1 3PT
Tel: 01727 850436

PD LDA
Meadow Acres

7 Crabtree Lane, Harpenden AL5 5TA
Tel: 01582 768098

PD LDA
Vesta Lodge

Watling View, St Albans AL1 2PB
Tel: 01727 799600 **Advert page 73**

OP D PD YA
Willow Court

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MH

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St Albans AL3 5QP
Tel: 01727 832393

Advert page 80

OP D PD YA

Allington Court Bupa Care Home

Lye Lane, Bricket Wood,
St Albans AL2 3TN
Tel: 01923 883 606

Advert page 58

OP D LDA

Aston Grange Nursing Home

104 Tavistock Avenue, St Albans AL1 2NW
Tel: 01727 323069

Advert below

OP D PD

Crosby Close

1-2 Crosby Close, off Hill End Lane,
St Albans AL4 0AT
Tel: 01727 833142

LDA

Field House Bupa Care Home

8 Townsend Road, Harpenden AL5 4BQ
Tel: 01442 819613

Advert page 58

OP YA

Fonthill House

Cassius Drive, St Albans AL3 4GD
Tel: 01727 532001

OP D PD LDA SI YA

Lea Grange Care Home

Coldharbour Lane, Harpenden AL5 4UN
Tel: 01727 223600

OP D PD SI YA

Orchard Nursing Home, The

129-135 Camp Road, St Albans AL1 5HL
Tel: 01923 679989

OP D PD YA

Tenterden House Bupa Care Home

Lye Lane, Bricket Wood, St Albans AL2 3TN
Tel: 01923 883 948

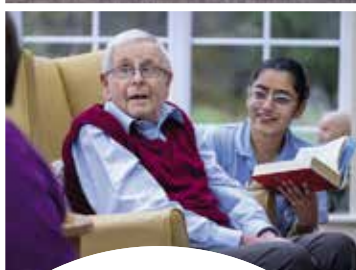
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OP PD YA

Verulam House Nursing Home

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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

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Advertisers are highlighted

Jubilee Court

Hayward Close, Lonsdale Road, Stevenage SG1 5BS
Tel: 01438 730000 **Advert page 73** **OP D PD LDA**

Julians House

6 Julians Road, Stevenage SG1 3ES
Tel: 01438 751366 **LDA YA**

Manor View

45 Manor View, Stevenage SG2 8PF
Tel: 07361 507199 **OP LDA YA**

Martins House

Jessop Road, Stevenage SG1 5LL
Tel: 01438 351056 **OP D YA**

Scarborough House

395 Scarborough Avenue, Stevenage SG1 2QA
Tel: 01438 361196 **LDA**

Sense Jenny Chapman House

167 Shephall View, Stevenage SG1 1RR
Tel: 01438 749013 **PD LDA SI**

Walkern Lodge

14A Walkern Road, Stevenage SG1 3QX
Tel: 01438 749301 **LDA MH SI YA**

Winnett Cottage

111 Hertford Road, Stevenage SG2 8SH
Tel: 01438 813915 **OP MH YA**

Wisden Court

Wisden Road, Stevenage SG1 5JD
Tel: 01438 354933 **OP D PD SI YA**

For information on paying for residential care in Hertfordshire, see page 61.

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**

Pinelodge Care Home

Graveley Road, Stevenage SG1 4YS
Tel: 01438 721417 **OP D YA**

Roebuck Nursing Home

London Road, Stevenage SG2 8DS
Tel: 01438 740234 **OP D YA**

Woodlands View Care Home

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LDA

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LDA YA

Carpenders Park

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OP D

Chorleywood Manor Care Home

Highview, Chorleywood, Rickmansworth WD3 5TQ
Tel: 01923 585611 **Advert page 60** OP D PD SI YA

Clarendon Lodge

Croxley Green, Rickmansworth WD3 3JB
Tel: 01923 961863 **Advert page 82** OP D PD SI

