



Hertfordshire

Care Services Directory 2020

The essential guide to choosing and
paying for care and support



A CARE HOME WITH A DIFFERENCE

Foxholes is a residential care home set in 18 acres of serene and peaceful Hertfordshire countryside surrounded by grazing horses and an abundance of wildlife. Purpose built near the market town of Hitchin in 2012, Foxholes provides a luxurious standard of accommodation and facilities that are second to none.



- All rooms with generous en-suite facilities enjoying vast natural light and stunning views.
- Short or long-term care is available for people of various ages and needs.
- In-house physiotherapy gym with highly qualified professionals.
- A unique orangery for private dining with guests, including a fully stocked bar.



NEWLY OPEN IN 2019

ASSISTED LIVING SUITES

We recognise the need for couples to stay together at the stage in their life where one of them or both may need some additional support. We have fantastic **newly built suites** available at our home which are **perfect for couples** to stay and enjoy living comfortable and independently. These suites include a double room, en-suite, lounge, kitchen area and open out on the fantastic grounds. We provide **care 24/7** and tailor our care packages to suit you as a couple. Catering is included as well as housekeeping. A romantic and modern location with gorgeous grounds to enjoy.

Take a 360-degree virtual tour of the facilities on our website or come and visit us.

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

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

To obtain extra copies of this Directory, free of charge, call **Care Choices** on **01223 207770**.

Alternative formats

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



Introduction

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 50 for those paying for residential care.

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

If you are unable to remain at home, you may want to consider a housing with care scheme (see page 38) or residential care. Comprehensive lists of care homes and care homes with nursing in Hertfordshire start on page 59.

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 55), indicating the quality of care provided.

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

Hertfordshire Care Providers Association



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

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

We are extremely dedicated to our mission of 'sharing best practice in care through partnership', and through our close relationship with Adult Social 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 at **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.

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

HertsHelp: Independent information, advice and support in Hertfordshire

HertsHelp is here to listen and help you find the 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 going home from

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 care about carers and want to make sure that you have support in your caring role. For more information, go to **www.hertfordshire.gov.uk/carers** or phone us on **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.

Tel: **0330 200 0103**

Email: **info@hertsindependentliving.org**

Web: **www.hertsindependentliving.org**

A number of commercial companies can also provide this service. Go to **www.hertfordshire.gov.uk/directory** and search for 'meals on wheels'.



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 handyman 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.



Tell us what you think ☒

 CareChoices

⦿ What have you found useful?

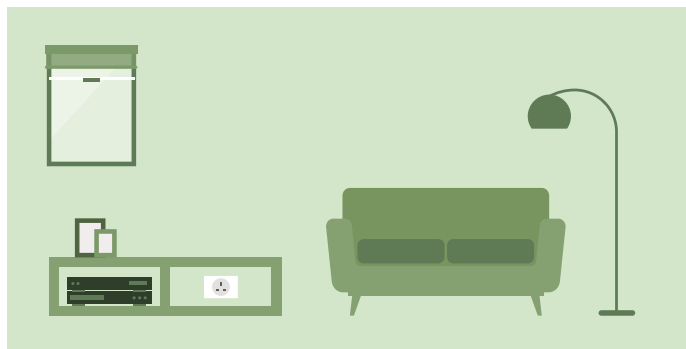
⦿ What could we do better?

Share your feedback – take our five minute survey

www.carechoices.co.uk/reader-survey

Making life easier at home

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



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

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

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

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

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



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

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

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

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

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



Handled plug



Chair raisers



Chopping board

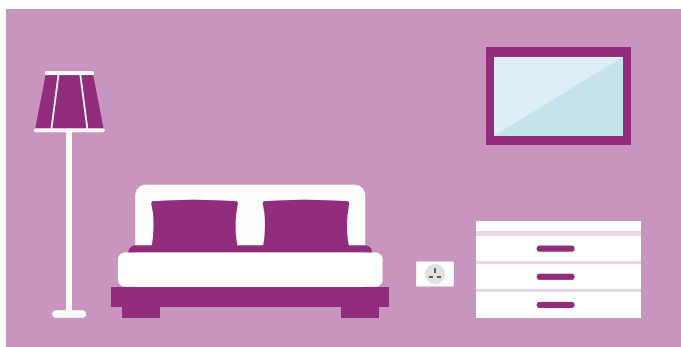


Level indicator



Teapot tipper

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



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

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



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

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

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

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

Hertfordshire County Council
– Adult Social Services

Tel: **0300 123 4042** or **0300 123 4044**

Email: **info@hertshelp.net**

Web: **www.hertshelp.net**



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Specialist equipment

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

If you would like more information, please contact Adult Social Services, 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 pages 8 to 9. 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 to Thursday, 9.00am to 5.00pm; and Friday, 9.00am to 4.30pm.

The Woodside Centre,
The Commons,
Welwyn Garden City AL7 4DD
Tel: **01707 324581**
Web: **www.hadnet.org.uk**

Hertfordshire Hearing Advisory Service (HHAS)

An independent charity helping people with hearing loss across Hertfordshire and Bedfordshire.

The Woodside Centre,
The Commons,
Welwyn Garden City AL7 4SE
Tel: **01707 324582**

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.

The Woodside Centre,
The Commons,
Welwyn Garden City AL7 4SE
Sight Line: **01707 324680**
Web: **www.hertsvisionloss.org.uk**

Local suppliers

Alphamarque

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

Auto Mobility Concepts Ltd

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

Hemel Hempstead

158 Marlowes HP1 1BA
Tel: **01442 242850**

Watford

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

Better Mobility

12 Henry Wells Square, Grovehill, Hemel
Hempstead HP2 6BJ
Open Monday to Friday, 9.00am to 5.00pm.
Tel: **01442 768782**
Email: **sales@bettermobility.co.uk**
Web: **www.bettermobility.co.uk**

Cane & Able Healthcare Ltd

92 Bancroft, Hitchin SG5 1NQ

Open Monday to Friday, 9.00am to 5.00pm; and
Saturday, 9.00am to 1.00pm.

Tel: **01462 454521**

Email: **enquiry@caneandable.co.uk**

Web: **www.caneandable.co.uk**

1st Call Mobility

Baros House,

Elizabeth Way,

Harlow CM19 5AR

Tel: **01279 425648**

Email: **info.specialist1stcall@arjo.com**

Web: **www.1stcallmobility.co.uk**

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**



Search for care in your area

www.carechoices.co.uk 

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

 CareChoices

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

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

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

Suitability

Does the equipment support your specific needs? ☐

Are you willing to use it? ☐

Will it fit into your everyday life and routine? ☐

Have you tried a demo of the equipment? ☐

Do you understand what the equipment is for? ☐

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

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

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

Usability

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

Does the equipment need a plug socket, and will its wire cause a trip hazard? ☐

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

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

Is it portable? ☐

Will it need to be installed by a professional? ☐

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

Reliability

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

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

Can you speak to someone who already uses it? ☐

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

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

Cost

Do you know how much it costs? ☐

Will you need to pay a monthly charge? ☐

Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

Notes

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 understands 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 50 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 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 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 51 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:

- is over 60;
- is living with dementia;
- has a physical or learning disability or a mental health condition;
- has sight, hearing or communication difficulties;

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

The carer may be helping with:

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

Having a carers' assessment

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

A carers' assessment is an opportunity for people to tell 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.

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



→ 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 carer's 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 carer's assessment. The money is not taxed, and it will not affect any benefits.

Respite at home

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

Respite at home is considered to be a service for

the person who is being cared for. If they have a Personal Budget for their own needs (see page 13) they could use that money to pay for it.

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

Benefits

Carers may want to explore whether they are entitled to Carer's Allowance – currently £66.15 per week but this may change over the lifetime 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 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 and searching 'carers'.

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

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

Tel: **01462 455578**

Web: www.crossroadshn.org.uk

Crossroads Care Hertfordshire South

Tel: **0208 905 1158**

Web:

www.hertfordshirecrossroads-south.org.uk

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

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

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.

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 55), indicating the quality of care provided.

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

The Care Quality Commission (**www.cqc.org.uk**) is responsible for checking that any care provided meets essential standards of quality and safety. Further information is on page 55.

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. →



Warm Care Support

WARM CARE SUPPORT IN YOUR HOME
HOME IS WHERE THE HEART IS

Regulated by



At Warm Care Support, we believe everyone has the right to keep their independence and dignity at home. That's why our Warm Care Workers are trained with your needs in mind.

We provide a familiar friendly face whenever needed and help people to take back control of their lives. Our Warm Care workers will assist you with:

Personal Care

- Washing And Bathing
- Dressing
- Medication
- Incontinence care
- Feeding
- Sleep-in services
- Cooking

Dementia Care at Home

For people with dementia, orientation and day-to-day memory can be daunting, so having a familiar face is essential to the stability of everyday living to stimulate your memory.

We ensure that the same Warm Care Worker is able to provide care and support to you so that they can build up a caring relationship and provide continuity.

A Little Extra Help

- Sitting
- Conversation
- GP, Hospital and other appointments
- Participating in your hobbies or social activities
- Shopping
- Prescription collection
- Housekeeping
- Laundry
- Making beds
- Plant care

Live-In Care

Live-in care is when our Care Warm Worker lives in your home to assist you with your needs. This means they are available to help you throughout the day and at night, if necessary.

All our Care Workers are subject to Police check (CRB/DBS) and employment checked (references). All our Care Workers are trained to the highest standard and we are regulated by the Care Quality Commission (CQC) ensuring we meet the highest possible standards of quality home care with Warm care compassion in mind.

We would love to hear from you. Call us to book for a free, no obligation assessment at home:

T: 0203 894 4984 | M: 07828 807091

E: info@warmcaresupport.co.uk | www.warmcaresupport.co.uk

Warm Care Support Ltd, Catalyst House, 720 Centennial Court, Centennial Park, Elstree, Hertfordshire WD6 3SY

Dementia Friends

People with dementia sometimes need a helping hand to go about their daily lives and feel included in their local community. Dementia Friends is giving people an understanding of dementia and the small things they can do that can make a difference to

people living with dementia – from helping someone find the right bus to spreading the word about dementia. See **www.dementiafriends.org.uk** for further information about dementia and how you can become a Dementia Friend.

Respite care

Spouses, partners and relatives who care for a person with dementia may require a break from their caring responsibilities. This is known as ‘respite care’ and may be a regular break of a few hours a week or a period of a few weeks. It may be planned or be required in an emergency and can involve the

person with dementia attending a day centre or a care worker visiting the person’s home to enable the carer to have a break. Contact 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.

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

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

Attendance at day centres can be offered from just a few hours a week to a number of days. Contact the council or your local Alzheimer’s Society office for more details, see ‘Useful local contacts’ on page 82.

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 82 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 49.



