Lincolnshire
Care Services Directory 2020/21
The essential guide to choosing and paying for care and support
Halcyon Care has been established since 1989. It is a family owned company providing residential, nursing and dementia care. We pride ourselves in delivering care which focuses on the resident as an individual and recognises their unique characteristics, lifestyle preferences and care needs.

We aim to provide a friendly home environment with up to date facilities where visitors are welcome at any time.

- Respite and day care
- GP visits to our homes
- Home cooked meals and a wide range of social activities
- Special care for mental health-related problems
- En-suite rooms
- Visiting Chiropodist and Hairdresser

### Martin Hall Care Centre
The Old Hall, High Street, Martin by Timberland, Lincolnshire LN4 3QY
40 nursing and personal care beds, including people with dementia & physical disability
Tel: 01526 378251 MARTIN
E: martinhall@halcyoncare.co.uk

### Nightingale House Care Centre
Main Road, Bucknall, Woodhall Spa LN10 5DT
45 personal care beds, including people with dementia and physical disability
Tel: 01526 388261 BUCKNALL
E: nightingalehouse@halcyoncare.co.uk

### Homer Lodge Care Centre
23 – 26 Monson Street, Lincoln LN5 7RZ
47 nursing and personal care beds
Tel: 01522 530108 LINCOLN
E: homerlodge@halcyoncare.co.uk

### Wainfleet Care Centre
Rumbold Lane, Skegness, Lincolnshire PE24 4DS
43 personal care beds including people with dementia
Tel: 01754 881849 SKEGNESS
E: wainfleet@halcyoncare.co.uk

### Clarendon House Care Centre
Albert Street, Brigg, Lincolnshire DN20 8HS
33 personal care beds including people with dementia
Tel: 01652 650950 BRIGG
E: clarencehouse@halcyoncare.co.uk

### Manor Care Centre
Fen Road, East Kirky, Near Spilsby PE23 4DB
41 personal care beds including people with mental health problems
Tel: 01790 763381 EAST KIRKBY
E: manor@halcyoncare.co.uk

### The Fountains Care Centre
Church Lane, Tetney, Near Grimsby DN36 5JX
45 nursing & personal care beds, including people with dementia & physical disability
Tel: 01472 210456 TETNEY
E: thefountains@halcyoncare.co.uk

### Oaklands Care Centre
North Street, Whaley Thorns, Nether Langwith, Mansfield NG20 9BN
40 nursing & personal care beds, including people with dementia & physical disability
Tel: 01623 744412 MANSFIELD
E: oaklands@halcyoncare.co.uk

### Eastwood House Care Centre
Doncaster Road, Rotherham S65 2BL
37 personal care beds including people with dementia
Tel: 01709 363093 ROTHERHAM
E: eastwood@halcyoncare.co.uk

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

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

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

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

Welcome to this edition of the independent Lincolnshire Care Services Directory, which contains information for adults looking for care or support within the county, whether they are paying for it themselves or receiving support from the council.

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

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

If you think you need more formal care and support, arrange an assessment with your local adult social care 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 16. 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 25 for those paying for care at home and 46 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 6 and a list of local home care providers begins on page 29.

If you are unable to remain at home, you may want to consider a housing with care scheme (see page 36) or residential care. Comprehensive lists of care homes and care homes with nursing in Lincolnshire start on page 55.

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

Finding care in your area

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

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

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

The website includes detailed information for each care provider, including the address, phone number and the service’s latest CQC inspection report and rating (see page 51), indicating the quality of care provided.

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

Search for care in your area

www.carechoices.co.uk

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

CareChoices
Lincolnshire Care Association (LinCA)

A Quality of Life and a Standard of Living
LinCA continues to represent the interests of care and support providers within the independent and voluntary sectors. Its intention is to support providers to ensure that there is a sustainable choice of quality care services within Lincolnshire. LinCA does this by providing accessible information, advice, support and development opportunities to care providers to enable them to respond to changing needs through the provision of quality, innovative services. It also works in partnership with other agencies and organisations as part of the whole systems improvement in Lincolnshire.

