



# Hertfordshire

## Care Services Directory 2021

The essential guide to choosing and  
paying for care and support



## CELEBRATE LIFE

**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.

- Choose from a wide selection of luxurious single and double suites available to suit your financial needs, both for individuals and couples.
- Benefit from short and long-term care, and a 'home for life' environment where plenty of stimulation is provided by the in-house engagement team.
- Enjoy the picturesque views over the stunning countryside capturing Hertfordshire's wildlife, as well as the abundance of indoor natural light.
- Be part of a wonderful family community and make long-lasting friendships, or just sit back and take in the peace and quiet of the vast estate and its surroundings.



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  
01462 410767 • [CARE@FOXHOLESCAREHOME.COM](mailto:CARE@FOXHOLESCAREHOME.COM) • [WWW.FOXHOLESCAREHOME.COM](http://WWW.FOXHOLESCAREHOME.COM)



<b>Introduction</b> How to use this Directory	<b>4</b>	<b>Paying for care</b> Understanding the system	<b>50</b>
<b>Hertfordshire Care Providers Association</b> 'Sharing best practice in care'	<b>5</b>	<b>Important information</b> Further help and information	<b>53</b>
<b>Helping you to stay independent</b> Local services, equipment and solutions	<b>5</b>	<b>Residential care in Hertfordshire</b> Comprehensive listings by region	<b>59</b>
<b>Support from the council</b> First steps and assessment	<b>13</b>	<b>Useful local contacts</b>	<b>79</b>
<b>Services for carers</b> Assessment, benefits and guidance	<b>15</b>	<b>Useful national contacts</b>	<b>80</b>
<b>Care in your own home</b> How it can help	<b>17</b>	<b>Index</b>	<b>82</b>
<b>Living with dementia at home</b> Family support, respite and services	<b>18</b>	<b>Essential checklists</b> Assistive technology 12 Home care agency 23 Care homes 47 Residential dementia care 49	
<b>Paying for care in your home</b> Understanding your options	<b>21</b>		
<b>Home care providers</b> A comprehensive list of local agencies	<b>25</b>		
<b>Housing with care</b> The different models available	<b>38</b>		
<b>Specialist services</b> Disability care, end of life care and advocacy	<b>39</b>		
<b>Care homes</b> Types of homes and activities explained	<b>43</b>	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](http://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 across the county 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 page 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 60.

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](http://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 on **[www.hcpa.info](http://www.hcpa.info)** for more information, email us on **[contact@hcpa.info](mailto: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 to stay happy, well and active, in your home and community and to have choices about any care and support you receive.

Our website **[www.hertfordshire.gov.uk/adults](http://www.hertfordshire.gov.uk/adults)** has lots of information about how the council and other organisations can help you. You can apply for a Blue

Badge, Meals on Wheels and request a social care assessment.

Use our **Money Tool** to find trusted information and advice, visit **[www.hertfordshire.gov.uk/moneytool](http://www.hertfordshire.gov.uk/moneytool)**

View **[www.hertfordshire.gov.uk/technologyhouse](http://www.hertfordshire.gov.uk/technologyhouse)** to find out about gadgets to make life easier, such as

---

## HertsHelp: Independent information, advice and support in Hertfordshire

HertsHelp are 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 leaving hospital;

- get equipment and technology 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](mailto:info@hertshelp.net)**

Web: **[www.hertshelp.net](http://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 could not manage otherwise. You may need support to make sure you stay fit and well and have time for yourself away from your caring role.

The council care about carers and want to make sure that you have support in your caring role. There are also services and organisations that can help you. For more information, go to **[www.hertfordshire.gov.uk/carers](http://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](http://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 handy person

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?

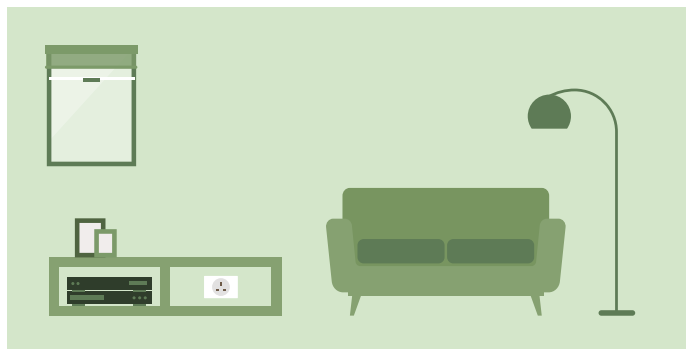
⊙ What could we do better?

**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](http://www.gov.uk/winter-fuel-payment)

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

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



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

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

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

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

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



Handled plug



Chair raisers



Chopping board



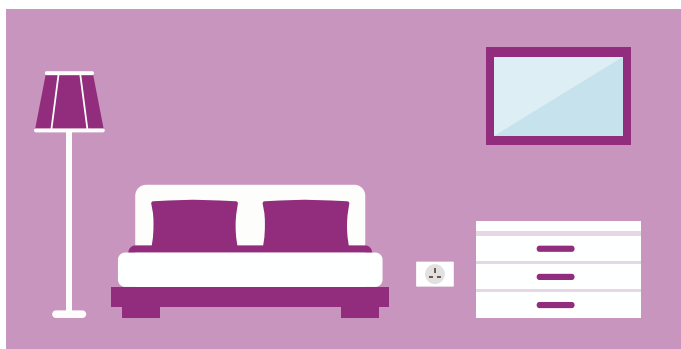
Level indicator



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/](http://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](http://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 **<https://asksara.dlf.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.

### Herts Ability

Herts Ability has a permanent display of specialist equipment that you can try. It also runs a wheelchair accessible transport service. It 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.hertsability.org.uk](http://www.hertsability.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](mailto:info@hhas.org.uk)** • Web: **[www.hhas.org.uk](http://www.hhas.org.uk)**

### Herts Vision Loss

Charity providing services and information to blind and partially sighted people throughout Hertfordshire. • Sight Line: **01707 324680**

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

## Local suppliers

### 1st Call Mobility

Baros House, Elizabeth Way, Harlow CM19 5AR

Tel: **01279 425648**

Web: **[www.1stcallmobility.co.uk](http://www.1stcallmobility.co.uk)**

### Alphamarque

Shop 1, Highfield Park, Russet Drive,  
St Albans AL4 0AZ

Open Monday to Friday, 10.00am to 4.00pm.

Tel: **01727 837836**

Email: **[sales@alphamarque.com](mailto:sales@alphamarque.com)**

Web: **[www.alphamarque.com](http://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](http://www.automobilityconcepts.com)**

### Hemel Hempstead

158 Marlowes HP1 1BA

Tel: **01442 242850**

### Watford

172 High Street WD17 2EG

Tel: **01923 804142**

### 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](mailto:enquiry@caneandable.co.uk)**

Web: **[www.caneandable.co.uk](http://www.caneandable.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](http://www.hertfordshire.gov.uk)**



### Do you need help at home?

Our hourly carers from Welwyn & Bishop's Stortford will help you be independent at home.

Established in 1987, Christies Care Ltd are one of less than 3% of all care agencies and homes to be rated Outstanding by the CQC in the national provision of care.


Christies Care is a family-run business, and we apply family values from our office operation to our award-winning carers.




**CONTACT US FOR MORE INFORMATION**  
01920 481600  
[www.christiescare.com](http://www.christiescare.com) | [ian@christies-care.com](mailto:ian@christies-care.com)



# Search for care in your area



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



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

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 <https://asksara.dlf.org.uk>

You can download and print this checklist at [www.carechoices.co.uk/checklists](http://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](http://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 confidence to do things for yourself. It can also mean that you do not start to depend on support that could cost.

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 £67.25 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](http://www.gov.uk) has more information on benefits, including carers' benefits. Alternatively, contact a local carers' organisation which may be able to help undertake a benefit check.

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

### Carers in Hertfordshire

Supports unpaid family and friend carers by

providing information and advice related to their caring role, including time to discuss practical and emotional concerns. The charity encourages carers to focus on their own wellbeing and provides breaks, leisure and learning opportunities as well as chances to connect with other carers and services. Support is provided by phone, online, or face to face, as appropriate.

Tel: **01992 586969**

Email: [contact@carersinherts.org.uk](mailto:contact@carersinherts.org.uk)

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

### Crossroads Care Hertfordshire North

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

Tel: **01462 455578**

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

## Resource for those supporting disabled children



carers and practitioners supporting children from

My Family, Our Needs is an online resource providing impartial information for parents,

birth to 25 years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships.

Visit [www.myfamilyourneeds.co.uk](http://www.myfamilyourneeds.co.uk)



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

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

✉ [hello@myfamilyourneeds.co.uk](mailto:hello@myfamilyourneeds.co.uk)

🐦 @WeAreMFON

- Birth to adulthood
- Real life blogs
- Directory
- Ask the experts
- Monthly columnist

*Subscribe today*

# 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](http://www.carechoices.co.uk)**

The Care Quality Commission (**[www.cqc.org.uk](http://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.

The benefits of using a regulated agency include:

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

## Living with dementia at home

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

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

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

### Family support

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

When someone is living with dementia, they need:

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



### Dementia Friends

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

difference to people living with dementia – from helping someone find the right bus to spreading the word about dementia. See **[www.dementiafriends.org.uk](http://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' beginning on page 79.

## 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 79 for contact details.

Alzheimer's Society's Dementia Connect support line is available on **0333 150 3456** and can provide information, support, guidance and signposting to other appropriate organisations. The helpline is open Monday to Wednesday, 9.00am to 8.00pm; Thursday to Friday, 9.00am to 5.00pm; and Saturday to Sunday, 10.00am to 4.00pm.

For more information on care homes for people with dementia, see page 79.

**BY YOUR SIDE**

ENHANCING LIFE, EXCELLING IN CARE

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

DEMENTIA - LIVE-IN SUPPORT - COMPANIONSHIP CALLS

☎ 07711 820630

✉ info@byyoursidehomecare.co.uk

www.byyoursidehomecare.co.uk



## Quality care you can trust, delivered in the comfort of your own home

We provide high quality, personalised care services that enable you to continue living independently in the comfortable and familiar surroundings of your own home.

Our valued and professional CareGivers are a trusted, friendly face, dedicated to supporting you to live life to the full.



### How can we support you?

- Companionship
- Transportation & errands
- Meal preparation
- Light housekeeping
- Hospital to home services
- Personal care
- Medication reminders
- Post-operative support
- Holiday & respite cover
- Specialist dementia care
- 24/7 live-in care

### For more information on Right at Home's services, please contact your local office:

Right at Home Borehamwood & Watford  
020 8092 9994  
[www.rightathome.co.uk/borehamwood](http://www.rightathome.co.uk/borehamwood)

Right at Home Stevenage, Letchworth & Hitchin  
01462 559159  
[www.rightathome.co.uk/stevenage-lechworth-hitchin](http://www.rightathome.co.uk/stevenage-lechworth-hitchin)

Right at Home Hemel Hempstead  
01442 953141  
[www.rightathome.co.uk/hemelhempstead](http://www.rightathome.co.uk/hemelhempstead)

Right at Home Welwyn, Hatfield & St Albans  
01707 682090  
[www.rightathome.co.uk/hatfield](http://www.rightathome.co.uk/hatfield)

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

## Other ways to fund your care and support

It is important to seek independent financial advice if you are paying for your own care and support.

There are independent financial advisers that focus specifically on care funding advice, often referred to as specialist care fees advisers. They are regulated by the Financial Conduct Authority (FCA) and must stick to a code of conduct and ethics and take shared responsibility for the suitability of any product they recommend.

### The Money Advice Service

A free and impartial money advice service set up by the Government. • Tel: **0800 138 7777**  
Web: **[www.moneyadvice.service.org.uk](http://www.moneyadvice.service.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](http://www.societyoflaterlifeadvisers.co.uk)**

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





The **best** home to  
be in is **your own**

**96%**

OF CLIENTS\*  
RECOMMEND

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

### Tailor made to your individual requirement

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

#### East Herts & Uttlesford

61 Allen House, The Maltings, Station Road, Sawbridgeworth, Hertfordshire, CM21 9JX

**01279 721443**

[www.homeinstead.co.uk/eastherts](http://www.homeinstead.co.uk/eastherts)

#### Hemel Hempstead and Chilterns

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

**01442 493594**

[www.homeinstead.co.uk/hemelhempestead](http://www.homeinstead.co.uk/hemelhempestead)

#### Stevenage & North Herts

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

**01462 228661**

[www.homeinstead.co.uk/northherts](http://www.homeinstead.co.uk/northherts)

#### St Albans

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

**01727 294656**

[www.homeinstead.co.uk/stalbans](http://www.homeinstead.co.uk/stalbans)

#### Watford

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

**01923 588713**

[www.homeinstead.co.uk/watford](http://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](http://www.homeinstead.co.uk/welwyn)

**[www.homeinstead.co.uk](http://www.homeinstead.co.uk)**

Each Home Instead Senior Care® franchise office is independently owned and operated. Copyright © Home Instead 2020.