Paying for care in your home

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**

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 Money Advice Service

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

Tel: **0800 138 7777**

Web: **www.moneyadviceservice.org.uk**

The Society of Later Life Advisers (SOLLA)

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

Web: **www.societyoflaterlifeadvisers.co.uk**

Further information on paying for care can be found beginning on page 50.



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- ✓ Personal care services
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Hertfordshire, CM21 9JX

01279 721443

www.homeinstead.co.uk/eastherts

Hemel Hempstead and Chilterns

The Lockhouse, Frogmore Road,
Hemel Hempstead, HP3 9RJ

01442 493594

www.homeinstead.co.uk/hemelhempsstead

Stevenage & North Herts

16 Venture House, Fifth Avenue, Letchworth, SG6 2HW

01462 228661

www.homeinstead.co.uk/northherts

St Albans

Unit 3, St. Albans Enterprise Centre, Long Spring, St. Albans,
Hertfordshire, AL3 6EN

01727 294634

www.homeinstead.co.uk/stalbans

Watford

GPF Lewis House, Olds Approach, Watford, WD18 9AB

01923 588713

www.homeinstead.co.uk/watford

Welwyn Garden City

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

01707 590773

www.homeinstead.co.uk/welwyn

www.homeinstead.co.uk

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*Smith & Henderson 2017 PEAQ survey

Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

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

About the agency

- How long has the agency been operating? ☐ ☐ ☐
- How long are staff allocated per visit? ☐ ☐ ☐
- Can you contact the agency in an emergency or outside office hours? ☐ ☐ ☐
- Does the agency have experience with your specific needs? ☐ ☐ ☐

Staff

- Are you likely to be visited by different staff each day? ☐ ☐ ☐
- Are all staff checked with the Disclosure and Barring Service? ☐ ☐ ☐
- Will you be notified in advance if your care worker is on holiday or sick? ☐ ☐ ☐
- Are staff matched to you specifically, based on your needs and preferences? ☐ ☐ ☐
- Can you meet your care worker(s) before they start? ☐ ☐ ☐
- Does the agency have both male and female staff? ☐ ☐ ☐

Accommodating your needs

- Can the agency accommodate your needs if they increase? Ask about the process for this. ☐ ☐ ☐
- Does the agency have a training scheme in place? ☐ ☐ ☐
- Are all staff trained to a certain level? ☐ ☐ ☐
- Are staff able to help with administering medication if required? ☐ ☐ ☐
- Is there a way for staff to communicate with each other about the support they provide when they visit you? How? ☐ ☐ ☐

Regulation

- Will your support plan be reviewed at regular intervals? ☐ ☐ ☐
- Can you see the agency's contract terms? ☐ ☐ ☐
- Can you lodge a complaint easily? ☐ ☐ ☐
- Are complaints dealt with quickly? ☐ ☐ ☐
- Can you see a copy of the agency's CQC registration certificate and quality rating? ☐ ☐ ☐

Notes

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*See page 55.



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- ⦿ What have you found useful?
- ⦿ What could we do better?

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www.carechoices.co.uk/reader-survey

Home care providers

1st Homecare

Kings Langley
Tel: 01923 269877

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Abbots Care Ltd (Hertfordshire)

St Albans
Tel: 01727 891004

OP D PD LDA SI

AC Homecare

Welwyn Garden City
Tel: 01707 290504

OP D PD LDA MH YA

Accedo Care Head Office

Waltham Cross
Tel: 07590 860442

PD LDA MH YA

AccuroCare Home Care Services (West Herts)

Watford
Tel: 01923 350369

OP D PD LDA SI YA

Ace Community Care Ltd

Hitchin
Tel: 01462 429755

OP D PD

Action for Children Herts Domiciliary Care

Watford
Tel: 01923 361500

YA

Adico Care

Hoddesdon
Tel: 01992 469540

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Adjoy Healthcare Ltd

– Stirling Business Park Britannia Road

Waltham Cross
Tel: 0333 567 0901

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AevaCare

Rickmansworth
Tel: 020 3907 0707

OP D PD LDA MH SI YA

Agincare

Hertford
Tel: 08000 121 247

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Alban Care Company

St Albans
Tel: 01727 757465

OP YA

Alina Homecare Harpenden & Mid Herts

Hatfield
Tel: 01582 218222

OP D PD LDA MH SI YA AD

Alina Homecare Hemel Hempstead

Hemel Hempstead
Tel: 01442 793222

OP D PD LDA MH SI YA AD

Alina Homecare Specialist Care – Hertfordshire

Hatfield
Tel: 01707 443933

OP D PD LDA MH SI YA

Alina Homecare Stevenage Ltd

Stevenage
Tel: 01438 722663

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Alpha-B Healthcare

Potters Bar
Tel: 01707 828636

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Ambito Community Services Cambridgeshire

Royston
Tel: 01763 241150

OP PD LDA SI YA

Ambito Community Services Hertfordshire

Royston
Tel: 01438 315191

OP PD LDA SI YA

Anchusa Care

Hitchin
Tel: 01462 338343

OP D PD MH SI YA

Archers Court

Hitchin
Tel: 01462 423852

OP D PD LDA MH SI

Axela Care Ltd

Watford
Tel: 01923 618056

OP D PD LDA MH YA

Baldock Manor

Baldock
Tel: 01462 491951


OP LDA MH YA

Blossom HCG Ltd

Hoddesdon
Tel: 07506 296518

OP LDA YA

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

 Hertfordshire Care Providers Association Member – see page 5

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stevenage@bluebirdcare.co.uk

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01727 261000
stalbans@bluebirdcare.co.uk

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

East Hertfordshire
01920 465697
easthertfordshire@bluebirdcare.co.uk

Welwyn Hatfield & Broxbourne
01707 263723
welwynandhatfield@bluebirdcare.co.uk

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



bluebirdcare.co.uk

Home care providers continued

Blueberry Hill Care Ltd

Welwyn Garden City

Tel: 01707 881258

OP D PD LDA YA

Bluebird Care (Chiltern & Dacorum)

Kings Langley

Tel: 01442 933499

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OP D PD

Bluebird Care (East Hertfordshire)

Hertford

Tel: 01920 465697

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Bluebird Care (St Albans & Hertsmere)

St Albans

Tel: 01727 261000

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Letchworth Garden City

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Bluebird Care

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Hertford

Tel: 01992 551900

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Bushey

Tel: 020 3394 0989

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Hemel Hempstead

Tel: 07849 067731

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Camphill St Albans

St Albans

Tel: 01727 811228

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Care 121 Services Ltd – Head Office

Stevenage

Tel: 01438 537444

PD LDA MH SI AD

Care By Us Ltd

Bishop's Stortford

Tel: 01279 755875

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Care Embassy Domiciliary Care

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Care for Freedom Ltd

St Albans

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Care Fully Ltd

Stevenage

Tel: 01438 722665

OP D PD MH SI

Care Herts Ltd

Welwyn Garden City

Tel: 01707 386106

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Care with Pride

Letchworth Garden City

Tel: 01582 380158

OP D PD SI YA

Care4U2Day Ltd

Hemel Hempstead

Tel: 01442 462159

OP D PD YA

Caremark

(Hatfield & Welwyn)

Hatfield

Tel: 01707 817337

OP D PD YA

Caremark

(North Herts and Stevenage)

Letchworth Garden City

Tel: 01462 708714

OP D LDA MH SI YA

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

 Hertfordshire Care Providers Association Member – see page 5

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Caremark Dacorum & St Albans

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Caremark Watford & Hertsmere

Watford

Tel: 01923 729898

OP D PD LDA MH YA

Cavendish House

Hoddesdon

Tel: 01992 676863

OP D PD LDA MH SI YA

Chelmscare Ltd

Borehamwood

Tel: 0208 953 8369

OP D PD LDA MH YA

Choice Global

Watford

Tel: 01923 594524

OP YA

Chorleywood Beaumont DCA

Chorleywood

Tel: 01923 700 620

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City Care Welwyn

Welwyn Garden City

Tel: 01707 800523

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Clarity Homecare Hatfield

Hatfield

Tel: 01707 260059

OP D PD MH SI YA

Community Support Service (Dom Care)

Rickmansworth

Tel: 01923 713620

LDA

07842 556 616
0800 002 5572
info@frontfitltd.com
abigail.windsor@frontfitltd.com

At Frontfit, we offer **high quality Personal care, Live in care, Dementia care, Respite care and companionship**, personalised to fit your needs. We are **exceptionally reliable** and on-hand 24/7 to **support you**.

We also promote your physical and mental **wellbeing** and **social involvement**, so you can continue to **live life your way**.

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- Personal care
- Shopping
- Companionship
- Meal preparation
- Domestic tasks
- Respite services
- Overnight care
- Live-in care

At Cherish Social Care, we strive to keep you safe in your home environment, respect your wishes, provide care in a compassionate manner and promote your independence and dignity. Care provided is suited to your own needs.

01707 226051 / 07746 387909
Dee@cherishsocialcare.com www.cherishsocialcare.com

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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

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Compassion PLUS Healthcare

Letchworth Garden City

Tel: 01462 416101

OP D PD LDA MH SI YA

Compassionate Herts Ltd

Hemel Hempstead

Tel: 01442 927420

OP D PD MH SI YA

Connections Healthcare

Stevenage

Tel: 07476 653776

OP D LDA YA

Crossroads Care Hertfordshire North

Hitchin

Tel: 01462 455578

OP D PD LDA MH SI YA AD

Crossroads Hertfordshire South

Borehamwood

Tel: 020 8905 1158

OP PD LDA MH YA

Daisy Chain Care Team Ltd

Welwyn Garden City

Tel: 01438 553463

OP D PD LDA MH SI YA

Day2Day Healthcare Recruitment Ltd

Hertfordshire

Tel: 01707 707673

OP D PD LDA MH SI YA

Delrow Community

Watford

Tel: 01923 856006

OP LDA MH

Destiny Nursing & Care Agency Ltd

Borehamwood

Tel: 07950 461139

OP D PD MH YA

Destiny Support Care

Stevenage

Tel: 01438 488110

OP D PD LDA MH YA

Doves Care Agency Ltd

Hemel Hempstead

Tel: 01923 693755

OP D PD YA

Dynamo One Ltd (T/A Visiting Angels)

Hatfield

Tel: 07951 032038

OP D

EagleCrest

Watford

Tel: 01923 693765

OP D PD YA

Elohim Universal Care Ltd

Ware

Tel: 01920 330450

Advert page 28

OP D PD YA

ENA Hourly Care Ltd

Welwyn Garden City

Tel: 01707 383034

OP D PD LDA MH SI YA

Eureka Care Services Ltd

Waltham Cross

Tel: 01992 472975

Advert page 28

OP D PD LDA MH SI YA

European Nursing Agency Ltd

Welwyn Garden City

Tel: 01707 333700

OP D PD LDA MH SI YA

First Choice Medical Solutions Ltd

Waltham Cross

Tel: 01992 879665

OP D PD LDA SI YA

Fortis Care Hertfordshire

Stevenage

Tel: 01438 487270

OP PD LDA MH SI YA

Fortune Life Home Care

Watford

Tel: 07938 102512

OP D PD SI

Freedom Care (Herts) Ltd

Hoddesdon

Tel: 01992 879464

Advert page 30

OP D PD YA

Frontfit Services

Hertford

Tel: 0800 002 5572

Advert page 28

OP D MH YA

Glenholme Living Solutions

Letchworth Garden City

Tel: 01753 869777

PD LDA YA


Gombards

Welwyn Garden City

Tel: 01483 712892

PD LDA

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

 Hertfordshire Care Providers Association Member – see page 5

Advertisers are highlighted



We care about your care

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

Covering a large area of Hertfordshire

Services we offer:

- Washing and dressing
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- Meals
- Companionship
- Personal care
- Help around the home ...and many more

Please call for a friendly chat to see how we can help you:
01992 879464 or email: contact@freedomcareherts.co.uk
 or visit: www.freedomcareherts.co.uk for more information.