The Association is managed by a voluntary Board of Directors appointed by its members, drawn from large and small organisations as well as individual professionals. Each Director represents a specific area of care and support across the county. Together they represent the Association’s members at meetings with colleagues from the health, adult care and housing sectors locally, regionally and nationally to consider issues such as commissioning, which includes; service design, development and evaluation.

In addition, LinCA is involved in workforce planning and development, emergency planning, safeguarding, contracting and fee level negotiations, compliance standards and quality assessments and supporting the growth of digital initiatives.

LinCA, in partnership with Lincolnshire County Council, has been a demonstrator site for NHSDigital, supporting care providers to obtain NHSMail.

LinCA has established the Care Home Trusted Assessor project at acute hospitals across Lincolnshire which supports more effective and efficient discharge arrangements for patients returning to or moving into care homes or their own homes. The concept has been adopted in a number of areas across England.

Since 2017, LinCA has hosted the highly successful Lincolnshire Care Awards celebrating those on the front line of social care in the county and showcasing the best in the sector.

For further information regarding LinCA and its initiatives contact the Chair of LinCA, Melanie Weatherley at chair@linca.org.uk or telephone 07816 845522.

For further information regarding LinCA and the benefits of membership, visit www.linca.org.uk or contact the Administration Manager, Sue Lovelock on 01522 581073 or email susannalovelock@linca.org.uk

LinCA is Lincolnshire County Council’s Strategic Market Support Partner.

LinCA Workforce Development (LinCA WFD)

Right staff, right skills, right place
LinCA WFD is the place to go for all care providers in Lincolnshire for information and support with recruitment, retention and development of a high-quality workforce.

With the help of care providers, and working in partnership with Lincolnshire County Council, Health Education England, Skills for Care, Further and Higher Education colleges and the Local Enterprise Partnership, LinCA WFD has developed a workforce strategy to enable the sector to meet the needs of service users now and in the future.

LinCA WFD showcases best practice through its unique Ambassadors programme, workshops and conferences. It also delivers leadership programmes for senior care staff, managers and in-house trainers.

For further information regarding LinCA Workforce Development and its initiatives, contact:

Mark Turton
Tel: 07484 011372
Email: markturton@linca.org.uk

Visit www.carechoices.co.uk for further assistance with your search for care
Helping you to stay independent

Services developed in partnership with the voluntary sector

Adult Social Care works with voluntary and community organisations to supply preventative care services. These are a vital form of support and help to maintain independence and social inclusion, and delay or avoid the need for more statutory interventions.

Examples include:
- day services, lunch clubs and social groups;
- befriending, visiting and telephone contact services;
- support schemes to help people being discharged from hospital;
- support for carers; and
- handyperson schemes.

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.

Every effort has been made to check the accuracy of the following information. However, it is subject to change during the lifetime of this Directory. For the latest information, contact the provider directly.

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<thead>
<tr>
<th>Boston</th>
<th>Ashridge</th>
<th>Tel: 01205 366922</th>
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<td></td>
<td>Manor Gate Care Home</td>
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<td>Ridlington Day Centre, The</td>
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<td>Scott House</td>
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<td>Skirbeck Court (OSJCT)</td>
<td>Tel: 01205 361444</td>
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<td>White Gables Care Home</td>
<td>Tel: 01205 723874</td>
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Grace Neal
Tel: 07384 511558
Email: graceneal@linca.org.uk

Sue Lovelock
Tel: 01522 581073
Email: susannalovelock@linca.org.uk

Search for care at www.carechoices.co.uk to find support in your area
OSJCT is one of the UK’s leading not-for-profit care organisations working solely to provide high quality care for older people.

The Orders of St John Care Trust help families make the right choice for individualised residential, dementia or nursing care.

- Personal care at its heart
- A home with compassion, warmth and understanding
- Working closely with Dementia UK
- A professional, friendly, caring ethos

... and a warm welcome to you and your family.

We have **14 homes across Lincolnshire**.