\*Smith & Henderson 2020 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](http://www.carechoices.co.uk/checklists)

## About the agency

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

## Staff

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

## Accommodating your needs

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

## Regulation

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

## Notes

.....

.....

.....

.....

.....

\*See page 55.



**Rated Excellent**  
★ Trustpilot

# Agincare

Live-in Care

*Fully managed high quality  
affordable live-in care  
from £795 per week*




0808 301 2235 | AGINCARE.COM



**We provide care in your area!**

- ✓ Care that is tailored to your needs
- ✓ In the comfort of your own home
- ✓ An affordable alternative to a care home

**Call us now on 01992 469540  
or visit [www.adicocare.co.uk](http://www.adicocare.co.uk)**



Hertfordshire Care Awards  
Finalist 2017

Hertfordshire Care Awards  
Finalist 2018

Hertfordshire Care Awards  
Winner 2019



**T: 0800 189 2870 • M: 07913 026822  
E: [info@chariscareplus.com](mailto:info@chariscareplus.com)  
W: [www.chariscareplus.com](http://www.chariscareplus.com)**

Charis Careplus provides reliable, flexible and affordable home care for the community. Our aim is to provide a tailor-made service to meet the needs of the individual. Each client will be actively involved in putting together their **person-centred support plan**, to ensure we cover all their needs.

At Charis Careplus, we **genuinely care** and have created a culture that we are proud of where our clients are **valued, respected, and treated with dignity**.

Please call us on our free phone or visit our website for more information and free user guide.




# Abbots Care

EST. 1995

From our family to yours, we offer a professional, affordable and CQC Outstanding home care service across Hertfordshire. Keeping your loved one in the comfort of their own home is our priority, and we are proud to be recognised as one of the Top 20 Home Care providers in the UK.



**Call us today: 01727 891 004  
Visit: [www.abbotscare.com](http://www.abbotscare.com)  
Email: [info@abbotscare.com](mailto:info@abbotscare.com)**



# Home care providers

## 1st Homecare

Kings Langley  
Tel: 01923 269877

OP D PD SI YA

## Abacus Care & Support Ltd

St. Albans  
Tel: 020 7100 1680

OP D PD LDA MH SI YA

## Abbots Care Ltd (Hertfordshire)

St Albans  
Tel: 01727 891004

Advert page 24

OP D PD LDA SI

## AC Homecare

Welwyn Garden City  
Tel: 01438 419950

OP D PD LDA MH YA

## Accedo Care Head Office

Waltham Cross  
Tel: 07590 860442

PD LDA MH YA

## Action for Children Herts Domiciliary Care

Watford  
Tel: 01923 361500

YA

## Adico Care

Hoddesdon  
Tel: 01992 469540

Advert page 24

OP D YA

## Adjoy Healthcare Ltd

– Stirling Business Park Britannia Road

Waltham Cross  
Tel: 0333 567 0901

OP D PD LDA MH SI YA

## Advance Home Help and Support Services Ltd

Waltham Cross  
Tel: 020 8350 6239

OP D

## AevaCare

Rickmansworth  
Tel: 020 3907 0707

OP D PD LDA MH SI YA

## Agincare UK Ltd

Hertford  
Tel: 0808 301 2235

Advert page 24

OP D PD LDA MH YA AD

## Alina Homecare - Hitchin & Letchworth

Hitchin  
Tel: 01582 218222

OP D PD LDA 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

OP D PD LDA MH SI YA AD

## Alpha-B Healthcare

Potters Bar  
Tel: 01707 828636

OP D PD SI YA

## 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

## Amco Recruits Ltd

Watford  
Tel: 01923 618833

OP D PD 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

## Blossom HCG Ltd

Hoddesdon  
Tel: 07506 296518

OP LDA YA

## Blueberry Hill Care Ltd

Welwyn Garden City  
Tel: 01707 881258

OP D PD 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



“

My life  
My home  
My cuppa, just  
the way I like it

Home & live in care from  
Bluebird Care

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

Contact the Bluebird Care teams:

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

**St Albans & Hertsmere**  
**01727 261000**  
stalbans@bluebirdcare.co.uk

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

**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](https://bluebirdcare.co.uk)

## Home care providers continued

### Bluebird Care (Chiltern & Dacorum)

Kings Langley **Advert page 26**  
Tel: 01442 933499 **OP D PD**

### Bluebird Care (East Hertfordshire)

Hertford **Advert page 26**  
Tel: 01920 465697 **OP D PD LDA SI YA**

### Bluebird Care (St Albans & Hertsmere)

St Albans **Advert page 26**  
Tel: 01727 261000 **OP D PD YA**

### Bluebird Care (Stevenage & North Herts)

Letchworth Garden City **Advert page 26**  
Tel: 01462 676555 **OP D PD LDA MH SI YA**

### Bluebird Care

#### (Watford & Three Rivers)

Watford **Advert page 26**  
Tel: 01923 775300 **OP D PD LDA MH SI YA**

### Bluebird Care

#### (Welwyn Hatfield & Broxbourne)

Hatfield **Advert page 26**  
Tel: 01707 263723 **OP D PD LDA SI YA**

### Bonza Care Ltd

Hatfield  
Tel: 01707 328439 **OP D PD SI YA**

### Broad Oak Manor Domiciliary Care

Hertford **OP**  
Tel: 01992 551900

### Bushey House Beaumont DCA

Bushey **Advert page 46**  
Tel: 020 8421 8844 **OP**

### By Your Side Homecare

Hemel Hempstead **Advert page 19**  
Tel: 07711 820630 **OP D PD SI YA**

### Camphill St Albans

St Albans  
Tel: 01727 811228 **OP PD LDA MH YA**

### Care 121 Services Ltd – Head Office

Stevenage  
Tel: 01438 537444 **PD LDA MH SI AD**

### Care By Us

#### – North London and West Hertfordshire

Hatfield **Advert page 28**  
Tel: 0333 700 8080 **OP D PD LDA MH SI YA AD**

### Care By Us Ltd

Bishop's Stortford **Advert page 28**  
Tel: 0333 700 8080 **OP D PD LDA MH SI YA AD**

### Care Embassy Domiciliary Care

Watford  
Tel: 01923 678093 **OP D LDA YA**

### Care for Freedom Ltd

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

### Care Fully Ltd

Stevenage  
Tel: 01438 722665 **OP D PD MH SI**

### Care Herts Ltd

Welwyn Garden City  
Tel: 01707 386106 **OP D PD LDA YA**

### 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 LDA 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

**Advertisers are highlighted**

We are a friendly, dedicated, family-run Home Care company with over 17 years of experience providing high-quality care in Essex, Cambridgeshire and Hertfordshire. We are passionate about providing excellent care and support services, including **Live-In Care** - 24 hours a day, all year round.

To find out more about how we can help you best and to book a free assessment, please don't hesitate to call **0333 700 80 80**.



## **ENHANCE WELLBEING HEALTHCARE LTD**

DOMICILIARY CARE WITH CHARACTER

At Enhance, we can help with all aspects of **personal, social and domestic care** in **Royston, Cambridgeshire, Buntingford and the surrounding area**. Our carers are not only fully qualified and ready to help you in your own home, but we also ensure they have character, with a sense of humor, good listener and good cooking skills being a handful of the traits we look for.

For more info on the services we provide, visit our website or contact us today to see how we can **Enhance** your life.

**07450 606570**

**info@enhancewellbeinghealthcare.co.uk**  
**www.enhancewellbeinghealthcare.co.uk**

Regulated by





## Home care providers continued

### Caremark Dacorum & St Albans

Hemel Hempstead  
Tel: 01442 817117

**OP D PD LDA SI YA AD**

### Caremark East Hertfordshire and Broxbourne

Ware  
Tel: 01920 733026

**OP D PD LDA MH SI YA**

### Caremark Watford & Hertsmere

Watford  
Tel: 01923 729898

**OP D PD LDA MH YA**

### Cavendish House

Hoddesdon  
Tel: 020 7101 4403

**OP D PD LDA MH SI YA**

### Celestial Care Enfield and Herts

Potters Bar  
Tel: 07487 619270

**OP D**

### Charis Careplus

Waltham Cross  
Tel: 0800 189 2870 **Advert page 24**

**OP D**

### Chelmscare Ltd

Borehamwood  
Tel: 020 8953 8369

**OP D PD LDA MH YA**

### Choice Global

Watford  
Tel: 01923 594524

**OP YA**

### Chorleywood Beaumont DCA

Chorleywood  
Tel: 01923 285 111 **Advert page 46**

**OP**

### City Care Welwyn

Welwyn Garden City  
Tel: 01707 800523

**OP D PD SI YA**

### Clarity Homecare Hatfield

Hatfield  
Tel: 01707 260059

**OP D PD MH SI YA**

### Clearwater Care

Hatfield  
Tel: 01707 260059

**OP PD LDA SI YA**

### Community Support Service (Dom Care)

Rickmansworth  
Tel: 01923 713620

**LDA**

### Compassion PLUS Healthcare

Letchworth Garden City  
Tel: 01462 416101

**OP D PD LDA 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**

### Ddee Care Services

Stevenage  
Tel: 07851 210160

**OP D PD 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**

**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**





4 Imperial Place, Maxwell Road,  
Borehamwood WD6 1JN

At Exceptional Care at Home, we will always put you first and ensure that you receive **the highest quality of care and support** to help you fulfil your personal needs and individual requirements.

**Personal Care • Companionship • Live-in Care • Dementia Care  
Respite Care • Palliative Care • Home Help**

**0208 213 3188 • 07962 385 435 • 07943 166184**  
**info@exceptionalcareathome.co.uk**  
**www.exceptionalcareathome.co.uk**



**THE HEART OF CARE**  
**ELOHIM  
UNIVERSAL  
CARE**

PERSONAL CARE • MEDICATION SUPPORT  
NUTRITION • SAFE MANUAL HANDLING  
HOUSEWORK • SOCIAL & PHYSICAL ACTIVITIES  
SUPPORTING TEMPORARY & TERMINAL ILLNESS

We are a domiciliary care provider based in Ware, East Hertfordshire that provides **safe and compassionate, high-quality care** centred on individual needs and preferences. A wide range of care and support services can be delivered for **several hours a day** or up to **24 hours a day, 7 days a week**.

**Tel: 01920 330450 | Mob: 07496 655135**  
**admin@euniversal.co.uk | www.elohimuniversalcare.co.uk**



**Helping Hands**  
Caring since 1989

## 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](http://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

### Dynamo One Ltd (T/A Visiting Angels)

Hatfield

Tel: 07951 032038

OP D

### EagleCrest

Watford

Tel: 01923 693765

OP D PD YA

### Earlybirdcare Ltd

Hoddesdon

Tel: 020 3623 4760

OP D PD LDA MH SI YA

### Elohim Universal Care Ltd

Ware

Tel: 01920 330450

Advert page 30

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

Hertford

Tel: 01992 472975

Advert page 32

OP D PD LDA MH SI YA

### European Nursing Agency Ltd

Welwyn Garden City

Tel: 01707 333700

OP D PD LDA MH SI YA

### Exceptional Care At Home Ltd

Borehamwood

Tel: 0208 213 3188

Advert page 30

OP D PD LDA MH 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 32

OP D PD YA

### Freesprings Ltd

Waltham Cross

Tel: 020 8617 0064

OP D PD MH YA

### Frontfit Care Services Hertfordshire

Hertford

Tel: 0800 002 5572

OP D PD LDA MH YA

### Glenholme Living Solutions

Letchworth Garden City

Tel: 01438 729845

PD LDA YA

### Gombards

Welwyn Garden City

Tel: 01483 712892

PD LDA

### Greenleaves Homecare Services Ltd

Stevenage

Tel: 01438 310068

OP D PD MH YA

### 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

### 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 Care Ltd

Stevenage

Tel: 020 3813 0881

OP D PD 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

**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

### 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: 01438 845 220

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



## Eureka Care Services

DOMICILIARY HOMECARE

15 Bull Plain, Hertford, SG14 1DX

Email: [enquiries@eurekacareservices.co.uk](mailto:enquiries@eurekacareservices.co.uk)

Telephone: **01992 472 975** Mobile: **07872 861 451**

Eureka Care Services strives to offer excellent and affordable home health care and community based social services to individuals and their families in Hertfordshire.

We are a professional Domiciliary home care agency caring for the elderly in their own homes to treat them with dignity, respect and compassion. We support them in the way they choose to be supported.

