Hertfordshire
Care Services Directory 2019

The essential guide to choosing and paying for care and support
A Centre of Care & Excellence

Discover a haven that you will be happy to

Luxurious rooms all with generous en suite facilities enjoying vast natural light and stunning views.

Short or long term care is available for people of various ages & needs.

In-house physiotherapy gym with highly qualified professionals.

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Foxholes Care Home, Pirton Road, Hitchin, Hertfordshire SG5 2EN
Tel: 01462 410767 & Email: care@foxholescarehome.com
www.foxholescarehome.com
Contents

Introduction
How to use this Directory

Hertfordshire Care Providers Association
‘Sharing best practice in care’

Helping you to stay independent
Local services, equipment and solutions

Support from the council
First steps and assessment

Services for carers
Assessment, benefits and guidance

Care in your own home
How it can help

Living with dementia at home
Family support, respite and services

Paying for care in your home
Understanding your options

Home care providers
A comprehensive list of local agencies

Housing with care
The different models available

Specialist services
Disability care, end of life care and advocacy

Care homes
Types of homes and activities explained

Paying for care
Understanding the system

Important information
Further help and information

Residential care in Hertfordshire
Comprehensive listings by region

Useful local contacts

Useful national contacts

Index

Essential checklists
Assistive technology 12
Home care agency 23
Care homes 42
Residential dementia care 44

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.

Alternative formats
This Directory is available electronically at www.carechoices.co.uk where there is a Browsealoud option for those requiring the information in spoken word.

Visit www.carechoices.co.uk for further assistance with your search for care
Welcome to this edition of the independent Hertfordshire Care Services Directory, which contains information for adults looking for care or support within the county, whether they are paying for it themselves or receiving support from the council.

Staying as independent as possible is important to everybody. This Directory contains information about the care and support services available to enable you to do this when remaining at home, moving into a housing with care scheme, or within a care home or care home with nursing.

If you feel you need support to remain independent, first look to your community. There’s a host of organisations and voluntary services that could help you.

If you think you need more formal care and support, arrange an assessment with your local Adult Social Services department to establish your specific needs. This is free, irrespective of your income and available to all those who appear to need care and support. More details are provided on page 13. The assessment will determine whether you are eligible for financial support via a Personal Budget, which may allow you to buy in your own support and take control of your situation.

Alternatively, your circumstances may mean you are classed as a ‘self-funder’, with the means to pay for your care. This is discussed on page 21 for those paying for care at home and 45 for those paying for residential care.

Support or care to remain living in your own home may be the option that best suits your circumstances. Ideas to make life easier at home start on page 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 35) or residential care. Comprehensive lists of care homes and care homes with nursing in Hertfordshire start on page 55.

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

Finding care in your area

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

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country.

Your search can be refined by the type of care you are looking for and the results can be sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service’s latest CQC inspection report and rating (see page 49), indicating the quality of care provided.

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

Search for care at www.carechoices.co.uk to find support in your area
Hertfordshire Care Providers Association (HCPA) is a membership body open to all independent providers of social care (private, not-for-profit and charitable organisations) delivering care to people in their own homes, in a residential, supported or a nursing setting within Hertfordshire.

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

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

We attend regular strategic and liaison meetings with Adult Social Services at the local authority to discuss and review contracts and procedures, as well as a variety of initiatives aimed at tackling issues facing vulnerable adults and designing better ways of working for the future.

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

Hertfordshire care providers who hold a current membership with HCPA are committed to delivering the highest standards of care and keen to play an active part in the county’s wider social care community.

We actively encourage anyone who provides adult social care in Hertfordshire to join HCPA as a member; we can offer up-to-date information, support and advice, training courses and qualifications, and a host of business services.

We are happy to engage with any new care provider. Visit our website on www.hcpa.info for more information, email us on contact@hcpa.info, or call 01707 536020. We’ll be happy to help.

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

Helping you to stay independent

Hertfordshire County Council

At Hertfordshire County Council, we want to help you stay independent and active, remain living in your home and have choices about any care and support you receive.

Our website www.hertfordshire.gov.uk/adults has lots of information about how the council can help you.

You can apply for a Blue Badge, Meals on Wheels and request a social care assessment. You can also find out about equipment, gadgets and social care apps to make life easier.

Visit www.hertfordshire.gov.uk/directory for information on services, groups and activities in your community.

Telephone us on 0300 123 4042 if you would rather talk to someone.
HertsHelp: Independent information, advice and support in Hertfordshire

HertsHelp are here to listen and help you find support, advice and information you need to get the most out of life. HertsHelp can help you get out and about, understand your rights and entitlements and volunteer in your community. HertsHelp can put you in touch with other organisations that can help too. You may need to pay for some services, but HertsHelp will let you know at the start.

HertsHelp can help you to:
• find local clubs and activities;
• get advice on care planning and paying for care;
• access benefit advice and debt counselling;
• get the right support in crisis;
• feel safe and confident when leaving hospital;
• get equipment to be independent and safe at home; and
• get through a difficult time.

HertsHelp can talk things through on the telephone or face to face and come up with a plan to help you feel more in control of your situation.

You can contact us directly or your GP, support worker or relative can refer you to HertsHelp with your permission.

How to get in touch:
Tel: 0300 123 4044 (local call rate)
Email: info@hertshelp.net
Web: www.hertshelp.net

Do 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 would otherwise not be able to manage. You may need support for yourself to stay fit and well and have time away from your caring role. There are services and organisations that can help you. The council cares about carers and wants to make sure that you have support in your caring role. For more information go to www.hertfordshire.gov.uk/carers or call 0300 123 4042.

Day care centres

Many people can feel lonely or isolated without an opportunity to fill their days with meaningful activities. Research has shown that one way to alleviate loneliness and promote wellbeing and independence is to provide regular social contact and a focus for activities.

Day care centres give people the chance to change their routine, meet new people, take up an activity or receive specialist services such as chiropody or hairdressing. There is a wide variety around the county, catering for older people, people with mental health conditions, learning disabilities and dementia.

Centres can be as important for carers as those attending as they allow for a regular break from caring.

You can find local day opportunities by visiting www.hertfordshire.gov.uk/directory and searching for 'day centres'.

Meals on wheels

If you are eligible, Hertfordshire County Council can provide meals delivered to your home.

Meals are provided by Hertfordshire Independent Living Service, a not-for-profit social enterprise.

The standard menu includes a choice of five main courses per day and a selection of hot and cold desserts. A wide range of specialist meals for clients who would like Kosher, Halal, vegetarian, Asian or Caribbean/West Indian food is also available.
Adapting your home

To remain in your own home for as long as you would like, you should ensure that it is safe, secure and warm. Some forward planning to ensure that the garden doesn’t become a burden is also sensible. If you are not planning to move, think about adaptations that would make life easier now and later on.

Home Improvement Agencies (HIAs)
HIAs are local organisations funded and supported by local and central government. They work professionally and sensitively with older and disabled homeowners, providing advice, support and assistance to help them repair, improve, maintain or adapt their homes to meet their changing needs.

Most HIAs provide three main services, including: information and advice on repairs or adaptations you may be considering – this usually entails a visit to your home and is often free; a handyperson service for small jobs and repairs – typically, the HIA will employ its own handypersons and charge you an hourly rate for their services; and a home adaptations service for more major works.

The HIA will work with you to specify the adaptations needed, and they will normally offer to get estimates from one or more of their regular contractors. Subject to your acceptance, the HIA will then offer to manage the works contract for you for an agreed fee.

HIAs may also be helpful if you are not sure whether you can afford the home repairs or adaptations you need. They can advise on your eligibility for any grants and, if necessary, put you in touch with an independent financial adviser.

For further information about, and contact details for, local HIAs, visit www.housingcare.org or contact your local council.
Making life easier at home

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

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

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

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

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

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

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

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

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

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

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

Is it becoming difficult to get dressed? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 17.

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

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

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

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

Adult Social Services
Tel: 0300 123 4042
Email: info@hertshelp.net
Web: www.hertshelp.net

Visit www.carechoices.co.uk for further assistance with your search for care
Specialist equipment
There is a range of equipment available to make life easier and to improve safety and independence in the home, such as stair rails, raised toilet seats, shower stools etc. These items are often referred to as ‘simple aids for daily living’.

If you would like more information, please contact Adult Social Services or HertsHelp, or go to www.hertfordshire.gov.uk

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

Visit www.asksara.org.uk to learn more about possible solutions or see page 8. Once you have identified equipment that might help with your support needs, use the checklist on page 12 to make sure it’s right for you.

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

**Hertfordshire Action on Disability (HAD)**
HAD has a permanent display of specialist equipment that you can try. It also runs a wheelchair accessible transport service. HAD is open Monday and Tuesday, 9.00am to 5.00pm; Wednesday and Thursday, 9.00am to 6.00pm; and Friday, 9.00am to 4.30pm.

Woodside Centre, The Commons, Welwyn Garden City AL7 4DD
Tel: 01707 384260
Web: www.hadnet.org.uk

**Hertfordshire Hearing Advisory Service (HHAS)**
An independent charity helping people with hearing loss across Hertfordshire and Bedfordshire.

Woodside Centre, The Commons, Welwyn Garden City AL7 4DD
Tel: 01707 324582
Textphone: 01707 375486

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

**Herts Vision Loss**
Charity providing services and information to blind and partially sighted people throughout Hertfordshire.

Woodside Centre, The Commons, Welwyn Garden City AL7 4DD
Sight-Line: 01707 324680
Email: office@hertsvisionloss.org.uk
Web: www.hertsvisionloss.org.uk

**Local suppliers**

**Alphamarque**
Shop 1, Highfield Park, Russet Drive, St Albans AL4 0AZ
Tel: 01727 837836
Email: sales@alphamarque.com
Web: www.alphamarque.com
Open: Monday to Friday, 9.00am to 5.00pm; and Saturday, 10.00am to 5.00pm.

**Auto Mobility Concepts Ltd**
Unit 2, Maxted Corner, Maylands Industrial Estate, Hemel Hempstead HP2 7RA
Tel: 01442 270202
Web: www.automobilityconcepts.com

**Hemel Hempstead**
158 Marlowes, Hemel Hempstead HP1 1BA
Tel: 01442 242850

**Watford**
172 High Street, Watford WD17 2EG
Tel: 01923 804142

**Better Mobility**
12 Henry Wells Square, Grovehill, Hemel Hempstead HP2 6BJ
Tel: 01442 768797
Email: sales@bettermobility.co.uk
Web: www.bettermobility.co.uk
Open: Monday to Friday, 9.00am to 5.00pm.
Telecare

Telecare is equipment that can detect falls, inactivity, smoke, flooding, gas or extreme temperatures in the home. Sensors, when activated, will connect to a response centre where trained operators will contact the individual through their home unit. They will take the most appropriate action, such as contacting a nominated responder, family member, carer, neighbour, doctor or the emergency services.

Telecare can allow users to regain confidence in their homes and remain independent. Relatives and carers are also reassured, safe in the knowledge that should an incident occur, they will know about it.

Some devices can also help monitor particular health conditions and reduce the need for hospital admission.

You can buy telecare and assistive technology from private companies and organisations or, if you’re eligible through an assessment (see page 13), Hertfordshire County Council may be able to provide it for you. For further information, please visit www.hertfordshire.gov.uk
# Assistive technology checklist

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

You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists).

## Suitability

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>Does the equipment support your specific needs?</td>
<td></td>
</tr>
<tr>
<td>Are you willing to use it?</td>
<td></td>
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<tr>
<td>Will it fit into your everyday life and routine?</td>
<td></td>
</tr>
<tr>
<td>Have you tried a demo of the equipment?</td>
<td></td>
</tr>
<tr>
<td>Do you understand what the equipment is for?</td>
<td></td>
</tr>
<tr>
<td>Do you need to take it with you when you leave the house? Is it transportable?</td>
<td></td>
</tr>
<tr>
<td>Does the equipment have any limitations that would make it unsuitable for you?</td>
<td></td>
</tr>
<tr>
<td>Will it work alongside any assistive technology you already have?</td>
<td></td>
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</tbody>
</table>

## Usability

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>Is a simpler piece of equipment available, e.g. a pill case rather than an automated pill dispenser?</td>
<td></td>
</tr>
<tr>
<td>Does the equipment need a plug socket, and will its wire cause a trip hazard?</td>
<td></td>
</tr>
<tr>
<td>Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you?</td>
<td></td>
</tr>
<tr>
<td>Are you able to use it? Are there any aspects you don’t understand?</td>
<td></td>
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<tr>
<td>Is it portable?</td>
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## Reliability

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>Will it need to be installed by a professional?</td>
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<tr>
<td>Can the retailer provide you with training in using the equipment?</td>
<td></td>
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<tr>
<td>Will it work if you have pets or live with other people, e.g. could someone else set off a sensor alarm by accident?</td>
<td></td>
</tr>
<tr>
<td>Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase.</td>
<td></td>
</tr>
<tr>
<td>Can you speak to someone who already uses it?</td>
<td></td>
</tr>
<tr>
<td>Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this.</td>
<td></td>
</tr>
<tr>
<td>Is it durable? If you might drop it, is it likely to break?</td>
<td></td>
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</tbody>
</table>

## Cost

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>Do you know how much it costs?</td>
<td></td>
</tr>
<tr>
<td>Will you need to pay a monthly charge?</td>
<td></td>
</tr>
<tr>
<td>Are there alternative solutions that might be free?</td>
<td></td>
</tr>
<tr>
<td>Is there a cost associated with servicing the equipment?</td>
<td></td>
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</tbody>
</table>

## Notes

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Support from the council

The way councils provide services to eligible adults and their carers is called personalisation. This term is used to describe a number of ways in which eligible adults can receive a mixture of local authority and government money to pay for the care services they need without direct council involvement. If you approach the council for social care support, your needs and finances will be assessed. If you have a carer, they can be involved and have their needs assessed too.

Your assessment

If you appear to have care or support needs, you have the legal right to an assessment of your care needs and finances. Councils are statutorily obliged to provide this to you, regardless of whether you access their services. The assessment (which is free) will consider:

- how you can best be supported to live as independently as possible;
- your home and how you are coping in it;
- your emotional wellbeing;
- your diet; and
- any health and medical treatments you need.

You will need to contact Adult Social Services to arrange an assessment. Call 0300 123 4042.

Once Adult Social Services has an understanding of your care and financial needs, the next stage is to determine what services you may be eligible for and who will pay for them.

The council will give you more information on eligibility and the national eligibility criteria it uses at the time of your assessment.

Information on paying for care can be found on page 21 if you are receiving home care and page 45 if you are moving into a care home.

Personal Budgets

If you are eligible for support from the council, you may be given a Personal Budget.

A Personal Budget is the amount of money that the council calculates it will cost to meet the support needs of eligible people. If you are eligible for a Personal Budget, the actual amount you receive will depend on your eligible needs and your finances.

The money should be spent in line with a support plan that has been agreed by both you and the council and can be either a full or a partial contribution to such costs. You may also choose to pay for additional support on top of the budget. Any eventual contractual agreement for services is between you and your care provider, not the council.

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

- in the form of a Direct (cash) Payment, held directly by you or, where you lack capacity, by a ‘suitable person’;
- by way of an account held and managed by the council in line with your wishes; or
- as a mixture of the above.

Assessments from hospital

If you have been admitted to hospital and you might need care on discharge, you may be referred to the discharge team for an assessment, which will take place on the ward. The team may be made up of social workers, carers’ officers, mental health workers and housing officers.

Whatever services you need on discharge, Adult Social Services can arrange for them.
Social Services will work with you, your family and carers to either restart services already in place prior to admission or to provide the appropriate services if you are eligible.

Sometimes interim care packages are set up to facilitate your discharge and you will be reassessed by a community social worker within four to six weeks.

For more information on support when you leave hospital, visit www.hertfordshire.gov.uk and search ‘coming out of hospital’.

Enablement

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

Enablement helps people to learn or re-learn daily living skills. It is not about doing things for you, it’s about giving you the skills and confidence to do things for yourself. It can also mean that you do not start to depend on support that could cost you money. 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.

Speak to your GP, hospital staff or care manager if you think you might benefit from enablement. They can put you in touch with the right services if they feel that enablement will help you.

Intermediate care

This aims to give recovery and rehabilitation support to help people regain their independence when they come out of hospital or, just as importantly, prevent them going unnecessarily into hospital.

Intermediate care can be provided in your own home or in a care home, depending on local policy and your specific needs. It can be provided by care staff, occupational therapy and physiotherapy, with additional support provided by the local GP surgery, social workers and community nurses. This combined resource helps people to regain their independence and feel confident in their ability to manage for themselves with any necessary additional support.