Search for care in your area

www.carechoices.co.uk 

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

 CareChoices



Do you need a helping hand?

With care visits available from 30 minutes all the way up to full-time live-in care, we provide personalised home care packages to support you in Hertfordshire.

With over 30 years' experience, we'll support you with anything you need to live independently in the home you know and love, including:

- ✓ Personal care
- ✓ Getting out and about
- ✓ Housekeeping
- ✓ Short-term care

Looking for care? **0808 274 2935**

For more information www.helpinghands.co.uk



The more we care the more beautiful life becomes!

A new lease of life

At Hope Care Support, our ethos is centred around providing a new lease of life to vulnerable people in Hertfordshire. We offer services such as:

- Personal care
- Light domestic chores
- Shopping
- Live-in care
- Day and night respite
- End of life care

We care for our clients with the respect and dignity they deserve, avoiding the need to go into a care home, as we believe this should be a last resort. With our staff being stringently checked during our selection process, you know you are choosing a person-centred care service you can trust. All of our carers are fully qualified and we have constant higher-level training programs in place. Our carers have expert knowledge, giving you and your loved one the best care.



Contact us to discuss the best care services for you and we can tailor a package to your individual needs.
 Tel: **01438 878742** | Email: admin@hopecaresupport.co.uk | www.hopecaresupport.co.uk

Home care providers continued

Hales Group Ltd – Letchworth

Letchworth Garden City

Tel: 01438 765715

OP D LDA MH AD

Hand In Hands

Letchworth

Tel: 0845 275 8000

LDA

Harpenden Mencap Domiciliary Service

Harpenden

Tel: 01582 763679

OP LDA YA

Helpers Homecare Ltd

Baldock

Tel: 01462 896853

OP D PD LDA MH SI AD

Helping Hands Harpenden

St Albans

Tel: 0808 274 2935

Advert page 30

OP D PD LDA MH SI YA AD

Helping Hands Hertford

Hertford

Tel: 0808 274 2935

Advert page 30

OP D PD LDA MH SI YA

Helping Hands Letchworth

Letchworth Garden City

Tel: 0808 274 2935

Advert page 30

OP D PD LDA MH SI YA

Helping Hands Watford

Watford

Tel: 0808 274 2935

Advert page 30

OP D PD LDA MH SI YA

Hempstead House

Kings Langley

Tel: 01923 299770

OP D PD LDA MH SI YA

Heritage Healthcare St Albans

St Albans

Tel: 01707 692123

OP D PD LDA MH SI YA

Heronsmere Home Care

Rickmansworth

Tel: 07429 076755

OP D PD YA

Hertfordshire Domiciliary Care Agency

Stevenage

Tel: 01438 310083

PD LDA MH SI YA

Hertfordshire Supported Living Services

Watford

Tel: 01923 662411

LDA

Herts at Home

Hertford

Tel: 0300 123 4040

OP D PD YA

Herts Care Services

Stevenage

Tel: 07944 479422

OP D PD SI YA

Herts Homecare

Hemel Hempstead

Tel: 01442 213289

OP D PD LDA MH SI YA

HF Trust – 38 South Road

Bishop's Stortford

Tel: 01279 461131

LDA

HF Trust – Herts and Essex DCA

Bishop's Stortford

Tel: 01279 655649

OP LDA YA

Hightown House

Hemel Hempstead

Tel: 01442 292300

LDA

Hillside

Ware

Tel: 020 7391 5174

OP D PD LDA MH SI YA

Hilton Community Services Ltd

Waltham Cross

Tel: 01992 638361

OP LDA

Home Counties

Outreach Services

Hemel Hempstead

Tel: 01442 254539

OP PD LDA YA

Home Help Watford

Watford

Tel: 01923 461869

OP D PD SI YA

Home Instead Senior Care

– East Herts & Uttlesford

Sawbridgeworth

Tel: 01279 721443

Advert page 22

OP D PD LDA MH SI YA

Home Instead Senior Care

– Hemel Hempstead and Chilterns

Hemel Hempstead

Tel: 01442 493594

Advert page 22

OP D PD LDA MH SI YA

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

Hertfordshire Care Providers Association Member – see page 5

Advertisers are highlighted

Home Instead Senior Care

– St Albans

St Albans
Tel: 01727 294634

Advert page 22
OP D PD SI YA

Home Instead Senior Care

– Stevenage & North Herts

Letchworth
Tel: 01462 228661

Advert page 22
OP D PD LDA MH SI YA

Home Instead Senior Care

– Watford

Watford
Tel: 01923 588713

Advert page 22
OP D LDA YA

Home Instead Senior Care

– Welwyn Garden City

Welwyn Garden City
Tel: 01707 590773

Advert page 22
OP PD LDA MH SI

Hope Care Support Ltd – Stevenage

Stevenage
Tel: 01438 878742

Advert page 30
OP D PD LDA MH SI YA

Hope Homecare Services Ltd

Waltham Cross
Tel: 01992 760520

OP D PD LDA MH SI YA AD

Housing 21

– Lea Springs

Harpenden
Tel: 0370 192 4000

OP D PD MH SI YA

Inclusion Project, The

Welwyn Garden City
Tel: 07545 685414

OP PD LDA SI YA

Joy Caring Services Ltd

Stevenage
Tel: 01438 311704

OP D PD LDA MH SI YA



NEW HOPE Community healthcare you can trust

New Hope Community Healthcare is a domiciliary care provider based in Hertfordshire, providing **personal care, companionship, holiday cover, 24 hour care, return from hospital care, live-in care** and **respite care** for family carers.

Our staff are **caring** and **friendly**, and aim to promote your **dignity** and **independence** in everything they do. They will draw up a care plan **centred around you**, and deliver services that are informed by **your needs** and **preferences**, regardless of the complexity of your circumstances.

For more information, please contact us:
01438 310 000/001
07389 135 392 • 07305 914 157
info@newhopecommunityhealthcare.com
www.newhopecommunityhealthcare.com

New Hope Community Healthcare, Business & Technology Centre, Bessemer Drive, Stevenage SG1 2DX



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We put you first, every time. Our aim is to provide the standard of care that we would want for our own families.

WHAT WE DO

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- Alzheimer's Care
- Learning Disabilities
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Our carers are highly skilled at providing support for all aspects of your life to help you stay independent.

Our services include:

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- Temporary placements
- Home care services (Domiciliary Care)
- Maternity Nurses
- Nannies
- Emergency Cover

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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

Home care providers continued

Jubilee Domiciliary Care Agency

Welwyn Garden City
Tel: 01707 390107

PD LDA YA

Julee Care Ltd

Harpenden
Tel: 01582 463481

OP YA

Kifash Care

Hitchin
Tel: 07802 417847

OP D PD MH SI YA

Kindherts Care Ltd

Bishop's Stortford
Tel: 07950 793096

OP D PD YA

Kinsale Group Ltd – Main Office

Hemel Hempstead
Tel: 07904 770556

OP D 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 YA

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 MH SI YA AD

Lighthouse Care Solutions Ltd

Stevenage
Tel: 07454 975699

OP D PD LDA MH YA

Look Ahead Domiciliary Care (Hertfordshire)

Stevenage
Tel: 01438 740096

PD LDA SI YA

Macadamia Support

Hatfield
Tel: 01707 226075

D PD LDA MH SI YA

Maiden Care Services Ltd

Stevenage
Tel: 01438 310034

OP D PD LDA SI YA

Maricho Ltd

Borehamwood
Tel: 020 8207 5396

OP D PD LDA MH SI

Medow Care Services Ltd

Hatfield
Tel: 01707 271512

OP D PD MH SI

MKF Homecare Ltd

Bushey
Tel: 07532 133570

OP D PD LDA MH SI YA AD

My Homecare Hertfordshire

Welwyn Garden City
Tel: 01707 909066

OP D PD LDA MH 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

New Hope Community Healthcare

Stevenage
Tel: 01438 310000

Advert page 32


OP D PD YA

New Shepherd Care

Watford
Tel: 01923 431600

OP D YA

Service **OP** Older people (65+) **D** Dementia **PD** Physical disability **LDA** Learning disability, autism
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 Hertfordshire Care Providers Association Member – see page 5

Advertisers are highlighted

Next Steps Hertfordshire

Welwyn Garden City

Tel: 020 3582 8120

OP D PD LDA SI YA

Nisacraftcare

Borehamwood

Tel: 020 8904 0916

OP D PD LDA MH YA

Novus Care Ltd

Watford

Tel: 01923 252401

OP D PD LDA MH SI YA AD

Oaktree Homecare Services Ltd

Hatfield

Tel: 01707 932092

Advert page 32

OP D PD LDA MH SI YA

Omer Care Ltd

Hitchin

Tel: 01438 820999

OP D PD LDA

One Step Domiciliary Care

Hitchin

Tel: 01462 429792

OP PD LDA MH SI YA

Options Health Care Services

Stevenage

Tel: 01438 314840

OP D MH YA

PAI Healthcare Ltd

Hemel Hempstead

Tel: 01442 462696

OP PD MH YA

Parade, 153 The

Watford

Tel: 0330 055 2205

LDA MH YA

Partners in Support

Stevenage

Tel: 01438 746243

LDA

Pearlfect Ltd

Watford

Tel: 0330 113 7773

OP D PD LDA MH SI YA

PHC Health Care Ltd

Waltham Cross

Tel: 020 8396 7411

OP D PD LDA MH YA

Portfolio Homecare Ltd

Hoddesdon

Tel: 01920 333500

OP D PD MH SI YA

Precious Homes Hertfordshire

St Albans

Tel: 01727 420761

OP PD LDA MH SI

Premium Staff – Hitchin

Hitchin

Tel: 01462 429716

OP D PD YA

Pro Target Care Ltd

Hemel Hempstead

Tel: 01442 910059

OP D PD SI YA

Professional Nursing Services Ltd

– 25A White Horse Court

Bishop's Stortford

Tel: 01279 507077

OP D PD LDA SI YA

Promedica24 UK Ltd

Watford

Tel: 01923 381200

OP D YA

R4R Home Care Services Ltd / Watford

Watford

Tel: 01923 239400

OP D PD LDA MH SI YA

Raphaels Home Care Ltd

St Albans

Tel: 01727 568756

OP



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

SARAH'S HOME CARE

At **Sarah's Home Care**, we believe that everyone is unique, with their 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.