Companionship • Assist with meals • Personal elderly care • Domestic Duties

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





SARAH'S HOME CARE

**07437 856 836**

[sarahshomecare@outlook.com](mailto:sarahshomecare@outlook.com)

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

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*





# We care about your care

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

**Covering a large area of Hertfordshire**

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



**Services we offer:**

- Washing and dressing
- Medication assistance
- Meals
- Companionship
- Personal care
- Help around the home

...and many more

Please contact us to see how we can help you:

Telephone: **01992 879464**

Email: [contact@freedomcareherts.co.uk](mailto:contact@freedomcareherts.co.uk)

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



## Home care providers continued

### HF Trust – Herts and Essex DCA

Bishop's Stortford  
Tel: 01279 655649

OP LDA YA

### Hightown House

Hemel Hempstead  
Tel: 01442 292300

LDA MH

### Hillside

Ware  
Tel: 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 800100

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

### 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

### Home Instead Senior Care

#### Cuffley, Cheshunt & Harlow

Potters Bar  
Tel: 01707 828010

OP D PD MH SI YA

### 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

### In Home Care (Hertford)

Hertford  
Tel: 01992 911345

OP D PD MH YA

### Inclusion Project, The

Welwyn Garden City  
Tel: 07526 243 571

OP PD LDA SI YA

### Joy Caring Services Ltd

Stevenage  
Tel: 01438 311704

OP D PD LDA MH SI YA

### Jubilee Domiciliary Care Agency

Welwyn Garden City  
Tel: 01707 390107

OP PD LDA MH YA

### Julee Care Ltd

Harpenden  
Tel: 01582 271361

OP YA

### Kindherts Care Ltd

Bishop's Stortford  
Tel: 01279 654999

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

**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

### 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

### Lifeways Community Care (New Barnet)

Hatfield

Tel: 020 7202 6300

OP D PD LDA MH SI

### Lighthouse Care Solutions Ltd

Stevenage

Tel: 07454 975699

OP D PD LDA MH YA

### Living Well Homecare

Stevenage

Tel: 01438 300360

OP D PD YA

### Look Ahead Domiciliary Care (Hertfordshire)

Stevenage

Tel: 01438 740096

PD LDA SI YA

### Loving Hands Domiciliary Care Ltd

Hatfield

Tel: 01707 226664

OP D PD

### Luna Care Services

Potters Bar

Tel: 01707 502004

OP D 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

### Marlowes, The

Hemel Hempstead

Tel: 07768 514531

PD LDA MH SI YA

### Medow Care Services Ltd

Hatfield

Tel: 01707 271512

OP D PD MH SI

### Miracle Centre Ltd – Watford

Bushey

Tel: 020 8281 7590

OP D PD LDA MH SI YA AD

### 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: 0800 448 0107

OP D PD YA

### New Shepherd Care Ltd

Watford

Tel: 01923 438935

OP D YA

### 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

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

 Hertfordshire Care Providers Association Member – see page 5

## Home care providers continued

### Novus Care Ltd

Watford

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

### Nursing Care Personnel Ltd

Hatfield

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

### Oaktree Homecare Services Ltd

Hatfield

Tel: 01707 932092 **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 LDA MH SI YA**

### Parade, 153 The

Watford

Tel: 0330 055 2205 **LDA MH YA**

### Partners in Support

Stevenage

Tel: 01438 746243 **LDA**

### Pearlflect 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**

### Primrose Homecare Herts Ltd

Hemel Hempstead

Tel: 07956 312919 **OP D PD MH SI**

### Pristyne Care

Watford

Tel: 07951 867155 **OP D PD LDA MH SI 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**

### 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**

### Regent Home Care (West Herts) Ltd

Stevenage

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

### Regus (Ho)

Welwyn Garden City

Tel: 07533 582525 **OP 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

## Home care providers continued

### Ridgemoor Care Services Ltd

– 94 Priestley Road

Stevenage

Tel: 07979 508434

OP D PD LDA MH SI YA AD

### Right at Home Welwyn, Hatfield & St Albans

Borehamwood & Watford

Tel: 020 8092 9994

Advert page 20

OP D PD LDA SI YA

Hatfield

Tel: 01707 682100

OP D PD SI YA

Hemel Hempstead

Tel: 01442 953141

OP D PD MH SI YA

Stevenage, Letchworth and Hitchin

Tel: 01462 559159

OP D PD SI YA

### Ruby Grange Homecare Ltd

Rickmansworth

Tel: 07568 323308

OP D 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 32

OP D PD LDA MH SI

### Serve Homecare

Stevenage

Tel: 01438 725400

OP D PD MH SI YA

### Shadz Care

Welwyn Garden City

Tel: 07792 748972

LDA YA

### 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

### Social Care Solutions Ltd (Herts & Bucks)

Hatfield

Tel: 020 7202 6300

OP D PD LDA MH SI YA

### Sodark Care

Hemel Hempstead

Tel: 01442 767394

OP YA

### Sondi Care

Rickmansworth

Tel: 01923 282676

OP

### 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

D PD LDA MH SI YA AD

### SureCare Hertfordshire

Barnet

Tel: 01707 903898

OP D PD LDA SI YA

### Teapot Home Care

Welwyn Garden City

Tel: 07471 471000

OP D YA

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

Hertfordshire Care Providers Association Member – see page 5

Advertisers are highlighted

## Home care providers continued

### 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

### UK International Nursing Agency Ltd

Dom Care

Radlett

Tel: 01923 855856

Advert page 69  
OP D PD LDA MH SI

### Unique Herts Care

Knebworth

Tel: 01438 814470

OP D PD YA

### Vincent Place

Stevenage

Tel: 07768 514531

PD LDA MH SI YA

### Vine Medicare Borehamwood

Borehamwood

Tel: 020 3538 7134

OP PD LDA YA

### Vow Care Services Ltd

Hemel Hempstead

Tel: 01442 462249

OP D PD LDA MH SI YA

### Warm Care Support

Watford

Tel: 020 3894 4984

OP D PD SI YA

### Whiteants Ltd (Cherish Care)

Hatfield

Tel: 01707 226051

OP D PD LDA YA

### Wilnash Care Ltd

Potters Bar

Tel: 01707 830037

OP D PD MH SI

### 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: 01462 442297

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 PD MH LDA



BLUE RIVER  
HOME CARE

The more personal  
homecare  
service



TOP 20  
AWARD  
2020  
homecare.co.uk

Blue River Home Care are a professional and reliable home care agency who provide the highest level of support to enable people to live independently within their own homes

**Our services include:**

- Personal Care
- Housekeeping
- Meal Preparation
- Companionship
- Live In Care
- & Much More...

**We offer:**

- Skilled Carers
- A Devoted Service
- Wellbeing
- Tailored Care

**To Contact Us**

**01992 283173**

[www.blueriver-homecare.co.uk](http://www.blueriver-homecare.co.uk)  
[home@blueriver-homecare.co.uk](mailto:home@blueriver-homecare.co.uk)  
 121 Brooker Road, Waltham Abbey EN9 1JH

**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 10).

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

## Shared Lives

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](http://www.hertfordshire.gov.uk)** and searching 'sheltered housing'.

## Extra Care housing

Hertfordshire's Extra Care schemes allow people to rent their own flat but have access to care and support as and when they need it, 24 hours a day. Extra Care 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, Extra Care 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. Extra Care housing is also ideal for couples who have different care needs.

Extra Care 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 Extra Care housing, call **Adult Social Services** on **0300 123 4042** or visit **[www.hertfordshire.gov.uk](http://www.hertfordshire.gov.uk)**

### Extra Care 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 independent in their own homes wherever possible, but if you need to move somewhere with care and support, you might like to consider a housing with care scheme, see page 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 and overleaf useful.

#### Guideposts

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

Web:

**[www.guideposts.org.uk/hertfordshire-services](http://www.guideposts.org.uk/hertfordshire-services)** →

### → 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 5.00pm until 9.00am on weekdays, and around the clock at weekends and on Bank Holidays. The service is also available to service users and 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 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. • Tel: **0300 123 4044**

Email: **info@hertshelp.net**

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

## **Planning for end of life**

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

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

The service should have an open approach to end of life care. It should initiate conversation with you and your family and work with your GP to ensure your needs and wishes are discussed and planned for. An end of life care plan should also be drawn up, as it is vital to establish your preferences and choices.

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

It is also important to know that all health and social care staff 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](http://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 81 for details of organisations that may be able to help you plan for the end of your life or your funeral.





## Keep doing what you love

We all want to have a plan to help look after our loved ones when they need some extra support, but don't always know what's best.

So we take time to get to know you and understand your individual needs to help you put these plans in place.

Discover our care homes in Hertfordshire

- Guysfield, **Letchworth**
- Riverside Place, **Ware**
- The Orchard, **St Albans**

To arrange a free care assessment

Call us on 0808 223 5356 freephone  
Find us online at [caringhomes.org](https://www.caringhomes.org)



CARING HOMES

# 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](http://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 £183.92 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](http://www.carechoices.co.uk)

## Activities in care homes

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

Above all, activities provide a point of interest, fun and challenge to each day. They should enable people to participate in daily life, be engaged and maintain hobbies or activities they have enjoyed throughout their life, as well as offering the opportunity to try something new, if they wish.

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



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



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

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

### How do I find this out?

1. Ask a manager about their staff training programme.
2. Ask to see staff training evidenced in such things as accolades (this may include having Complex Care Champions and this should be clearly visible to the public via a display board at reception).
3. Watch for staff interaction with residents as you walk around the home.
4. Ask other residents how good the staff are.
5. Ask to see the activities programme, note the day and time of your visit and see if the scheduled activity is actually happening.
6. Be on the lookout for compassion. Do staff look as if they really care?
7. Be alert to dignity issues: for example, are people covered up?
8. Do the residents look clean and tidy?
9. Ask to see menus and find out what nutritional training the staff receive. Are they flexible?
10. Ask about falls prevention measures.
11. Talk to staff and ask them how they provide 'person-centred care', do they ask you questions about the proposed resident's history, likes and dislikes.
12. Ask if there will be a life-story book made so that staff can get to know the resident.
13. Find out how many staff are on duty at any one

time and look for evidence of this.

14. Ask about night staff specifically. Find out how often agency are used (non-regular staff).
15. Ask a manager how long they have been in post, what is the history of management and the culture they expect from staff, and check if it reflects the care you see.
16. Does the place look safe? Are there clear walkways and do staff clear them?
17. Do the staff involve residents in normal day-to-day activities such as laying the table?
18. Ask the staff how they manage difficult behaviours.
19. Chat to staff about the particular conditions of your loved one to check their knowledge.
20. And most importantly: do the current residents look happy, engaged and comfortable?

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

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

For any further information or questions, please contact **HCPA** on **01707 536020** or email **[contact@hcpa.info](mailto:contact@hcpa.info)**





## Care homes and dementia

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

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

They must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Powers of Attorney and Preferred Priorities of Care. For more information on these last two topics, see pages 53 and 41 respectively. It is important that care and support options are tailored to the needs of the individual. Make sure staff know the person you care for by providing life story books, telling staff about their likes/dislikes and providing belongings that bring comfort and have meaning for them.

Within the home, much is down to the attitude and

skills of the manager and the staff. Do they provide an environment that enables a person with dementia to exercise choice and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home? Further questions to consider are included in the residential dementia care checklist on page 49.

### Design and technology

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

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

### Staff training

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

## ACACIA MEWS CARE HOME

# Keeping Your Loved One Safe and Well

A safe and well-managed quality home-from-home, Acacia Mews provides the best in care for both residential residents and those living with dementia. Rated as 'Good' in all categories by the Care Quality Commission, the home and staff have been assessed and scored consistently highly throughout.

Our diligent approach to care you can be confident is delivered by a highly trained staff team and allows for regular garden and internal visits from friends and family.

Stringent hygiene regimes • Social distancing measures • Innovative infection control procedures • Testing protocols  
Sector leading Well-being Programme • Beautifully decorated rooms • Hair salon • Quality dining • Café

Call 01707 561513 or search 'Acacia Mews Care' online or on 



**Acacia Mews Care Home**  
St Albans Road East  
Hatfield | Hertfordshire  
AL10 0FJ





# Osbourne Court Care Home is a *happy* place to live



"My mother is very happy at Osbourne Court, and I am reassured that she is looked after well and safely. The activities that are offered are very good, and it's wonderful to see what the residents are up to via the Facebook site." October 2020

Our Care team offers residential care, nursing and dementia care. We also offer specialist nursing dementia care for those with more complex care needs.

**Call today on: 01462 323 418**

**Osbourne Court Care Home**

Park Drive, Baldock, Hertfordshire, SG7 6EN

[www.fshc.co.uk/osbournecourt](http://www.fshc.co.uk/osbournecourt)



We are here to  
help *you* and  
*your loved one*.