Intermediate care, including any care home fees where relevant, is provided by the NHS and is free. It is usually limited to a maximum of six weeks.

If, after this, you have ongoing care or support needs, the council will conduct an assessment and may help you to arrange any services you might need. There may be a charge for these services.

NHS Continuing Healthcare

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

People eligible for NHS Continuing Healthcare will have been assessed to have a ‘primary health need’ and are likely to have complex medical needs and substantial or intense ongoing care needs. See page 46 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.

**Services for carers**

**Who is a carer?**

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

- has a long-term health condition; or
- misuses drugs or alcohol.

The carer may be helping with:

- personal care, such as washing and dressing;
- going to the toilet or dealing with incontinence;
- eating or taking medicines;
- getting about at home or outside;
- practical help at home and keeping someone company; or
- emotional support or communicating.

**Having a carers’ assessment**

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

The assessment can also give lots of information about other services that might help, and other ideas for support. The carers’ assessment will show if the carer qualifies for support from Adult Social Services.

A carers’ assessment is an opportunity for people to tell the council 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.

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Carers’ Personal Budgets
The carers’ Personal Budget is a single payment that can be used towards the cost of something specific that will support carers in their caring role. For example, it could be used for leisure activities, education or training, or just to take a short break from caring.

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

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

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

Benefits
Carers may want to explore whether they are entitled to Carer’s Allowance – currently £64.60 per week but this may change over the life of this Directory. Carers may also qualify for Carer’s Premium or Carer’s Credit depending on their eligibility. The Government’s website, [www.gov.uk](http://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.

You can find out more about what organisations support carers in Hertfordshire by visiting [www.hertfordshire.gov.uk/directory](http://www.hertfordshire.gov.uk/directory) and searching ‘carers’.

Carers in Hertfordshire
Aims to help carers take better care of themselves through breaks, leisure and learning opportunities and by ensuring they focus on their own health and wellbeing. It gives support and information to unpaid family and friends who look after someone. It provides the space for carers to discuss practical and emotional concerns around caring and opportunities to share experiences with others.

Tel: 01992 586969
Email: contact@carersinherts.org.uk
Web: [www.carersinherts.org.uk](http://www.carersinherts.org.uk)

Crossroads Care
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.

Crossroads Care Hertfordshire North, West and East
Tel: 01462 455578
Web: [www.crossroadshn.org.uk](http://www.crossroadshn.org.uk)

Crossroads Care Hertfordshire South
Tel: 0208 905 1158
Web: [www.hertfordshirecrossroads-south.org.uk](http://www.hertfordshirecrossroads-south.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](http://www.myfamilyourneeds.co.uk)
Care in your own home

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

Why choose home care?

Reasons for choosing home care can vary. Sometimes after a stay in hospital, someone might find they need some help whilst they recuperate. Others can find that a long-term condition or disability means they can no longer cope, and they need a bit of help.

After a stay in hospital someone may carry out an assessment of your situation to see if home care will benefit you. You and your family will be fully involved in looking at what will suit you best if you’d like them to be.

Alternatively, you or those close to you might notice changes in your ability to manage the day-to-day things you normally cope with easily, like preparing meals or looking after yourself. If this happens, contacting Adult Social Services 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.

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

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.

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

The 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 49.

The United Kingdom Homecare Association (UKHCA) 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, handymen or gardeners. However, some home care agencies are increasingly providing staff who can help meet these needs too.

Visit www.carechoices.co.uk for further assistance with your search for care
Compassionate Care for Hertfordshire
Including Live-In

We are a Family Run Company

With

15 Years Experience Providing Compassionate Care
Highly Trained Carers Personally Selected for You
Medication Personal Care & Domestic Chores
Fully Flexible Care Packages Tailored to Your Needs

Contact our
Private Client Services Team

0333 700 80 80
enquiries@carebyus.com

Rated Outstanding
By CQC
The benefits of using a regulated home care agency include:

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

### Living with dementia at home

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

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

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

### Family support

If you know someone who is worried about their memory, encourage them to visit their GP. The more support you can give someone, the better life with dementia can be, especially in the early years.

Focus on what the person can do, not what they cannot do, help with little errands or with cooking, listen to the person with dementia, and find out more about the condition.

When someone is living with dementia, they need:

- support to live their life;
- reassurance that they are still valued and that their feelings matter;
- freedom from as much external stress as possible; and
- appropriate activities and stimulation to help them to remain alert and motivated for as long as possible.
Dementia Friends

People with dementia sometimes need a helping hand to go about their daily lives and feel included in their local community.

Dementia Friends is giving people an understanding of dementia and the small things they can do that can make a difference to people living with dementia – from helping someone find the right bus to spreading the word about dementia. See www.dementiafriends.org.uk for further information.

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 the council to see if you are eligible for support with arranging these services, see page 13 for information on assessments.

Care at home

It can often be best for a person with dementia to stay living in their own home for as long as possible. This may mean that they require some support services at home. The person living with dementia will respond best to the same care staff who know them well. Continuity of care can be provided by either care agencies or carers employed directly by the person or his or her family.

Specialist dementia day centres

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

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 the council or your local Alzheimer’s Society office for more details, see ‘Useful local contacts’ on page 78.

Alzheimer’s Society

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

If you have concerns about any form of dementia, please contact your local office for information and support and access to local services. See page 78 for contact details.

Alzheimer’s Society’s National Dementia Helpline is available on 0300 222 1122 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.

For more information on care homes for people with dementia, see page 43.
Councils provide upfront information on how much people can expect to pay for home care and how charges are worked out. This information must be made available when a needs assessment is carried out. Written confirmation of how the charge has been calculated must be provided after a financial assessment.

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

The council calculates charges in accordance with national eligibility criteria set by the 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 the Government) for everyday living expenses and makes allowance for disability-related expenditure. This is the extra amount you spend as a result of your disability or illness. Adult Social Services can help you to identify these costs. They will also carry out a full benefit check and, if you want them 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 under section 117 of the Mental Health Act are free of charge.

If you need care or support you may be eligible to claim Attendance Allowance (AA), or Personal Independence Payments (PIP). AA and PIP are non-means tested benefits. Provided you are eligible, you can receive AA or PIP regardless of how much income or capital you have. AA is payable to people over the age of 65 and PIP to those aged 16 to 64.

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](http://www.gov.uk).

**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 that 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.

*The Society of Later Life Advisers (SOLLA)*

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

Web: [www.societyoflaterlifeadvisers.co.uk](http://www.societyoflaterlifeadvisers.co.uk)

*The Money Advice Service*

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

Tel: 0800 138 7777

Web: [www.moneyadVICEService.org.uk](http://www.moneyadVICEService.org.uk)

Further information on paying for care can be found beginning on page 45.
Home care with a difference

Home Instead is a well established and highly respected independent global home care provider, with over 1,000 offices around the world. Caring for an ageing loved one doesn’t need to be a struggle. At Home Instead we offer everything from individualised help around the house to advanced dementia care - helping people to remain in their own homes, where they are most happy and comfortable.

Tailor made to your individual requirements

- Award winning care
- Companionship services
- Home help services
- Personal care services
- Highly trained CAREGivers

East Herts & Uttlesford
G1 Allen House, The Maltings, Station Road, Sawbridgeworth, Hertfordshire, CM21 9JX
www.homeinstead.co.uk/sawbridgeworth | 01920 897355

Hemel Hempstead and Chilterns
The Lockhouse, Frogmore Road, Hemel Hempstead, HP3 9RJ
www.homeinstead.co.uk/hemelhemstead | 01442 233599

Stevenage & North Herts
16 Venture House, Fifth Avenue, Letchworth, SG6 2HW
www.homeinstead.co.uk/northherts | 01462 600462

St Albans
Unit 3, St. Albans Enterprise Centre, Long Spring, St.Albans, Hertfordshire, AL3 6EN
www.homeinstead.co.uk/stalbans | 01727 895941

Watford
Flexspace, 15-19 Greenhill Crescent, Watford, WD18 8PH
www.homeinstead.co.uk/watford | 01923 250513

Welwyn Garden City
Weltech Business Centre, Ridgeway, Welwyn Garden City, Herts, AL7 2AA
www.homeinstead.co.uk/welwyn | 01707 240650

www.homeinstead.co.uk

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*Smith & Henderson 2017 PEAQ survey
### About the agency

<table>
<thead>
<tr>
<th>Question</th>
<th>Agency 1</th>
<th>Agency 2</th>
<th>Agency 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>How long has the agency been operating?</td>
<td></td>
<td></td>
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<tr>
<td>How long are staff allocated per visit?</td>
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<tr>
<td>Can you contact the agency in an emergency or outside office hours?</td>
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<tr>
<td>Does the agency have experience with your specific needs?</td>
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</table>

### Staff

<table>
<thead>
<tr>
<th>Question</th>
<th>Agency 1</th>
<th>Agency 2</th>
<th>Agency 3</th>
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</thead>
<tbody>
<tr>
<td>Are you likely to be visited by different staff each day?</td>
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<tr>
<td>Are all staff checked with the Disclosure and Barring Service?</td>
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<tr>
<td>Will you be notified in advance if your care worker is on holiday or sick?</td>
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<tr>
<td>Are staff matched to you specifically, based on your needs and preferences?</td>
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<tr>
<td>Can you meet your care worker(s) before they start?</td>
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<tr>
<td>Does the agency have both male and female staff?</td>
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### Accommodating your needs

<table>
<thead>
<tr>
<th>Question</th>
<th>Agency 1</th>
<th>Agency 2</th>
<th>Agency 3</th>
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<tbody>
<tr>
<td>Can the agency accommodate your needs if they increase? Ask about the process for this.</td>
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<tr>
<td>Does the agency have a training scheme in place?</td>
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<tr>
<td>Are all staff trained to a certain level?</td>
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<tr>
<td>Are staff able to help with administering medication if required?</td>
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<tr>
<td>Is there a way for staff to communicate with each other about the support they provide when they visit you? How?</td>
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### Regulation

<table>
<thead>
<tr>
<th>Question</th>
<th>Agency 1</th>
<th>Agency 2</th>
<th>Agency 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Will your support plan be reviewed at regular intervals?</td>
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<tr>
<td>Can you see the agency’s contract terms?</td>
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<tr>
<td>Can you lodge a complaint easily?</td>
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<tr>
<td>Are complaints dealt with quickly?</td>
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<tr>
<td>Can you see a copy of the agency’s CQC registration certificate and quality rating?</td>
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</tbody>
</table>

### Notes

*See page 49.*
Providing care and assistance for the elderly, and those with learning disabilities in the Hertfordshire area

Services include:
• Offering skilled care to enable our clients to achieve their optimum state of health and wellbeing.
• Help with cooking, cleaning, washing, dressing and other house- hold activities.

It all starts with a chat about what YOU feel your needs are, so feel free to contact us:

T: 01707 881 258  E: enquiry@blueberryhillcare.co.uk  W: blueberryhillcare.co.uk

139 Ludwick Way  
Welwyn Garden City,  
AL7 3PN

We pride ourselves on delivering the highest quality of care to each service user to remain able to live independently in their home. Our person centred care approach is tailor made to suit the needs of each individual.

We offer a variety of services including:
• Personal care
• Washing and dressing
• Medication assistance

Please get in touch to see how we can assist you:
01707 800 255
www.apluscaring.com
apluscareltd@gmail.com

A+ CARING LTD, SUITE 55, THE ENTERPRISE CENTRE, CRANBORNE ROAD, POTTERS BAR, HERTFORDSHIRE, EN6 3DQ

Care packages that are tailored to your needs
In the comfort of your own home
An affordable alternative to a care home

Call us now on 01992 469540
or visit us at www.adicocare.co.uk

The alternative to Care Home admission.
Live-in Care enables anyone with care needs to continue living in their own home with a round-the-clock care worker.

Live-in Care from £695 per week

08000 121 247  |  www.liveincare.info

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

www.carechoices.co.uk
Home care providers

A Plus Caring Ltd
Potters Bar
Tel: 01707 800255

Abbots Care LTD (Hertfordshire)
St Albans
Tel: 01727 891004

AC Homecare
Welwyn Garden City
Tel: 01707 696474

Accedo Care Head Office
Waltham Cross
Tel: 07590 860442

AccuroCare Home Care Services (West Herts)
Watford
Tel: 01923 350369

Ace Community Care Ltd
Hitchin
Tel: 01462 429755

Action for Children Herts Domiciliary Care
Watford
Tel: 01923 361500

Adico Care
Hoddesdon
Tel: 01992 469540

AevaCare
Rickmansworth
Tel: 020 3907 0707

Agincare
Hertford
Tel: 08000 121 247

Ainsworth Care
Kings Langley
Tel: 01923 269877

Alban care company
St Albans
Tel: 01727 757465

Alina Homecare Harpenden
Harpenden
Tel: 01582 218222

Alina Homecare Harpenden & Mid Herts
Hatfield
Tel: 01582 218222

Alina Homecare Hemel Hempstead
Hemel Hempstead
Tel: 01442 793322

Alina Homecare Stevenage Ltd
Stevenage
Tel: 01438 722663

Allied Healthcare Goldsborough – Stevenage
Stevenage
Tel: 01707 636405

Ambito Community Services Hertfordshire
Danestrete
Tel: 01438 315191

Anchusa Care
Hitchin
Tel: 01462 338343

Archers Court
Hitchin
Tel: 01462 423852

Avocet Healthcare Ltd
Stevenage
Tel: 01582 527015

Baldock Manor
Baldock
Tel: 01462 491951

Beau Sejour Care Services
St Albans
Tel: 01727 859948

Blueberry Hill Care Ltd
Welwyn Garden City
Tel: 01707 881258

Visit www.carechoices.co.uk for further assistance with your search for care
Bluebird Care (Chiltern and Dacorum) £
Hemel Hempstead
Tel: 01442 933499  OP D PD

Bluebird Care (East Hertfordshire) £
Hertford
Tel: 01920 465697  OP D PD LDA SI YA

Bluebird Care (St Albans) £
St Albans
Tel: 01727 261000  OP D PD YA

Bluebird Care (Stevenage and North Herts) £
Letchworth Garden City
Tel: 01462 676555  OP D PD LDA MH SI YA

Bluebird Care (Watford and Three Rivers) £
Watford
Tel: 01923 775300  OP D PD LDA MH SI

Bluebird Care (Welwyn and Hatfield) £
Hatfield
Tel: 01707 263723  OP D PD LDA SI YA

Broad Oak Manor Domiciliary Care £
Hertford
Tel: 01992 551900  Advert inside back cover

Bushey House Beaumont DCA £
Bushey
Tel: 020 3394 0989  Advert page 64

By Your Side Homecare £
Hemel Hempstead
Tel: 01442 219746  OP D YA

Camphill St Albans £
St Albans
Tel: 01727 811228  OP D LDA MH YA

Care 121 Services Ltd – Head Office
Stevenage
Tel: 01438 537444  PD LDA MH SI AD

Care By Us Ltd £
Bishops Stortford
Tel: 01279 755875  Advert page 18

Care By Us – North London and West Hertfordshire £
Hatfield
Tel: 020 8099 8276  OP D PD LDA MH SI YA AD

Care Embassy Domiciliary Care
Watford
Tel: 01923 678093  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

Destiny Support Care Ltd,
The Quadrant Lodge,
Quadrant,
Stevenage,
SG1 3LF
www.destinysupportcare.co.uk
margaret@destinysupportcare.co.uk
udeme@destinysupportcare.co.uk

EagleCrest is a homecare and nursing agency which was created to provide quality and sustainable care services to meet a range of individual customer needs. Our service is fast, reliable, professional, and most importantly trusted.

At EagleCrest, we offer:
• Personal Care
• Respite Care
• Managing Medication
• 24 hour Live-in Care
• Dementia Care
• Social Support/Companionship
• Sleep in/Wake in nights
• Home from Hospital Care

The Wenta Business Centre, Unit 69, Colne Way, Watford, WD24 7ND
info@eaglecrestventures.com
www.eaglecrestventures.com
01923 693 765
07377 397 527

EagleCrest is an approved provider of services to the Disabled Living Fund.

At Destiny Support Care, we deliver care tailored to support you or your loved ones, to live independently in the comfort of your own home.

Providing services for:
- Young adults and Older people
- People with Physical Disabilities
- People with Sensory Loss
- People with Mental Health Issues
- Personal or family Carers
- People with Dementia, Parkinson, MND & MS
- Palliative Care

Domiciliary Care and Support in Hertfordshire

At Destiny Support Care, we deliver care tailored to support you or your loved ones, to live independently in the comfort of your own home.