**To find out more:**

- Call **0800 988 8133**
- visit **osjct.co.uk**
- email **enquiries@osjct.co.uk**
- visit our **facebook page: facebook.com/OSJCTLincs**
Day care centres continued

East Lindsey

Algithe Road, 40
Skegness Tel: 07824 803624  PD LDA SI

Ashtree House ● Advert page 58
Withern Tel: 01507 450373  OP D

Bramhall ● Advert page 56
Tattershall Tel: 01526 342632  OP D

Clovers Day Centre
Louth Tel: 07555 519367  OP D PD LDA MH SI YA AD

Eresby Hall (OSJCT) ● Advert page 7
Spilsby Tel: 01790 752495  OP D

Fotherby House ● Louth Tel: 01507 607237  OP D

Linkage Adult Skills – Grimby ● Advert page 37
Grimsby Tel: 01790 755059  D PD LDA MH SI

Linkage Adult Skills – Scremby
Spilsby Tel: 01754 890521  LDA

Linkage Adult Skills – Toynton
Spilsby Tel: 01790 755059  D PD LDA MH SI YA

Lumley Avenue (County Care Lincolnshire)
Skegness Tel: 01754 611153  PD LDA MH SI YA

Manor Care Centre Advert inside front cover
East Kirkby Tel: 01790 763381  OP D MH

Meadows Sands Care Home ●
Skegness Tel: 01754 762712  OP D

Newhaven Residential Home ●
Huttoft Tel: 01507 490294  OP LDA YA

Orby Opportunity Centre
Spilsby Tel: 01754 811002  LDA YA

Old Hall Residential Care Home, The ●
Halton Holgate Tel: 01790 753503  OP D PD

Phoenix Care Centre
Chapel St Leonards Tel: 01754 872645  OP D

Pippin Place (Orchard House Care Home Ltd)
Mablethorpe Tel: 01507 472203  OP D PD YA

Sense Centre – Louth
Louth Tel: 01507 610925  PD LDA SI

Skegness Day Centre
Skegness Tel: 01754 766763  OP PD LDA SI YA AD

Summerfield Rest Home
Sutton-on-Sea Tel: 01507 441969  OP D PD MH SI AD

Virginia House
Louth Tel: 01522 559098  OP LDA

Wellington Road, 78
Mablethorpe Tel: 07824 803624  LDA

Wong Day Service, The
Horncastle Tel: 01507 527047  OP PD LDA SI

Wyngate Residential Care Home
Mablethorpe Tel: 01507 477531  OP D PD

Lincoln

181 Adult Day Activities Centre (Bspoke Social Care)
Lincoln Tel: 07919 597073  OP D PD LDA MH YA

Age UK Lincoln and South Lincolnshire ●
Lincoln Tel: 01522 696000  OP D PD MH SI YA

Ancaster Day Centre
Lincoln Tel: 01522 870600  OP D PD LDA SI YA

Aspire Day Service
Lincoln Tel: 01522 705170  LDA SI

Bernadette House ● Advert page 62
Lincoln Tel: 01522 521926  OP D PD SI YA

Boultham Park House (OSJCT) ● Advert page 7
Lincoln Tel: 01522 681500  OP D

Brantley Manor Care Home ● Advert page 62
Lincoln Tel: 01522 543866  OP D

Busydays Daycare
Lincoln Tel: 07904 563794  LDA SI

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

User Bands
MH Mental health
SI Sensory impairment

Lincolnshire Care Association member – see page 5

Advertisers are highlighted
## Day care centres continued

### Lincolnshire Care Association member – see page 5

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<td>OP</td>
<td>D PD LDA MH YA</td>
<td>Carlton Centre (Navigation Support and Care Services Ltd)</td>
<td>01522 539626</td>
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<td>PD LDA MH</td>
<td>Creativity@Tess (TESS CIC)</td>
<td>Lincoln Tel: 07907 162064</td>
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<td>OP D YA</td>
<td>Eccleshare Court</td>
<td>Lincoln Tel: 01522 695458</td>
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<td>OP</td>
<td>Ermine House (OSJCT)</td>
<td>Lincoln Tel: 01522 529093</td>
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<td>OP D</td>
<td>Linkage Adult Skills – Lincoln Checkpoint</td>
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<td>Monson Retirement Home</td>
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<td>Swallow Lodge</td>
<td>Lincoln Tel: 01522 300430</td>
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### South Holland