**Your local Barchester care homes are welcoming new residents and provide the reassurance that residents' well-being and safety are their priority.**

- Personalised residential, nursing, dementia and respite care.
- All staff are well-trained in infection control and dementia care.
- We're keeping relatives connected with their loved ones.
- Wide choice of nutritious and delicious menus, prepared by talented chefs.
- Daily life-enriching activities, to celebrate life and keep the fun in everything we do.
- Barchester is one of the UK's leading care providers – with 25 years' experience and award-winning health and safety record.

**Call to book an appointment to find out how we can help.**

**Bushey House Beaumont**

High Street,  
Bushey, WD23 1QN  
02033 940 989

**Camellia House**

34-36 Hoe Lane,  
Ware, SG12 9NZ  
01920 644 621

**Chorleywood Beaumont**

Rickmansworth Road,  
Chorleywood, WD3 5BY  
01923 700 620



Barchester is the only care provider to win the RoSPA Health and Safety Award in 2019 & 2020.

**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](http://www.carechoices.co.uk/checklists)

## Staff

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

## Activities

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

## Life in the home

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

# Caring for you and your loved ones

Quantum Care is a not for profit care provider that delivers a range of high quality care services for elderly people in Hertfordshire, Bedfordshire and Essex.

Whether you are looking for long-term residential care, specialist dementia care, a short break or just some extra support during the day, our highly trained teams are here to support you and your loved ones.

If you are unsure of your needs and would like to speak to a care professional, please contact us today!

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



Quantum Care manages homes and day centres across Bedfordshire, Hertfordshire and Essex. For more information, call 01707 393293 or email [enquiries@quantumcare.co.uk](mailto:enquiries@quantumcare.co.uk)

**New Admissions during (Covid-19) Coronavirus Pandemic**  
At Quantum Care, the health, safety and wellbeing of residents is our utmost priority. We are taking the Coronavirus outbreak extremely seriously and have implemented robust policies and procedures in line with Government and Public Health England (PHE) guidance. For more information about our approach to New Admissions during Covid-19, please visit <https://www.quantumcare.co.uk/covid-19-aware> or contact us.



**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](http://www.carechoices.co.uk/checklists)

## Design

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

## Choices

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

## Activities

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

## Health

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

## Staff

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

## Approach to care

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

\*See page 55.



# 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 51).



## 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 51 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.



**Need help navigating  
a way to successful  
care fee planning?**



**Lyndhurst**  
Financial Management

**Get help and long-term care funding advice from specialist  
Independent Financial Advisers in Hertfordshire.**

With **SOLLA Accredited** and **Chartered Financial Advisers** specialising in the area of Long Term Care Funding **Lyndhurst Financial Management** is able to help you and your loved ones make immediate plans to secure funding for any long-term care needs, giving you confidence that the level of support being provided is qualified and appropriate for your needs.



Call or email today quoting **"CareChoices2020"** for a free initial consultation with one of our specialist advisers.

With years of experience, all the members of our team work with compassion and integrity to fully understand your individual needs, ensuring that you benefit from any financial assistance available from your Local Authority or Continuing Healthcare provider, before developing a personalised financial plan to give you the peace of mind that you are structuring finances in the best possible way. Often working with your care provider and medical practitioner, our plans are tailored to your specific needs.

**Tel: 01462 441100 • Email: [careadvice@lyndhurstfm.co.uk](mailto:careadvice@lyndhurstfm.co.uk)**

*Authorised and regulated by the Financial Conduct Authority*

**If you are struggling to understand how to fund your loved ones care, we can help!**

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

A list of independent financial advisers who are accredited by the Society of Later Life Advisers can be found at **[www.societyoflaterlifeadvisers.co.uk](http://www.societyoflaterlifeadvisers.co.uk)** or you can call **0333 202 0454**.

There is also a number of organisations that will provide free advice about funding care and support. These are a good place to start if you are

looking for information and want to see what sort of options are available.

#### **Age UK**

Tel: **0800 055 6112**

Web: **[www.ageuk.org.uk/moneymatters](http://www.ageuk.org.uk/moneymatters)**

#### **Citizens Advice**

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

#### **Money Advice Service**

Tel: **0800 138 7777**

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

## Important information

### Finding care in your area

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

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country. Your search can be refined by the type of care you are looking for and the results can be emailed to you.

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

### How solicitors can help

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

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

The Court of Protection can issue Orders directing the management of a person's property and financial affairs if they are incapable of managing their own

affairs and should they not have an LPA. The Court procedure is presently very slow, and the fees are quite expensive so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

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

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



→ If you don't have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms will make home visits if necessary and will

adapt their communications to meet your needs. It's important to find a solicitor who specialises in this area of the law. Citizens Advice offers an advice service and will be able to recommend local solicitors.

## 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](http://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



## 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](http://longmores.law)**

24 Castle Street  
Hertford SG14 1HP

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 8DQ

Tel: **01992 556685**

Textphone: **0300 123 4041**

Email: **[acs.complaints@hertfordshire.gov.uk](mailto:acs.complaints@hertfordshire.gov.uk)**

If you have been unable to resolve your complaint,

you can contact the Local Government and Social Care Ombudsman on **0300 061 0614** and ask them to assist you.

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

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](http://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](http://www.cqc.org.uk/share)**

Tel: **03000 616161** • Email: **[enquiries@ccqc.org.uk](mailto:enquiries@ccqc.org.uk)**

Web: **[www.cqc.org.uk](http://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 in other regions, visit **[www.carechoices.co.uk](http://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



# Putting care at the heart of your decision



## MHA care homes in Hertfordshire

At MHA, we have over 75 years' experience providing quality care and supporting families. As a charity, we're always reinvesting in our homes to enable people to live later life well.



Residential dementia care and  
general residential care

### Elmside care home

Hitchin

Tel: 01462 451737

[www.mha.org.uk/elmside](http://www.mha.org.uk/elmside)



Residential dementia care and  
residential nursing care

### Trembaths care home

Letchworth

Tel: 01462 481694

[www.mha.org.uk/trembaths](http://www.mha.org.uk/trembaths)

## Our homes offer tailored care in a warm, supportive and friendly environment:

- Personalised care plans, developed with residents and their family
- Homely bedrooms with en suite facilities
- Dedicated chaplain to provide pastoral care
- Music therapy for our residents living with dementia
- Home cooked meals
- Hair salon and weekly activities programme

Find out more at

 [www.mha.org.uk/care-homes](http://www.mha.org.uk/care-homes)



→ from being exploited.

### What is adult abuse?

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

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

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

### Who might be causing the abuse?

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

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

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





# When you love every day, it's magic.

Everything we do at Houndswood House is designed to make every day the best it can be. Our beautiful home and specialist approach to personal care, recreational activities and quality food and dining all create a welcoming and friendly environment for our residents and their families.

Houndswood House Care Home is a warm, inviting home situated in picturesque countryside, amongst landscaped grounds not too far from shops and the amenities of Radlett and St Albans.

For more information about how we welcome new residents, please visit: [www.brighterkind.com/welcome](http://www.brighterkind.com/welcome)

Houndswood House Care Home is located in Radlett, Hertfordshire and provides residential care, nursing care, palliative care and respite care.

For more information, call our friendly team on 01923 701910

Houndswood House Care Home  
Harper Lane, Radlett, WD7 7HU  
[www.brighterkind.com/houndswoodhouse](http://www.brighterkind.com/houndswoodhouse)

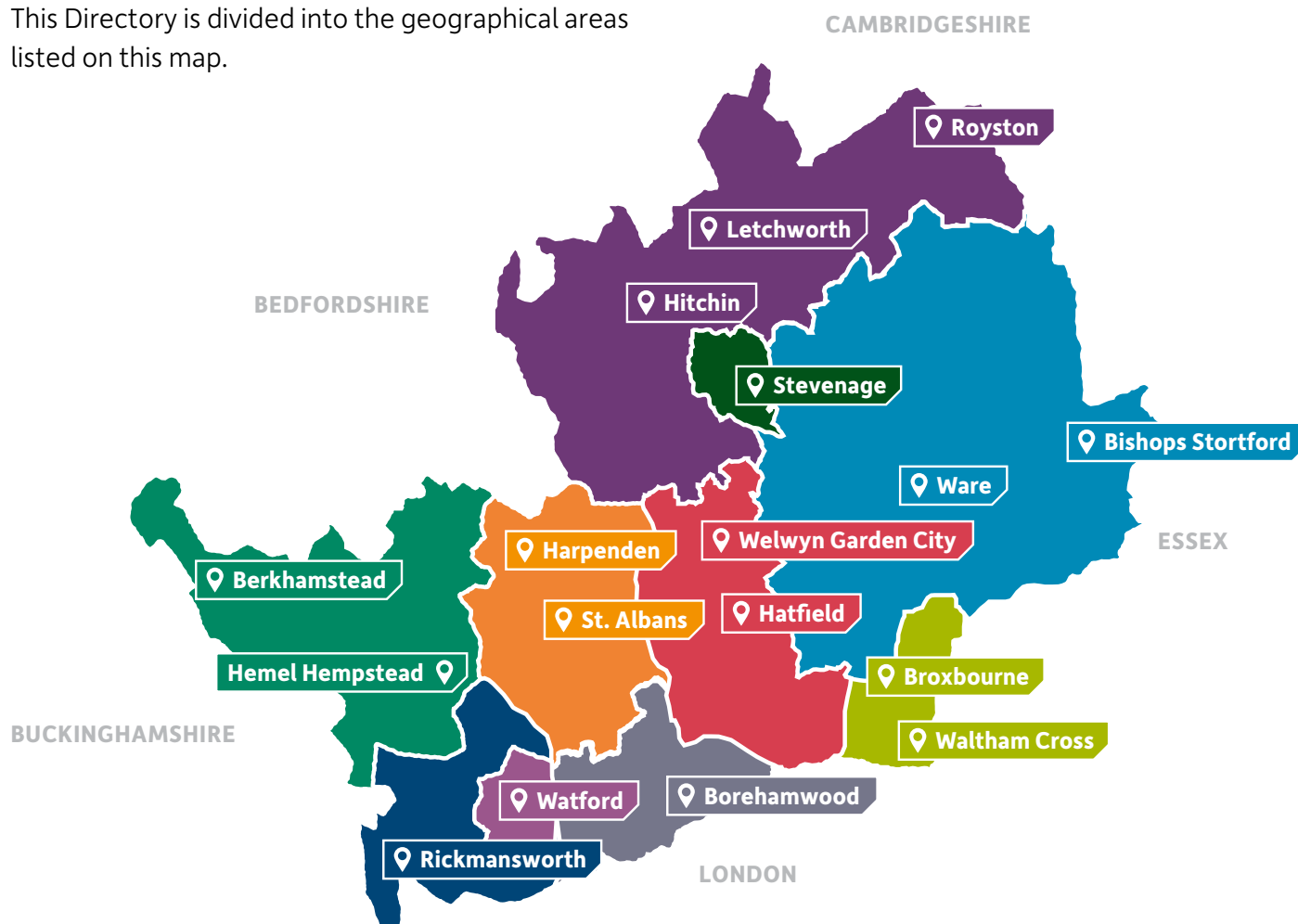


Recommended by families  
on [carehome.co.uk](http://carehome.co.uk)

**brighterkind**

# Residential care in Hertfordshire

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



Broxbourne	60	North Hertfordshire	69
Dacorum	61	St Albans	72
East Hertfordshire	63	Stevenage	74
Welwyn Hatfield	65	Three Rivers	75
Hertsmere	67	Watford	76

Home care providers start on page 25.