Providing services for:
- Young adults and Older people
- People with Physical Disabilities
- People with Sensory Loss
- People with Mental Health Issues
- Personal or family Carers
- People with Dementia, Parkinson, MND & MS
- Palliative Care

Hertfordshire Care Providers Association Member – see page 5

Advertisers are highlighted

26  Search for care at www.carechoices.co.uk to find support in your area
Home care providers continued

Care Herts Ltd £
Welwyn Garden City
Tel: 01707 386106

Care4U2Day Ltd £
Hemel Hempstead
Tel: 01442 462159

Caremark (Hatfield & Welwyn) £
Hatfield
Tel: 01707 817337

Caremark (North Herts and Stevenage) £
Letchworth Garden City
Tel: 01462 708714

Caremark Dacorum & St Albans £
Hemel Hempstead
Tel: 01442 817117

Caremark East Hertfordshire and Broxbourne £
Ware
Tel: 01920 733026

Caremark Watford & Hertsmere £
Watford
Tel: 01923 729898

Cavendish House £
Hoddesdon
Tel: 020 7101 4403

Chelmscare Ltd £
Borehamwood
Tel: 0208 953 8369

Choice Global £
Watford
Tel: 01923 594524

Chorleywood Beaumont DCA
Chorleywood
Tel: 01923 700620

City Care Welwyn £
Welwyn Garden City
Tel: 01707 800523

Community Support Service (Dom Care)
Rickmansworth
Tel: 01923 713620

Compassionate Herts Ltd £
Hemel Hempstead
Tel: 01442 450560

Connections Healthcare £
Stevenage
Tel: 07476 653776

Cromwell Avenue £
Cheshunt
Tel: 01992 622032

Crossroads Care Hertfordshire North £
Hitchin
Tel: 01462 455578

Crossroads Hertfordshire South £
Borehamwood
Tel: 020 8905 1158

Daisy Chain Care Team Ltd £
Welwyn Garden City
Tel: 01438 553463

Delrow Community
Watford
Tel: 01923 856006

Destiny Nursing & Care Agency Ltd
Borehamwood
Tel: 07950 461139

Destiny Support Care £
Stevenage
Tel: 01438 488110

Doves Care Agency Ltd £
Hemel Hempstead
Tel: 01923 693755

EagleCrest £
Watford
Tel: 01923 693765

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

Advertisements are highlighted

Visit www.carechoices.co.uk for further assistance with your search for care
Do you need a helping hand?

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

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

Looking for care? 0808 274 2935
For more information www.helpinghands.co.uk

Eureka Care Services
DOMICILIARY HOMECARE

Broxbourne Business Centre, Fairways, Cheshunt EN8 0NL
Email: enquiries@eurekacareservices.co.uk
Telephone: 01992 472 975 Mobile: 07872 861 451

Eureka Care Services strives to offer excellent and affordable home health care and community based social services to individuals and their families in Hertfordshire.
We are a professional domiciliary home care agency caring for the elderly in their own homes to treat them with dignity, respect and compassion. We support them in the way they choose to be supported.
Companionship • Assist with meals • Personal elderly care • Domestic Duties

www.eurekacareservices.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

Advertisers are highlighted

Hertfordshire Care Providers Association Member – see page 5

Search for care at www.carechoices.co.uk to find support in your area
### Home Care Providers Continued

<table>
<thead>
<tr>
<th>Company Name</th>
<th>Location</th>
<th>Tel</th>
<th>Service User Bands</th>
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</thead>
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<tr>
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<td>Baldock</td>
<td>01462 896853</td>
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<td>Hatfield</td>
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<th>Physical disability</th>
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<th>Learning disability, autism</th>
<th>YA</th>
<th>Younger adults</th>
<th>AD</th>
<th>People who misuse alcohol or drugs</th>
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</table>

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

AWARD WINNING LIVE IN CARE AT HOME
Plus, lots of friendship, fun and support

Proudly helping people live happily at home since 2012

FOR INFORMATION ON HOW WE CAN SUPPORT YOU OR A LOVED ONE PLEASE CALL TO SPEAK TO A MEMBER OF OUR FRIENDLY TEAM: 020 8364 3670 WWW.HOMECAREPREFERRED.COM

Live in Care Specialists in Hertfordshire, London & The Home Counties
www.homecarepreferred.com
Home care providers continued

Joy Caring Services Ltd  
Stevenage  
Tel: 01438 311704  
OP D PD LDA SI YA

Jubilee Domiciliary Care Agency  
Welwyn Garden City  
Tel: 01707 376460  
PD LDA YA

Julee Care Ltd  
Harpenden  
Tel: 01582 463477  
OP YA

Kare4all Ltd  
Hoddesdon  
Tel: 01992 676074  
OP D PD LDA SI YA

Kindherts Care Ltd  
Bishop’s Stortford  
Tel: 07950 793096  
OP D PD YA

Kinetic Centre, The  
Borehamwood  
Tel: 020 8736 5899  
OP D PD LDA SI 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 Services Ltd  
Hitchin  
Tel: 01462 429759  
OP D PD LDA SI MH YA AD

Lead Care  
Hitchin  
Tel: 01462 453332  
OP D LDA MH SI YA AD

Lead Care Services Ltd  
Stevenage  
Tel: 07813 699989  
OP D PD LDA SI YA

Lease of Life Home Care  
Welwyn Garden City  
Tel: 01707 246552  
OP D PD LDA SI YA AD

LHS Care and Support Ltd  
Letchworth Garden City  
Tel: 01462 615187  
OP PD LDA MH YA

Lighthouse Care Solutions Ltd  
Stevenage  
Tel: 07454 975699  
OP D PD LDA MH YA

Livability Greenwood Lodge  
St Albans  
Tel: 01727 872181  
LDA YA

Look Ahead Domiciliary Care (Hertfordshire)  
Stevenage  
Tel: 01438 740096  
PD LDA SI YA

Lumina Homecare Ltd  
Hemel Hempstead  
Tel: 01442 506220  
OP D YA

Maiden Care Services Ltd  
Stevenage  
Tel: 01438 310034  
OP D PD LDA SI YA

Maricho Ltd  
Borehamwood  
Tel: 0208 207 5396  
OP D PD LDA MH SI

Medow Care Services Ltd  
Hatfield  
Tel: 01707 271512  
OP D PD MH SI

MKF Homecare  
Bushey  
Tel: 07532 133570  
OP D PD LDA MH SI YA AD

Myrtle Care Providers Ltd – Office  
Broxbourne  
Tel: 020 3488 3240  
OP D PD SI YA

Myrtle Care Providers Ltd  
Broxbourne  
Tel: 020 3488 3240  
OP D PD SI YA

NAS Community Services (Hertfordshire)  
Hemel Hempstead  
Tel: 01442 247046  
LDA

Nash Homecare  
Hemel Hempstead  
Tel: 01442 824137  
OP D PD LDA SI

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

Hertfordshire Care Providers Association Member – see page 5

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

Natenzi Care At Home
Welwyn Garden City
Tel: 01707 909087
OP D PD LDA MH SI YA

Next Steps Hertfordshire
Welwyn Garden City
Tel: 0203 582 8120
OP D PD LDA SI YA

Novus Care
Watford
Tel: 01923 252401
OP D PD LDA MH SI YA

Omer Care Ltd
Hitchin
Tel: 01438 820999
OP D PD LDA

One Step Domiciliary Care
Hitchin
Tel: 01707 601800
OP PD LDA MH SI YA

Options Health Care Services
Stevenage
Tel: 01438 314840
OP D MH YA

Partners in Support
Stevenage
Tel: 01438 746243
LDA

Pearfect Ltd
Watford
Tel: 01923 312388
OP D PD LDA MH SI YA

Percurra Borehamwood
Borehamwood
Tel: 07475 145917
OP D PD LDA MH SI YA

Portfolio Homecare Ltd
Hoddesdon
Tel: 01920 333500
OP D PD MH SI YA

Right at Home is the UK’s most highly rated provider of homecare services*. By building relationships with our Clients and their families, we support thousands of people to maintain their independence, in the comfort of their own homes.

Contact your local team for a free, no-obligation care assessment:
Borehamwood 020 8387 1477 www.rightathomeuk.com/borehamwood
Hatfield 01707 682 090 www.rightathomeuk.com/hatfield
Hemel Hempstead 01442 953 141 www.rightathomeuk.com/hemelhempstead

The Right at Home offices above cover most of Hertfordshire. Each office is independently owned & managed. *Based on independent reviews on homecare.co.uk

9.6
Independent group review score /10*

“...feel so fortunate to have them. It’s like one big extended family, I can’t say any more than that.”
Right at Home Client

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

Hertfordshire Care Providers Association Member – see page 5

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

Precious Homes Hertfordshire
St Albans
Tel: 01727 420761
OP PD LDA MH SI

Professional Nursing Services Ltd – 25A White Horse Court
Bishops Stortford
Tel: 01279 507077
OP D PD LDA SI YA

Promedica24 UK Ltd
Watford
Tel: 01923 381200
OP D YA

ProTarget Care Ltd – Unit 7
Harpenden
Tel: 01442 506445
OP D PD SI YA

Purple Homecare Ltd
Hemel Hempstead
Tel: 01442 450341
OP D

QCarers (UK)
Hoddesdon
Tel: 01992 877311
OP D PD MH YA

R4R Home Care Services Ltd / Watford
Watford
Tel: 01923 239400
OP D PD LDA MH SI YA

Rapha Healthcare
Watford
Tel: 07495 130405
OP YA

Raphael’s Home Care Ltd
St Albans
Tel: 01727 568756
OP

Reagle Home Care Services (RHC)
Northwood
Tel: 01923 824125
OP D PD LDA MH SI YA AD

Real Care Solutions
Letchworth Garden City
Tel: 01438 300800
OP D LDA SI YA

Regus (Ho)
Welwyn Garden City
Tel: 07533 582525
OP PD

Ridgemonde Care Services Ltd
– 94 Priestley Road
Stevenage
Tel: 07979 508434
OP D PD MH YA

Right at Home Welwyn, Hatfield & St Albans
Borehamwood
Tel: 020 8387 1477
OP D PD SI YA

Hatfield
Tel: 01707 682090
OP D PD SI YA

Hemel Hempstead
Tel: 01442 953141
OP D PD SI YA

RV Care Ltd – Hertfordshire
Rickmansworth
Tel: 07595 003356
OP D PD SI YA

Sam2Sam Deaf Care Service Ltd
Hemel Hempstead
Tel: 07534 715114
YA

Sanctuary Home Care Ltd – Bushey Heath
Bushey
Tel: 0203 761 3394
OP

Sarah’s Home Care Ltd
Watford
Tel: 07437 856836
OP D PD LDA MH SI

Sherma Batson Centre
Stevenage
Tel: 01438 318202
OP D PD MH SI YA

Home Care for you, your way

At Sarah’s Home Care, we believe that everyone is unique, with your own preferences and needs. That’s why we provide the domiciliary care and support that you want, where and when you want it.

We provide consistent, reliable care for the elderly, adults and children with physical or emotional difficulties and those with Dementia within the Watford area.

07437 856 836
sarahshomecare@outlook.com
www.carebysarah.co.uk

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

Advertisers are highlighted

Visit www.carechoices.co.uk for further assistance with your search for care
### Home care providers continued

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<th>Address</th>
<th>Phone Number</th>
<th>User Bands</th>
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<td>St Elizabeth’s Domiciliary Care Agency</td>
<td>Much Hadham</td>
<td>Tel: 01279 844422</td>
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<td>Sugarman Health and Wellbeing – Watford</td>
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<td>SureCare Hertfordshire</td>
<td>Barnet</td>
<td>Tel: 07807 042315</td>
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<td>Time2Care (Barnet) Ltd</td>
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<td>Tel: 020 8214 3675</td>
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<td>Turning Point – Timberlea (Dom Care)</td>
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<td>Tel: 020 8421 5395</td>
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<td>UK International Nursing Agency Ltd Dom Care</td>
<td>Radlett</td>
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<td>Unique Herts Care</td>
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<th>Younger adults</th>
<th>AD</th>
<th>People who misuse alcohol or drugs</th>
</tr>
</thead>
</table>

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Advertisers are highlighted
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**

Supported Living is a term generally used to describe situations in which people (often disabled adults) rent their home, and their personal care or support is arranged separately. This means they can change their support without having to move or move and take the same support with them. People have greater security of tenure and can claim a wider range of welfare benefits than in residential care.

Supported Living can be delivered in a range of settings, including individual flats or houses, clusters of self-contained flats on the same site, shared accommodation, and extra care housing. The individual, a private landlord, a housing association, a local authority or a charity may own the property. Supported Living refers to the way in which accommodation and support are organised, rather than the amount of support. This will be tailored to individual need and can include access to support 24-hours a day if assessed as necessary, although many people do not require this – particularly with the use of assistive technology (discussed further on page 8).

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

**Shared Lives**

Shared Lives 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. Shared Lives carers are local people recruited and trained to make sure they have the right qualities to provide care and support.

**Sheltered housing**

Sheltered (or retirement) housing is provided by local authority housing departments and housing associations for older people who would like to remain independent but prefer the added security and reassurance of a scheme manager and an alarm call service.

A scheme manager 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. You can find sheltered housing near you by visiting www.hertfordshire.gov.uk and searching ‘sheltered housing’.

**Flexicare housing**

Flexicare housing is Hertfordshire’s version of extra care — schemes where people rent their own flat but have access to care and support as and when they need it, 24-hours a day. Flexicare housing is a positive choice for many people because it meets a wide range of needs and provides a good alternative to residential care. See overleaf for a list of Flexicare housing schemes in Hertfordshire.

Visit www.carechoices.co.uk for further assistance with your search for care
As care is available 24-hours a day, Flexicare housing can offer reassurance for family carers and tenants – even if you don’t need regular care it can be helpful to know that someone is there if you fall or feel ill or unsafe.

The level of care and support provided can be changed if your needs change, for example, if you need some extra support after a hospital stay. Flexicare housing is also ideal for couples who have different care needs.

Flexicare housing may suit you if you:

• are finding it hard to cope in your existing accommodation;
• are already receiving home care services; or
• have few care needs now but want to prepare for the future.

For further details about Flexicare housing, call Adult Social Services on 0300 123 4042 or visit www.hertfordshire.gov.uk

Dacorum
Evelyn Sharp House, Hemel Hempstead

East Hertfordshire
Bircherley Court, Hertford
Calton Court, Hertford
Parkside, Bishop’s Stortford

Hertsmer
Barley Close, Bushey
Collins Court, Bushey
Fountain Court, Borehamwood
Storey Court, Bushey

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

St Albans City and District
Parkside View, St Albans

Stevenage Borough
Silkin Court, Stevenage
Fred Millard Court, Stevenage

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

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

**Flexicare housing schemes in Hertfordshire**

**Broxbourne Borough**
Emmanuel Lodge, Cheshunt
Wormley Court, Broxbourne

**St Albans City and District**
Parkside View, St Albans

**Stevenage Borough**
Silkin Court, Stevenage
Fred Millard Court, Stevenage

**Watford Borough**
Dale Court, Watford
Lincoln Court, Watford
Rutland Lodge, Watford

**Welwyn and Hatfield**
Chilton Green, Welwyn Garden City
Swan Field Court, Welwyn Garden City
Woodside House, Welwyn Garden City

Specialist services

**Learning disability**

If you are living with a learning disability in Hertfordshire, you should contact your local council for support. They might be able to signpost you to local services and assess your needs in case they can help you.

The council aims to keep people independent in their own homes wherever possible, but if you need to move somewhere with care and support, you might like to consider a housing with care scheme, see page 35.
If your needs are such that 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 organisations listed here useful.

**Guideposts**
Listens to and supports adults with learning difficulties to access their own community activities in order to lead fuller, more independent lives.
Tel: 0300 222 5709
Email: hereinfo@guideposts.org.uk
Web: www.guideposts.org.uk

**Mencap**
Supporting people with learning disabilities to feel valued equally, listened to and included.
Tel: 0808 808 1111
Email: helpline@mencap.org.uk
Web: www.mencap.org.uk

**Scope**
Offers free, impartial and expert information, advice and support to disabled people and their families, Monday to Friday, 9.00am to 5.00pm.
Tel: 0808 800 3333
Email: helpline@scope.org.uk
Web: www.scope.org.uk

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

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

**Hertfordshire Partnership NHS Foundation Trust**
Supports people with mental ill health, physical ill health and learning disabilities across Hertfordshire.
Web: www.hpft.nhs.uk

**Out-of-hours mental health helpline**
For out-of-hours advice and telephone support from a mental health professional, please call the Hertfordshire Partnership NHS Foundation Trust helpline on 01438 843322.