Home Care for you, your way

Inspected and rated
Good
Care Quality Commission

"First class, tailored care from a well-managed caring group of people. Nothing was too much trouble."

If you or a loved one needs care at home and are looking for a family run team who care about the service we deliver, then please give us a call.

We offer:

- Personal care
- Live-in care
- Companionship services
- Dementia care
- Disability support

For your **FREE** Home Assessment please quote 'EYECARE'

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SureCare
That's how we care



Home care providers continued

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

Ridgemoor Care Services Ltd

– 94 Priestley Road

Stevenage

Tel: 07979 508434

OP D PD MH YA

Right at Home Welwyn,

Hatfield & St Albans ☎

Borehamwood & Watford

Tel: 020 8387 1477

OP D PD SI YA

Hatfield

Tel: 01707 682100

OP D PD SI YA

Hemel Hempstead

Tel: 01442 953141

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

Advert page 34

OP D PD LDA MH SI

Sherma Batson Centre ☎

Stevenage

Tel: 01438 318202

OP D PD MH SI YA

Shire Homecare Services Ltd

– Gaddesden Row Office ☎

Hemel Hempstead

Tel: 01442 503920

OP D PD LDA MH YA

Sierra Homecare

Ware

Tel: 01279 501678

OP D PD YA

SKL Professional Recruitment Agency Ltd

– Bushey ☎

Watford

Tel: 020 8950 6992

OP D PD LDA MH SI YA

Sodark Care

Hemel Hempstead

Tel: 01442 767394

OP YA

Southern Family Care Ltd ☎

Ware

Tel: 01920 871414

OP PD LDA MH SI YA AD

St Elizabeth's Domiciliary

Care Agency ☎

Much Hadham

Tel: 01279 843451

OP D PD LDA MH SI YA

Sugarman Health and Wellbeing

– Watford

Watford

Tel: 01923 801818

OP D PD LDA MH SI YA AD

SureCare Hertfordshire ☎

Barnet

Tel: 01707 903898

Advert page 34

OP D PD LDA SI YA

Teapot Home Care ☎

Welwyn Garden City

Tel: 07471 471000

OP D LDA SI YA

Tilly's HomeCare ☎

Royston

Tel: 07423 865217

OP D PD SI YA

Time2Care (Barnet) Ltd ☎

Borehamwood

Tel: 020 8214 3675

OP D LDA MH YA

Turning Point

– Timberlea (Dom Care) ☎

Watford

Tel: 020 8421 5395

OP PD LDA MH YA

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

☎ Hertfordshire Care Providers Association Member – see page 5

Advertisers are highlighted

Care is best when it's at home



Trusted live-in and
visiting[†] homecare

Homecare is an increasingly popular alternative to a care home, enabling your loved one to stay independent in their own home.

Saga Care at Home is created and run by nurses and professional carers, it's care that's built around individual needs.



Call us on
0808 239 4638*
or visit care.saga.co.uk

SAGA
keep doing

Home care providers continued

UK International Nursing Agency Ltd Dom Care

Radlett

Tel: 01923 855856

Advert page 70

OP D PD LDA MH SI

Unique Herts Care

Knebworth

Tel: 01438 814470

Advert below right

OP D PD YA

Vine Medicare Borehamwood

Borehamwood

Tel: 0203 538 7134

OP PD LDA YA

Vow Care Services Ltd

Hemel Hempstead

Tel: 01442 462249

OP D PD LDA MH SI YA

Warm Care Support

Elstree

Tel: 0203 894 4984

Advert page 18

OP D PD SI YA

Whiteants Ltd (Cherish Care)

Hatfield

Tel: 01707 226051

Advert page 28

OP D PD YA

Wilnash Care Ltd

Potters Bar

Tel: 01707 830037

OP D PD MH SI

Winside Care

Borehamwood

Tel: 020 8447 5687

OP D PD LDA MH SI YA

YESUK Office

Watford

Tel: 01923 443923

OP PD YA

Your Care Your Way (Support Services) Ltd

Welwyn Garden City

Tel: 01707 909058

OP D PD LDA MH YA

Your Life (Borehamwood)

Borehamwood

Tel: 020 8207 7058

OP D PD SI

Your Life (Hertford)

Hertford

Tel: 01992 509379

OP D PD SI

Your Life (Hitchin)

Hitchin

Tel: 01823 544815

OP D PD SI

Your Life (Potters Bar)

Potters Bar

Tel: 01707 651974

OP D PD SI

Your Life (Royston)

Royston

Tel: 01763 256810

OP PD SI

Your Life (Welwyn Garden City)

Welwyn Garden City

Tel: 01707 328220

OP D

YourLife (St Albans)

St Albans

Tel: 01202 362303

OP D PD SI

Zinnia Care Ltd

Hemel Hempstead

Tel: 01442 234780

OP D LDA



Unique Herts Care
Quality Care Provider

- Personal • Dementia • Respite
- Physical • Enablement
- Short/Long term
- Palliative

Quality, experienced carers, here when you need us.

Get in touch

☎ 01438 814470

✉ admin@uniquehertscare.co.uk

www.uniquehertscare.co.uk

121 London Road, Knebworth, Herts SG3 6EX

Inspected and rated
Good

Care Quality Commission

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

Housing with care

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

voluntary organisations or private companies.

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

Supported Living

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 on page 11).

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.

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**

Flexicare housing schemes in Hertfordshire

Broxbourne Borough

Emmanuel Lodge, Cheshunt
Wormley Court, Broxbourne

Dacorum

Evelyn Sharp House, Hemel Hempstead

East Hertfordshire

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

Hertsmere

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

Eywood House, St Albans
Parkside View, St Albans

Stevenage Borough

Silkin Court, Stevenage
Fred Millard Court, Stevenage

Watford Borough

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

Welwyn and Hatfield

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

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 to a greater extent.

The council aims to keep people living independently 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 38.

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 HERE

Listens to and supports adults with learning difficulties to access their own community activities and 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.
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 University 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 University NHS Foundation Trust** helpline on **01438 843322**.

This service operates through the night from 7.00pm until 8.00am on weekdays, and around the clock at weekends and on Bank Holidays.

The service is also available to its users and their

carers for advice and support outside office hours.

Guideposts – Henry Smith House

Clients at Guideposts' mental health services have link workers who work with people on a one-to-one basis, providing the support and encouragement that they may need to fulfil their goals and achievements.
Tel: **01923 223554**
Email: **hsh@guideposts.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.

Sensory services

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

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

The team offer various services depending on your eligibility following an assessment of your needs.

Visit **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**

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 and 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**

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



Tell us what you think

- ⦿ What have you found useful?
- ⦿ What could we do better?

Share your feedback

Take our five minute survey

www.carechoices.co.uk/reader-survey

 CareChoices

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 £165.56 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

Residential | Nursing | Dementia | Palliative | Respite | Permanent

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0808 223 5356

www.caringhomes.org/hertfordshire



Riverside Place, Ware, SG12 7FB



The Orchard, St Albans, AL1 5HL



Guysfield, Letchworth, SG6 2AB



CARING HOMES

Hertfordshire

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.



Search for care in your area

www.carechoices.co.uk 

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

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

 CareChoices

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



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

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

How do I find this out?

1. Ask a manager about their staff training programme.
2. Ask to see staff training evidenced in such things as accolades (this may include having Complex Care Champions and this should be clearly visible to the public via a display board at reception).
3. Watch for staff interaction with residents as you walk around the home.
4. Ask other residents how good the staff are.
5. Ask to see the activities programme, note the day and time of your visit and see if the scheduled activity is actually happening.
6. Be on the lookout for compassion. Do staff look as if they really care?
7. Be alert to dignity issues: for example, are people covered up?
8. Do the residents look clean and tidy?
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 the history of management is 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 aforementioned plus the following:

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

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

Providing high quality care
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Hertfordshire,
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Are you having sleepless
nights worrying about a
loved one and unsure of
what care service you need?

Quantum Care offer a range of high
quality services whether you are
looking for long-term residential
care, specialist dementia care, a
short respite stay or just extra
support during the day.

**Telephone or visit your local
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some friendly professional advice,
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**Our
Homes**



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homes' review site:
www.carehome.co.uk

All enquiries call **01707 393293**
or email info@quantumcare.co.uk

www.quantumcare.co.uk

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Staff

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

Are staff respectful, friendly and polite? ☐ ☐ ☐

Do staff have formal training? ☐ ☐ ☐

Are the staff engaging with residents? ☐ ☐ ☐

Activities

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

Is there an activities co-ordinator? ☐ ☐ ☐

Does the home organise any outings? ☐ ☐ ☐

Are residents escorted to appointments? ☐ ☐ ☐

Do the residents seem entertained? ☐ ☐ ☐

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

Life in the home

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

Can you bring your own furniture? ☐ ☐ ☐

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

Are there restrictions on going out? ☐ ☐ ☐

Is there public transport nearby? ☐ ☐ ☐

Does the home provide any transport? ☐ ☐ ☐

Can you make/receive calls privately? ☐ ☐ ☐

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

Does the home allow pets? ☐ ☐ ☐

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

Personal preferences

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

Is the décor to your 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 55.

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 47. You can download and print this checklist at www.carechoices.co.uk/checklists

Design

Are there clear signs throughout the home? ☐ ☐ ☐

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

Are the home and grounds secure? ☐ ☐ ☐

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

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

Choices

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

Are residents encouraged to be independent? ☐ ☐ ☐

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

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

Activities

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

Are there activities on each day? ☐ ☐ ☐

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

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

Are there rummage boxes around? ☐ ☐ ☐

Health

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

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

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

Do GPs visit the home regularly? ☐ ☐ ☐

Staff

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

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

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

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

Approach to care

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

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

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

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

*See page 55.

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 the last two topics, see pages 54 and 42 respectively.

It is important that care and support options are tailored to the needs of the individual. Make sure staff know the person you care for by providing life story books, telling staff about their likes 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 48.