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<td>Capricorn Day Centre</td>
<td>Holbeach Tel: 01406 307232</td>
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<td>Chappell Centre</td>
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<td>Field House Residential Care Home</td>
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<td>PD LDA MH</td>
<td>Friday Friendship Group (TESS CIC)</td>
<td>Spalding Tel: 07907 162064</td>
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<td>OP D</td>
<td>Kimberley Care Village</td>
<td>Spalding Tel: 01406 364309</td>
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<td>OP D PD LDA MH</td>
<td>Meadows Day Centre, The</td>
<td>Spalding Tel: 01775 720305</td>
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<td>Patchett Lodge (OSJCT)</td>
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<td>PD LDA SI</td>
<td>Sense Centre – Pinchbeck</td>
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<td>PD LDA MH SI</td>
<td>Umbrella (County Care Lincolnshire), The</td>
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### South Kesteven

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<td>Age Concern Deepings</td>
<td>Deeping St James Tel: 01778 345558</td>
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<td>OP D PD LDA MH SI YA</td>
<td>Butterfly Centre, The</td>
<td>Bourne Tel: 01778 421422</td>
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### North Kesteven

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<td>OP D MH</td>
<td>Ashfield Lodge</td>
<td>Sleaford Tel: 01529 307330</td>
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<td>OP D PD</td>
<td>Cottage Residential Home, The</td>
<td>Nocton Tel: 01526 320887</td>
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<td>OP D YA</td>
<td>Glenholme Holdingham Grange</td>
<td>Sleaford Tel: 01529 406000</td>
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<td>Greenacres Care Home</td>
<td>Heckington Tel: 01529 460935</td>
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<td>OP</td>
<td>Holmleigh Care Home</td>
<td>Navenby Tel: 01522 810298</td>
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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
| Day care centres | Continued |
|------------------|------------------|------------------|------------------|------------------|------------------|
| Caythorpe Residential Home | Caythorpe Tel: 01400 272552 | OP D | Community Café & Garden Project (TESS CIC), The | Grantham Tel: 07732 061330 | PD LDA MH |
| Cree Centre (Grantham & District Mencap) | Grantham Tel: 01476 566050 | LDA | Digby Court (OSJCT) | Advert page 7 | OP PD |
| Five Bells Residential Care Home | Folkingham Tel: 01529 497412 | OP D PD | Forget-Me-Not Day Centre | Grantham Tel: 01476 594533 | OP D PD MH |
| Gregory House (OSJCT) | Grantham Tel: 01476 562192 | OP | Qu’appelle Residential Care Home | Bourne Tel: 01778 422932 | OP D PD SI |
| Rose Lodge | Market Deeping Tel: 01778 344454 | OP D PD | Sense Centre – Bourne | Bourne Tel: 01778 422132 | PD LDA SI |
| Spriteleys (Adults Supporting Adults) | Grantham Tel: 01529 416270 | OP D | Court, 1 | Grantham Tel: 01476 573482 | LDA |
| Stamford Day Centre | Stamford Tel: 01780 482641 | OP D PD SI YA AD | Thera Trust | Grantham Tel: 0300 303 1282 | OP LDA YA |
| Whitefriars (OSJCT) | Stamford Tel: 01780 765434 | Advert page 7 | Willows Care Home, The | Rippingale Tel: 01778 440773 | OP D |
| West Lindsey | | | | | |
| Drovers Call Care Home | Gainsborough Tel: 01427 678300 | OP D PD | FocusAbility – Glentham | Glentham Tel: 01673 844423 | OP PD LDA MH SI |
| FocusAbility – Market Rasen | Market Rasen Tel: 01673 844423 | OP PD LDA MH SI | Foxby Court (OSJCT) | Advert page 7 | OP |
| Foxby Hill Care Centre | Gainsborough Tel: 01427 611231 | OP D PD MH SI YA | Greenacres Care Home | Gainsborough Tel: 01427 613376 | OP |
| Grosvenor House Day Care | Gainsborough Tel: 01427 616950 | OP D PD YA | Hastings Day Centre | Gainsborough Tel: 01427 615325 | PD LDA |
| Laurels, The | Holton-cum-Beckering Tel: 01472 851989 | OP | | | |
| Little Brocklesby House | Great Limber Tel: 01469 560784 | OP D | Old Rectory, The | Saxilby Tel: 01522 702346 | OP D |
| Poplars, The (OSJCT) | Market Rasen Tel: 01673 843319 | Advert page 7 | Redcote Residential Home | Gainsborough Tel: 01427 615700 | OP |
| Rock Foundation | Caistor Tel: 01472 859075 | LDA | Willan House | Stainfield Tel: 01526 398785 | Advert page 75 |
| Wispington House Ltd | Saxilby Tel: 01522 703012 | OP D PD |