This service operates through the night from 5.00pm until 9.00am on weekdays, and around the clock at weekends and on Bank Holidays.

The service is available to service users and carers for advice and support outside office hours.

**Guideposts**
Clients at Guideposts’ mental health services have linkworkers who work with people on a one-to-one basis, providing support and encouragement that they may need to fulfil their goals and achievements.
Tel: 01923 223554
Email: hsh@guidepoststrust.org.uk

**Herts Mind Network**
Provides a diverse range of recovery-orientated services and works with adults from the age of 18.
Infoline: 0203 727 3600
Email: info@hertfordshiremind.org
Web: www.hertfordshiremind.org

**Physical disability**
If you have a physical disability or a long-term illness, Adult Social 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.

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

It offers various services, visit [www.hertfordshire.gov.uk](http://www.hertfordshire.gov.uk) and search ‘sensory services’.

Advocacy

Advocates can give advice, support and information to people of any age. They help you to voice your concerns and guide you through difficult or challenging times. You should consider using the services of an advocate if you feel unsure or concerned when you are faced with making an important decision about your care.

Advocates are not there to tell you what to do or to make decisions for you, but to help you express your views and make your own decisions. Councils have a legal obligation to provide an advocate to you if you need one at any stage of your care and support planning with them.

**People First**

Promotes the rights of people with a learning disability and is there to listen to and support people while it does this.

Tel: 0207 274 5484
Email: info@peoplefirstltd.com
Web: [www.peoplefirstltd.com](http://www.peoplefirstltd.com)

**POhWER**

Provides free, confidential independent advocacy to users of care and community services across Hertfordshire. POhWER also provides the Independent Complaints Advocacy Service (ICAS) for Hertfordshire – free, confidential, independent advocacy support to anyone wishing to make a complaint about the NHS.

Hertlands House, Primett Road, Stevenage SG1 3EE
Tel: 0300 123 4044
Email: info@hertshelp.net
Web: [www.pohwer.net](http://www.pohwer.net)

Planning for end of life

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

When choosing a service, you should consider its end of life care philosophy and policies. Enabling people to die in comfort and with dignity is a core part of providing care. The way care professionals approach the process will be incredibly important for you, your family and carers. The service should have an open approach to end of life care. It should initiate conversation with you and your family and work with your GP to ensure your needs and wishes are discussed and planned for. An end of life care plan should also be drawn up, as it is vital to establish your preferences and choices.

You could use the Preferred Priorities for Care (PPC) document to help with outlining your wishes. The PPC document is designed to help you prepare for the future and gives you an opportunity to think about, talk about and write down your preferences.
and priorities for care at the end of life.

It is also important to know that all health and social care staff must be trained in communication regarding end of life care and will be trained in assessing the needs of individuals and carers.

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.

Planning for your funeral
While you are thinking about the future, you may want to consider writing down your wishes for your funeral. This can help to alleviate pressures on your family. They may appreciate knowing your wishes and that they can make sure they are considered at your funeral. By detailing your wishes, your family can be comforted by the fact that they don’t need to make all the decisions about what you would have liked or wonder whether they are making the right choices. Things to consider are included in ‘My Funeral Wishes’, a form produced by Dying Matters and the National Association of Funeral Directors. Visit www.dyingmatters.org/page/my-funeral-wishes

You do not have to instruct a funeral director, but if you do, ensure that the director you choose is a member of either the National Association of Funeral Directors or The National Society of Allied and Independent Funeral Directors. These associations have strict guidelines that members must adhere to.

See page 80 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 (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 13 for more on assessments.

Care homes with nursing
A care home with nursing provides the same care and support as a care home offering personal care, but with 24-hour nursing staff on hand. If you think you may need nursing care in a home, you will need to be visited by a social worker or a care manager to work out what care you will need. This visit might be in your own home, or in hospital if you’ve been ill, or in a care home. You will be fully involved in planning for your care needs.

If, after a needs assessment, a care home providing nursing care is the best solution for you, a social worker will give you information to help you find a
home which meets your care requirements. The cost of the nursing care part of your fees may be paid by the NHS to the home directly: the current amount is £158.16 per week.

This figure may change over the lifetime of this Directory, check with Adult Social Services.

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.

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**CARE, for a place to call home?**

Looking for exceptional care that’s as individual as you are, transparent pricing and over 24 years’ experience to give you peace of mind now and in the future?

Call to find out about our inclusive care packages and current availability in Hertfordshire.

Freephone 0808 223 5356

www.caringhomes.org/hertfordshire

Residential | Nursing | Permanent | Convalescence | Short Stay Care

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Search for care at www.carechoices.co.uk to find support in your area.
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?
9. Ask to see menus and find out what nutritional training the staff receive. Are they flexible?
10. Ask about falls prevention measures.
11. Talk to staff and ask them how they provide ‘person-centred care’, do they ask you questions about the proposed resident’s history, likes and dislikes.
12. Ask if there will be a life-story book made so that staff can get to know the resident.
13. Find out how many staff are on duty at any one time and look for evidence of this.
14. Ask about night staff specifically. Find out how often agency are used (non-regular staff).
15. Ask a manager how long they have been in post, what is the history of management and the culture they expect from staff, and check if it reflects the care you see.
16. Does the place look safe? Are there clear walkways and do staff clear them?
17. Do the staff involve residents in normal day-to-day activities such as laying the table?
18. Ask the staff how they manage difficult behaviours.
19. Chat to staff about the particular conditions of your loved one to check their knowledge.
20. And most importantly: do the current residents look happy, engaged and comfortable?

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

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

For any further information or questions, please contact HCPA on 01707 536020 or email contact@hcpa.info

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

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

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

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

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

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

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

*See page 49.*
Care homes and dementia

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

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

They must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Powers of Attorney and Preferred Priorities of Care. For more information on these, see pages 48 and 38.

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 and 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 44.

Design and technology

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

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

Staff training

Dementia-specific training is essential to ensure that care home staff understand how best to support and care for people with dementia. Ask to speak with the Dementia Champion 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

www.carechoices.co.uk
## Residential dementia care checklist

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We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 42. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists).

### Design

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

### Choices

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

### Activities

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

### Health

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

### Staff

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

### Approach to care

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

*See page 49.*
When a local authority provides or arranges services for you, you may be asked to contribute towards the cost of care at home or in a care home, depending on your personal circumstances.

**Financial assessment**

To determine whether or not you will need to contribute towards the cost of your support, the council will conduct a financial assessment. This will look at your capital, savings and income. Most people are likely to have to contribute something towards the cost of their care. The value of your home is included as part of your capital in this assessment if you are moving into residential care, except in limited circumstances. It is not included if you are receiving care in your own home.

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

If you have capital and savings of less than £14,250, you may be asked to contribute part of your income and the local authority may meet the shortfall.

If you have capital and savings between £14,250 and £23,250, you are likely to have to contribute towards the cost of your care. You may need to contribute part of your income, and a sliding scale operates whereby you contribute £1 for each £250 you have in capital and savings above the lower figure.

If your capital and savings amount to more than £23,250, you will likely have to pay the full cost of your care yourself. However, you are still entitled to an assessment of your needs by the council and you may be able to get some support with funding your care, see page 46.

These figures may change during the lifetime of this Directory.

If you are eligible for support from the council 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 the council would usually pay for someone with your needs. If the home you choose charges a fee in excess of the local authority’s 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 46).

**Running out of money**

If your capital and savings are likely to reduce to £23,250 through payment of care home fees, you must let the council know well in advance. It must undertake an assessment of your circumstances before deciding if it will make a contribution.

If you become eligible for the council’s support with funding your care, and the home you are living in charges more than the council’s fee levels, you must find someone to help pay the difference. This is known as a ‘top-up’ or ‘third party payment’, see page 46 for more information. If funds for a top-up are not available, you will need to find accommodation which can meet your needs at the local authority fee level.

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 47 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 and Personal Independence Payments 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, however, they will not be paid if you are, or become, a permanent resident in a care home.

If you are entitled to the mobility component of Personal Independence Payment, this payment will not stop once you are in a care home and is not included in your financial assessment.

You may also want to consider applying for Universal Credit (if you are under pension age) or Pension Credit (if you are over pension age).

NHS Continuing Healthcare

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

Self-funding your care

Paying for care can be an expensive and long-term commitment, so it is strongly recommended that you seek specialist information and advice before entering into any arrangements. It is important that you seek specialist advice from appropriately qualified and regulated financial advisers, see page 47 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, the council may share the cost of the first twelve weeks of permanent care, provided it agrees 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 paid by the council 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.

The council 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 the council’s support, you will be offered a choice of homes that meet the local authority’s 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 the local authority the difference between its rate and the amount the home charges. This additional payment is called a ‘top-up’ or ‘third party payment’. You are not allowed to make this additional payment yourself, except in limited circumstances, so the responsibility usually falls to a family member, friend or charity.
Before anyone agrees to pay your top-up, they should be aware that the amount may increase, usually once a year, and they need to be confident that they can sustain the payments for as long as they are required. They will need to sign a contract with the council to confirm that they are able to do this.

If the additional payments stop being paid for any reason, then you should seek help and advice from your council. You may have to move to a cheaper home within the local authority’s funding levels. If you are already resident in a care home, and no top-up was required at the time you became a resident, the home may seek to introduce one at a later date, which would need to be agreed first with the local authority. This may happen if a change to your arrangements is made at your request or with your agreement, for example you move to a nicer room.

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

**Seeking financial advice**

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

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

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

A list of independent financial advisers who are accredited by the Society of Later Life Advisers can be found at [www.societyoflaterlifeadvisers.co.uk](http://www.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 055 6112
Web: [www.ageuk.org.uk/moneymatters](http://www.ageuk.org.uk/moneymatters)

**Citizens Advice**
Web: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Money Advice Service**
Tel: 0800 138 7777
Web: [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

**Important information**

**Finding care in your area**

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

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country.

Your search can be refined by the type of care you are looking for and the results can be sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each
care provider, including the address, phone number and the service’s latest CQC inspection report and rating (see page 49), indicating the quality of care provided.

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

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How solicitors can help

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

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

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

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

Any proposed gift out of your estate needs careful consideration by a solicitor or financial advisor to ensure that it is tax-effective and meets all your requirements.

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Our solicitors can help you with:

• Powers of Attorney
• Court of Protection applications if someone cannot make decisions for themselves
• Advice regarding funding for care fees
• Protection of assets

Please contact our elderly and vulnerable client team:

01992 300333
longmores-solicitors.co.uk
24 Castle Street, Hertford, SG14 1HP

“Longmores” and “Longmores Solicitors” are trading names of Longmores Solicitors LLP, a limited liability partnership registered in England and Wales with registered number OC347765 whose registered office is at 24 Castle Street, Hertford, Hertfordshire SG14 1HP. A list of members is available for inspection at our registered office. Longmores Solicitors LLP is authorised and regulated by the Solicitors Regulation Authority (number 605996).
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 solicitors in your area.

Comments, compliments and complaints

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

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

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

If your local authority has arranged and funded a place for you in a care home or has contributed to a home care service, another option is to speak to your Adult Social Care department.

Complaints Team (Adult Care Services)
Customer Service Team, County Hall,
Hertford SG13 8DF
Tel: 01992 556685
Textphone: 0300 123 4041
Email: acs.complaints@hertfordshire.gov.uk

If you have been unable to resolve your complaint, you can contact the Local Government and Social Care Ombudsman on 0300 061 0614 and ask them to assist you. The Local Government and Social Care Ombudsman looks at complaints about councils and some other authorities and organisations, including adult social care providers (such as care homes and home care providers). It is a free service. Its job is 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
St Vincent’s Nursing Home
Nursing Care | Residential Care | Respite Care | End of Life Care | Dementia Care

We provide a peaceful and caring atmosphere to ensure that our residents live their lives to their full potential within a comfortable and supportive community. Our caring philosophy is based on respect, dignity and compassion. St Vincent’s welcomes all seniors from religious and non-religious backgrounds.

Close to many local amenities and transport links our residents can live their lives to its full potential and remain independent for as long as possible. Come and visit our home from home – a rural getaway on the edge of Ruislip Woods with beautifully landscaped accessible gardens.

Our aim is to improve quality of life for all residents through caring, accountability, compassion and good leadership.

Facilities we offer include:

• Our resident Chaplain offers daily Catholic Mass
• A lively activities programme for all with local events and day trips arranged throughout the year.
• Qualified, registered nurses who offer a competent, compassionate person centred approach to care for all residents needs including end of life and Dementia care

• There is a 4 weekly menu which is designed by residents at regular review meetings and the meals are prepared on site by our own talented chefs.
• Weekly hairdresser within our own salon
• Weekly GP visits to the Home

Comments from residents and relatives included:

“First class care”

“Nursing staff were so kind and gentle with my husband”

“St Vincent’s is known as the best care home in the area”

“It was said that people received care that met their individual needs because the St Vincent’s staff ensured their needs were properly assessed, risks identified and strategies put in place to reduce any risk”

Come along and meet our team who will invite you to tour the Home and feel first-hand how calm and relaxing St Vincent’s Nursing Home is.

To find out more contact us on:
0208 872 4900 | enquiries@svnh.co.uk | www.svnh.co.uk
St Vincent’s Nursing Home, Wiltshire Lane, Eastcote Pinner, Middlesex, HA5 2EP
for each key question. The ratings mean you can easily see where a service is performing well, and where it needs to improve.

It’s always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC’s website (www.cqc.org.uk). Care providers must also display their latest rating at their premises and on their website.

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

Tel: 03000 616161
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk
Write to: The Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Out-of-county care

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

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

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

Protecting vulnerable adults

Vulnerable adults may experience abuse, neglect and worse. A vulnerable adult is 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.

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

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

Forms of abuse could be physical, sexual, psychological, emotional or financial. It could also cover the issues of modern slavery, self-neglect and institutional abuse – where the abuse affects more than one person within an organisation and is not addressed by the service’s management.

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

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

If you think someone is being abused, call Hertfordshire County Council’s Adult Social Services department on 0300 123 4042. Your concerns will be taken seriously and will receive prompt attention, advice and support. The council’s Adult Social Services department is available from Monday to Friday, 8.00am to 8.00pm; and Saturday, 9.00am to 4.00pm. Lines are closed on Sundays and public holidays. An out of hours service is available for
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 Adult Social Services may work with them and with you to provide support.

If you are worried about contacting the police you can contact Adult Social Services 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 **03000 616161** if the vulnerable adult 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 the county’s adult protection procedure and can advise you about what to do next.

**The Disclosure and Barring Service (DBS)**

There is a barring system for all those intending to work or working with children and vulnerable adults.

This service combines the criminal records checking and barring functions. For disclosure information and services, visit [www.gov.uk/dbs](http://www.gov.uk/dbs)

Care home owners, home care agencies and employment agencies that supply care workers are required to request checks as part of a range of pre-employment checks, including disclosures from the DBS. Care providers and suppliers of care workers are also required to refer workers to the DBS where, in their view, the individual has been guilty of misconduct that harmed or placed at risk of harm, a vulnerable adult.

People who know they are confirmed on the list but seek employment in care positions will face criminal charges including possible imprisonment.

It is also an offence for an employer or voluntary organisation to knowingly employ a barred person in a regulated activity role.

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**Tell us what you think**

Complete our short questionnaire [www.carechoices.co.uk/reader-survey](http://www.carechoices.co.uk/reader-survey)

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

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

<table>
<thead>
<tr>
<th>Area</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broxbourne</td>
<td>55</td>
</tr>
<tr>
<td>Dacorum</td>
<td>55</td>
</tr>
<tr>
<td>East Hertfordshire</td>
<td>59</td>
</tr>
<tr>
<td>Welwyn Hatfield</td>
<td>61</td>
</tr>
<tr>
<td>Hertsmere</td>
<td>65</td>
</tr>
<tr>
<td>North Hertfordshire</td>
<td>67</td>
</tr>
<tr>
<td>St Albans</td>
<td>71</td>
</tr>
<tr>
<td>Stevenage</td>
<td>73</td>
</tr>
<tr>
<td>Three Rivers</td>
<td>75</td>
</tr>
<tr>
<td>Watford</td>
<td>76</td>
</tr>
</tbody>
</table>

Home care providers can be found on page 25.

**What does Hertfordshire Care Providers Association’s ‘Membership Plus’ mean?**

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

Hatfield Haven is a residential dementia care home located in the beautiful village of Hatfield Heath, about 6 miles south of Bishops Stortford.

Part of a small group of privately owned homes, we care for 22 residents in their own en suite rooms, and ensure their days are enriched with varied activities, including days out in the company’s own specially adapted minibus.

We have a compassionate team looking after the needs of our residents, and as nutrition is so very important, we provide a choice of meals 3 times each day, all freshly prepared in the home.