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. →

Acacia Mews Care Home

ENRICHING LIVES, EXCELLING IN CARE



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



**CQC In All
GOOD Categories**



Call 01707 278160 or Search 'Acacia Mews Care'

Acacia Mews Care Home | St Albans Road East | Hertfordshire | AL10 0FJ | www.facebook.com/AcaciaMewsCareHome

→ 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.



Paying for care

When a local authority provides or arranges your care services, 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 51.

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 52).



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 52 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 52 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 the council strongly recommends 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 52 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 12 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** 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**

Citizens Advice

Web: **www.citizensadvice.org.uk**

Money Advice Service

Tel: **0800 138 7777**

Web: **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 55), indicating the quality of care provided.

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



Search for care in your area

www.carechoices.co.uk 

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

 CareChoices

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

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 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 can recommend local solicitors.



Helping older and vulnerable clients

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
Older and Vulnerable
client team

01992 300333

longmores.law

24 Castle Street
Hertford SG14 1HP

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 page 55 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 local 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 (LGSCO) on **0300 061 0614** and ask them to assist you. The LGSCO looks at complaints about councils and some other authorities and organisations, including adult social care providers (such as care homes and home care providers). It is a free service and its job is to investigate complaints in a fair and independent way.



Inspecting and regulating care services



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

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

After an inspection of a care home or home care

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

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



St Vincent's Nursing Home



Nursing Care | Residential Care | Respite Care | End of Life Care

At St Vincent's we are proud of our heritage of providing care dating back over 100 years in Eastcote, set in beautiful grounds, quiet and secluded at the top of Haste Hill but accessible by public transport (Bus H13).

If you would like to know more and be a part of our warm, secure and inclusive welcoming community the following will give you more of an idea.

We offer nursing and spiritual support to our residents and we have an excellent reputation for delivering high standards of care. Inspired by the spirit of St Vincent de Paul and the Daughters of Charity our modern purpose-built care home provides:

- 60 high quality, single en-suite rooms
- Spacious lounges, reading and meeting areas
- Personalised care provided by our professionally qualified nurses and dedicated in-house teams
- Tasty home-cooked meals with varied choices prepared by our in-house chefs
- A comprehensive range of engaging activities
- Our own transport to take residents on trips out and hospital appointments
- Our own chapel with daily Mass. (All religions or none are welcome)



Our residents run a 'Garden Club' and swept the Board at the Spring and Autumn Eastcote Horticultural Show with many firsts for vegetables, roses and flower arranging and the programme of activities is quite diverse to ensure we are as inclusive as possible.

We are here for your loved ones and you, and our values are part of our daily life here at the Home and include for each other;

Dignity • Respect • Individuality • Excellence



Do call us to learn more – we would love to welcome you and share the St Vincent's way of life over a cup of tea.

Please call or come and talk to Matron Cynthia Kamara about a visit to consider coming to live here permanently or for a short respite stay, we can accommodate any combination.

If you are thinking about joining us as a resident, employee or volunteer, please contact us:

020 8872 4900 | Cynthia.kamara@svnh.co.uk | www.svnh.co.uk

St Vincent's Nursing Home, Wiltshire Lane, Eastcote Pinner, Middlesex, HA5 2EP

➔ 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 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 emergencies. If immediate action is

needed, dial **999**.

If the abuse is also a crime such as assault, racial harassment, rape or theft you should call the police on **101** to prevent someone else from being abused. If the police are involved 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 currently working with children and vulnerable adults.

This service combines the criminal records checking and barring functions. For disclosure information and services, visit **www.gov.uk/db**s

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.

Tell us what you think



- ⦿ What have you found useful?
- ⦿ What could we do better?

Share your feedback

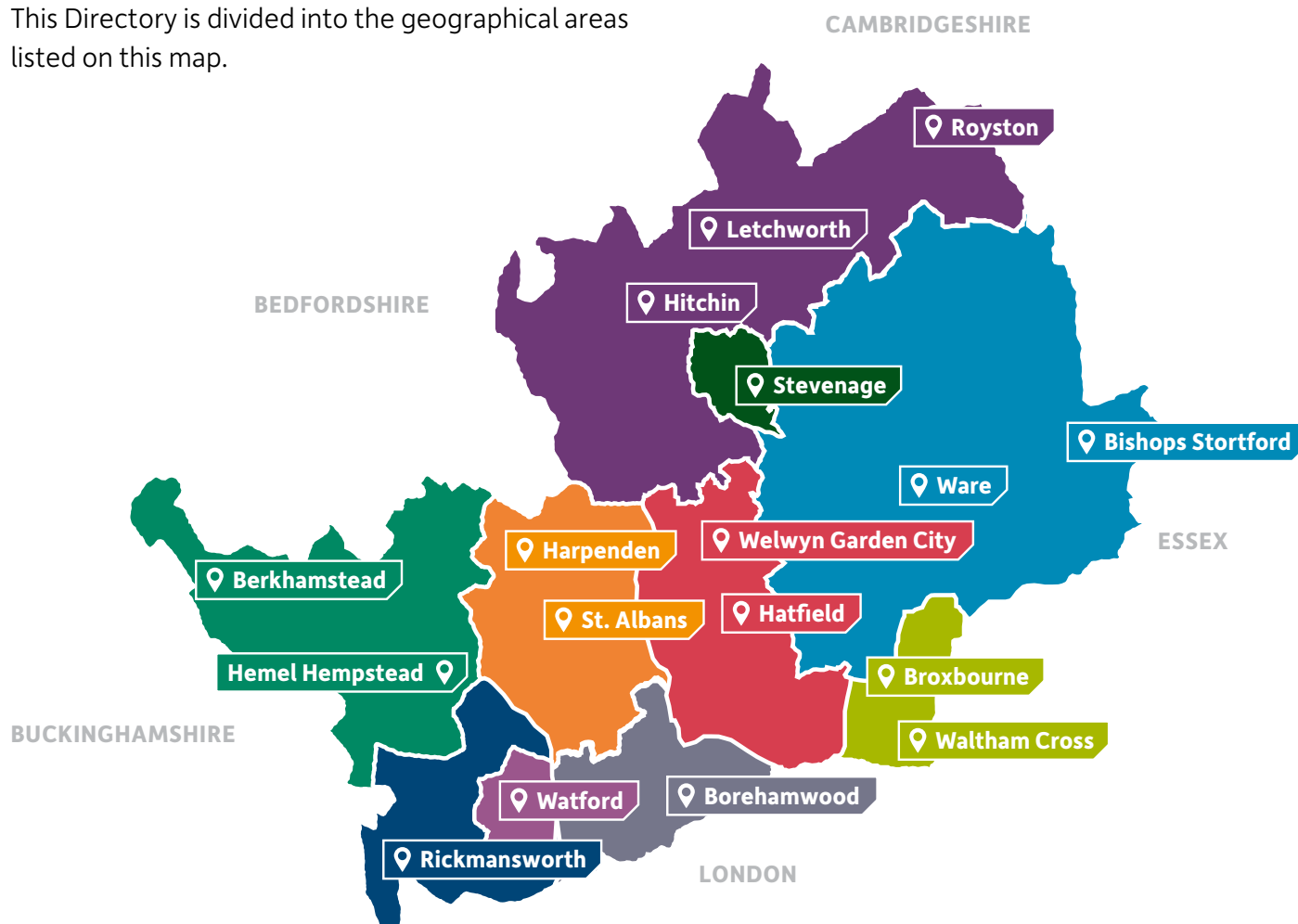
Take our five minute survey



www.carechoices.co.uk/reader-survey

Residential care in Hertfordshire

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



Broxbourne	60	North Hertfordshire	71
Dacorum	61	St Albans	74
East Hertfordshire	63	Stevenage	77
Welwyn Hatfield	65	Three Rivers	79
Hertsmere	69	Watford	80

Home care providers start on page 25.

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

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



Broxbourne care homes

Brent Cottage

Admirals Walk, Hoddesdon EN11 8AB
Tel: 01992 467450

LDA

Hollies, The

11 St Catherines Road, Broxbourne EN10 7LG
Tel: 01992 445044

OP D

Cromwell Avenue

9 Cromwell Avenue, Cheshunt EN7 5DJ
Tel: 01992 622032

OP LDA SI YA

Lammasmead

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

LDA

Crossbrook Court

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

OP PD LDA MH SI YA

Life Opportunities Trust

– 15 Rosevale

Hoddesdon EN11 8NR
Tel: 01992 443189

OP D PD LDA SI

Fourfields

Rosedale Way, Flamstead End, Cheshunt EN7 6HR
Tel: 01992 624343 **Advert page 46**

OP D PD

Grange Care Services Ltd – 27 Flamstead End Road

Cheshunt EN8 0JA
Tel: 01992 638591

OP LDA YA

Newgrange Residential Home

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

OP D YA

Haslewood Avenue

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

OP PD LDA YA

Old Grange

College Road, Cheshunt EN8 9LT
Tel: 01992 633694

OP LDA YA



- 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
Tel: **01442 217621**



Email: office@oakcareltd.com | www.oakcareltd.co.uk

Abbeyfield Hertfordshire Residential Care Society

As a member of The Abbeyfield Society, we are a non-profit, friendly, purpose built home providing **24 hour, around the clock care** for our 26 residents.

Long/short term, holiday stays – all to give families a well-earned rest – **The choice is all yours.**

For more information or to arrange an informal visit, feel free to contact us:



Tel: 01923 270304
Email: friars.mead@btopenworld.com
Website: www.friarsmead.com
Facebook page: Abbeyfield Friars Mead

Friars Mead, Rockliffe Avenue, Kings Langley WD4 8DR



Search for care in your area

www.carechoices.co.uk 

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

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

 CareChoices

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

 Hertfordshire Care Providers Association Member – see page 5

Advertisers are highlighted

Broxbourne care homes continued

St Catharines Care Home

24 St Catharines Road, Broxbourne EN10 7LE
Tel: 01992 462224

OP D

Westmeade

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

LDA

Broxbourne care homes with nursing

Kingfisher Nursing Home

Emmanuel Lodge, College Road, Cheshunt EN8 9NQ
Tel: 0800 994 9041 **Advert page 62**

OP PD

If you are considering a care home with nursing, see the checklist on page 47 for useful suggestions of questions to ask.