Pinewood Lodge

Oxhey Drive, Watford WD19 7HR
Tel: 0208 421 7900 **Advert page 73** OP D PD YA

Riverside Lodge

44 Church Street, Rickmansworth WD3 1JE
Tel: 01923 617930 **Advert page 73** OP D PD YA

Thorpedale

Station Approach, Homefield Road,
Chorleywood WD3 5QJ
Tel: 01923 969154

LDA

Three Rivers Care Home

13-17 Rectory Road, Rickmansworth WD3 1FH
Tel: 01923 778788

OP D

Walsingham Support – 30 & 32 Church Lane

Mill End, Rickmansworth WD3 8HD
Tel: 01923 774082

OP PD LDA SI YA

Westerley Care Home

Chorleywood Close, Rickmansworth WD3 4EG
Tel: 01923 775789

OP D YA



Three Rivers care homes with nursing

Burford House Care Home

Rickmansworth Road, Chorleywood,
Rickmansworth WD3 5SQ
Tel: 01923 967010 **Advert page 68** OP D PD SI YA

Chorleywood Beaumont

Rickmansworth Road, Chorleywood WD3 5BY
Tel: 01923 700620 **Advert page 56** OP D PD YA

Dapplemere Nursing Home

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 883 949 **Advert page 58** 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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User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

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Watford care homes

Amberside

17-19 Park Avenue, Watford WD18 7HR
Tel: 01923 618555

OP D MH

Auburn Mere

Woodlands, Oxhey Lane, Watford WD19 5RE
Tel: 01923 247310

OP D PD SI YA

Courtland Lodge

Courtlands Close, Watford WD24 5GW
Tel: 01923 681231 **Advert page 73**

OP D PD YA

Greenbanks

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

Oakfield House

1 Trefusis Walk, Watford WD17 3BP
Tel: 07988 810861

LDA YA

Orchard House

24 Garston Lane, Watford WD25 9QJ
Tel: 01923 461347

OP MH YA

Orchard View

776 St Albans Road, Watford WD25 9FH
Tel: 07775 606507

LDA YA

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

OP D YA

Rosslyn Residential Care

6-8 Rosslyn Road, 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

St Malo

The Drive, Watford WD17 4JU
Tel: 07988 810861

LDA YA

Tanners

Stewart Close, Abbots Langley WD5 0NU
Tel: 01923 681154

OP D PD LDA YA

Tanners Wood

5-5a Tanners Wood, Tanners Wood Lane,
Abbots Langley WD5 0HR
Tel: 01923 270270

LDA

Tremona Care Home

Alexandra Road, Watford WD17 4QY
Tel: 01442 236020

OP D

Turning Point – Parkview

113-115 Sussex Road,
Watford WD24 5HR
Tel: 01923 230586

LDA YA

Wisteria Lodge

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

LDA YA

York House

180-182 York Way, Watford WD25 9RX
Tel: 01923 676611

MH

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

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Watford care homes with nursing

Arden House Nursing Home

31 Upper Highway, Hunton Bridge,
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Tel: 01923 262157

OP PD YA

Brunswick Court Bupa Care Home

62 Stratford Road, Watford WD17 4JB
Tel: 01923 883 817 **Advert page 58**

OP D PD YA

Chase Care Centre, The

4 Printers Avenue, off Whippendell Road,
Watford WD18 7QR
Tel: 01923 232307 **Advert page 72**

OP D YA

Elton House

Elton Road, Bushey, Watford WD25 8HA
Tel: 01923 585612 **Advert page 60**

OP D PD SI YA

Lancaster Court

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

OP D PD SI YA

See page 84 for the **Service User Bands** key

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Local contacts

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

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Tel: **01992 586969**
Email: **contact@carersinherts.org.uk**
Web: **www.carersinherts.org.uk**

Crossroads Caring for Life

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Web: **<https://crossroadscaring.org.uk>**