Please call us to arrange a visit and look around our care home.

OAK CARE LTD

- Attractive and spacious • Single en-suite bedrooms •
- Home cooked, balanced menu • Programme of activities for residents •
- Visiting entertainers • A high standard of care at a reasonable cost •

Cherry Tree Manor
8 Great Road, Hemel Hempstead, Herts HP2 5LB
Telephone: 01442 217621
Email: oak.care@talktalk.net
www.oakcareltd.co.uk

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

www.carechoices.co.uk
Broxbourne care homes

**Brent Cottage**  
Admirals Walk, Hoddesdon EN11 8AB  
Tel: 01992 467450

**Cromwell Avenue**  
9 Cromwell Avenue, Cheshunt EN7 5Dj  
Tel: 01992 622032

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

**Fourfields**  
Rosedale Way, Flamstead End, Cheshunt EN7 6HR  
Tel: 01992 624343  
[Advert page 74]

**Grange Care Services Ltd – 27 Flamstead End Road**  
Cheshunt EN8 0JA  
Tel: 01992 638591

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

**Hollies, The**  
11 St Catharine’s Road, Broxbourne EN10 7LG  
Tel: 01992 445044

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

**Life opportunities Trust – 15 Rosevale**  
Hoddesdon EN11 8NR  
Tel: 01992 443189

**Newgrange Residential Home**  
Cadmore Lane, Cheshunt,  
Waltham Cross EN8 9JX  
Tel: 01992 642449

**Old Grange**  
College Road, Cheshunt EN8 9LT  
Tel: 01992 633694

**St Catharine’s Care Home**  
24 St Catharine’s Road,  
Broxbourne EN10 7LE  
Tel: 01992 462224

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

**Broxbourne care homes with nursing**

**Kingfisher Nursing Home**  
Emmanuel Lodge, College Road, Cheshunt EN8 9NQ  
Tel: 0800 994 9041  
[Advert page 56]

If you are considering a care home, see the checklist on page 42 for useful suggestions of questions to ask.

**Dacorum care homes**

**Ashlyns Care Home**  
Chesham Road,  
Berkhamsted HP4 2ST  
Tel: 01442 870565

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

**Cherry Tree Manor**  
8 Great Road, Adeyfield,  
Hemel Hempstead HP2 5LB  
Tel: 01442 217621  
[Advert page 54]

**Friars Mead**  
Rockliffe Avenue,  
Kings Langley WD4 8DR  
Tel: 01923 270304  
[Advert page 54]

**Service User Bands**  
**OP** Older people (65+)  
**D** Dementia  
**PD** Physical disability  
**LDA** Learning disability, autism  
**MH** Mental health  
**SI** Sensory impairment  
**YA** Younger adults  
**AD** People who misuse alcohol or drugs  
**OP** Hertfordshire Care Providers Association Member – see page 5

Advertisers are highlighted

Visit www.carechoices.co.uk for further assistance with your search for care
Life is to be loved.

Award-winning care.

“Excellent care…I have been a resident for 11 years and do not want to go anywhere else.”

Our Locations

Ashview Nursing Home  Widford
St Pauls Care Centre  Hemel Hempstead
Burford House Nursing Home  Chorleywood
Westgate House Care Centre  Ware
Kingfisher Nursing Home  Cheshunt

Residential Care | Nursing Care | Dementia Care | Respite Care | Palliative Care

To find out more contact our enquiry line on 0800 994 9041, or email enquiries@westgatehc.co.uk

www.westgatehealthcare.co.uk
Dacorum care homes continued

**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**

**Lime Tree Manor Residential Home**  
171 Adeyfield Road, Hemel Hempstead HP2 5JU  
Tel: 01442 217755  
**OP D PD**

**Livability Green Lane**  
17 Green Lane, Leverstock Green, Hemel Hempstead HP2 4SA  
Tel: 01442 230384  
**LDA YA**

**Lodge Care Home, The**  
5 Broad Street, Hemel Hempstead HP2 5BW  
Tel: 01442 244722  
**OP D**

**Mountbatten Lodge**  
Old Crabtree Lane, Hemel Hempstead HP2 4EX  
Tel: 01442 244188 *Advert page 74*  
**OP D PD**

**Queensway House**  
Jupiter Drive, Hemel Hempstead HP2 5NP  
Tel: 01442 266088  
**OP D**

**Quince House**  
77 Adeyfield Road, Hemel Hempstead HP2 5DZ  
Tel: 01442 248316  
**LDA YA**

**Robin Hood House**  
Nettleden Road, Little Gaddesden HP4 1PL  
Tel: 01442 842759  
**OP D**

**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**

**Tewin Road**  
1 Tewin Road, Leverstock Green, Hemel Hempstead HP2 4NU  
Tel: 01442 214796  
**PD LDA**

**Turning Point – Sybden**  
Pipers Hill, Great Gaddesden HP1 3BY  
Tel: 01442 269986  
**LDA YA**

**Walsingham Support – 1-2 Ashley Close**  
Bennets End, Hemel Hempstead HP3 8EH  
Tel: 01442 219091  
**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**

Dacorum care homes with nursing

**Alexandra Care Home**  
46 Alexandra Road, Hemel Hempstead HP2 5BP  
Tel: 01442 331769 *Advert page 68*  
**OP D YA**

**Kilfillan House Care Home**  
Graemesdyke Road, Berkhamsted HP4 3LZ  
Tel: 01442 819553 *Advert page 72*  
**OP D PD LDA MH SI YA AD**

**St Pauls Care Centre**  
Long Mimms, Hemel Hempstead HP2 5XW  
Tel: 0800 994 9041 *Advert page 56*  
**OP D PD**

**Water Mill House Care Home**  
Rose Lane, off Red Lion Lane, Hemel Hempstead HP3 9TE  
Tel: 01442 269888  
**OP D PD SI YA**

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

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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
What’s a typical day at Snowdrop House?

When you know you’re getting the best care, you can relax and live life the way you want. At Snowdrop House, our purpose-built care home in Ware, we offer a full range of services, from residential care to specialist dementia care, and support residents to enjoy the hobbies they love – from the typical to the not-so-typical.

Snowdrop House
Baldock Street, Ware SG12 9DT
01920 897602
careuk.com/snowdrop-house
## East Hertfordshire care homes

### Apton Road
34 Apton Road, Bishops Stortford CM23 2SN  
Tel: 01279 755656

### Ashwood – Ware
New Road, Ware SG12 7BY  
Tel: 01920 468966

### Beane River View
1 Beane View, Port Vale, Hertford SG14 3UD  
Tel: 01992 503619  
Advert page 74

### Belmont View
Hailey Lane, Hailey, Hertford SG13 7PB  
Tel: 01992 450304  
Advert page 74

### Chaseways
1 Chaseways, Sawbridgeworth CM21 0AS  
Tel: 01279 414939

### Elmhurst
Windhill, Bishops Stortford CM23 2NF  
Tel: 01279 713100  
Advert page 74

### Hatfield Haven
Stortford Road, Hatfield Heath,  
Bishops Stortford CM22 7DL  
Tel: 01279 730043  
Advert page 54

### HF Trust – 38 South Road
Bishops Stortford CM23 3JJ  
Tel: 01279 461131

### Highfield Care Home
34-36 Hoe Lane, Ware SG12 9NZ  
Tel: 01920 467508

### Hillview Care Home
17 Collel Road, Ware SG12 7LY  
Tel: 01920 469428

### Isabel Court
1-6 Isabel Court, Walton Road,  
Hoddesdon EN11 0LQ  
Tel: 01992 468652

### Libury Hall
Great Munden, Ware SG11 1JD  
Tel: 01920 438224

### Riverside Place Nursing Home
Plaxton Way,  
Ware SG12 7FB  
Tel: 0808 223 5356  
Advert 40 & outside back cover

### Royal Mencap Society – Church Road
7 Church Road, Hertford SG14 3DP  
Tel: 01992 501266

### Turning Point – Ambleside
Wengeo Lane, Ware SG12 0EQ  
Tel: 01920 460415

### Ware Road
49 Ware Road, Hertford SG13 TED  
Tel: 0808 808 1111

### Willowthorpe Care Home
High Street,  
Stanstead Abbotts SG12 8AS  
Tel: 01920 871811

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## East Hertfordshire care homes with nursing

### Ashview Nursing Home
Ware Road,  
Widford SG12 8RQ  
Tel: 0800 994 9041  
Advert page 56

### Bentley House
Pegs Lane, Hertford SG13 8EG  
Tel: 01992 515600

### Broad Oak Manor Nursing Home
Broad Oak End, Bramfield Road,  
Hertford SG14 2JA  
Tel: 01992 551900  
Advert inside back cover

### Conewood Manor Nursing Home
60 Dunmow Road,  
Bishops Stortford CM23 5HL  
Tel: 01279 657933

### Gardens Neurological Centre
High Wych Road, High Wych,  
Sawbridgeworth CM21 0HH  
Tel: 01279 600201

### Highfield Care Home
34-36 Hoe Lane, Ware SG12 9NZ  
Tel: 01920 467508

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Visit www.carechoices.co.uk for further assistance with your search for care
Acacia Mews Care Home

Residential, Dementia and Respite Care

Acacia Mews Care Home in Hatfield, Hertfordshire, is rated as ‘Good in All Categories’ by the Care Quality Commission (CQC). The CQC grades the services delivered in care homes in five categories (Safe, Effective, Caring, Responsive and Well-led) and adjudged that Acacia Mews and its staff scored consistently highly throughout.

• Beautifully decorated rooms all have en-suite showers, with some rooms opening on to the gardens
• Restaurant quality dining, café, salon and therapy room
• Suites for couples wanting more independence
• Sector leading Well-being & Activities Programme packed with activities, daily events and regular outings

Call 01707 561513 or Search ‘Acacia Mews Care’ online

Acacia Mews Care Home | St Albans Road East | Hertfordshire | AL10 0FJ | @AcaciaMewsCareHome

If you are considering a care home with nursing, see the checklist on page 42.

See page 45 for more information on paying for care homes in Hertfordshire.

Keeping those you love nearby in the heart of Old Hatfield

St Audrey’s is a warm and friendly care home for 35 people set in the beautiful grounds of Hatfield House.

Providing 24 hour residential, respite and end of life care for older people, including those living with dementia.

Call us to find out more or arrange your visit: 01707 272264
staudreys@heritagecare.co.uk | www.heritagecare.co.uk
St Audrey’s, Church Street, Old Hatfield, Herts. AL9 5AR

Oakview Lodge Care Home

At Country Court Care we get to know our residents individually, offering personalised care in a luxury setting. Our residents at enjoy beautifully furnished lounges and dining areas, cinema room, café and hairdressing salon.

Pop in and see us we’d love to show you our home!

01707 375 345 | www.countrycourtcare.com
Ascots Lane, Welwyn Garden City AL7 4HQ

Search for care at www.carechoices.co.uk to find support in your area
East Hertfordshire care homes with nursing continued

Jacobs Neurological Centre
High Wych Road, High Wych, Sawbridgeworth CM21 0HH
Tel: 01279 600201

Nightingale Nursing Home
85 New Road, Ware SG12 7BY
Tel: 01920 463123

Premier Court Care Home
Thorley Lane East, Thorley, Bishops Stortford CM23 4BH
Tel: 01279 888523

Riverside Place Nursing Home
Plaxton Way, Ware SG12 7FB
Tel: 0808 223 5356

Snowdrop House
Baldock Street, Ware SG12 9DT
Tel: 01920 897602 Advert page 58

St Elizabeth’s Care Home with Nursing
St Elizabeths Centre, South End, Much Hadham SG10 6EW
Tel: 01279 843451

Westgate House Care Centre
Tower Road, Ware SG12 7LP
Tel: 0800 994 9041 Advert page 56

Welwyn Hatfield care homes

Acacia Mews Care Home
St Albans Road East, Hatfield AL10 0FJ
Tel: 01707 561513 Advert page 60

Blossom House
134 Auckland Road, Potters Bar EN6 3HE
Tel: 01707 659809

Broadview
8 Great North Road, Welwyn AL6 0PL
Tel: 01438 718929

Clock Tower Mews
The Causeway, Morven Park, Potters Bar EN6 5HA
Tel: 01707 662253

Coach House, The
Old Rectory Drive, Hatfield AL10 8AE
Tel: 01707 263903

Dugdale House
1 Santers Lane, Potters Bar EN6 2BZ
Tel: 01707 642541

Elizabeth House Residential Care Home
Elizabeth Close, Moors Walk, Welwyn Garden City AL7 2JB
Tel: 01707 338821

Exclusive Care Ltd – Nimrod Drive
4 Nimrod Drive, Hatfield AL10 9LS
Tel: 01707 265639

Exclusive Care Ltd – Nimrod Drive, 10
Hatfield AL10 9LS
Tel: 01707 258342

Firs, The
77 The Causeway, Potters Bar EN6 5HL
Tel: 01707 662299

Gombards
6 London Road, Welwyn AL6 9EL
Tel: 01483 712892

Greenacres
Wellfield Close, Hatfield AL10 0BU
Tel: 01707 280500 Advert page 74

Heath Lodge
Danesbury Park Road, Welwyn AL6 9SN
Tel: 01438 716180

Hillcrest
10 Great North Road, Welwyn AL6 0PL
Tel: 01438 718081

Homeside
6 Great North Road, Welwyn AL6 0PL
Tel: 01438 716442

Honister
Ellenbrook Lane, Hatfield AL10 9RW
Tel: 01707 274918

Visit www.carechoices.co.uk for further assistance with your search for care
Our belief, energy and passion in caring for our elderly residents makes us different from other care providers.

TLC Care offers Nursing, Dementia and Residential Care in homes across London, Hertfordshire, Surrey and Cambridge. Our team of caring hearts are highly trained to provide person centred care that allows you or your loved one to live life independently, with the freedom of choice and dignity that you deserve.

Come along and meet our team who can discuss your care options with you and show you what is available for person-centred care. Call now to arrange a personal tour, and let us show you how TLC is the right home for you.
Welwyn Hatfield care homes  continued

Jubilee House Care Trust – 20-22 Lincoln Close ￠
Welwyn Garden City AL7 2NN
Tel: 01707 376460

Jubilee House Care Trust – 29 Jonquil Close ￠
Welwyn Garden City AL7 3HX
Tel: 01707 391113

Life Opportunities Trust – 6A Sewells ￠
Welwyn Garden City AL8 7AQ
Tel: 01707 321344

Mayfair Lodge ￠
The Walk, Potters Bar EN6 1QN
Tel: 01707 871800 Advert page 74

Meadows Short Break Centre, The ￠
19-21 Grove Meadow,
Welwyn Garden City AL7 2BE
Tel: 01707 373759

Minims, The (12 & 31) ￠
31 The Minims, Hatfield AL10 0AW
Tel: 01707 257098

Oak Cottage ￠
4 Wilkins Green Lane, Hatfield AL10 9RT
Tel: 01707 269594

Oakview Lodge Care Home ￠
Ascots Lane,
Welwyn Garden City AL7 4HQ
Tel: 01707 375345 Advert page 60

Oasis Lodge Residential Care Home ￠
13 Dugdale Hill Lane, Potters Bar EN6 2DP
Tel: 07946 253241

Sherwood Court ￠
The Common, Hatfield AL10 0NX
Tel: 01707 262405

St Andrews Care Home ￠
Great North Road, Welwyn Garden City AL8 7SR
Tel: 01707 324208

St Audrey’s ￠
Church Street, Old Hatfield AL9 5AR
Tel: 01707 272264 Advert page 60

St Michaels House ￠
71 Holwell Road, Welwyn Garden City AL7 3SF
Tel: 01707 281475

St Peter’s Home ￠
13 Louvain Way, Watford WD25 7EH
Tel: 01923 673305

Stanborough Lodge ￠
Great North Road, Welwyn Garden City AL8 7TD
Tel: 01707 275917

Three Oaks Care Home Ltd ￠
14 Gwynfa Close, Welwyn Garden City AL6 0PR
Tel: 01438 712939

Willows, The ￠
197 Darkes Lane, Potters Bar EN6 1AA
Tel: 01707 659205

Welwyn Hatfield care homes with nursing

Anson Court ￠
Shackleton Way,
Welwyn Garden City AL7 2FF
Tel: 01707 379700 Advert page 74 OP D PD MH SI YA

Cuffley Manor Care Home ￠
Coopers Lane Road,
Potters Bar EN6 4AA
Tel: 01707 861419 Advert page 62 OP D PD SI

Autumn Vale Care Centre ￠
Danesbury Park Road, Welwyn AL6 9SN
Tel: 01438 716180

Hatfield Residential and Nursing Home ￠
Tamblin Way, Hatfield AL10 9EZ
Tel: 01707 255270

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<tr>
<td>OP</td>
<td>Older people (65+)</td>
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<tr>
<td>D</td>
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<tr>
<td>PD</td>
<td>Physical disability</td>
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<tr>
<td>LDA</td>
<td>Learning disability, autism</td>
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<tr>
<td>MH</td>
<td>Mental health</td>
</tr>
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<td>SI</td>
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<tr>
<td>YA</td>
<td>Younger adults</td>
</tr>
<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

￠ Hertfordshire Care Providers Association Member – see page 5

Advertisers are highlighted

Visit www.carechoices.co.uk for further assistance with your search for care
Established in 1986, initially mainly for the Italian community, Villa Scalabrini welcomes individuals from all cultures, religions and nationalities to our Roman Catholic care home in Shenley, Hertfordshire. Beautifully situated within 25 acres of attractive gardens, our accommodation is arranged in ‘village’ living areas with each person enjoying their own comfortable lounge, dining room, kitchenette and assisted bathroom.