Dacorum care homes

Ashlyns Care Home

Chesham Road, Berkhamsted HP4 2ST
Tel: 01442 870565

OP D PD

Mountbatten Lodge

Old Crabtree Lane, Hemel Hempstead HP2 4EX
Tel: 01442 244188 **Advert page 46**

OP D PD

Cherry Tree Manor

8 Great Road, Adeyfield,
Hemel Hempstead HP2 5LB
Tel: 01442 217621 **Advert page 60**

OP D PD

Queensway House

Jupiter Drive, Hemel Hempstead HP2 5NP
Tel: 01442 266088 **Advert page 78**

OP D

Dunsland House

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

OP D

Quince House

77 Adeyfield Road,
Hemel Hempstead HP2 5DZ
Tel: 01442 248316

LDA YA

Friars Mead

Rockliffe Avenue, Kings Langley WD4 8DR
Tel: 01923 270304 **Advert page 60**

OP

Robin Hood House

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

OP D

Highview Lodge

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

OP D PD SI YA

Shear Meadow

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

LDA YA

Jasmine House

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

LDA MH YA

St Agnells House

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

PD LDA

Lime Tree Manor Residential Home

171 Adeyfield Road, Hemel Hempstead HP2 5JU
Tel: 01442 217755

OP D PD

St Joseph's Care Home

Aylesbury Road, Tring HP23 4DH
Tel: 01442 823159

OP D

Lodge Care Home, The

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

OP D YA

Tewin Road

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

PD LDA

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

Hertfordshire Care Providers Association Member – see page 5

Advertisers are highlighted

Life is to be loved.



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



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

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

Award-winning care.



All ratings correct
as of July 2019

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

www.westgatehc.co.uk

Westgate 
HEALTHCARE

Dacorum care homes continued

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 246775

OP D YA

Kilfillan House Care Home

Graemesdyke Road,

Berkhamsted HP4 3LZ

Tel: 01442 819553

Advert page 76

OP D PD LDA MH SI YA AD

St Pauls Care Centre

Long Mimms, Hemel Hempstead HP2 5XW

Tel: 0800 994 9041 Advert page 62 OP D PD SI YA

Water Mill House Care Home

Rose Lane, off Red Lion Lane,

Hemel Hempstead HP3 9TE

Tel: 01442 269888

OP D PD SI YA

East Hertfordshire care homes

Apton Road

34 Apton Road, Bishop's Stortford CM23 2SN

Tel: 01279 755656

LDA

Ashwood – Ware

New Road, Ware SG12 7BY

Tel: 01920 468966

OP D PD SI

Beane River View

1 Beane View, Port Vale,

Hertford SG14 3UD

Tel: 01992 503619 Advert page 46

OP D PD

Belmont View

Hailey Lane, Hailey, Hertford SG13 7PB

Tel: 01992 450304 Advert page 46

OP D PD LDA

Chadwick, The

4-10 Ware Road, Hoddesdon EN11 9DU

Tel: 01992 441624

OP D SI

Chaseways

1 Chaseways, Sawbridgeworth CM21 0AS

Tel: 01279 414939

LDA MH SI YA

Elmhurst

Windhill, Bishop's Stortford CM23 2NF

Tel: 01279 713100 Advert page 46

OP D LDA

HF Trust – 38 South Road

Bishop's Stortford CM23 3JJ

Tel: 01279 461131

LDA

Highfield Care Home

34-36 Hoe Lane, Ware SG12 9NZ

Tel: 01920 467508

OP

Isabel Court

1-6 Isabel Court, Walton Road,

Hoddesdon EN11 0LQ

Tel: 01992 468652

LDA

Libury Hall

Great Munden, Ware SG11 1JD

Tel: 01920 438224

OP MH

Riverside Place

Plaxton Way, Ware SG12 7FB

Tel: 0808 223 5356 Advert page 43

OP D PD YA

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

Hertfordshire Care Providers Association Member – see page 5

Advertisers are highlighted

Discover the best of care in Hertfordshire

Residents at Snowdrop House care home in Ware enjoy the very best lifestyle, thanks to modern facilities, a wide range of activities and the very best care.



Peace of mind

We support older people to live happier, healthier and more fulfilling lives. Our team are committed to delivering the best of quality care, but a fundamental part of the ethos of Snowdrop House is helping people to enjoy active and meaningful lifestyles in safe, supportive and comfortable surroundings.

We understand how difficult it can be to make the decision to move into a care home, and we're here to help and support families in making that transition easier. Our experienced team will be there for you every step of the way, ensuring that you or your loved one receives the warmest welcome and an entirely personalised care plan, tailored to individual needs and wishes.

The best of care in Ware

At Snowdrop House, you'll find all the comfort of home, dedicated nurses and carers and a family atmosphere from the moment you step inside. Snowdrop House is a beautifully designed, purpose-built care home in Ware, where we provide all round care and support and a range of specially designed facilities that ensure residents can make the most of the every day. Enjoy a pamper in the hair and beauty salon, take a seat in our comfy cinema room, or simply relax with a cup of tea as you catch up with loved ones. What's more, the variety of activities organised by our lifestyle team will give your loved one the chance to reconnect with old hobbies or find new interests, all while making new friends.

Care services and facilities

- ✓ Residential care ✓ Nursing care
- ✓ Dementia care ✓ Respite care
- En-suite bedrooms
- Range of comfortable lounges
- Regular trips out and activities
- Café, hair salon and cinema room

You can find out what residents at Snowdrop House are up to by visiting our Facebook page - simply search Snowdrop House care home.

 Follow us on Facebook



We're passionate about

fulfilling residents' lives

At Snowdrop House, we understand that choosing a care home can be stressful for everyone involved. We offer residential, nursing, respite and dementia care, and all-round support to make things easier.

To find out more about living at Snowdrop House please feel free to give the friendly team a call on **01920 897602** or visit careuk.com/snowdrop-house



Fulfilling lives

Snowdrop House care home
Baldock Street, Ware, Hertfordshire SG12 9DT
careuk.com/snowdrop-house



East Hertfordshire care homes continued

Royal Mencap Society – Church Road

7 Church Road, Hertford SG14 3DP

Tel: 01992 501266

LDA

Ware Road

49 Ware Road, Hertford SG13 7ED

Tel: 0808 808 1111

LDA

Turning Point – Ambleside

Wengeo Lane, Ware SG12 0EQ

Tel: 01920 460415

OP PD LDA YA

Willowthorpe Care Home

High Street, Stanstead Abbots SG12 8AS

Tel: 01920 871811

OP D

East Hertfordshire care homes with nursing

Ashview Nursing Home

Ware Road, Widford SG12 8RQ

Tel: 0800 994 9041 **Advert page 62**

OP PD SI YA

Nightingale Nursing Home

85 New Road, Ware SG12 7BY

Tel: 01920 463123

OP

Bentley House

Pegs Lane, Hertford SG13 8EG

Tel: 01992 515600

OP D PD SI YA

Broad Oak Manor Nursing Home

Broad Oak End, Bramfield Road, Hertford SG14 2JA

Tel: 01992 551900 **Advert inside back cover**

OP D

Premier Court Care Home

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

Tel: 01279 888523

Advert page 76

OP D PD MH SI YA

Riverside Place

Plaxton Way,

Ware SG12 7FB

Tel: 0808 223 5356

Advert page 43

OP D PD YA

Conewood Manor Nursing Home

60 Dunmow Road, Bishop's Stortford CM23 5HL

Tel: 01279 657933

OP D YA

Gardens Neurological Centre

High Wych Road, High Wych,
Sawbridgeworth CM21 0HH

Tel: 01279 600201

OP PD YA

Snowdrop House

Baldock Street, Ware SG12 9DT

Tel: 01920 897602 **Advert page 64**

OP D PD MH YA

Highfield Care Home

34-36 Hoe Lane, Ware SG12 9NZ

Tel: 01920 467508

OP

St Elizabeth's Care Home with Nursing

St Elizabeths Centre, South End,
Much Hadham SG10 6EW

Tel: 01279 843451

OP D PD LDA MH SI YA

Jacobs Neurological Centre

High Wych Road, High Wych,
Sawbridgeworth CM21 0HH

Tel: 01279 600201

OP PD YA

Westgate House Care Centre

Tower Road, Ware SG12 7LP

Tel: 0800 994 9041 **Advert page 62**

OP D PD

Welwyn Hatfield care homes

Acacia Mews Care Home

St Albans Road East, Hatfield AL10 0FJ

Tel: 01707 278160 **Advert page 49**

OP D PD

Blossom House

134 Auckland Road, Potters Bar EN6 3HE

Tel: 01707 659809

LDA

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

Hertfordshire Care Providers Association Member – see page 5

Advertisers are highlighted



The best of life with TLC Care

Our belief, energy and passion in caring for our elderly residents makes us different from other care providers.

Residents enjoy the best of life at TLC care homes. It's hard not to when our chefs deliver fresh home-cooked cuisine, our gardeners create relaxing outdoor spaces and our therapists help keep the body and mind active. We've even got hair and beauty salons to ensure everyone looks and feels their best.

We understand the importance of tailoring nursing care to the individual, and we can support residents with our specialist knowledge of dementia.

Call now to arrange a personal tour, or for more information visit: tlccare.co.uk

New home opening 2020

Candlewood House

175-185 Cricklewood Lane,
London, NW2 2TD

020 8108 9656

Carlton Court

112 Bells Hill,
Barnet, EN5 2SQ

020 379 79411

Cooperscroft

Coopers Lane Road,
Potters Bar, EN6 4AE

01707 861 417

Cuffley Manor

Coopers Lane Road,
Potters Bar, EN6 4AA

01707 861 419

Our care homes' facilities include:

- Hair and Beauty Salon
- Activities Room
- Cinema Room
- Treatment/Spa Room
- Café
- Wi-Fi
- Putting Green
- Community Room
- Landscaped Gardens



Carlton Court: 1 August 2018
Cooperscroft: 30 August 2018
Cuffley Manor: 13 January 2018

Welwyn Hatfield care homes continued

Broadview

8 Great North Road, Welwyn AL6 OPL
Tel: 01438 718929

OP PD SI YA

Clock Tower Mews

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

PD LDA

Coach House, The

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

OP MH YA

Dugdale House

1 SanTERS Lane, Potters Bar EN6 2BZ
Tel: 01707 642541

LDA

Elizabeth House Residential Care Home

Elizabeth Close, Moors Walk,
Welwyn Garden City AL7 2JB
Tel: 01707 338821

OP D PD YA

Exclusive Care Ltd – Nimrod Drive

4 Nimrod Drive, Hatfield AL10 9LS
Tel: 01707 265639

LDA YA

Exclusive Care Ltd – Nimrod Drive, 10

Hatfield AL10 9LS
Tel: 01707 258342

LDA YA

Firs, The

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

LDA MH SI YA

Gombards

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

PD LDA

Greenacres

Wellfield Close, Hatfield AL10 OBU
Tel: 01707 280500 **Advert page 46**

OP D PD

Heath Lodge

Danesbury Park Road, Welwyn AL6 9SN
Tel: 01438 716180 **Advert page 78**

OP D

Hillcrest

10 Great North Road, Welwyn AL6 OPL
Tel: 01438 718081

OP PD LDA SI YA

Homeside

6 Great North Road, Welwyn AL6 OPL
Tel: 01438 716442

OP PD LDA SI YA

Honister

Ellenbrook Lane, Hatfield AL10 9RW
Tel: 01707 274918

OP D YA

Jubilee House Care Trust

– 20-22 Lincoln Close

Welwyn Garden City AL7 2NN
Tel: 01707 376460

LDA YA

Jubilee House Care Trust

– 29 Jonquil Close

Welwyn Garden City AL7 3HX
Tel: 01707 391113

PD LDA YA

Life Opportunities Trust – 6A Sewells

Welwyn Garden City AL8 7AQ
Tel: 01707 321344

OP D PD LDA

Mayfair Lodge

The Walk, Potters Bar EN6 1QN
Tel: 01707 871800 **Advert page 46**

OP D PD

Meadows Short Break Centre, The

19-21 Grove Meadow,
Welwyn Garden City AL7 2BE
Tel: 01707 373759

PD LDA YA

Minims, The (12 & 31)