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<tr>
<th>Service</th>
<th>User Bands</th>
<th>Description</th>
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<tr>
<td>OP D</td>
<td>Older people (65+)</td>
<td>Dementia</td>
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<td>D</td>
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<td>Physical disability</td>
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<td>Learning disability, autism</td>
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<td>MH</td>
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<td>Sensory impairment</td>
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<td>YA</td>
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<td>Younger adults</td>
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<tr>
<td>AD</td>
<td></td>
<td>People who misuse alcohol or drugs</td>
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Lincolnshire Care Association member – see page 5

Advertisers are highlighted

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

Some services can deliver frozen or freshly cooked meals to your home. Frozen meals can be delivered in bulk and kept in your freezer until required, while hot meals should be eaten immediately.

You may find a service by word of mouth or using the internet – your local library may be able to help here.

Adult Social Care can advise as well, call 01522 782155, or check the Lincolnshire County Council website for services in your area at www.lincolnshire.gov.uk/help-live-home/get-meals-home

Adapting your home

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

Home Improvement Agencies (HIAs)

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

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

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

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

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

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

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

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

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

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

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

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

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

If you are having problems with preparing food, consider buying ready-chopped options or try a chopping board with spikes. There are also long-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.
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 20.

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.

**Lincolnshire County Council**
Tel: 01522 782155
Email: customer_services@lincolnshire.gov.uk
Web: www.lincolnshire.gov.uk/adultcare

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

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

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

<table>
<thead>
<tr>
<th>Suitability</th>
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</thead>
<tbody>
<tr>
<td>Does the equipment support your specific needs?</td>
<td>☐</td>
</tr>
<tr>
<td>Are you willing to use it?</td>
<td>☐</td>
</tr>
<tr>
<td>Will it fit into your everyday life and routine?</td>
<td>☐</td>
</tr>
<tr>
<td>Have you tried a demo of the equipment?</td>
<td>☐</td>
</tr>
<tr>
<td>Do you understand what the equipment is for?</td>
<td>☐</td>
</tr>
<tr>
<td>Do you need to take it with you when you leave the house? Is it transportable?</td>
<td>☐</td>
</tr>
<tr>
<td>Does the equipment have any limitations that would make it unsuitable for you?</td>
<td>☐</td>
</tr>
<tr>
<td>Will it work alongside any assistive technology you already have?</td>
<td>☐</td>
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</tbody>
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<tr>
<th>Reliability</th>
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<tbody>
<tr>
<td>Will it need to be installed by a professional?</td>
<td>☐</td>
</tr>
<tr>
<td>Can the retailer provide you with training in using the equipment?</td>
<td>☐</td>
</tr>
<tr>
<td>Will it work if you have pets or live with other people, e.g. could someone else set off a sensor alarm by accident?</td>
<td>☐</td>
</tr>
<tr>
<td>Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase.</td>
<td>☐</td>
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<tr>
<td>Can you speak to someone who already uses it?</td>
<td>☐</td>
</tr>
<tr>
<td>Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this.</td>
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<tr>
<td>Is it durable? If you might drop it, is it likely to break?</td>
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<table>
<thead>
<tr>
<th>Usability</th>
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<tbody>
<tr>
<td>Is a simpler piece of equipment available, e.g. a pill case rather than an automated pill dispenser?</td>
<td>☐</td>
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<tr>
<td>Does the equipment need a plug socket, and will its wire cause a trip hazard?</td>
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<tr>
<td>Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you?</td>
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<tr>
<td>Are you able to use it? Are there any aspects you don’t understand?</td>
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<tr>
<td>Is it portable?</td>
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<table>
<thead>
<tr>
<th>Cost</th>
<th></th>
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<tbody>
<tr>
<td>Do you know how much it costs?</td>
<td>☐</td>
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<tr>
<td>Will you need to pay a monthly charge?</td>
<td>☐</td>
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<tr>
<td>Are there alternative solutions that might be free?</td>
<td>☐</td>
</tr>
<tr>
<td>Is there a cost associated with servicing the equipment?</td>
<td>☐</td>
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</tbody>
</table>

Notes

Search for care at www.carechoices.co.uk to find support in your area
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 and shower stools. These items are often referred to as ‘simple aids for daily living’.