OUR MISSION

Support Home for Adults/Elders with Complex Needs

At UKI Care Home in a homely environment, we provide specialised care for seven service users with complex needs, mental health, behaviour that challenges, learning disabilities and dementia.

The home is decorated to a high standard with en-suite facilities and modern furnishings and fittings throughout. The home has a very professional, experienced team who work diligently, delivering the needs of each service user. We have been caring for people living with dementia in our home since we opened and it is this experience that helps us to offer the best possible care and quality of life.

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Tel: +44 1923 855 856 or Email info@ukina.co.uk

www.ukicarehome.co.uk

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Thousands of families trust Barchester to care for their loved ones. To find out about our amazing people, visit www.barchester.com or call us anytime to benefit from over 25 years’ experience.

Bushey House Care Home
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Call: 0203 394 0989

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

Tell us what you think

What have you found useful and what could we do better? Let us know.

www.carechoices.co.uk/reader-survey
Welwyn Hatfield care homes with nursing continued
See page 67 for the Service User Bands key

Howe Dell Manor  
Old Rectory Lane, Hatfield AL10 8AE  
Tel: 01707 263903  
OP MH YA

St Christopher’s Care Home  
Drakes Way, Hatfield AL10 8XY  
Tel: 01707 274435  
OP D PD

Hertsmere care homes

Abbey Lodge  
3 Finch Lane, Bushey WD23 3AH  
Tel: 0208 950 7164  
OP LDA MH YA

Care Management Group – 29 Bushey Hall Road  
Bushey WD23 2EE  
Tel: 01923 630385  
LDA

Care Management Group – 31 Bushey Hall Road  
Bushey WD23 2EE  
Tel: 01923 219280  
LDA

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

Heath House  
Elstree, Bushey WD23 1GH  
Tel: 0208 901 0900  
Advert page 74  
OP D PD

Littledene House  
54 Bushey Grove Road, Bushey WD23 2JJ  
Tel: 01923 245864  
OP D

Manor Road  
30 Manor Road, Potters Bar EN6 1DQ  
Tel: 01707 663908  
LDA

Welwyn Hatfield care homes with nursing continued

Bushey House Beaumont  
57-59 High Street, Bushey WD23 1QN  
Tel: 0203 394 0989  
Advert page 64  
OP PD YA

Cooperscroft Care Home  
Coopers Lane Road, Potters Bar EN6 4AE  
Tel: 01707 861417  
Advert page 62  
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 Care Home  
Elstree Hill South, Elstree WD6 3DE  
Tel: 0208 108 3184  
Advert page 72  
OP PD

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- Buntingford -

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I’m delighted to be living at Layston Grove and finally believe I have arrived at a home where the staff really do care. They have all encouraged my love of gardening and I cannot think of living anywhere else. Norman P, Resident

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- Newspapers
- Private dining
- Chauffeur driven car
- Cinema
- Chiropodist
- Dry cleaning
- Home outings
- Hair and beauty
- Assisted medical visits
- Activities, 7 days a week
- All meals, snacks & drinks

Respite stays also available

Please call 01763 274 327 or visit www.oakdalecaregroup.com

Keen Avenue | Buntingford | SG9 9SU

*Price correct at time of print*
Hertsme care homes with nursing continued

Houndswood House Care Home ₪
Harper Lane, Radlett WD7 7HU
Tel: 01923 856819

Kestrel Grove Nursing Home ₪
Hive Road, Bushey Heath, Bushey WD23 1JQ
Tel: 0208 950 4329

Livability New Court Place
99 Whitehouse Avenue, Borehamwood WD6 1HB
Tel: 0208 238 6990

UK International Nursing Agency Ltd Dom Care ₪
Mayapur House, 2a Station Road, Radlett WD7 8JX
Tel: 01923 855856

Wilton House Residential and Nursing Home ₪
73-77 London Road, Shenley, Radlett WD7 9BW
Tel: 01923 858272

For information on different types of care homes, see page 39.

North Hertfordshire care homes

Ashwood Place ₪
Sunnyside Close, Hitchin SG4 9JG
Tel: 01707 601800

Burleigh House ₪
41 Letchworth Road, Baldock SG7 6AA
Tel: 01462 893216 Advert page 68 OP D PD

Elmside ₪
Elmside Walk, Hitchin SG5 1HB
Tel: 01462 451737

Foxholes Care Home ₪
Pirton Road, Hitchin SG5 2EN
Tel: 01462 410767 Advert inside front cover OP PD

Garden City Court ₪
Whiteway, Letchworth Garden City SG6 2PP
Tel: 01462 473100 Advert page 74 OP D PD MH SI

Guysfield Care Home ₪
William Road, Willian, Letchworth Garden City SG6 2AB
Tel: 0808 223 5356 Advert page 40 OP D

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

Hardy Drive ₪
23 Hardy Drive, Royston SG8 5LZ
Tel: 01763 243684 LDA

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

Lannock Manor ₪
Hitchin Road, Weston, Hitchin SG4 7EE
Tel: 01462 790850

Layston Grove Care Home
Keen Avenue, Buntingford SG9 9SU
Tel: 01763 274327 Advert page 66 OP D MH YA

Luke’s Place ₪
The Old Estates Office, Putteridge Park, Luton LU2 8LD
Tel: 01582 458201 PD LDA YA

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

Metropolitan Housing Trust Ltd – Baldock ₪
Office 17-18 Cloisters, Hitchin Street, Baldock SG7 6AE
Tel: 01462 491141 LDA SI YA

Milford Lodge Care Home ₪
Priory End, Hitchin SG4 9AL
Tel: 01442 236020 OP D

Visit www.carechoices.co.uk for further assistance with your search for care
Come and meet the teams that care

Be sure to discover how our unique technology is setting a new standard in consistently delivering special experiences for the residents of our care homes here.

To find out more please call or pop in for a chat

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Telephone</th>
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<tbody>
<tr>
<td>Gosmore</td>
<td>Hitchin Road, Gosmore,</td>
<td>01462 323943</td>
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<td>Hertfordshire, SG4 7QH</td>
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<tr>
<td>Osbourne Court</td>
<td>Park Dr, Baldock,</td>
<td>01462 323944</td>
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<tr>
<td></td>
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<td>Alexandra</td>
<td>Alexandra Rd, Hemel</td>
<td>01442 331769</td>
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<tr>
<td></td>
<td>Hempstead, HP2 5BP</td>
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Tell us what you think

Complete our short questionnaire

www.carechoices.co.uk/reader-survey
## North Hertfordshire care homes continued

<table>
<thead>
<tr>
<th>Care Home</th>
<th>Address</th>
<th>Tel</th>
<th>User Bands</th>
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</thead>
<tbody>
<tr>
<td><strong>Nevetts</strong></td>
<td>Bowling Green Lane, Buntingford SG9 9DF</td>
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<td><strong>Osbourne Court Care Home</strong></td>
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<td>01462 323944</td>
<td>OP D PD LDA</td>
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<td><strong>Providence Court</strong></td>
<td>Providence Way, Baldock SG7 6TT</td>
<td>01462 490870</td>
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<tr>
<td><strong>Richard Cox House</strong></td>
<td>Dog Kennel Lane, Royston SG8 7AB</td>
<td>01763 249111</td>
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<tr>
<td><strong>Sloe Hill Residential Home</strong></td>
<td>Mill Lane, St Ippoyts SG4 7NN</td>
<td>01462 459978</td>
<td>OP D PD</td>
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<tr>
<td><strong>Stamford Avenue, 28</strong></td>
<td>Royston SG8 7DD</td>
<td>01763 236167</td>
<td>LDA MH YA</td>
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<tr>
<td><strong>Turning Point – Brickfields Cottage</strong></td>
<td>Hare Street Road, Buntingford SG9 0AB</td>
<td>01763 289230</td>
<td>LDA YA</td>
</tr>
<tr>
<td><strong>Walsworth Road, 17</strong></td>
<td>Hitchin SG4 9SP</td>
<td>01462 420019</td>
<td>LDA YA</td>
</tr>
<tr>
<td><strong>Westbourne Care Home</strong></td>
<td>9 Bedford Road, Hitchin SG5 2TP</td>
<td>01462 459954</td>
<td>OP</td>
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<tr>
<td><strong>Windmill Lodge</strong></td>
<td>2 Windmill Hill, London Road, Buntingford SG9 9JP</td>
<td>01763 273935</td>
<td>OP LDA YA</td>
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## North Hertfordshire care homes with nursing

<table>
<thead>
<tr>
<th>Care Home</th>
<th>Address</th>
<th>Tel</th>
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</thead>
<tbody>
<tr>
<td><strong>Benslow Nursing Home</strong></td>
<td>Benslow Rise, Hitchin SG4 9QY</td>
<td>01462 459773</td>
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<tr>
<td><strong>Gosmore Nursing and Care Centre</strong></td>
<td>Hitchin Road, Gosmore, Hitchin SG4 7QH</td>
<td>01462 323943</td>
<td>OP PD</td>
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<tr>
<td><strong>Lavender Fields – Care Home with Nursing</strong></td>
<td>No. 1 Lavender Fields, Lucas Lane, Hitchin SG5 2JB</td>
<td>01462 454508</td>
<td>OP PD YA</td>
</tr>
<tr>
<td><strong>Monread Lodge</strong></td>
<td>London Road, Woolmer Green, Knebworth SG3 6HG</td>
<td>01438 817466</td>
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<tr>
<td><strong>Osbourne Court Care Home</strong></td>
<td>Park Drive, Baldock SG7 6EN</td>
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<td>OP D PD LDA</td>
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<tr>
<td><strong>St Catherines Nursing Home</strong></td>
<td>Spring Road, Letchworth Garden City SG6 3PR</td>
<td>01462 678888</td>
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<tr>
<td><strong>St George's Nursing Home – Royston</strong></td>
<td>42 Kneesworth Street, Royston SG8 5AQ</td>
<td>01763 242243</td>
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<tr>
<td><strong>Sue Ryder – Stagenhoe Park</strong></td>
<td>St Paul's Walden, Hitchin SG4 8BY</td>
<td>01438 871215</td>
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<td><strong>Symonds House – Care Home with Nursing</strong></td>
<td>2 Lavender Fields, Lucas Lane, Hitchin SG5 2JB</td>
<td>01462 452460</td>
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<td><strong>Trembaths</strong></td>
<td>Talbot Way, Letchworth Garden City SG6 1UA</td>
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<td><strong>White House Nursing Home, The</strong></td>
<td>Gillison Close, Letchworth Garden City SG6 1QL</td>
<td>01462 485852</td>
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<td><strong>Wymondley Nursing and Residential Care Home</strong></td>
<td>Stevenage Road, Little Wymondley, Hitchin SG4 7HT</td>
<td>01438 312434</td>
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<td>OP</td>
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<td>D</td>
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<td>YA</td>
<td>Younger adults</td>
</tr>
<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
</tr>
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</table>

Hertfordshire Care Providers Association Member – see page 5

Advertisers are highlighted

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Fonthill House St Albans rated “Outstanding” by the Care Quality Commission – long and short term stays available

Only 0.5% of care homes in the country are rated “Outstanding”.

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Awarded “Beacon” status by the Gold Standards Framework

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To find out more please call Nathan Tomkinson or Caroline Bishop
01727 893104
Fonthill House, Cassius Drive, St Albans, AL3 4GD
www.fonthillcare.co.uk
Visit www.carechoices.co.uk for further assistance with your search for care
St Albans care homes continued

**Oak Tree Manor**
1-2 Chene Drive, Waverley Road,
St Albans AL3 5QP
Tel: 01727 832393

**Palm Lodge**
59 Kings Road, London Colney, St Albans AL2 1ES
Tel: 01727 825820

**Rosebery House**
1 Rosebery Avenue, Harpenden AL5 2QT
Tel: 01582 715600

**St Matthews Care Home**
Chequer Lane, Redbourn AL3 7QG
Tel: 01582 792042

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

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

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

**Tara’s Retreat Care Home**
High Street, Sandridge, St Albans AL4 9DQ
Tel: 01727 850527

**United Response**
– 66 & 66a Lemsford Road
St Albans AL1 3PT
Tel: 01727 850436

**Vesta Lodge**
Watling View, St Albans AL1 2PB
Tel: 01727 799600

**Walsingham Support**
– 2 Upper Lattimore Road
Kyros House, St Albans AL1 3TU
Tel: 01727 858783

**Willow Court**
Aldwickbury Crescent, Harpenden AL5 5SD
Tel: 01582 466244

**Woodside Residential Home**
10 Leyland Avenue, St Albans AL1 2BE
Tel: 01727 869406

See the checklist on page 42 for questions to ask when looking at care homes.
## St Albans care homes with nursing

### Abbey Lodge Care Home – St Albans
- Address: 53-55 Harvey Road, London Colney, St Albans AL2 1NA
- Tel: 01727 825899
- [Advert page 72]

### Allington Court Care Home
- Address: Lye Lane, Bricket Wood, St Albans AL2 3TN
- Tel: 01923 882793

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

### Field House Care Home
- Address: 8 Townsend Road, Harpenden AL5 4BQ
- Tel: 01582 807972

### Fonthill House
- Address: Cassius Drive, St Albans AL3 4GD
- Tel: 01727 893104

### Orchard Nursing Home, The
- Address: 129-135 Camp Road, St Albans AL1 5HL
- Tel: 0808 223 5356

### Tenterden House Care Home
- Address: Lye Lane, Bricket Wood, St Albans AL2 3TN
- Tel: 01923 883896

### Verulam House Nursing Home
- Address: Verulam Road, St Albans AL3 4DH
- Tel: 01727 853991

## Stevenage care homes

### Jubilee Court
- Address: Hayward Close, Lonsdale Road, Stevenage SG1 5BS
- Tel: 01438 730000

### Julians House
- Address: 6 Julians Road, Stevenage SG1 3ES
- Tel: 01438 751366

### Life Opportunities Trust – 9 Hitchin Road
- Address: Stevenage SG1 3Bj
- Tel: 01923 299770

### Martins House
- Address: Jessop Road, Stevenage SG1 5LL
- Tel: 01438 351056

### Scarborough House
- Address: 395 Scarborough Avenue, Stevenage SG1 2QA
- Tel: 01438 36196

### Sense Jenny Chapman House
- Address: 167 Shephall View, Stevenage SG1 1RR
- Tel: 01438 749013

## Service User Bands

<table>
<thead>
<tr>
<th>Service User Bands</th>
<th>OP</th>
<th>D</th>
<th>PD</th>
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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Stevenage care homes with nursing

Knebworth Care Home
59 London Road, Woolmer Green, Knebworth SG3 6JE
Tel: 0333 321 8602

Manor View
45 Manor View, Stevenage SG2 8PF
Tel: 01438 311615

Pinelodge Care Home
Graveley Road, Stevenage SG1 4YS
Tel: 01438 721417

Roebuck Nursing Home
London Road, Stevenage SG2 8DS
Tel: 01438 740234

Woodlands View Care Home
Magpie Crescent, Stevenage G2 9RZ
Tel: 01438 740230

See page 45 for more information on paying for care homes in Hertfordshire.