31 The Minims, Hatfield AL10 0AW
Tel: 01707 257098

OP PD LDA

Oak Cottage

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

OP D

Oakview Lodge

Princes Avenue,
Welwyn Garden City AL7 4DT
Tel: 01707 375345


OP D

Oasis Lodge Residential Care Home

13 Dugdale Hill Lane,
Potters Bar EN6 2DP
Tel: 07946 253241

LDA YA

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

 Hertfordshire Care Providers Association Member – see page 5

Advertisers are highlighted

Welwyn Hatfield care homes continued

Sherwood Court

The Common, Hatfield AL10 0NX
Tel: 01707 262405

LDA

St Peter's Home

13 Louvain Way, Watford WD25 7EH
Tel: 01923 673305

LDA MH

St Andrews Care Home

Great North Road, Welwyn Garden City AL8 7SR
Tel: 01707 324208

OP D

Stanborough Lodge

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

OP D

St Audrey's

Church Street, Old Hatfield AL9 5AR
Tel: 01707 272264 **Advert below**

OP D PD SI YA

Three Oaks Care Home Ltd

14 Gwynfa Close, Welwyn Garden City AL6 0PR
Tel: 01438 712939

PD LDA

St Michaels House

71 Holwell Road, Welwyn Garden City AL7 3SF
Tel: 01707 281475

OP PD LDA SI YA

Willows, The

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

OP D PD SI

Welwyn Hatfield care homes with nursing

Anson Court

Shackleton Way,
Welwyn Garden City AL7 2FF
Tel: 01707 379700 **Advert page 46**

OP D PD MH SI YA

Autumn Vale Care Centre

Danesbury Park Road,
Welwyn AL6 9SN
Tel: 01438 714491 **Advert page 78**

OP D



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St Audrey's, Church Street, Old Hatfield, Herts. AL9 5AR



Inspected and rated
Good
Care Quality Commission

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

Welwyn Hatfield care homes with nursing continued

Cuffley Manor Care Home

Coopers Lane Road, Potters Bar EN6 4AA

Tel: 01707 861419 **Advert page 66** OP D PD SI YA

Hatfield Residential and Nursing Home

Tamblin Way, Hatfield AL10 9EZ

Tel: 01707 255270 OP D PD MH SI

Howe Dell Manor

Old Rectory Lane, Hatfield AL10 8AE

Tel: 01707 263903 OP MH YA

Oakview Lodge

Princes Avenue, Welwyn Garden City AL7 4DT

Tel: 01707 274435 OP D

St Christopher's Care Home

Drakes Way, Hatfield AL10 8XY

Tel: 01707 274435 OP D PD

For information on different types of care homes, see page 43.

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 OP LDA YA

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 Road,

Bushey WD23 1GH

Tel: 0208 901 0900 **Advert page 46** 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

Mead, The

Castleford Close, Allerton Road,
Borehamwood WD6 4AL

Tel: 0208 953 8573 **Advert page 46** OP D PD

Moti Willow

1 Watling Street, Radlett WD7 7NG

Tel: 01923 857460 MH YA

Radley Care Home, The

Gregson Close, Borehamwood WD6 5RG

Tel: 0208 207 3700 OP D

Shenleybury House Ltd

Black Lion Hill, Radlett WD7 9DE

Tel: 01923 859238 OP

Sunrise of Elstree

Edgewarebury Lane, Elstree WD6 3RG

Tel: 0208 236 0100 OP D

Villa Scalabrini

Green Street, Shenley WD7 9BB

Tel: 0208 207 5713 **Advert page 68** OP D PD

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

Hertfordshire Care Providers Association Member – see page 5

Advertisers are highlighted



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



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CareChoices

Hertsmere care homes continued

Walsingham Support
– 122 Aldenham Road 
 Watford WD23 2ET
 Tel: 01923 237770


PD LDA YA


Wilton Lodge Residential Home 
 73-77 London Road,
 Shenley, Radlett WD7 9BW
 Tel: 01923 858272

OP D PD

Hertsmere care homes with nursing


Bushey House Beaumont
 57-59 High Street, Bushey WD23 1QN
 Tel: 020 3394 0989 **Advert page 70** **OP PD YA**


Cooperscroft Care Home 
 Coopers Lane Road, Potters Bar EN6 4AE
 Tel: 01707 861417 **Advert page 66** **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 023 7057 **Advert page 76** **OP PD YA**

Houndwood House Care Home
 Harper Lane, Radlett WD7 7HU
 Tel: 01923 856819 **OP D PD**

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


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


UK International Nursing Agency Ltd Dom Care 
 Mayapur House, 2a Station Road,
 Radlett WD7 8JX **Advert page 70**
 Tel: 01923 855856 **OP D PD LDA MH SI**


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


North Hertfordshire care homes

Ashwood Place 
 Sunnyside Close, Hitchin SG4 9JG
 Tel: 01462 435135 **PD LDA**


Burleigh House 
 41 Letchworth Road, Baldock SG7 6AA
 Tel: 01462 893216 **Advert page 70** **OP D PD**


Elmside 
 Elmside Walk, Hitchin SG5 1HB
 Tel: 01462 451737 **OP D**

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 46** **OP D PD MH SI**

Guysfield Residential Home 
 Willian Road, Willian, Letchworth Garden City SG6 2AB
 Tel: 0808 223 5356 **Advert page 43** **OP D**

Halcyon Days 
 The Old Rectory, Church Lane, Graveley,
 Hitchin SG4 7LU
 Tel: 01438 362245 **Advert page 78** **OP D**

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

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

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Advertisers are highlighted

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North Hertfordshire care homes continued

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Tel: 01462 437495

OP D

Lannock Manor

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

OP MH YA

Layston Grove Care Home

Keen Avenue, Buntingford SG9 9SU
Tel: 01763 274327 **Advert page 72**

OP D

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

OP D

Metropolitan Housing Trust Ltd

– Baldock

12 North Road, Baldock SG7 5BX
Tel: 01462 491141

OP PD LDA MH SI YA

Milford Lodge Care Home

Priory End, Hitchin SG4 9AL
Tel: 01462 432524

OP D

Osbourne Court Care Home

Park Drive, Baldock SG7 6EN
Tel: 01462 896966

OP D PD LDA

Providence Court

Providence Way, Baldock SG7 6TT
Tel: 01462 490870 **Advert page 46**

OP D PD

Richard Cox House

Dog Kennel Lane, Royston SG8 7AB
Tel: 01763 249111 **Advert page 46**

OP D PD

Sloe Hill Residential Home

Mill Lane, St Ippoyts SG4 7NN
Tel: 01462 459978

OP D PD

Stamford Avenue, 28

Royston SG8 7DD
Tel: 01763 236167

LDA MH YA

Turning Point

– Brickfields Cottage

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

LDA YA

Walsworth Road, 17

Hitchin SG4 9SP
Tel: 01462 420019

LDA YA

Westbourne Care Home

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

OP

Windmill Lodge

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

OP LDA YA

North Hertfordshire care homes with nursing

Benslow Nursing Home

Benslow Rise, Hitchin SG4 9QY
Tel: 01462 459773

OP D

Gosmore Nursing and Care Centre

Hitchin Road, Gosmore, Hitchin SG4 7QH
Tel: 01462 454925

OP D PD

Lavender Fields – Care Home with Nursing

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

OP PD YA

Monread Lodge

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

OP

Osbourne Court Care Home

Park Drive, Baldock SG7 6EN
Tel: 01462 896966


OP D PD LDA

St Catherines Nursing Home

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

OP D PD YA

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

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North Hertfordshire care homes with nursing continued

St George's Nursing Home – Royston

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

OP PD YA

Trembaths

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

OP D

Sue Ryder – Stagenhoe Park

St Paul's Walden, Hitchin SG4 8BY
Tel: 01438 871215

OP D LDA SI YA

White House Nursing Home, The

Gillison Close, Letchworth Garden City SG6 1QL
Tel: 01462 485852

OP D PD YA

Symonds House – Care Home with Nursing Physical Disabilities

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

OP PD YA

Wymondley Nursing and Residential Care Home

Stevenage Road, Little Wymondley, Hitchin SG4 7HT
Tel: 01438 312434

OP D PD

St Albans care homes

Abbey Lodge Care Home Unit 1

49 Harvey Road, London Colney,
St Albans AL2 1NA
Tel: 01727 825899

MH

Birchwood Bungalow

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

OP LDA YA

Beau Sejour Care Services

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

OP D PD LDA MH YA

Bowmans Lodge

46 Coombes Road, London Colney,
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LDA



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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

St Albans care homes continued

Bricket Wood Care Ltd

– Uplands

9 The Uplands, Bricket Wood, St Albans AL2 3UW
Tel: 07950 192297

LDA MH YA

Chiswell Residential Home

193 Watford Road, Chiswell Green,
St Albans AL2 3HH
Tel: 01727 856153

OP MH

Clare Lodge Care Home

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

OP D

Fosse House

Ermine Close, St Albans AL3 4LA
Tel: 01727 819700 **Advert page 46**

OP D PD

Grace Muriel House

104 Tavistock Avenue, St Albans AL1 2NW
Tel: 01727 863327 **Advert below**

OP

Greenwood Cottage

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

LDA

Harpenden Bethesda Home

201 Luton Road, Harpenden AL5 3DD
Tel: 01582 761359

OP

Hixberry Lane

3 Hixberry Lane, St Albans AL4 0TZ
Tel: 01727 753142

LDA

HSN Care (Bricket Wood)