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

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



## Broxbourne care homes

### Brent Cottage ☺

Admirals Walk, Hoddesdon EN11 8AB  
Tel: 01992 467450

LDA

### Cromwell Avenue ☺

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

OP LDA SI YA

### Crossbrook Court

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

OP PD LDA MH SI YA

### Fourfields ☺

Rosedale Way, Flamstead End, Cheshunt EN7 6HR  
Tel: 01992 624343 **Advert page 48**

OP D PD

### Grange Care Services Ltd

#### – 27 Flamstead End Road ☺

Cheshunt EN8 OJA  
Tel: 01992 638591

OP LDA YA

### Haslewood Avenue ☺

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

OP PD LDA YA

### Hollies, The ☺

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

OP D

### Lammasmead ☺

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

LDA

### Life Opportunities Trust

#### – 15 Rosevale

Hoddesdon EN11 8NR  
Tel: 01992 443189

OP D PD LDA SI

### Newgrange Residential Home ☺

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

OP D YA

### Old Grange ☺

College Road, Cheshunt EN8 9LT  
Tel: 01992 633694

OP LDA YA

### 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.**



**OAK CARE LTD**

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

**Cherry Tree Manor**  
8 Great Road, Hemel Hempstead,  
Herts HP2 5LB  
Tel: **01442 217621**



Email: [office@oakcareltd.com](mailto:office@oakcareltd.com) | [www.oakcareltd.co.uk](http://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@btoopenworld.com](mailto:friars.mead@btoopenworld.com)**  
**Website: [kingslangleycarehome.org.uk](http://kingslangleycarehome.org.uk)**  
**Facebook page: Abbeyfield Friars Mead**

**Friars Mead, Rockliffe Avenue, Kings Langley WD4 8DR**

**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**

## Dacorum care homes

### Ashlyns Care Home

Chesham Road, Berkhamsted HP4 2ST  
Tel: 01442 870565

OP D PD

### Cherry Tree Manor

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

OP D PD

### Dunsland House

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

OP D

### Friars Mead

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

OP

### Highview Lodge

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

OP D PD SI YA

### Jasmine House

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

LDA MH YA

### Lime Tree Manor Residential Home

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

OP D PD

### Lodge Care Home, The

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

OP D YA

### Mountbatten Lodge

Old Crabtree Lane,  
Hemel Hempstead HP2 4EX  
Tel: 01442 244188 **Advert page 48**

OP D PD YA

### Queensway House

Jupiter Drive, Hemel Hempstead HP2 5NP  
Tel: 01442 266088 **Advert inside back cover**

OP D

### Robin Hood House

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

OP D

### Shear Meadow

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

LDA YA

### St Agnells House

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

PD LDA

### St Joseph's Care Home

Aylesbury Road, Tring HP23 4DH  
Tel: 01442 823159

OP D

### Tewin Road

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

PD LDA

### Turning Point – Sybden

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

LDA YA

### Walsingham Support – 1-2 Ashley Close

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

OP PD LDA MH YA

### Walsingham Support – 39 Adeyfield Road

Hemel Hempstead HP2 5DP  
Tel: 01442 251840

OP PD LDA YA

### Westbrook House

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

LDA

## Dacorum care homes with nursing

### Alexandra Care Home

46 Alexandra Road,  
Hemel Hempstead HP2 5BP  
Tel: 01442 246775

OP D PD SI YA

### Kilfillan House Bupa Care Home

Graemesdyke Road,  
Berkhamsted HP4 3LZ  
Tel: 01442 819553

**Advert page 76**

OP D PD LDA MH SI YA AD

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

Hertfordshire Care Providers Association Member – see page 5

Advertisers are highlighted



# Life is to be loved.



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



## Our Locations:

**Ashview Nursing Home**, Widford

**Kingfisher Nursing Home**, Cheshunt

**St Pauls Care Centre**, Hemel Hempstead

**Westgate House Care Centre**, Ware

Opening 2021

**Burford House Nursing Home**, Chorleywood

*"From the first day that I went to look around the home  
(I had looked at many others) it felt like home to me."*

— carehome.co.uk

## Award-winning care.



As of Sept 2020, rating applies to Kingfisher and St Pauls. All other homes listed are rated Good.

If you are interested in finding out how Westgate Healthcare can help you or your loved one, please call **01707 819521**, or email **enquiries@westgatehc.co.uk**

**www.westgatehc.co.uk**



Westgate  
HEALTHCARE 

## 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 YA**

### Beane River View

1 Beane View, Port Vale,  
Hertford SG14 3UD

Tel: 01992 503619 **Advert page 48** **OP D PD YA**

### Belmont View

Hailey Lane, Hailey,  
Hertford SG13 7PB

Tel: 01992 450304 **Advert page 48** **OP D PD LDA YA**

### 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 48**

**OP D LDA YA**

### Hazel End Care Home

Kitchener Road, Bishop's Stortford CM23 1EN  
Tel: 07484 509280

**OP D YA**

### HF Trust – 38 South Road

Bishop's Stortford CM23 3JJ  
Tel: 01279 461131

**LDA**

### 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 42**

**OP D PD YA**

### Royal Mencap Society

#### – Church Road

7 Church Road, Hertford SG14 3DP  
Tel: 01992 501266

**LDA**

### Turning Point – Ambleside

Wengeo Lane, Ware SG12 0EQ  
Tel: 01920 460415

**OP PD LDA YA**

### Ware Road

49 Ware Road, Hertford SG13 7ED  
Tel: 0808 808 1111

**LDA**

### 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**


### Bentley House

Pegs Lane, Hertford SG13 8EG

Tel: 01992 515600 **Advert page 78**

**OP D PD SI YA**

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

 Hertfordshire Care Providers Association Member – see page 5

**Advertisers are highlighted**





# HERE FOR YOU

Video calls with loved ones, a relaxing stroll in the garden, or having a stretch in an exercise class are just some of the things residents have enjoyed, and continue to enjoy, at our modern and welcoming care homes in Hertfordshire. Add to that delicious home cooked food from our in-house chefs, tailored care delivered by our fully trained and experienced teams, the highest standards of safety and cleanliness, and you can see why we're the ideal choice.

If you're considering care for yourself or a loved one, we're here for you.

To arrange a virtual tour or a one-to-one video chat with a friendly team member at our care homes in Knebworth and Ware, please call **01438 898105** or visit **[careuk.com/hertfordshire](https://careuk.com/hertfordshire)**

**WELCOMING NEW RESIDENTS**

**[careuk.com/hertfordshire](https://careuk.com/hertfordshire)**



## East Hertfordshire care homes with nursing continued

### Broad Oak Manor Nursing Home

Broad Oak End, Bramfield Road, Hertford SG14 2JA  
Tel: 01992 551900

OP D

### Camellia House Care Home

34-36 Hoe Lane, Ware SG12 9NZ  
Tel: 01920 644 621 **Advert page 46**

OP

### 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

### Jacobs Neurological Centre

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

OP PD YA

### Nightingale Nursing Home

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

OP

### Premier Court Bupa 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 42**  
OP D PD YA

### Snowdrop House

Baldock Street, Ware SG12 9DT  
Tel: 01438 898105 **Advert page 64**

OP D PD MH YA

### 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

### Westgate House Care Centre

Tower Road, Ware SG12 7LP  
Tel: 0800 994 9041 **Advert page 62**

OP D PD

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

## Welwyn Hatfield care homes

### Acacia Mews Care Home

St Albans Road East, Hatfield AL10 0FJ  
Tel: 01707 278160 **Advert page 45**

OP D PD YA

### Blossom House

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

LDA

### Broadview

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

OP PD SI YA

### Bungalow, The

White Lodge Farm, Bulls Lane,  
Brookmans Park, Hatfield AL9 7AZ  
Tel: 07758 108568

OP LDA YA

### Clock Tower Mews

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

PD LDA

### Coach House, The

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

OP MH YA

### Dugdale House

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

LDA

### Elizabeth House Residential Care Home

Elizabeth Close, Moors Walk,  
Welwyn Garden City AL7 2JB  
Tel: 01707 338821 **Advert page 48**

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

**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

### 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 0BU  
Tel: 01707 280500 **Advert page 48**

OP D PD YA

### Heath Lodge

Danesbury Park Road, Welwyn AL6 9SN  
Tel: 01438 716180 **Advert inside back cover**

OP D

### Hillcrest

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

OP PD LDA SI YA

### Homeside

6 Great North Road, Welwyn AL6 0PL  
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 48**

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 LDA MH YA

### 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

### Sherwood Court

The Common, Hatfield AL10 0NX  
Tel: 01707 262405

LDA

### St Andrews Care Home

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

OP D

### St Audrey's

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

OP D PD SI YA

### St Michaels House

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

OP PD LDA SI YA

### St Peter's Home

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

LDA MH

### Stanborough Lodge

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

OP D

### Three Oaks Care Home Ltd

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

PD LDA

### Willows, The

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

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

## Welwyn Hatfield care homes with nursing

### Anson Court

Shackleton Way,  
Welwyn Garden City AL7 2FF  
Tel: 01707 379700 **Advert page 48** OP D PD MH SI YA

### Autumn Vale Care Centre

Danesbury Park Road,  
Welwyn AL6 9SN  
Tel: 01438 714491 **Advert inside back cover** OP D

### Cuffley Manor Care Home

Coopers Lane Road,  
Potters Bar EN6 4AA  
Tel: 01707 668900 **Advert page 68** 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

## Hertsmere care homes

### Abbey Lodge

3 Finch Lane, Bushey WD23 3AH  
Tel: 0208 950 7164 OP LDA MH 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 48** OP D PD YA

### Mead, The

Castleford Close, Allerton Road,  
Borehamwood WD6 4AL  
Tel: 0208 953 8573 **Advert page 48** OP D PD YA

### 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 PD LDA YA

### 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 OP D PD

### Walsingham Support – 122 Aldenham Road

Watford WD23 2ET  
Tel: 01923 237770 OP PD LDA YA

### Wilton Lodge Residential Home

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

**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

# Be the heart of our TLC family

Luxury residential, nursing,  
dementia and respite care in Hertfordshire



“From the moment I needed to find a suitable care home for my father I have been blown away by the care, empathy and efficient service given to me and my dad during a very difficult and emotional time.

I cannot praise enough the staff and teams at Cooperscroft for all their support, kindness and understanding. Completely outstanding.”

Son of resident at Cooperscroft – carehome.co.uk review

  
**Cooperscroft**

[tlccare.co.uk/cooperscroft](http://tlccare.co.uk/cooperscroft)

Coopers Lane Road, EN6 4AE  
Tel: 01707 644 179

  
**Cuffley Manor**

[tlccare.co.uk/cuffley](http://tlccare.co.uk/cuffley)

Coopers Lane Road, EN6 4AA  
Tel: 01707 668 900

  
**Carlton Court**

[tlccare.co.uk/carlton-court](http://tlccare.co.uk/carlton-court)

112 Bells Hill, EN5 2SQ  
Tel: 020 8447 4790



Recommended on [carehome.co.uk](http://carehome.co.uk)

Cooperscroft **9.9/10** Cuffley Manor **9.9/10** Carlton Court **9.8/10**



**INVESTORS IN PEOPLE™**  
We invest in people Platinum



### Bushey House Beaumont

57-59 High Street,  
Bushey WD23 1QN  
Tel: 02033 940 989 **Advert page 46**

OP PD YA

### Cooperscroft Care Home

Coopers Lane Road,  
Potters Bar EN6 4AE  
Tel: 01707 644179 **Advert page 68**

OP D PD SI YA

### Forest Care Village

#### Elstree and Borehamwood

10-20 Cardinal Avenue, Borehamwood WD6 1EP  
Tel: 020 8236 2000

OP D PD SI YA

### Hill House Bupa Care Home

Elstree Hill South, Elstree WD6 3DE  
Tel: 020 8023 7057 **Advert page 76**

OP PD YA

### Houndwood House Care Home

Harper Lane, Radlett WD7 7HU  
Tel: 01923 701910 **Advert page 58**

OP PD YA

### Kestrel Grove Nursing Home

Hive Road, Bushey Heath, Bushey WD23 1JQ  
Tel: 020 8950 4329

OP D

### Livability New Court Place

99 Whitehouse Avenue, Borehamwood WD6 1HB  
Tel: 020 8238 6990

PD LDA YA

### UK International Nursing Agency Ltd Dom Care

Mayapur House, 2a Station Road, Radlett WD7 8JX  
Tel: 01923 855856 **Advert below**

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 below**

OP D PD

### Elmside Care Home

Elmside Walk, Hitchin SG5 1HB  
Tel: 01462 451737 **Advert page 56**

OP D

### Foxholes Care Home **Advert inside front cover**

Pirton Road, Hitchin SG5 2EN  
Tel: 01462 410767

OP PD YA



## BURLEIGH HOUSE

Residential Care Home

41 Letchworth Rd, Baldock, Herts SG7 6AA  
Tel: 01462 893216  
Email: [enquiries@burleigh-house.com](mailto:enquiries@burleigh-house.com)

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

Please contact us for a free brochure and DVD

- "Gold Care Award 2019/20 – Winner" (HCPA)
- "CEO Today Healthcare Awards 2018/19 – Winner" (Today Healthcare Awards)
- "Best Dementia Care Home Hertfordshire 2016/17 – Winner" (Healthcare & Pharmaceutical Awards)
- "Complex Care Premium (CCP) Care Home 2015-16" – (Herts CC)
- "Best Care Team in Herts 2013/14 – Runner Up" (HCPA)
- "Best Business in North Herts 2013/14 – Runner Up" (FSB)
- "Best Training and Development Programme 2013/14 – Runner-Up" (FSB)



## UKI NURSING HOME with 24hr CARE

Support Home for Adults/Elders with Complex Needs

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

The home is decorated to a high standard with en-suite facilities and modern furnishings and fittings throughout. The home has a very professional, experienced team who work diligently, delivering the needs of each service user.