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 12 to 13. Once you have identified equipment that might help with your support needs, use the checklist on page 14 to make sure it’s right for you.

Useful contacts

**Lincolnshire Integrated Community Equipment Service (ICES)**
Lincolnshire County Council’s equipment service can provide a range of items, from walking frames to mobile hoists, to help you remain living independently. You may have to pay for some items provided by this service, depending on the outcome of an adult care assessment (see page 16).
Tel: 01522 782155
Email: customer_services@lincolnshire.gov.uk

**NRS Healthcare**
A national organisation offering thousands of daily living and disability aids to purchase privately.
Tel: 0345 121 8111
Email: customerservice@nrshealthcare.co.uk
Web: www.nrshealthcare.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 16), Lincolnshire County Council may be able to provide support to help you access equipment.

For further information, please visit www.lincolnshire.gov.uk/help-live-home/telecare
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 Care to arrange an assessment. Call 01522 782155.

Once Adult Social Care 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 at www.lincolnshire.gov.uk/assessments-finances/paying-care-home or on page 25 if you are receiving home care and www.lincolnshire.gov.uk/assessments-finances/paying-residential-nursing-care or on page 46 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.

Direct Payments can only be used to pay for the care and support agreed in your care and support plan.
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 Care 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.

Reablement

Reablement 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, a reablement worker will support you for a limited period, usually up to six weeks.

Reablement helps people to learn or re-learn daily living skills. It is not about doing things for you; it is about giving you the skills and confidence to do things for yourself. It can also mean that you do not start to depend on support that could cost you money. For example, a reablement 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 Adult Social Care if you think you might benefit from reablement. They can put you in touch with the right services if they feel that reablement 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 47 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.
Carers’ Personal Budgets

A 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 Care 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 16) 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 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 the organisations supporting carers in Lincolnshire by exploring www.lincolnshire.gov.uk/support-carers

Resource for those supporting disabled children

My Family, Our Needs is an online resource providing impartial information for parents, carers and practitioners supporting children from birth to 25 years with additional needs.

As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships. Visit www.myfamilyourneeds.co.uk

Visit www.carechoices.co.uk for further assistance with your search for care
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 Care 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 Lincolnshire starts on page 29.

Finding the right support

This Directory offers a website service allowing you to search by postcode or region for care homes, care homes with nursing and home care providers that meet your requirements across the country. Your search can be sent to you by post or email.

If you are searching online, the results can be saved and emailed to others. 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.

Whatever your care needs, this Directory and the Care Choices website service will be able to point you in the best direction, however you would like care information presented. Visit www.carechoices.co.uk

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;

The Care Quality Commission (www.cqc.org.uk) is responsible for checking that any care provided meets essential standards of quality and safety. Further information is on page 51.
• 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 Care and voluntary agencies.

Some examples of services and support to help people living with dementia include:

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

Family support

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

When someone is living with dementia, they need:
• support to live their life;
• reassurance that they are still valued and that their feelings matter;
• freedom from as much external stress as possible; and
• appropriate activities and stimulation to help them to remain alert and motivated for as long as possible.

Dementia Friends

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

See www.dementiafriends.org.uk for further information.
Respite care

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

It may be planned or be required in an emergency and can involve the person with dementia attending a day centre or a care worker visiting the person’s home to enable the carer to have a break.

Contact the council to see if you are eligible for support with arranging these services, see page 16 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. 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.

This may mean that they require some support services at home.

Specialist dementia day centres

A good day care service will be able to offer a range of activities and support that will enable the person with dementia to retain skills and remain part of their local community. Activities may include outings, entertainment, personal care, meals, hairdressing and support for carers.

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. Attendance at day centres can be offered from just a few hours a week to several days. Contact the council or your local Alzheimer’s Society office for more details, see ‘Useful local contacts’ on page 76.