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

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

Hertfordshire Care Providers Association Member – see page 5

Advertisers are highlighted
### Three Rivers care homes

**Berrywood**
- Address: 130 Berry Lane, Rickmansworth WD3 4BT
- Tel: 01923 770132

**Carettech Community Services Ltd – 196 High Street**
- Address: Rickmansworth WD3 1BD
- Tel: 01923 774869

**Croxy House**
- Address: The Green, Croxley Green, Rickmansworth WD3 3JB
- Tel: 01923 775134

**Fairway, The**
- Address: Green Lane, Highlands, Oxhey WD19 4LX
- Tel: 01923 221345

**Firs and Hewlitt**
- Address: Woodside Road, Abbots Langley WD5 0HT
- Tel: 01923 681157

**Meresworth**
- Address: Dell Wood, Field Way, Rickmansworth WD3 7EJ
- Tel: 01923 714300

### Three Rivers care homes with nursing

**Burford House Nursing Home**
- Address: Rickmansworth Road, Chorleywood WD3 5SQ
- Tel: 0800 994 9041

**Chalfont Court**
- Address: Uxbridge Road, Rickmansworth WD3 7AR
- Tel: 01923 772378

**Chorleywood Beaumont**
- Address: Rickmansworth Road, Chorleywood WD3 5BY
- Tel: 01923 700620

**Dapplemere Nursing Home**
- Address: Shepherds Lane, Chorleywood WD3 5HA
- Tel: 01923 282119

**Erskine Hall Care Home**
- Address: Watford Road, Northwood HA6 3PA
- Tel: 01923 889681

**Northwood Nursing Home**
- Address: 24 Eastbury Avenue, Northwood HA6 3LN
- Tel: 01923 826807

**River Court Care Home**
- Address: Explorer Drive, Watford WD18 6TQ
- Tel: 01923 800178

**Sunrise of Chorleywood**
- Address: Highview, Chorleywood, Rickmansworth WD3 5TQ
- Tel: 01923 287750

### Service User Bands

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

- Berrywood LDA
- Caretech Community Services Ltd LDA YA
- Croxy House OP D PD
- Fairway, The OP D PD
- Firs and Hewlitt Advert page 74 OP D PD LDA
- Meresworth OP D PD LDA

- Burford House Nursing Home Advert page 56 OP D
- Chalfont Court OP D MH SI YA
- Chorleywood Beaumont Advert page 64 OP D PD YA
- Dapplemere Nursing Home OP D PD MH SI
- Erskine Hall Care Home Advert page 72 OP YA
- Northwood Nursing Home OP PD MH YA
- River Court Care Home OP D
- Sunrise of Chorleywood OP D YA

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

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

Auburn Mere  
Woodlands, Oxhey Lane, Watford WD19 5RE  
Tel: 01923 213789

Courtland Lodge  
Courtlands Close, Watford WD24 5GW  
Tel: 01923 681231  Advert page 74

Greenbanks  
Greenbank Road, Watford WD17 4JR  
Tel: 01923 255160

Hillside  
82 Pinner Road, Oxhey WD19 4EH  
Tel: 01923 245466

Hillside Rest Home  
39-43 Kingsfield Road, Watford WD19 4TQ  
Tel: 01923 236618  Advert below

Kestrel Grove Nursing Home  
Hive Road, Bushey Heath, Bushey WD23 1JQ  
Tel: 0208 950 4329

Margaret House  
Parsonage Close, Abbots Langley WD5 0BQ  
Tel: 01923 261190  Advert page 74

Mildred Avenue  
136 Mildred Avenue, Watford WD18 7DX  
Tel: 01923 249048

Montrose Care Home  
95 Langley Road, Watford WD17 4PE  
Tel: 01923 804337

Park Lodge Residential Home  
4 Park Avenue, Watford WD18 7HP  
Tel: 01923 353350

Prince Michael of Kent Court  
Stratford Road, Watford WD17 4DH  
Tel: 01923 234780

Rosslyn Residential Care  
6-8 Rosslyn Road, Watford WD18 0JY  
Tel: 01923 244130

Silversprings  
12 Rosslyn Road, Watford WD18 0JY  
Tel: 01923 227852

St Anthony’s  
3 Mildred Avenue, Watford WD18 7DY  
Tel: 01923 226174

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

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

Tremona Care Home  
Alexandra Road, Watford WD17 4QY  
Tel: 01442 236020

Turning Point – Parkview  
113-115 Sussex Road,  
Watford WD24 5HR  
Tel: 01923 230586

Villcare Ltd – Eastbury Road  
51 Eastbury Road, Watford WD19 4JN  
Tel: 01923 331070

Hillside Rest Home for the Elderly

Hillside is a charming residential home situated in a quiet residential area close to Oxhey village. Hillside was a large family home which has been extended and upgraded whilst retaining the essential “homely atmosphere of the original house.”

Large Garden & Conservatory  •  Lift  •  Relaxed atmosphere

admin@hillsideresthome.org.uk

39-43 Kingsfield Road, Oxhey, Watford, Herts, WD19 4TQ  
Tel: 01923 236618  Fax: 01923 233852

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

Adverters are highlighted

Search for care at www.carechoices.co.uk to find support in your area
Wisteria Lodge
24 Brookdene Avenue, Watford WD19 4LF
Tel: 01923 350553

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

Watford care homes with nursing

Arden House Nursing Home
31 Upper Highway, Hunton Bridge, Kings Langley WD4 8PP
Tel: 01923 262157

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

Brunswick Court Care Home
62 Stratford Road, Watford WD17 4JB
Tel: 01923 882596 Advert page 72

Langley View Residential Home
60 Langley Road, Watford WD17 4PN
Tel: 01923 251089

Chase Care Centre, The
4 Printers Avenue, off Whippendell Road, Watford WD18 7QR
Tel: 01923 232307

Park View Residential Home
118 Gammons Lane, Watford WD24 5HY
Tel: 01923 219167

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Call us on 01223 207770

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

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

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

**Age UK Dacorum**
Provides information, practical support and social inclusion to older people and their carers throughout the area.
Half Moon Yard, High Street,
Hemel Hempstead HP1 3AE
Tel: 01442 259049
Email: admin@ageukdacorum.org.uk
Web: www.ageuk.org.uk/dacorum

**Age UK Hertfordshire**
Age UK Hertfordshire works with and for older people in the county of Hertfordshire.
1 Silver Court, Watchmead,
Welwyn Garden City AL7 1LT
Tel: 01707 323272
Advice Line: 0300 345 3446
Email: info@ageukherts.org.uk
Web: www.ageuk.org.uk/hertfordshire

**Alzheimer’s Society**
The leading UK care and research charity for people with dementia, their families and carers.
6 Silver Court, Watchmead,
Welwyn Garden City AL7 1LT
Tel: 01707 378365
Email: central.herts@alzheimers.org.uk

**Carers in Hertfordshire**
Provides quality services to all carers in Hertfordshire.
The Red House,
119 Fore Street,
Hertford SG14 1AX
Tel: 01992 586969
Email: contact@carersinherts.org.uk
Web: www.carersinherts.org.uk

**Crossroads Care**
Support for carers and the people they care for.

**Crossroads Care Hertfordshire North**
Suite 5, Intech House, Wilbury Way,
Hitchin SG4 0TW
Tel: 01462 455578
Web: www.crossroadshn.org.uk

**Crossroads Care South Hertfordshire**
Warwick House, 2 Oaks Court, Warwick Road,
Borehamwood WD6 1GS
Tel: 0208 905 1158
Web: www.hertfordshirecrossroads-south.org.uk

**Healthwatch Hertfordshire**
The independent consumer champion for health and social care in Hertfordshire.
1 Silver Court, Watchmead,
Welwyn Garden City AL7 1LT
Tel: 01707 275978
Email: info@healthwatchhertfordshire.co.uk
Web: www.healthwatchhertfordshire.co.uk

**Hertfordshire Action on Disability**
Helps disabled people in Hertfordshire.
The Woodside Centre, The Commons,
Welwyn Garden City AL7 4DD
Tel: 01707 324581
Email: contact@hada.co.uk
Web: www.hadnet.org.uk

**Hertfordshire Care Providers Association (HCPA)**
Sharing best practice in care through partnership.
Attimore Barns, Ridgeway,
Welwyn Garden City AL7 2AD
Tel: 01707 536020
Email: contact@hcpa.info
Web: www.hcpa.info

**Hertfordshire County Council**
County Hall, Pegs Lane,
Hertford SG13 8DQ
Tel: 0300 123 4042
Text: 07507 306911
Emergency out of hours: 0300 123 4042
Web: www.hertfordshire.gov.uk

**HertsHelp**
A service to help you find local advice and information.
Tel: 0300 123 4044
Text: ‘hertshelp’ to 81025
Minicom: 0300 456 2364
Email: info@hertshelp.net
Skype: HertsHelp
Useful national contacts

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

**Age UK**
Tel: **0800 055 6112**
Web: www.ageuk.org.uk

**Alzheimer’s Society**
National Helpline: **0300 222 1122**
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 Charity Officers**
A national umbrella body for benevolent charities.
Tel: **0207 255 4480**
Email: info@aco.uk.net
Web: www.aco.uk.net

**British Institute of Learning Disabilities (BILD)**
Committed to improving the quality of life for people with a learning disability.
Tel: **0121 415 6960**
Email: enquiries@bild.org.uk
Web: www.bild.org.uk

**Care Choices**
Free, independent assistance with finding care providers. Searchable website.
Web: www.carechoices.co.uk

**Care Quality Commission**
Independent regulator of care services in England.
Tel: **03000 616161**
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk

**Carers Trust**
Works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, disabled or has mental health or addiction issues.
Tel: **0300 772 9600** • Email: info@carers.org
Web: www.carers.org

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

**Citizens Advice**
Practical, reliable, up-to-date information on a wide range of topics.
Tel: **03444 111444**
Web: www.citizensadvice.org.uk

**Elderly Accommodation Counsel**
Help older people make informed choices about meeting their housing and care needs.
Web: www.housingcare.org

**Friends of the Elderly**
A charity that supports older people who have a range of practical needs.
Tel: **0207 730 8263** • Email: enquiries@fote.org.uk
Web: www.fote.org.uk

**Independent Age**
Produce a wide range of guides and factsheets for older people, their families and carers.
Tel: **0800 319 6789**
Email: advice@independentage.org
Web: www.independentage.org.uk

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

**National Association for Providers of Activities for Older People (NAPA)**
Promotes the importance of activities for older persons.
Tel: **0207 078 9375**
Email: info@napa-activities.co.uk
Web: www.napa-activities.co.uk

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

Registered Nursing Home Association (RNHA)
Campaigns for high standards in nursing home care.
Tel: 0121 451 1088
Email: frankursell@rnha.co.uk
Web: www.rnha.co.uk

Relatives and Residents Association, The
Exists for older people needing, or living in, residential care and the families and friends left behind.
Tel: 0207 359 8136 • Email: info@relres.org
Web: www.relres.org

Silver Line, The
A 24-hour telephone befriending and advice line.
Tel: 0800 470 8090
Web: www.thesilverline.org.uk

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

Tell us what you think
Complete our short questionnaire
www.carechoices.co.uk/reader-survey
Home care providers

**A**

A Plus Caring Ltd 25
Abbots Care Ltd (Hertfordshire) 25
AC Homecare 25
Accedo Care Head Office 25
AccuroCare Home Care Services (West Herts) 25
Ace Community Care Ltd 25
Action for Children Herts Domiciliary Care 25

**Adico Care** 25
AevaCare 25

**Agincare** 25
Ainsworth Care 25
Alban care company 25
Alina Homecare Harpenden 25
Alina Homecare Harpenden & Mid Herts 25
Alina Homecare Hemel Hempstead 25
Alina Homecare Stevenage Ltd 25
Allied Healthcare Goldsborough – Stevenage 25
Ambito Community Services Hertfordshire 25
Anchusa Care 25
Archers Court 25
Avocet Healthcare Ltd 25

**B**

Baldock Manor 25
Beau Sejour Care Services 25

**Blueberry Hill Care Ltd** 25
Bluebird Care (Chiltern and Dacorum) 26
Bluebird Care (East Hertfordshire) 26

**Bluebird Care (St Albans)** 26
Bluebird Care (Stevenage and North Herts) 26
Bluebird Care (Watford and Three Rivers) 26
Bluebird Care (Welwyn and Hatfield) 26

**Broad Oak Manor Domiciliary Care** 26

**Bushey House Beaumont DCA** 26

**By Your Side Homecare** 26

**C**

Camphill St Albans 26
Care 121 Services Ltd – Head Office 26
Care By Us Ltd 26
Care By Us – North London and West Hertfordshire 26

**Care Embassy Domiciliary Care** 26
Care for Freedom Ltd 26
Care Fully Ltd 26
Care Herts Ltd 27
Care4U2Day Ltd 27
Caremark (Hatfield & Welwyn) 27
Caremark (North Herts and Stevenage) 27
Caremark Dacorum & St Albans 27
Caremark East Hertfordshire and Broxbourne 27
Caremark Watford & Hertsmere 27
Cavendish House 27
Chelmscare Ltd 27
Choice Global 27

**Chorleywood Beaumont DCA** 27
City Care Welwyn 27

Community Support Service (Dom Care) 27
Compassionate Herts Ltd 27
Connections Healthcare 27
Cromwell Avenue 27
Crossroads Care Hertfordshire North 27
Crossroads Hertfordshire South 27

**D**

Daisy Chain Care Team Ltd 27
Delrow Community 27
Destiny Nursing & Care Agency Ltd 27
**Destiny Support Care** 27
Doves Care Agency Ltd 27

**E**

EagleCrest 27
ENA Hourly Care Ltd 28
Eureka Care Services Ltd 28
European Nursing Agency Ltd 28

**F**

First Choice Medical Solutions Ltd 28

**Fonthill Care at Home** 28
Fortis Care Hertfordshire 28
Fortune Life Home Care 28

**G**

Glenholme Living Solutions 28
Gombards 28

**H**

Hales Group Ltd – Stevenage 28
Hand In Hands 28
Harpenden Mencap Domiciliary Service 28

Visit www.carechoices.co.uk for further assistance with your search for care
Search for care at www.carechoices.co.uk to find support in your area

Haven Home Support Ltd 28
Helpers Homecare Ltd 29
**Helping Hands Harpenden** 29
Helping Hands Watford Ltd 29
Hempstead House 29
Heronsmere Home Care 29
Hertfordshire Domiciliary Care Agency 29
Hertfordshire Domiciliary Care Services 29
Hertfordshire Supported Living Services 29
Herts Homecare 29
HF Trust – 38 South Road 29
HF Trust – Herts and Essex DCA 29
Hightown House 29
Hilton Community Services Ltd 29
Home Counties Outreach Services 29
**Home Instead Senior Care – East Herts & Uttlesford** 29
**Home Instead Senior Care – Hemel Hempstead & Chilterns** 29
**Home Instead Senior Care – St Albans** 29
**Home Instead Senior Care – Stevenage & North Herts** 29
**Home Instead Senior Care – Watford** 29
**Home Instead Senior Care – Welwyn Garden City** 29
Hope Homecare Services Ltd 29
Housing & Care 21 – Lea Springs 29
I
Inclusion Project @ Home, The 29
J
Joy Caring Services Ltd 31
Jubilee Domiciliary Care Agency 31
Julee Care Ltd 31
K
Kare4all Ltd 31
Kindherts Care Ltd 31
Kinetic Centre, The 31
Knightingles Healthcare Ltd 31
L
La Belle Care Ltd 31
Laniwyn Services Ltd 31
Lead Care 31
Lead Care Services Ltd 31
Lease of Life Home Care 31
LHS Care and Support Ltd 31
Lighthouse Care Solutions Ltd 31
Livability Greenwood Lodge 31
Look Ahead Domiciliary Care (Hertfordshire) 31
Lumina Homecare Ltd 31
M
Maiden Care Services Ltd 31
Maricho Ltd 31
Medow Care Services Ltd 31
MKF Homecare 31
Myrtle Care Providers Ltd – Office 31
N
NAS Community Services (Hertfordshire) 31
Nash Homecare 31
Natenzi Care At Home 31
Next Steps Hertfordshire 31
Novus Care 31
O
Omer Care Ltd 31
One Step Domiciliary Care 32
Options Health Care Services 32
P
Partners in Support 32
Pearfect Ltd 32
Percurre Borehamwood 32
Portfolio Homecare Ltd 32
Precious Homes Hertfordshire Professional Nursing Services Ltd – 25A White Horse Court 32
Promedica24 UK Ltd 32
ProTarget Care Ltd – Unit 7 32
Purple Homecare Ltd 32
Q
QCarers (UK) 33
R
R4R Home Care Services Ltd / Watford 33
Rapha Healthcare 33
Raphael Home Care Ltd 33
Reagle Home Care Services (RHC) 33
Real Care Solutions 33
Regus (Ho) 33
Ridgemond Care Services Ltd – 94 Priestley Road 33
**Right at Home Welwyn, Hatfield & St Albans** 33
– Borehamwood 33
– Hatfield 33
– Hemel Hempstead 33
RV Care Ltd – Hertfordshire 33
S
Sam2Sam Deaf Care Service Ltd 33
Sanctuary Home Care Ltd – Bushey Heath 33
Sarah’s Home Care Ltd 33
Home care providers continued