We have been caring for people living with dementia in our home since we opened and it is this experience that helps us to offer the best possible care and quality of life.

Mayapur House 2A, Station Road, Radlett, Hertfordshire WD7 8JX

"Finding the home that is right for you and your needs is important."



Call us on +44 1923 855 856 or Email us [info@ukina.co.uk](mailto:info@ukina.co.uk)

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



A dedicated and passionate team, delivering brilliant care

“ Layston Grove is the most remarkable care home. The staff are wonderful and nothing is too much for them.....they go beyond anything I have ever seen at any other care home. I can't fault it. **Susan H, Daughter of resident.** ”



Our simple, All-Inclusive Guarantee means **everything is included** and you will not be charged for any extras.

## All-Inclusive Guarantee

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



Respite stays  
available  
**01763 274327**

**www.oakdalecaregroup.com**  
**layston@oakdalecaregroup.com**  
**Keen Avenue | Buntingford | SG9 9SU**

## North Hertfordshire care homes continued

### Fremantle Trust, The

28 Stamford Avenue, Royston SG8 7DD

Tel: 01763 236167

LDA MH YA

### Garden City Court

Advert page 48

Whiteway, Letchworth Garden City SG6 2PP

Tel: 01462 473100

OP D PD MH SI YA

### Guysfield Residential Home

Willian Road, Willian,

Letchworth Garden City SG6 2AB

Tel: 0808 223 5356 Advert page 42

OP D

### Halcyon Days

The Old Rectory, Church Lane, Graveley,  
Hitchin SG4 7LU

Tel: 01438 362245 Advert inside back cover

OP D

### Hardy Drive

23 Hardy Drive, Royston SG8 5LZ

Tel: 01763 243684

LDA

### Highbury Rise

6 Highbury Road, Hitchin SG4 9RW

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 70

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

### Nevetts Residential Care Home

Bowling Green Lane, Buntingford SG9 9DF

Tel: 01992 555555

OP YA

### Osbourne Court Care Home

Park Drive, Baldock SG7 6EN

Tel: 01462 323 418 Advert page 46

OP D PD LDA

### Providence Court

Providence Way, Baldock SG7 6TT

Tel: 01462 490870 Advert page 48

OP D PD

### Richard Cox House

Dog Kennel Lane, Royston SG8 7AB

Tel: 01763 249111 Advert page 48

OP D PD YA

### 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

### Voyage 1 Ltd

17 Walsworth Road, Hitchin SG4 9SP

Tel: 01462 420019

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 D PD LDA SI YA

### Windmill Lodge

2 Windmill Hill, London Road, Buntingford SG9 9JP

Tel: 01763 273935

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

Advertisers are highlighted

## North Hertfordshire care homes with nursing

### Benslow Nursing Home

Benslow Rise, Hitchin SG4 9QY

Tel: 01462 459773

OP D

### 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 D YA

### Osbourne Court Care Home

Park Drive, Baldock SG7 6EN

Tel: 01462 323 418 **Advert page 46**

OP D PD LDA

### St Catherines Nursing Home

Spring Road, Letchworth Garden City SG6 3PR

Tel: 01462 678888

OP D PD YA

### St George's Nursing Home – Royston

42 Kneesworth Street, Royston SG8 5AQ

Tel: 01763 242243

OP PD YA

### Sue Ryder – Stagenhoe Park

St Paul's Walden, Hitchin SG4 8BY

Tel: 01438 871215

OP D LDA SI YA

### Symonds House – Care Home with Nursing Physical Disabilities

2 Lavender Fields, Lucas Lane,

Hitchin SG5 2JB

Tel: 01462 452460

OP PD YA

### Trembaths Care Home

Talbot Way, Letchworth Garden City SG6 1UA

Tel: 01462 481694 **Advert page 56**

OP D

### White House Nursing Home, The

Gillison Close, Letchworth Garden City SG6 1QL

Tel: 01462 485852

OP D SI 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

### Beau Sejour Care Services

12-14 Castle Road, St Albans AL1 5DL

Tel: 01727 859948

OP D PD LDA MH YA

### Birchwood Bungalow

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

Tel: 01727 874776

OP LDA YA

### Bowmans Lodge

46 Coombes Road, London Colney, St Albans AL2 1ND

Tel: 07759 402987

LDA

### 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 48**

OP D PD YA

### Grace Muriel House

104 Tavistock Avenue, St Albans AL1 2NW

Tel: 01727 863327 **Advert below**

OP

**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**

## St Albans care homes continued

### Greenwood Cottage

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

### Harpenden Bethesda Home

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

### Hixberry Lane

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

### HSN Care (Bricket Wood)

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

### Lavender Lodge

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

### Leyland House

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

### Lyndon House

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

### Meadow Acres

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

### Milehouse Lane

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

### Nirvana

White Lodge Farm, Bulls Lane,  
Brookmans, Hatfield AL9 7AZ  
Tel: 07758 108568

### Palm Lodge

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

### Rosebery House

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

### St Matthews Care Home

Chequer Lane, Redbourn AL3 7QG  
Tel: 01582 792042

### Stairways

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

### Station Road

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

### Strathmore Lodge

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

### Tara's Retreat Care Home

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

### United Response – 66 & 66a Lemsford Road

St Albans AL1 3PT  
Tel: 01727 850436

### Vesta Lodge

Watling View, St Albans AL1 2PB  
Tel: 01727 799600 **Advert page 48**

### Willow Court

Aldwickbury Crescent, Harpenden AL5 5SD  
Tel: 01582 466244 **Advert page 48**

### Woodside Residential Home

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

## 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

### Alban Manor Nursing Home

2 Chene Drive, off Waverly Road, St Albans AL3 5QP  
Tel: 01727 832393

**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**



## St Albans care homes with nursing continued

### Allington Court Bupa 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 Bupa Care Home

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

**OP YA**

### 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 42**

**OP D PD YA**

### Tenterden House Bupa 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**

## Stevenage care homes

### Jubilee Court

Hayward Close, Lonsdale Road, Stevenage SG1 5BS  
Tel: 01438 730000 **Advert page 48**

**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**



 75 BEDS

 RESIDENTIAL CARE

 NURSING CARE

 DEMENTIA CARE

## ELDERLY CARE WITHIN A HOMELY ENVIRONMENT

Baycroft Fairfield is our fourth luxury care home, providing expert 24-hour residential, nursing and dementia care.

We are creating homes that feel like home, where you can truly feel at ease. As much thought has been invested into the dining experience, the engaging social activities, the innovative technologies and the high quality facilities as the exemplary standards of care.

These elements combined create the comfortable and fulfilling lifestyle you deserve.

**We are dedicated to making a better every day for you and aligning our care to your individual needs.**

HITCHIN ROAD, FAIRFIELD, HITCHIN SG5 4SW


 020 8821 5400

 [infofairfield@baycroft.co.uk](mailto:infofairfield@baycroft.co.uk)

 [baycroft.co.uk](http://baycroft.co.uk)

  
*Care Homes & Senior Villages*

**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**

## Stevenage care homes continued

### Martins House

Jessop Road, Stevenage SG1 5LL

Tel: 01438 351056 **Advert inside back cover** **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 YA**

## 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 48** **OP D PD YA**

### Pinewood Lodge

Oxhey Drive, Watford WD19 7HR

Tel: 0208 421 7900 **Advert page 48** **OP D PD YA**

### 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

– 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**

**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

### 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 46**

OP D PD YA

### Dapplemere Nursing Home

Shepherds Lane, Chorleywood WD3 5HA

Tel: 01923 282119

OP D PD MH SI

### Erskine Hall Bupa Care Home

Watford Road, Northwood HA6 3PA

Tel: 01923 882379 **Advert below**

OP YA

### Northwood Nursing Home

24 Eastbury Avenue, Northwood HA6 3LN

Tel: 01923 826807

OP PD MH YA

### River Court Care Home

Explorer Drive, Watford WD18 6TQ

Tel: 01923 800178

OP D

### Sunrise of Chorleywood

Highview, Chorleywood,

Rickmansworth WD3 5TQ

Tel: 01923 287750

OP D YA

**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 MH

### Auburn Mere

Woodlands, Oxhey Lane, Watford WD19 5RE

Tel: 01923 213789

OP D PD SI YA

### Courtland Lodge

Courtlands Close, Watford WD24 5GW

Tel: 01923 681231 **Advert page 48**

OP D PD YA

### Fairway Residential Care Home

Green Lane, Watford WD19 4LX

Tel: 01992 555555

OP YA



**For care homes.  
For Living**

## Your local Bupa care homes in Hertfordshire.

If you're considering care for an elderly loved one, a warm, welcoming place close to family and friends means a lot. That's why our choice of long and short-term care options in Hertfordshire could be something for you to think about, whether you've got our insurance or not.

**Call us for advice or to arrange a visit**

**0808 273 2169**

Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday. Closed Sunday and bank holidays. We may record or monitor our calls.

Look in the listings for our homes



Q117300 FEB19 CS 01087

**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**

## Watford care homes continued

### Greenbanks

Greenbank Road, Watford WD17 4JR  
Tel: 01923 255160

OP D PD SI YA

### Hillside

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

LDA

### Hillside Rest Home

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

OP

### 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

### Margaret House

Parsonage Close, Abbots Langley WD5 0BQ  
Tel: 01923 261190 **Advert page 48**

OP D PD YA

### Montrose Care Home

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

OP D

### Park View Residential Home

118 Gammons Lane,  
Watford WD24 5HY  
Tel: 01923 219167

OP LDA MH YA

### Prince Michael of Kent Court

Stratford Road, Watford WD17 4DH  
Tel: 01923 234780

OP D YA

### 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

### St Lauras

32 High Street, Kings Langley WD4 8BH  
Tel: 01923 260827

OP D PD SI

### 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

18 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



**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





# LUXURY CARE & NURSING HOMES

Where care and lifestyle go hand in hand

Elton House in Bushey and Bentley House in Hertford are two of our luxury care and nursing homes at Signature Senior Lifestyle.

Our stunning homes offer welcoming surroundings with exceptional facilities which include spacious private apartments, ideal for couples to stay together.

Our residents enjoy a variety of daily activities hosted seven days a week and our restaurants serve delicious homemade seasonal dishes using the very best ingredients.

Contact us today to arrange a personal tour and to find out more about how we can support you or a loved ones' care needs.



Elton House, Bushey

Inspected and rated

Outstanding  
in Responsive



Care Quality  
Commission



Bentley House, Hertford

Inspected and rated

Good



Care Quality  
Commission

Contact our Client Liaison Managers today to book your visit.

Signature at Elton House - 01923 709346

Signature at Bentley House - 01992 726305

Email: [enquiries.elton@signaturesl.co.uk](mailto:enquiries.elton@signaturesl.co.uk)

Email: [enquiries.bentley@signaturesl.co.uk](mailto:enquiries.bentley@signaturesl.co.uk)

## Watford care homes with nursing

### Arden House Nursing Home

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

OP

### Brunswick Court Bupa 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

### Elton House

Elton Road, Bushey,  
Watford WD25 8HA  
Tel: 01923 709346

**Advert page 78**

OP D PD SI 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.**

**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**

## 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 Hertfordshire North

Support for carers and the people they care for.

Suite 20, Intech House, Wilbury Way,

Hitchin SG4 0TW • Tel: **01462 455578**

Web: **www.crossroadshn.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**

### Herts Ability

Helps disabled people in Hertfordshire.

The Woodside Centre, The Commons,

Welwyn Garden City AL7 4DD • Tel: **01707 324581**

Web: **www.hertsability.org.uk**



### → **Hertfordshire Care Providers Association (HCPA)**

Sharing best practice in care through partnership.

Mundells Campus, Welwyn Garden City AL7 1FT

Tel: **01707 536020**

Email: **contact@hcpa.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 (Hourglass)**

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

Helpline: **0808 808 8141**

Web: **www.wearehourglass.org**

### **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: **helpline@al-anonuk.org.uk**

Web: **www.al-anonuk.org.uk**

### **Alzheimer's Society**

Dementia Connect support line: **0333 150 3456**

Monday to Wednesday, 9.00am to 8.00pm;

Thursday to Friday, 9.00am to 5.00pm;

and Saturday to Sunday, 10.00am to 4.00pm.

Web: **www.alzheimers.org.uk**

### **Association of Charitable Organisations**

A national umbrella body for benevolent charities.