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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**
Text Relay: **18001 01992 934479**
BSL video interpreting:
<https://hertfordshirecc.signvideo.net>
Emergency out-of-hours: **0300 123 4042**
Web: **www.hertfordshire.gov.uk/contact**

HertsHelp

Independent support, guidance and information.
Tel: **0300 123 4044**
Text: 'hertshelp' to **60060**
Email: **info@hertshelp.net**
Web: **www.hertshelp.net**

Health and Independent Living Support (HILS)

Meals on wheels and a range of services to help keep people healthy, happy and independent.
Tel: **0330 2000 103**
Email: **info@hils-uk.org**
Web: **<https://hils-uk.org>**

Memory Support Hertfordshire

Local connection, information and advice for everyone effected by dementia and memory loss.
Tel: **0300 131 3946**
Email: **info@memorysupportherts.org.uk**
Web: **www.memorysupportherts.org.uk**

Search for care in your area

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

 CareChoices

www.carechoices.co.uk 



National contacts

Age UK

Tel: **0800 678 1602** (every day, 8.00am to 7.00pm).
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** (every day, 10.00am to 10.00pm).
Email: **helpline@al-anonuk.org.uk**
Web: **<https://al-anonuk.org.uk>**

Alzheimer's Society

Dementia 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 charities providing financial and wellbeing support.
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 Quality Commission

Independent regulator of care services in England.
Tel: **0300 061 6161** • Email: **enquiries@cqc.org.uk**
Web: **www.cqc.org.uk**

Care Rights UK

Information, advice and support to empower those using care services and their relatives and friends.
Tel: **0207 359 8136** (Monday to Friday, 9.30am to 1.00pm; and Thursday, 6.00pm to 8.00pm).
Email: **helpline@carerightsuk.org**
Web: **www.carerightsuk.org**

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** (Monday to Friday, 9.00am to 5.00pm).
Email: **info@carers.org**
Web: **<https://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

Helps older people make informed choices about meeting their housing and care needs.
Web: **<https://housingcare.org>**

Friends of the Elderly

A charity that supports older people who have a range of practical needs.
Tel: **0207 730 8263** (Monday to Friday, 9.00am to 5.00pm).
Email: **enquiries@fote.org.uk**
Web: **<https://fote.org.uk>**

Homecare Association

Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.
Tel: **0845 646 1775** (direct) or **0208 661 8188** (option four).
Email: **helpline@homecareassociation.org.uk**
Web: **www.homecareassociation.org.uk**

→ Hourglass

Works to protect and prevent the abuse of older adults.

Helpline: **0808 808 8141**

Email: **enquiries@wearehourglass.org**

Web: **https://wearehourglass.org**

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: **07721 597447**

Email: **enquiries@napa-activities.co.uk**

Web: **https://napa-activities.co.uk**

National Association of Funeral Directors

Tel: **0121 7111 343** • Email: **info@nafd.org.uk**

Web: **www.nafd.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**

National Society of Allied and Independent Funeral Directors

Tel: **0345 230 6777**

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 those affected by dementia.

Tel: **0141 404 0683**

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

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

Royal British Legion

A charity providing lifelong support to serving and ex-service armed forces personnel and their families. The helpline is open seven days a week, 8.00am to 8.00pm.

Tel: **0808 802 8080**

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

Web: **www.britishlegion.org.uk**

Silver Line, The

A 24-hour telephone befriending and advice line.

Tel: **0800 470 8090**

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

Support for Veterans directory

An online directory listing organisations that provide support to veterans of the UK armed forces and their families.

Tel: **0808 802 1212** (open Monday to Sunday, 8.00am to 8.00pm).

Web: **www.gov.uk/support-for-veterans**



Support for families of children
with additional needs -
from birth to adulthood

- Free regional SEND guides
- Ask the Experts series
- Real-life blogs & experience
- Practical advice
- Directory of services

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- Ask the Experts series
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Support for families of children with additional needs – **from birth to adulthood**



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@My-Family-Our-Needs



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Looking for a care home or domiciliary care?