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

PD LDA SI YA

Lavender Lodge

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

LDA

Leyland House

22 Leyland Avenue, St Albans AL1 2BE
Tel: 01727 763707

MH

Lyndon House

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

OP D

Meadow Acres

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

PD LDA

Milehouse Lane

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

LDA YA

Palm Lodge

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

MH YA AD

Rosebery House

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

OP

St Matthews Care Home

Chequer Lane, Redbourn AL3 7QG
Tel: 01582 792042

OP D

Stairways

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

PD LDA YA

Station Road

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

LDA

Strathmore Lodge

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

OP D PD

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

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Advertisers are highlighted

St Albans care homes continued

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 **Advert page 46**

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 **Advert page 46**

Woodside Residential Home

10 Leyland Avenue, St Albans AL1 2BE
Tel: 01727 869406

PD LDA

OP LDA YA

OP D PD

OP D PD YA

MH



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

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St Albans care homes with nursing

Abbey Lodge Care Home – St Albans

53-55 Harvey Road, London Colney,
St Albans AL2 1NA
Tel: 01727 825899

MH

Alban Manor Nursing Home

2 Chene Drive, off Waverly Road, St Albans AL3 5QP
Tel: 01727 832393 **Advert page 76** OP D PD YA

Allington Court Care Home

Lye Lane, Bricket Wood, St Albans AL2 3TN
Tel: 01923 882793 **Advert page 76** D

Crosby Close

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

Field House Care Home

8 Townsend Road, Harpenden AL5 4BQ
Tel: 01582 807972 **Advert page 76** OP

Fonthill House

Cassius Drive,
St Albans AL3 4GD
Tel: 01727 893104

Advert outside back cover

OP D PD SI YA

Orchard Nursing Home, The

129-135 Camp Road, St Albans AL1 5HL
Tel: 0808 223 5356 **Advert page 43** OP D PD YA

Tenterden House Care Home

Lye Lane, Bricket Wood,
St Albans AL2 3TN
Tel: 01923 883169 **Advert page 76** OP PD YA

Verulam House Nursing Home

Verulam Road, St Albans AL3 4DH
Tel: 01727 853991 OP PD

See the checklist on page 47 for questions to ask when looking at care homes with nursing.

Stevenage care homes

Jubilee Court

Hayward Close, Lonsdale Road,
Stevenage SG1 5BS
Tel: 01438 730000 **Advert page 46** OP D PD LDA

Julians House

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

Life Opportunities Trust

– 9 Hitchin Road
Stevenage SG1 3BJ
Tel: 01923 299770 OP D PD LDA

Manor View

45 Manor View, Stevenage SG2 8PF
Tel: 01438 311615 OP D LDA YA

Martins House

Jessop Road,
Stevenage SG1 5LL
Tel: 01438 351056 **Advert page 78** OP D

Scarborough House

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

Sense Jenny Chapman House

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

Walkern Lodge

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

Winnett Cottage

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

Wisden Court

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

Advertisers are highlighted



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Stevenage care homes with nursing

Knebworth Care Home

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

OP D PD MH YA

Pinelodge Care Home

Graveley Road, Stevenage SG1 4YS
Tel: 01438 721417

OP

Roebuck Nursing Home

London Road, Stevenage SG2 8DS
Tel: 01438 740234

OP D

Woodlands View Care Home

Magpie Crescent,
Stevenage SG2 9RZ
Tel: 01438 740230

OP D PD YA

Three Rivers care homes

Berrywood

130 Berry Lane, Rickmansworth WD3 4BT
Tel: 01923 770132

LDA

Caretech Community Services Ltd

– 196 High Street

Rickmansworth WD3 1BD
Tel: 01923 774869

LDA YA

Croxley House

The Green, Croxley Green, Rickmansworth WD3 3JB
Tel: 01923 775134

OP D PD

Firs and Hewlitt

Woodside Road, Abbots Langley WD5 0HT
Tel: 01923 681157

OP D PD LDA

Meresworth

Dell Wood, Field Way, Rickmansworth WD3 7EJ
Tel: 01923 714300 **Advert page 46**

OP D PD

Pinewood Lodge

Oxhey Drive, Watford WD19 7HR
Tel: 0208 421 7900 **Advert page 46**

OP D PD

Seymour House

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

OP D

Thorpedale

Station Approach, Homefield Road,
Chorleywood WD3 5QJ
Tel: 01923 284648

LDA

Walsingham Support

– 3 Beacon Way

Rickmansworth WD3 7PQ
Tel: 01923 896579

OP PD LDA YA

Walsingham Support

– 30 & 32 Church Lane

Mill End, Rickmansworth WD3 8HD
Tel: 01923 774082

OP PD LDA SI YA

Westerley Care Home

Chorleywood Close,
Rickmansworth WD3 4EG
Tel: 01923 775789

OP D

Three Rivers care homes with nursing

Chalfont Court

Uxbridge Road, Rickmansworth WD3 7AR
Tel: 01923 772378

OP D MH SI YA

Chorleywood Beaumont

Rickmansworth Road, Chorleywood WD3 5BY
Tel: 01923 700 620 **Advert page 70**

OP D PD YA

Daplemere Nursing Home

Shepherds Lane, Chorleywood WD3 5HA
Tel: 01923 282119

OP D PD MH SI

Erskine Hall Care Home

Watford Road, Northwood HA6 3PA
Tel: 01923 882379 **Advert page 76**

OP YA

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

Hertfordshire Care Providers Association Member – see page 5

Advertisers are highlighted

Three Rivers care homes with nursing continued

Northwood Nursing Home

24 Eastbury Avenue, Northwood HA6 3LN

Tel: 01923 826807

OP PD MH YA

Sunrise of Chorleywood

Highview, Chorleywood, Rickmansworth WD3 5TQ

Tel: 01923 287750

OP D YA

River Court Care Home

Explorer Drive, Watford WD18 6TQ

Tel: 01923 800178

OP D

For information on different types of care homes, see page 43.

Watford care homes

Amberside

17-19 Park Avenue, Watford WD18 7HR

Tel: 01923 618555

OP D

Auburn Mere

Woodlands, Oxhey Lane,

Watford WD19 5RE

Tel: 01923 213789

OP D PD SI YA

Kestrel Grove Nursing Home

Hive Road, Bushey Heath,

Bushey WD23 1JQ

Tel: 0208 950 4329

OP D

Langley View Residential Home

60 Langley Road, Watford WD17 4PN

Tel: 01923 251089

OP PD LDA MH YA

Courtland Lodge

Courtlands Close, Watford WD24 5GW

Tel: 01923 681231 **Advert page 46**

OP D PD

Margaret House

Parsonage Close, Abbots Langley WD5 0BQ

Tel: 01923 261190 **Advert page 46**

OP D PD

Greenbanks

Greenbank Road, Watford WD17 4JR

Tel: 01923 255160

OP D PD SI YA

Montrose Care Home

95 Langley Road, Watford WD17 4PE

Tel: 01923 804337

OP D

Hillside

82 Pinner Road, Oxhey WD19 4EH

Tel: 01923 245466

LDA

Park View Residential Home

118 Gammons Lane,

Watford WD24 5HY

Tel: 01923 219167

OP LDA MH YA

Hillside Rest Home

39-43 Kingsfield Road,

Watford WD19 4TQ

Tel: 01923 236618 **Advert below**

OP

Prince Michael of Kent Court

Stratford Road, Watford WD17 4DH

Tel: 01923 234780

OP D

Rosslyn Residential Care

6-8 Rosslyn Road, Watford WD18 0JY

Tel: 01923 244130

OP

Silversprings

12 Rosslyn Road, Watford WD18 0JY

Tel: 01923 227852

PD LDA SI YA

St Anthony's

3 Mildred Avenue, Watford WD18 7DY

Tel: 01923 226174

OP D

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@hillside Rest Home.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

Hertfordshire Care Providers Association Member – see page 5

Advertisers are highlighted

Tanners 

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

OP D PD LDA

Tanners Wood

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

LDA

Tremona Care Home 

Alexandra Road,
Watford WD17 4QY
Tel: 01442 236020

OP D

Turning Point – Parkview 

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

LDA YA

Villcare Ltd – Eastbury Road 

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

LDA

Wisteria Lodge 

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

LDA YA

York House 

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

MH

Watford care homes with nursing**Arden House Nursing Home** 

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

OP

Elton House 

Elton Road, Bushey,
Watford WD25 8HA
Tel: 01923 689348

OP D PD SI YA

Brunswick Court Care Home

62 Stratford Road, Watford WD17 4JB
Tel: 01923 888232 **Advert page 76**

OP D YA

Chase Care Centre, The 

4 Printers Avenue, off Whippendell Road,
Watford WD18 7QR
Tel: 01923 232307

OP D YA

Lancaster Court 

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

OP D PD SI YA

**See the checklist on page 47 for questions to ask
when looking at care homes with nursing.**

Search for care in your area

www.carechoices.co.uk



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



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

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: **adminofficer@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

– Central Hertfordshire Local Office

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 20, Intech House, Wilbury Way,
Hitchin SG4 0TW

Tel: **01462 455578**

Web: **www.crossroadshn.org.uk**

Crossroads Care Hertfordshire South

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**

Web: **www.hadnet.org.uk**

Hertfordshire Care Providers Association (HCPA)

Sharing best practice in care through partnership.

Mundells Campus,
Welwyn Garden City AL7 1FT

Tel: **01707 536020**

Email: **contact@hcpa.info**

Web: **www.hcpa.info**

Hertfordshire County Council

– Adult Social Services

County Hall, Pegs Lane, Hertford SG13 8DQ

Tel: **0300 123 4042**

Textphone/Minicom: **01992 555506**

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**

Al-Anon Family Groups

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

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

Email: **enquiries@al-anon.org.uk**

Web: **www.al-anonuk.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, frail, disabled or has mental health or addiction issues.

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

Web: **www.carers.org**

Carers UK

The voice of carers.

Tel: **0808 808 7777** • Email: **advice@carersuk.org**

Web: **www.carersuk.org**

Citizens Advice

Practical, reliable, up-to-date information on a wide range of topics. • Tel: **03444 111444**

Web: **www.citizensadvice.org.uk**

Dementia Adventure

Provides supported holidays for people with dementia as an alternative to traditional respite where partners, family, friends or carers can enjoy an outdoor break together. Holidays are usually five days long, can be bespoke, are subsidised and are available to anyone across the UK.

Tel: **01245 237548**

Email: **info@dementiaadventure.co.uk**

Web: **www.dementiaadventure.co.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**

→ 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**

National Association of Funeral Directors

Web: **www.nafd.org.uk**

National Society of Allied and Independent Funeral Directors

Web: **www.saif.org.uk**

NHS 111

You should call NHS **111** if you:

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

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

Registered Nursing Home Association (RNHA)

Campaigns for high standards in nursing home care.

Tel: **0121 451 1088**

Email: **info@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**

Veterans' Gateway

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

Tel: **0808 802 1212**

Web: **veteransgateway.org.uk**



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

www.myfamilyourneeds.co.uk

✉ **hello@myfamilyourneeds.co.uk**

🐦 **[@WeAreMFON](https://twitter.com/WeAreMFON)**

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