Tel: **0207 255 4480** • Email: **info@aco.uk.net**

Web: **www.aco.uk.net**

### **British Institute of Learning Disabilities (BILD)**

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

Tel: **0121 415 6960**

Email: **enquiries@bild.org.uk**

Web: **www.bild.org.uk**

### **Care Choices**

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

Web: **www.carechoices.co.uk**

### **Care 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**





## Home care providers

1st Homecare	25	<b>Bluebird Care</b>		Connections Healthcare	29
<b>A-F</b>		<b>(Watford &amp; Three Rivers)</b>	<b>27</b>	Crossroads Care	
Abacus Care & Support Ltd	25	<b>Bluebird Care (Welwyn</b>		Hertfordshire North	29
<b>Abbots Care Ltd</b>		<b>Hatfield &amp; Broxbourne)</b>	<b>27</b>	Crossroads	
<b>(Hertfordshire)</b>	<b>25</b>	Bonza Care Ltd	27	Hertfordshire South	29
AC Homecare	25	Broad Oak Manor		Daisy Chain Care Team Ltd	29
Accedo Care Head Office	25	Domiciliary Care	27	Day2Day Healthcare	
Action for Children Herts		<b>Bushey House Beaumont DCA</b>	<b>27</b>	Recruitment Ltd	29
Domiciliary Care	25	<b>By Your Side Homecare</b>	<b>27</b>	Ddee Care Services	29
<b>Adico Care</b>	<b>25</b>	Camphill St Albans	27	Delrow Community	29
Adjoy Healthcare Ltd – Stirling		Care 121 Services Ltd		Destiny Nursing	
Business Park Britannia Road	25	– Head Office	27	& Care Agency Ltd	29
Advance Home Help and		<b>Care By Us – North London</b>		Destiny Support Care	29
Support Services Ltd	25	<b>and West Hertfordshire</b>	<b>27</b>	Doves Care Agency Ltd	29
AevaCare	25	<b>Care By Us Ltd</b>	<b>27</b>	Dynamo One Ltd	
<b>Agincare UK Ltd</b>	<b>25</b>	Care Embassy Domiciliary Care	27	(T/A Visiting Angels)	31
Alina Homecare Harpenden		Care for Freedom Ltd	27	EagleCrest	31
& Mid Herts	25	Care Fully Ltd	27	Earlybirdcare Ltd	31
Alina Homecare Hitchin		Care Herts Ltd	27	<b>Elohim Universal Care Ltd</b>	<b>31</b>
& Letchworth	25	Care with Pride	27	ENA Hourly Care Ltd	31
Alina Homecare		Care4U2Day Ltd	27	<b>Eureka Care Services Ltd</b>	<b>31</b>
Hemel Hempstead	25	Caremark (Hatfield & Welwyn)	27	European Nursing	
Alina Homecare Specialist Care		Caremark (North Herts		Agency Ltd	31
– Hertfordshire	25	and Stevenage)	27	<b>Exceptional Care At Home Ltd</b>	<b>31</b>
Alina Homecare Stevenage Ltd	25	Caremark Dacorum		Fortis Care Hertfordshire	31
Alpha-B Healthcare	25	& St Albans	29	Fortune Life Home Care	31
Ambito Community Services		Caremark East Hertfordshire		<b>Freedom Care (Herts) Ltd</b>	<b>31</b>
Cambridgeshire	25	and Broxbourne	29	Freesprings Ltd	31
Ambito Community Services		Caremark Watford		Frontfit Care Services	
Hertfordshire	25	& Hertsmere	29	Hertfordshire	31
Amco Recruits Ltd	25	Cavendish House	29		
Anchusa Care	25	Celestial Care Enfield		<b>G-L</b>	
Archers Court	25	and Herts	29	Glenholme Living Solutions	31
Blossom HCG Ltd	25	<b>Charis Careplus</b>	<b>29</b>	Gombards	31
Blueberry Hill Care Ltd	25	Chelmscare Ltd	29	Greenleaves Homecare	
<b>Bluebird Care</b>		Choice Global	29	Services Ltd	31
<b>(Chiltern &amp; Dacorum)</b>	<b>27</b>	<b>Chorleywood Beaumont DCA</b>	<b>29</b>	Hales Group Ltd – Letchworth	31
<b>Bluebird Care</b>		City Care Welwyn	29	Hand In Hands	31
<b>(East Hertfordshire)</b>	<b>27</b>	Clarity Homecare Hatfield	29	Harpenden Mencap	
<b>Bluebird Care</b>		Clearwater Care	29	Domiciliary Service	31
<b>(St Albans &amp; Hertsmere)</b>	<b>27</b>	Community Support Service		<b>Helping Hands Hertford</b>	<b>31</b>
<b>Bluebird Care</b>		(Dom Care)	29	<b>Helping Hands Letchworth</b>	<b>31</b>
<b>(Stevenage &amp; North Herts)</b>	<b>27</b>	Compassion PLUS		<b>Helping Hands Watford</b>	<b>31</b>
		Healthcare	29	Hempstead House	31

Heritage Care Ltd	31	Lead Care Services Ltd	34	Professional Nursing Services Ltd	
Heritage Healthcare St Albans	31	Lease of Life Home Care	34	– 25A White Horse Court	35
Heronsmere Home Care	31	Lifeways Community Care		Promedica24 UK Ltd	35
Hertfordshire Domiciliary		(New Barnet)	34	R4R Home Care Services Ltd /	
Care Agency	32	Lighthouse Care Solutions Ltd	34	Watford	35
Hertfordshire Supported		Living Well Homecare	34	Reagle Home Care Services	
Living Services	32	Look Ahead Domiciliary Care		(RHC)	35
Herts at Home	32	(Hertfordshire)	34	Real Care Solutions	35
Herts Care Services	32	Loving Hands Domiciliary		Regent Home Care	
Herts Homecare	32	Care Ltd	34	(West Herts) Ltd	35
HF Trust – 38 South Road	32	Luna Care Services	34	Regus (Ho)	35
HF Trust – Herts and Essex DCA	33			Ridgemonnd Care Services Ltd	
Hightown House	33			– 94 Priestley Road	36
Hillside	33	<b>M-S</b>		<b>Right at Home Welwyn,</b>	
Hilton Community Services Ltd	33	Macadamia Support	34	<b>Hatfield &amp; St Albans</b>	<b>36</b>
Home Counties Outreach		Maiden Care Services Ltd	34	<b>– Borehamwood &amp; Watford</b>	
Services	33	Marlowes, The	34	<b>– Hatfield</b>	
Home Help Watford	33	Medow Care Services Ltd	34	<b>– Hemel Hempstead</b>	
<b>Home Instead Senior Care</b>		Miracle Centre Ltd – Watford	34	<b>– Stevenage, Letchworth</b>	
<b>– East Herts &amp; Uttlesford</b>	<b>33</b>	MKF Homecare Ltd	34	<b>and Hitchin</b>	
<b>Home Instead Senior Care</b>		My Homecare Hertfordshire	34	Ruby Grange Homecare Ltd	36
<b>– Hemel Hempstead and</b>		Myrtle Care Providers Ltd	34	Sam2Sam Deaf Care	
<b>Chilterns</b>	<b>33</b>	NAS Community Services		Service Ltd	36
<b>Home Instead Senior Care</b>		(Hertfordshire)	34	Sanctuary Home Care Ltd	
<b>– St Albans</b>	<b>33</b>	Nash Homecare	34	– Bushey Heath	36
<b>Home Instead Senior Care</b>		New Hope Community		<b>Sarah's Home Care Ltd</b>	<b>36</b>
<b>– Stevenage &amp; North Herts</b>	<b>33</b>	Healthcare	34	Serve Homecare	36
<b>Home Instead Senior Care</b>		New Shepherd Care Ltd	34	Shadz Care	36
<b>– Watford</b>	<b>33</b>	Next Steps Hertfordshire	34	Sherma Batson Centre	36
<b>Home Instead Senior Care</b>		Nisacraftcare	34	Shire Homecare Services Ltd	
<b>– Welwyn Garden City</b>	<b>33</b>	Novus Care Ltd	35	– Gaddesden Row Office	36
Home Instead Senior Care		Nursing Care Personnel Ltd	35	Sierra Homecare	36
Cuffley, Cheshunt & Harlow	33	Oaktree Homecare		SKL Professional Recruitment	
<b>Hope Care Support Ltd</b>		Services Ltd	35	Agency Ltd – Bushey	36
<b>– Stevenage</b>	<b>33</b>	Omer Care Ltd	35	Social Care Solutions Ltd	
Hope Homecare Services Ltd	33	One Step Domiciliary Care	35	(Herts & Bucks)	36
In Home Care (Hertford)	33	Options Health Care Services	35	Sodark Care	36
Inclusion Project, The	33	PAI Healthcare Ltd	35	Sondi Care	36
Joy Caring Services Ltd	33	Parade, 153 The	35	Southern Family Care Ltd	36
Jubilee Domiciliary		Partners in Support	35	St Elizabeth's	
Care Agency	33	Pearlfect Ltd	35	Domiciliary Care Agency	36
Julee Care Ltd	33	PHC Health Care Ltd	35	Sugarman Health and	
Kindherts Care Ltd	33	Portfolio Homecare Ltd	35	Wellbeing – Watford	36
Kinsale Group Ltd – Main Office	33	Precious Homes Hertfordshire	35	SureCare Hertfordshire	36
Knightingles Healthcare Ltd	33	Premium Staff			
La Belle Care Ltd	33	– Hitchin	35	<b>T-Z</b>	
Laniwyn Services Ltd	34	Primrose Homecare Herts Ltd	35	Teapot Home Care	36
Lead Care	34	Pristyne Care	35	Tilly's HomeCare	37
		Pro Target Care Ltd	35		

Time2Care (Barnet) Ltd	37	Vow Care Services Ltd	37	Your Life (Hertford)	37
Turning Point		Warm Care Support	37	Your Life (Hitchin)	37
– Timberlea (Dom Care)	37	Whiteants Ltd (Cherish Care)	37	Your Life (Potters Bar)	37
<b>UK International Nursing</b>		Wilnash Care Ltd	37	Your Life (Royston)	37
<b>Agency Ltd Dom Care</b>	<b>37</b>	YESUK Office	37	Your Life	
Unique Herts Care	37	Your Care Your Way		(Welwyn Garden City)	37
Vincent Place	37	(Support Services) Ltd	37	YourLife (St Albans)	37
Vine Medicare Borehamwood	37	Your Life (Borehamwood)	37	Zinnia Care Ltd	37

## Care homes and care homes with nursing

### A-F

Abbey Lodge	67	<b>Burleigh House</b>	<b>69</b>	Exclusive Care Ltd	
Abbey Lodge Care Home		<b>Bushey House Beaumont</b>	<b>69</b>	– Nimrod Drive, 10	65
– St Albans	73	<b>Camellia House Care Home</b>	<b>65</b>	Fairway Residential Care Home	76
Abbey Lodge Care Home Unit 1	72	Care Management Group		<b>Field House Bupa Care Home</b>	<b>74</b>
<b>Acacia Mews Care Home</b>	<b>65</b>	– 31 Bushey Hall Road	67	Firs and Hewlitt	75
Alban Manor Nursing Home	73	Caretech Community Services		Firs, The	66
Alexandra Care Home	61	Ltd – 196 High Street	75	<b>Fonthill House</b>	<b>74</b>
<b>Allington Court</b>		Chadwick, The	63	Forest Care Village	
<b>Bupa Care Home</b>	<b>74</b>	Chalfont Court	76	Elstree and Borehamwood	69
Amberside	76	Chase Care Centre, The	79	Forest Care Village Elstree	
<b>Anson Court</b>	<b>67</b>	Chaseways	63	and Borehamwood	67
Apton Road	63	<b>Cherry Tree Manor</b>	<b>61</b>	<b>Fosse House</b>	<b>72</b>
Arden House Nursing Home	79	Chiswell Residential Home	72	<b>Fourfields</b>	<b>60</b>
Ashlyns Care Home	61	<b>Chorleywood Beaumont</b>	<b>76</b>	<b>Foxholes Care Home</b>	<b>69</b>
<b>Ashview Nursing Home</b>	<b>63</b>	Clare Lodge Care Home	72	Fremantle Trust, The	71
Ashwood Place	69	Clock Tower Mews	65	<b>Friars Mead</b>	<b>61</b>
Ashwood – Ware	63	Coach House, The	65		
Auburn Mere	76	Conewood Manor		<b>G-L</b>	
<b>Autumn Vale Care Centre</b>	<b>67</b>	Nursing Home	65	Ganwick House	67
<b>Beane River View</b>	<b>63</b>	<b>Cooperscroft Care Home</b>	<b>69</b>	<b>Garden City Court</b>	<b>71</b>
Beau Sejour Care Services	72	<b>Courtland Lodge</b>	<b>76</b>	Gardens Neurological Centre	65
<b>Belmont View</b>	<b>63</b>	Cromwell Avenue	60	Gombards	66
Benslow Nursing Home	72	Crosby Close	74	<b>Grace Muriel House</b>	<b>72</b>
<b>Bentley House</b>	<b>63</b>	Crossbrook Court	60	Grange Care Services Ltd	
Berrywood	75	Croxley House	75	– 27 Flamstead End Road	60
Birchwood Bungalow	72	<b>Cuffley Manor Care Home</b>	<b>67</b>	<b>Greenacres</b>	<b>66</b>
Blossom House	65	Dapplermere Nursing Home	76	Greenbanks	77
Bowmans Lodge	72	Dugdale House	65	Greenhill Care Home	67
Brent Cottage	60	Dunslan House	61	Greenwood Cottage	73
Bricket Wood Care Ltd – Uplands	72	Elizabeth House		<b>Guysfield Residential Home</b>	<b>71</b>
Broad Oak Manor Nursing Home	65	Residential Care Home	65	<b>Halcyon Days</b>	<b>71</b>
Broadview	65	<b>Elmhurst</b>	<b>63</b>	Hardy Drive	71
<b>Brunswick Court</b>		<b>Elmside Care Home</b>	<b>69</b>	Harpenden Bethesda Home	73
<b>Bupa Care Home</b>	<b>79</b>	<b>Elton House</b>	<b>79</b>	Haslewood Avenue	60
Bungalow, The	65	<b>Erskine Hall Bupa Care Home</b>	<b>76</b>	Hatfield Residential and	
		Exclusive Care Ltd		Nursing Home	67
		– Nimrod Drive	65	Hazel End Care Home	63