We offer a free service, to help you make the right choice

How to Find a Care Home has successfully helped hundreds of families and with over 10 years experience in the industry, we are here to make the process of finding a care home or domiciliary care much easier. We have a vast knowledge of the care sector and we offer a large portfolio of care homes and home care agencies to choose from. We will always match the care home/care agency to the needs of the client.

Our advisors appreciate the need for confidentiality, sensitivity and reassurance at all times, and are available at a time to suit you, including evenings and weekends.



The Service

At How to Find a Care Home, you will find that all our Advisors have a high level of experience and a great understanding of the problems you face when looking for care. The personalised support we provide will enable you to choose the right care whether it is for yourself, a family member or a friend.



Funding Advice

How to Find a Care Home works with self funding clients and clients that are funded by Social Services and the NHS. Our Advisors are able to give information about the implications of these types of funding and what benefits are applicable, so that an informed choice can be made.



Care Homes

How to Find a Care Home works extensively with hundreds of care homes and home care agencies in Hertfordshire, Home Counties, Greater London and nationwide. Whether you are looking for Residential, Nursing or Dementia Care, we can help you.

Call or email today!

0800 193 0443

enquiries@howtofindacarehome.uk

Scan me to visit our site



OUR CARE INCLUDES:

- Elderly care
- End-of-life care
- Dementia
- Mental health
- Physical disabilities
- Personal hygiene care
- High dependency care (with two carers attending)
- Call-in service
- Respite cover
- Hospital discharge
- Companionship & sit-in service
- Cleaning & laundry service
- Food preparation & serving
- Medication assistance
- Shopping service & errands



CONTACT US:

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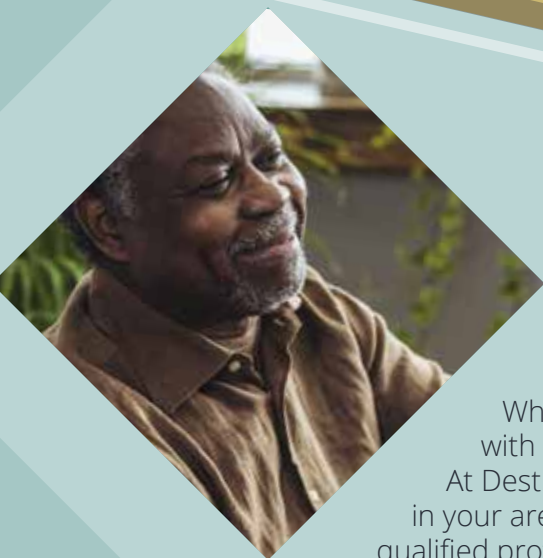
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SERVICES WE OFFER:

- Adult care (aged 18 and over)
- 24-hour care
- Live-in care
- Personal care (on a contracted hourly basis)
- Personal care assessments
- Risk assessments in the home



Destiny Support Care is a diverse recruitment and care agency in Hertfordshire.

When you find that a relative needs assistance with day-to-day living, working with a care assistant can help them remain independent in their own home. At Destiny Support Care Ltd, we can supply a suitable care assistant that works in your area. We can connect you with various individuals and organisations, all with qualified professional staff, that work on both a temporary and permanent basis. This includes cleaners and domestic staff all the way to nurses and social care workers.

Our services allow you to receive care in the comfort of your own home around the people you love. We are enthusiastic and passionate about making a difference to people's lives. All of our services are centered on the client's needs.



Destiny
Support
Care

Read what our customers say:

“Destiny cared and supported my mum for many years. Everybody there loved my mum and she loved them. They looked after all her needs and always kept us informed... I felt they supported us as a family as well which made life so much easier for all of us.”