Local dementia support groups

Joining in new activities and sharing experiences with other people can be a positive and rewarding experience for those with dementia. Every effort has been made to check the accuracy of the following information. However, it is subject to change during the lifetime of this Directory. For the latest information, contact the provider directly.

Boston

Boston Caring Companions Carers Support Group
The Orchards, Causeway, Wyberton PE21 7BS
Tel: Alan Taylor on 01205 871465
Email: alaninwrangle@gmail.com

Boston Dementia Café
Run by Alzheimer’s Society.
Len Medlock Centre, St Georges Road PE21 8YB
Tel: 01522 437069
Email: lincoln@alzheimers.org.uk
Web: www.alzheimers.org.uk

Memory Lane Dementia Day Service
Mayfields Extra Care Scheme,
Broadfield Lane PE21 8DY
Tel: 01205 318588
Email: memorylane@lincolnshirehp.com
East Lindsey

**Alford Dementia Support Group**
Alford War Memorial Hall, Chauntry Road, Alford LN13 9HW
Tel: 01507 522116 / 01507 463262 ext. 223
Email: annedncn@gmail.com

**Horncastle Sellwood Gardens Memory Support Group**
Sellwood Gardens Community Room LN9 6EJ
Tel: 01507 523468
Email: keithbag@hotmail.co.uk

**Louth Memories Matter Dementia Café**
Trinity Centre, Eastgate LN11 8DJ
Tel: 01507 605803
Email: trinity@teamparishoflouth.org.uk

**Mablethorpe Singing Group**
Orchard House Care Home, Grosvenor Road LN12 1EL
Tel: 01507 472203

**Skegness Dementia Café**
Run by Alzheimer’s Society.
St Paul’s Church Hall, Skellingthorpe Road LN6 7RB
Tel: 01522 437069
Email: lincoln@alzheimers.org.uk
Web: www.alzheimers.org.uk

**Spilsby Memory Support Café**
Run by Order of St John Care Trust.
Eresby Hall, Ancaster Avenue PE23 5HT
Tel: 01790 752495

**Wragby Dementia Café**
Run by Alzheimer’s Society.
Wragby Town Hall, Louth Road LN8 5PH
Tel: 01522 437069
Email: lincoln@alzheimers.org.uk
Web: www.alzheimers.org.uk

Lincoln

**Lincoln Dementia Café**
Run by Alzheimer’s Society.
Bracebridge Community Centre, Maple Street LN5 8QT
Tel: 01522 437069
Email: lincoln@alzheimers.org.uk
Web: www.alzheimers.org.uk

**Lincoln Singing for the Brain Group**
Run by Alzheimer’s Society.
Holy Cross Church Hall, Skellingthorpe Road LN6 7RB
Tel: 01522 437069
Email: lincoln@alzheimers.org.uk
Web: www.alzheimers.org.uk

**Skegness Dementia Café**
Run by Alzheimer’s Society.
The Source, Southgate NG34 7RY
Tel: 01522 437069
Email: lincoln@alzheimers.org.uk
Web: www.alzheimers.org.uk

**Sleaford Dementia Café**
Run by Alzheimer’s Society.
The Source, Southgate NG34 7RY
Tel: 01522 437069
Email: lincoln@alzheimers.org.uk
Web: www.alzheimers.org.uk

**Sleaford Dementia Support**
Tel: 07761 610664 • Email: sleafordds@gmail.com

**South Holland**

**Crowland and District 55+ Carers’ Group**
Tel: 01733 210326
Email: maragaret_taylor15@btinternet.com

**Holbeach Here-4-U**
WI Hall, Park Road PE12 7EE
Tel: 01775 421290 / 07443 628489
Email: rita.mitchell1@sky.com

**Long Sutton Outreach**
Run by Royal British Legion. • West Street PE12 9BN
Tel: 01406 426508

Visit www.carechoices.co.uk for further assistance with your search for care
The Meadows Day Centre
1 The Meadows,
Spalding PE11 1XR
Tel: 01775 720305
Web: www.themeadowsspalding.co.uk

Tonic Health
6 Broadgate House, Westlode Street,
Spalding PE11 2AF
Tel: 01775 725059