<b>Heath House</b>	<b>67</b>	Livability New Court Place	69	River Court Care Home	76
<b>Heath Lodge</b>	<b>66</b>	Lodge Care Home, The	61	<b>Riverside Place</b>	<b>63, 65</b>
HF Trust – 38 South Road	63	Luke's Place	71	Robin Hood House	61
Highbury Rise	71	Lyndon House	73	Roebuck Nursing Home	75
Highview Lodge	61	<b>M-S</b>			
<b>Hill House Bupa Care Home</b>	<b>69</b>	Manor View	74	Rosebery House	73
Hillcrest	66	<b>Margaret House</b>	<b>77</b>	Rosslyn Residential Care	77
Hillside	77	Margaret House (Royston)	71	Royal Mencap Society	
<b>Hillside Rest Home</b>	<b>77</b>	<b>Martins House</b>	<b>75</b>	– Church Road	63
Hixberry Lane	73	<b>Mayfair Lodge</b>	<b>66</b>	Scarborough House	75
Hollies, The	60	<b>Mead, The</b>	<b>67</b>	Sense Jenny Chapman House	75
Homeside	66	Meadow Acres	73	Seymour House	75
Honister	66	Meadows Short Break		Shear Meadow	61
<b>Houndswood House Care Home</b>	<b>69</b>	Centre, The	66	Shenleybury House Ltd	67
Howe Dell Manor	67	<b>Meresworth</b>	<b>75</b>	Sherwood Court	66
HSN Care (Bricket Wood)	73	Metropolitan Housing Trust		Silversprings	77
Isabel Court	63	Ltd – Baldock	71	Sloe Hill Residential Home	71
Jacobs Neurological Centre	65	Milehouse Lane	73	<b>Snowdrop House</b>	<b>65</b>
Jasmine House	61	Milford Lodge Care Home	71	St Agnells House	61
<b>Jubilee Court</b>	<b>74</b>	Minims, The (12 & 31)	66	St Andrews Care Home	66
Jubilee House Care Trust		Monread Lodge	72	St Anthony's	77
– 20-22 Lincoln Close	66	Montrose Care Home	77	St Audrey's	66
Jubilee House Care Trust		Moti Willow	67	St Catharines Care Home	60
– 29 Jonquil Close	66	<b>Mountbatten Lodge</b>	<b>61</b>	St Catherines Nursing Home	72
Julians House	74	Nevetts Residential Care Home	71	St Christopher's Care Home	67
Kestrel Grove Nursing Home	69, 77	Newgrange Residential Home	60	St Elizabeth's Care Home	
<b>Kilfillan House</b>		Nightingale Nursing Home	65	with Nursing	65
<b>Bupa Care Home</b>	<b>61</b>	Nirvana	73	St George's Nursing Home	
<b>Kingfisher Nursing Home</b>	<b>60</b>	Northwood Nursing Home	76	– Royston	72
Knebworth Care Home	75	Oak Cottage	66	St Joseph's Care Home	61
Lammasmead	60	Oakview Lodge	66, 67	St Lauras	77
Lancaster Court	79	Oasis Lodge Residential		St Matthews Care Home	73
Langley View Residential Home	77	Care Home	66	St Michaels House	66
Lannock Manor	71	Old Grange	60	<b>St Pauls Care Centre</b>	<b>63</b>
Lavender Fields		<b>Orchard Nursing Home, The</b>	<b>74</b>	St Peter's Home	66
– Care Home with Nursing	72	<b>Osbourne Court Care Home</b>	<b>71, 72</b>	Stairways	73
Lavender Lodge	73	Palm Lodge	73	Stamford Avenue, 28	71
<b>Layston Grove Care Home</b>	<b>71</b>	Park View Residential Home	77	Stanborough Lodge	66
Leyland House	73	Pinelodge Care Home	75	Station Road	73
Libury Hall	63	<b>Pinewood Lodge</b>	<b>75</b>	Strathmore Lodge	73
Life Opportunities Trust		<b>Premier Court</b>		Sue Ryder – Stagenhoe Park	72
– 9 Hitchin Road	74	<b>Bupa Care Home</b>	<b>65</b>	Sunrise of Chorleywood	76
Life Opportunities Trust		Prince Michael of Kent Court	77	Sunrise of Elstree	67
– 15 Rosevale	60	<b>Providence Court</b>	<b>71</b>	Symonds House	
Life Opportunties Trust		<b>Queensway House</b>	<b>61</b>	– Care Home with Nursing	
– 6A Sewells	66	Radley Care Home, The	67	Physical Disabilities	72
Lime Tree Manor		<b>Richard Cox House</b>	<b>71</b>	<b>T-Y</b>	
Residential Home	61			Tanners	77



Tanners Wood	77	<b>Vesta Lodge</b>	<b>73</b>	<b>Westgate House Care Centre</b>	<b>65</b>
Tara's Retreat Care Home	73	Villa Scalabrini	67	Westmeade	60
<b>Tenterden House</b>		Villcare Ltd – Eastbury Road	77	White House	
<b>Bupa Care Home</b>	<b>74</b>	Voyage 1 Ltd	71	Nursing Home, The	72
Tewin Road	61	Walkern Lodge	75	<b>Willow Court</b>	<b>73</b>
Thorpedale	75	Walsingham Support		Willows, The	66
Three Oaks Care Home Ltd	66	– 1-2 Ashley Close	61	Willowthorpe Care Home	63
<b>Trembaths Care Home</b>	<b>72</b>	Walsingham Support		Wilton House Residential and	
Tremona Care Home	77	– 30 & 32 Church Lane	75	Nursing Home	69
Turning Point – Ambleside	63	Walsingham Support		Wilton Lodge Residential Home	67
Turning Point		– 39 Adeyfield Road	61	Windmill Lodge	71
– Brickfields Cottage	71	Walsingham Support		Winnett Cottage	75
Turning Point – Parkview	77	– 122 Aldenham Road	67	Wisden Court	75
Turning Point – Sybden	61	Walsworth Road, 17	71	Wisteria Lodge	77
<b>UK International Nursing</b>		Ware Road	63	Woodlands View Care Home	75
<b>Agency Ltd Dom Care</b>	<b>69</b>	Water Mill House Care Home	63	Woodside Residential Home	73
United Response – 66 & 66a		Westbourne Care Home	71	Wymondley Nursing	
Lemsford Road	73	Westbrook House	61	and Residential Care Home	72
Verulam House Nursing Home	74	Westerley Care Home	75	York House	77

## Other advertisers

<b>Abbeyfield</b>	<b>60, 72</b>	<b>Care Choices</b>	<b>7, 11</b>	<b>Lyndhurst Financial</b>	
<b>Avery Healthcare</b>	<b>45</b>	<b>Care UK</b>	<b>64</b>	<b>Management</b>	<b>52</b>
<b>Barchester</b>	<b>46</b>	<b>Caring Homes</b>	<b>42</b>	<b>MHA Care Homes</b>	<b>56</b>
<b>Baycroft Care Homes</b>		<b>Carlton Court</b>	<b>68</b>	<b>My Family,</b>	
<b>&amp; Senior Villages</b>	<b>74</b>	<b>Christies Care</b>	<b>11</b>	<b>Our Needs</b>	<b>16</b>
<b>Baycroft Fairfield</b>	<b>74</b>	<b>Enhance Wellbeing</b>	<b>28</b>	<b>Oak Care Ltd</b>	<b>60</b>
<b>Blue River Home Care</b>	<b>37</b>	<b>Four Seasons</b>		<b>Oakdale Care Group</b>	<b>70</b>
<b>Brighterkind</b>	<b>58</b>	<b>Health Care</b>	<b>46</b>	<b>Quantum Care</b>	<b>48</b>
<b>Bupa</b>	<b>76</b>	<b>Gold Care Homes</b>		<b>Signature Care Homes</b>	<b>78</b>
<b>Burford House</b>		<b>Inside back cover</b>		<b>TLC Group</b>	<b>68</b>
<b>Nursing Home</b>	<b>62</b>	<b>Longmores Solicitors LLP</b>	<b>54</b>	<b>Westgate Healthcare</b>	<b>62</b>



Care Choices Limited has taken every care to ensure that the information contained in this Directory is accurate at the time of print. The company cannot accept responsibility for any errors or omissions in the publication, including if an organisation varies from the information included in an advertisement, the editorial or the listings. Care Choices Limited does not endorse or support any particular organisation included in the Directory. ©2020 Care Choices Limited. Care Choices Limited reserves all rights in the titles Care Choices and HOMES Directories and their design.

**Care Choices™** is a trademark of Care Choices Limited.

**Ref. No:** 4001/Hertfordshire26/1120. Reproduction of any part of this publication in any form without the written permission of Care Choices Limited is prohibited. This publication is available free of charge from Care Choices.

**Published by:** Care Choices Limited, Valley Court, Lower Road, Croydon, Nr Royston, Hertfordshire SG8 0HF. Tel: 01223 207770.

**Publisher:** Robert Chamberlain. **Director of Sales:** David Werthmann.

**Editor:** Angharad Burnham. **Junior Editors:** Henry Thornton, Olivia Hubbard.

**Sales Manager:** Paul O'Callaghan. **Regional Sales Supervisor:** Vanessa Ryder.

**Senior Sales Executives:** Claire Cornish, Susan Speight. **Sales Executives:** Lauren Bore, Hannah O'Neill.

**Online Sales Executive:** Tony Boyce. **Director of Creative Operations:** Lisa Werthmann. **Studio Manager:** Jamie Harvey.

**Lead Designer:** Ruth Clarry. **Graphic Designers:** Kieran Bitten, Jack Elsworth. **Distribution:** Gemma Seaber-Shinn.





## *The Hertfordshire Collection*

Since 1999, Gold Care Homes has been providing an exceptional caring service, with our residents at the centre of everything we achieve. Offering safe and secure living environments, the Hertfordshire collection includes our homes in Welwyn, Graveley, Stevenage and Hemel Hempstead.

Through reassuring, positive and engaging environments; we continue to enhance the lives of the residents in our care by bringing them happiness, joy and fulfilment.



**DEMENTIA  
CARE**



**RESPIRE  
CARE**



**RESIDENTIAL  
CARE**



**NURSING  
CARE**



**END OF LIFE  
CARE**

To find out how we can support you or your loves one,  
contact us today and quote '**Care Choices**'

# 0800 689 3092

**[www.goldcarehomes.com](http://www.goldcarehomes.com)**



# FONTHILL HOUSE ST ALBANS



## **Fonthill House St Albans - Proud to be once again rated “Outstanding” by CQC a testament to our high quality care**

Of 15,458 Care Homes in England, only 3.7% are rated Outstanding and only 1.5% in Hertfordshire



**Our in house multidisciplinary care team GP, nurses, physiotherapist, dietician**



**London eye trip**



**Coffee shop**

## **Awarded “Beacon” status by the Gold Standards Framework**

Fonthill House has been awarded Beacon status, the highest level awarded by the Gold Standards Framework, for palliative and end of life care. Fonthill House is the only care home within the North London and Hertfordshire area to receive the accreditation.

**To find out more please call Nathan Tomkinson or Caroline Bishop 01727 893104**

Fonthill House, Cassius Drive, St Albans, AL3 4GD. [www.fonthillcare.co.uk](http://www.fonthillcare.co.uk)