Sherma Batson Centre 33
Shire Homecare Services Ltd – Gaddesden Row Office 34
Sierra Homecare 34
SKCA Care Ltd 34
SKL Professional Recruitment Agency Ltd – Bushey 34
Southern Family Care Ltd 34
Special Kids Care Agency 34
St Elizabeth’s Domiciliary Care Agency 34
Sugarman Health and Wellbeing – Watford 34
SureCare Hertfordshire 34
Teapot Home Care 34
Time2Care (Barnet) Ltd 34
Turning Point – Timberlea (Dom Care) 34
UK International Nursing Agency Ltd Dom Care 34
Unique Herts Care 34
Wilspace Care Ltd 34
Winside Care 34
YESUK Office 34
Your Care Your Way (Support Services) Ltd 34
Your Life (Hitchin) 34
Your Life (Potters Bar) 34
Your Life (Royston) 34
Your Life (Welwyn Garden City) 34
YourLife (St Albans) 34
Zinnia Care Ltd 34

Care homes and care homes with nursing

A
Abbey Lodge 65
Abbey Lodge Care Home – St Albans 73
Abbey Lodge Care Home Unit 1 71
Acacia Mews Care Home 61
Alexandra Care Home 57
Allington Court Care Home 73
Amberside 76
Anson Court 63
Apton Road 59
Arden House Nursing Home 77
Ashlyns Care Home 55
Ashview Nursing Home 59
Ashwood Place 67
Ashwood – Ware 59
Auburn Mere 76
Autumn Vale Care Centre 63
B
Beane River View 59
Beau Sejour Care Services 71
Belmont View 59
Benslow Nursing Home 69
Bentley House 59
Berrywood 75
Birchwood Bungalow 71
Blossom House 61
Bowmans Lodge 71
Brent Cottage 55
Bricket Wood Care Ltd – Uplands 71
Broad Oak Manor Nursing Home 59
Broadview 61
Brunswick Court Care Home 77
Burford House Nursing Home 75
Burleigh House 67
Bushey House Beaumont 65
C
Care Management Group – 29 Bushey Hall Road 65
Care Management Group – 31 Bushey Hall Road 65
Caretech Community Services Ltd – 196 High Street 75
Chalfont Court 75
Chase Care Centre, The 77
Chaseways 59
Cherry Tree Manor 55
Chiswell Residential Home 71
Chorleywood Beaumont 75
Clare Lodge Care Home 71
Clock Tower Mews 61
Coach House, The 61
Conewood Manor Nursing Home 59
Cooperscroft Care Home 65
Courtland Lodge 76
Cromwell Avenue 55
Crosby Close 73
Crossbrook Court 55
Croxley House 75
Cuffley Manor Care Home 63
D
Dapplemere Nursing Home 75
Dapplemere Nursing Home 75
Dugdale House 61
Dunsland House 55
Visit www.carechoices.co.uk for further assistance with your search for care
Care homes and care homes with nursing continued

E
Elizabeth House Residential Care Home 61
Elmhurst 59
Elmside 67
Erskine Hall Care Home 75
Exclusive Care Ltd – Nimrod Drive 61
Exclusive Care Ltd – Nimrod Drive, 10 61

F
Fairway, The 75
Field House Care Home 73
Firs, The 61
Firs and Hewlitt 75
Fonthill House 73
Forest Care Village Elstree and Borehamwood 65
Fosse House 71
Fourfields 55
Foxholes Care Home 67
Friars Mead 55

G
Ganwick House 65
Garden City Court 67
Gardens Neurological Centre 59
Gombards 61
Gosmore Nursing and Care Centre 69
Grace Muriel House 71
Grange Care Services Ltd – 27 Flamstead End Road 55
Greenacres 61
Greenbanks 76
Greenhill Care Home 65
Greenwood Cottage 71
Guysfield Care Home 67

H
Halcyon Days 67
Hardy Drive 67
Harpenden Bethesda Home 71
Haslewood Avenue 55
Hatfield Haven 75
Hatfield Residential and Nursing Home 59
Heath House 65
Heath Lodge 59
HF Trust – 38 South Road 67
Highbury Rise 59
Highfield Care Home 57
Highview Lodge 57
Hill House Care Home 65
Hillcrest 61
Hillside 76
Hillside Rest Home 55
Hillview Care Home 69
Hixberry Lane 55
Hollies, The 71
Homeside 61
Honister 67
Houndswood House Care Home 67
Howe Dell Manor 65
HSN Care (Bricket Wood) 71
Isabel Court 59
Jacobs Neurological Centre 61
J
Jasmine Neurological Centre 57
Jubilee Court 73
Jubilee House Care Trust – 20-22 Lincoln Close 63
Jubilee House Care Trust – 29 Jonquil Close 73
Julians House 63

K
Kestrel Grove Nursing Home 67, 76
Kilfillan House Care Home 57
Kingfisher Nursing Home 55
Knebworth Care Home 74

L
Lammasmead 55
Lancaster Court 77
Langley View Residential Home 77
Lannock Manor 59
Lavender Fields – Care Home with Nursing 69
Lavender Lodge 71
Layston Grove Care Home 65
Leyland House 71
Libury Hall 59
Life Opportunities Trust – 9 Hitchin Road 76
Life opportunities Trust – 15 Rosevale 55
Life Opportunties Trust – 6A Sewells 61
Lime Tree Manor Residential Home 61
Littledene House 67
Livability Green Lane 65
Livability Greenwood Lodge 71
Livability New Court Place 59
Lodge Care Home, The 57
Luke’s Place 67
Lyndon House 71

M
Manor Road 65
Manor View 74
Margaret House – North Hertfordshire 67
Margaret House – Watford 76
<table>
<thead>
<tr>
<th>Care homes and care homes with nursing continued</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Martins House</td>
<td>73</td>
</tr>
<tr>
<td>Mayfair Lodge</td>
<td>63</td>
</tr>
<tr>
<td>Mead, The</td>
<td>65</td>
</tr>
<tr>
<td>Meadow Acres</td>
<td>71</td>
</tr>
<tr>
<td>Meadows Short Break Centre, The</td>
<td>63</td>
</tr>
<tr>
<td><strong>Meresworth</strong></td>
<td><strong>75</strong></td>
</tr>
<tr>
<td>Metropolitan Housing Trust Ltd – Baldock</td>
<td>67</td>
</tr>
<tr>
<td>Mildred Avenue</td>
<td>76</td>
</tr>
<tr>
<td>Milehouse Lane</td>
<td>71</td>
</tr>
<tr>
<td>Milford Lodge Care Home</td>
<td>67</td>
</tr>
<tr>
<td>Minims, The (12 &amp; 31)</td>
<td>63</td>
</tr>
<tr>
<td>Monread Lodge</td>
<td>69</td>
</tr>
<tr>
<td>Montrose Care Home</td>
<td>76</td>
</tr>
<tr>
<td>Moti Willow</td>
<td>65</td>
</tr>
<tr>
<td><strong>Mountbatten Lodge</strong></td>
<td><strong>57</strong></td>
</tr>
<tr>
<td><strong>N</strong></td>
<td></td>
</tr>
<tr>
<td>Nevetts</td>
<td>69</td>
</tr>
<tr>
<td>Newgrange Residential Home</td>
<td>55</td>
</tr>
<tr>
<td>Nightingale Nursing Home</td>
<td>61</td>
</tr>
<tr>
<td>Northwood Nursing Home</td>
<td>75</td>
</tr>
<tr>
<td><strong>O</strong></td>
<td></td>
</tr>
<tr>
<td>Oak Cottage</td>
<td>63</td>
</tr>
<tr>
<td>Oak Tree Manor</td>
<td>72</td>
</tr>
<tr>
<td><strong>Oakview Lodge Care Home</strong></td>
<td><strong>63</strong></td>
</tr>
<tr>
<td>Oasis Lodge Residential Care Home</td>
<td>63</td>
</tr>
<tr>
<td>Old Grange</td>
<td>55</td>
</tr>
<tr>
<td><strong>Orchard Nursing Home, The</strong></td>
<td><strong>73</strong></td>
</tr>
<tr>
<td><strong>Osbourne Court Care Home</strong></td>
<td><strong>69</strong></td>
</tr>
<tr>
<td><strong>P</strong></td>
<td></td>
</tr>
<tr>
<td>Palm Lodge</td>
<td>72</td>
</tr>
<tr>
<td>Park Lodge Residential Home</td>
<td>76</td>
</tr>
<tr>
<td>Park View Residential Home</td>
<td>77</td>
</tr>
<tr>
<td>Pinelodge Care Home</td>
<td>74</td>
</tr>
<tr>
<td>Pinewood Lodge</td>
<td>75</td>
</tr>
<tr>
<td><strong>Premier Court Care Home</strong></td>
<td><strong>61</strong></td>
</tr>
<tr>
<td>Prince Michael of Kent Court</td>
<td>76</td>
</tr>
<tr>
<td><strong>Providence Court</strong></td>
<td><strong>69</strong></td>
</tr>
<tr>
<td>Q</td>
<td></td>
</tr>
<tr>
<td>Queensway House</td>
<td>57</td>
</tr>
<tr>
<td>Quince House</td>
<td>57</td>
</tr>
<tr>
<td><strong>R</strong></td>
<td></td>
</tr>
<tr>
<td>Radley Care Home, The</td>
<td>65</td>
</tr>
<tr>
<td><strong>Richard Cox House</strong></td>
<td><strong>69</strong></td>
</tr>
<tr>
<td>River Court Care Home</td>
<td>75</td>
</tr>
<tr>
<td><strong>Riverside Place Nursing Home</strong></td>
<td><strong>59, 61</strong></td>
</tr>
<tr>
<td>Robin Hood House</td>
<td>57</td>
</tr>
<tr>
<td>Roebuck Nursing Home</td>
<td>74</td>
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<td>57</td>
</tr>
<tr>
<td>Rosebery House</td>
<td>72</td>
</tr>
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<td>Rosslyn Residential Care</td>
<td>76</td>
</tr>
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<td>59</td>
</tr>
<tr>
<td><strong>S</strong></td>
<td></td>
</tr>
<tr>
<td>Scarborough House</td>
<td>73</td>
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<td>75</td>
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<tr>
<td>Silversprings</td>
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</tr>
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<td><strong>61</strong></td>
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<td>57</td>
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<td>St Andrews Care Home</td>
<td>63</td>
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<tr>
<td>St Anthony’s</td>
<td>76</td>
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<tr>
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<td><strong>63</strong></td>
</tr>
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</tr>
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<td>69</td>
</tr>
<tr>
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<td>65</td>
</tr>
<tr>
<td>St Elizabeth’s Care Home – Nursing</td>
<td>61</td>
</tr>
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<td>St George’s Nursing Home – Royston</td>
<td>69</td>
</tr>
<tr>
<td>St Joseph’s Care Home</td>
<td>57</td>
</tr>
<tr>
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<td>72</td>
</tr>
<tr>
<td>St Michaels House</td>
<td>63</td>
</tr>
<tr>
<td><strong>St Pauls Care Centre</strong></td>
<td><strong>57</strong></td>
</tr>
<tr>
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<td>63</td>
</tr>
<tr>
<td>Stairways</td>
<td>72</td>
</tr>
<tr>
<td>Stamford Avenue, 28</td>
<td>69</td>
</tr>
<tr>
<td>Stanborough Lodge</td>
<td>63</td>
</tr>
<tr>
<td>Station Road</td>
<td>72</td>
</tr>
<tr>
<td>Strathmore Lodge</td>
<td>72</td>
</tr>
<tr>
<td>Sue Ryder – Stagenhoe Park</td>
<td>69</td>
</tr>
<tr>
<td>Sunrise of Chorleywood</td>
<td>75</td>
</tr>
<tr>
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<td>65</td>
</tr>
<tr>
<td>Symonds House – Care Home with Nursing</td>
<td></td>
</tr>
<tr>
<td>Physical Disabilities</td>
<td>69</td>
</tr>
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<td><strong>T</strong></td>
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<tr>
<td>Tanners</td>
<td>76</td>
</tr>
<tr>
<td>Tanners Wood</td>
<td>76</td>
</tr>
<tr>
<td>Tara’s Retreat Care Home</td>
<td>72</td>
</tr>
<tr>
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<td>57</td>
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<tr>
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<td>75</td>
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<td>Three Oaks Care Home Ltd</td>
<td>63</td>
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<td>Trembaths</td>
<td>69</td>
</tr>
<tr>
<td>Tremora Care Home</td>
<td>76</td>
</tr>
<tr>
<td>Turning Point – Ambleside</td>
<td>59</td>
</tr>
<tr>
<td>Turning Point – Brickfields Cottage</td>
<td>69</td>
</tr>
<tr>
<td>Turning Point – Parkview</td>
<td>76</td>
</tr>
<tr>
<td>Turning Point – Sybden</td>
<td>57</td>
</tr>
<tr>
<td><strong>U</strong></td>
<td></td>
</tr>
<tr>
<td>UK International Nursing Agency Ltd Dom Care</td>
<td>67</td>
</tr>
<tr>
<td>United Response – 66 &amp; 66a Lemsford Road</td>
<td>72</td>
</tr>
</tbody>
</table>

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### Care homes and care homes with nursing continued

**V**

<table>
<thead>
<tr>
<th>Care Home Name</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verulam House Nursing Home</td>
<td>73</td>
</tr>
<tr>
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<td>72</td>
</tr>
<tr>
<td>Villa Scalabrini</td>
<td>65</td>
</tr>
<tr>
<td>Villcare Ltd – Eastbury Road</td>
<td>76</td>
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**W**

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<td>75</td>
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<td>– 30 &amp; 32 Church Lane</td>
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<td>– 86 Baker Street</td>
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<td>65</td>
</tr>
<tr>
<td>– 122 Aldenham Road</td>
<td>65</td>
</tr>
<tr>
<td>Walsworth Road, 17</td>
<td>69</td>
</tr>
<tr>
<td>Ware Road</td>
<td>59</td>
</tr>
<tr>
<td>Water Mill House Care Home</td>
<td>57</td>
</tr>
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<td>Westbourne Care Home</td>
<td>69</td>
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<tr>
<td>Westbrook House</td>
<td>75</td>
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<tr>
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<td>75</td>
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<tr>
<td>Westgate House Care Centre</td>
<td>61</td>
</tr>
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<td>Westmeade</td>
<td>55</td>
</tr>
<tr>
<td>White House Nursing Home, The</td>
<td>69</td>
</tr>
<tr>
<td>Willow Court</td>
<td>72</td>
</tr>
<tr>
<td>Willows, The</td>
<td>63</td>
</tr>
<tr>
<td>Willowthorpe Care Home</td>
<td>59</td>
</tr>
<tr>
<td>Wilton House Residential and Nursing Home</td>
<td>67</td>
</tr>
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<td>Wilton Lodge Residential Home</td>
<td>65</td>
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<td>69</td>
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<td>Winnett Cottage</td>
<td>73</td>
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<td>73</td>
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<td>77</td>
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<td>74</td>
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<td>72</td>
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<td>69</td>
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**Y**

<table>
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<th>Care Home Name</th>
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<tr>
<td>York House</td>
<td>77</td>
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</table>

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### Other advertisers

<table>
<thead>
<tr>
<th>Advertiser</th>
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<tbody>
<tr>
<td>Abbeyfield</td>
<td>54, 71</td>
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<tr>
<td>Avery Healthcare</td>
<td>60</td>
</tr>
<tr>
<td>Barchester</td>
<td>64</td>
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<tr>
<td>Bupa</td>
<td>72</td>
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<tr>
<td>Care Choices</td>
<td>7, 11, 24, 43, 52, 54, 64, 68, 77 &amp; 80</td>
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<td>58</td>
</tr>
<tr>
<td>Caring Homes</td>
<td>40 &amp; outside back cover</td>
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<tr>
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<td>62</td>
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<tr>
<td>Country Court Care</td>
<td>62</td>
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<td>Four Seasons Health Care</td>
<td>60</td>
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<td>Heritage Care</td>
<td>60</td>
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<td>Home Care Preferred</td>
<td>30</td>
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<td>48</td>
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<td>54</td>
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<td>Oakdale Care Group</td>
<td>66</td>
</tr>
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<td>74</td>
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<tr>
<td>St Vincent’s Nursing Home</td>
<td>50</td>
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<tr>
<td>TLC Group</td>
<td>62</td>
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<tr>
<td>Westgate Healthcare Ltd</td>
<td>56</td>
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</table>

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