South Kesteven

Bourne Dementia Support South Lincs
Wake House,
41 North Street PE10 9AE
Tel: 01778 426756 or
Kate Marshall on 07867 635611
Email: info@dementiasupportsouthlincs.co.uk
Web: www.dementiasupportsouthlincs.co.uk

Forget-Me-Not Grantham
8 St Peters Hill NG31 6QB
Tel: 01476 594533

Grantham Dementia Café
Run by Alzheimer’s Society.
Tel: 01522 437069
Email: lincoln@alzheimers.org.uk
Web: www.alzheimers.org.uk

Grantham Dementia Drop In
Run by Grantham Volunteer Dementia Support.
George Centre,
High Street NG31 6LH
Tel: 01476 585756

Stamford Dementia Support South Lincs
Run by Dementia Support South Lincs.
Tel: 01778 426756 or
Kate Marshall on 07867 635611
Email: info@dementiasupportsouthlincs.co.uk
Web: www.dementiasupportsouthlincs.co.uk

West Lindsey

Assist Dementia Support Group
Tel: 01522 370164
Email: contact@assistlincs.org.uk
Web: www.assistlincs.org.uk

Chat and Chew – West Lindsey Dementia Support Group
Gainsborough Methodist Church,
North Street DN21 2HP • Tel: 01427 613033

Gainsborough Dementia Café and Singing for the Brain Group
Run by Alzheimer’s Society.
Marshall’s Sports Club Community Hall,
Middlefield Lane DN21 1XR • Tel: 01522 437069
Email: lincoln@alzheimers.org.uk
Web: www.alzheimers.org.uk

Gainsborough Memory Support Café
Run by Order of St John Care Trust supported by Admiral Nursing.
Foxby Court, Middlefield Lane DN21 1QR
Tel: 01427 613376

Nettleham Buddies Dementia Café
Nettleham Village Hall, Brookfield Avenue LN2 2SS
Web: www.buddiesdementiacafe.co.uk

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 76 for contact details.

Side by Side Lincolnshire
Helps people with dementia to keep doing the things they love with the support of a volunteer. By doing things like going for a walk, attending a football match, or joining a local class together, volunteers can support people with dementia to take up hobbies and get out and about. The focus of the service is to build upon the existing skills and strengths of people with dementia; supporting them to get out and about and encouraging them to be part of their community. For more information, call 01522 692681 or email sidebysidelincolnshire@alzheimers.org.uk

Alzheimer’s Society’s National Dementia Connect
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 Care 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 Care can help you to identify these costs. They will also carry out a full benefit check and, if you want them to, assist you with claiming your full entitlement.

Figures mentioned here may change over the lifetime of this Directory.

Non-means-tested care and support

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

If you need care or support you may be eligible to claim Attendance Allowance (AA), or Personal Independence Payments (PIP). AA and PIP are non-means-tested benefits. Provided you are eligible, you can receive AA or PIP regardless of how much income or capital you have. AA is payable to people over the age of 65 and PIP to those aged 16 to 64. There are different rates that can be awarded, dependent on the level and type of help you need. These can be found at www.gov.uk

Other ways to fund your care and support

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

The Money Advice Service
A free and impartial money advice service set up by the Government.
Tel: 0800 138 7777
Web: www.moneyadviceservice.org.uk

The Society of Later Life Advisers (SOLLA)
Aims to assist consumers and their families in finding trusted, accredited financial advisers who understand financial needs in later life.
Web: www.societyoflaterlifeadvisers.co.uk

Further information on paying for care can be found beginning on page 46.
Your Local Care Provider  
On Duty 24 Hours a Day, Every Day

Our Person Centred service ensures our clients are in charge of their care and how it is delivered.

Our staff are specially trained in End of Life Care to provide a palliative service at home.

We work closely with Saint Barnabas, Marie Curie and Macmillan nurses to ensure a one-to-one continuity of care to our client and their loved ones at this most sensitive time.

Our service also covers:

• Temporary Cover to Nursing and Residential Homes
• Community Domiciliary Care • Supported Living
• Working with Physical and Learning Disabilities
  • Respite Cover • Live in Care • Dementia Care

We strive to maintain a high level of service through training and the dedication of our staff.
Home care agency checklist

Agency 1

Agency 2

Agency 3

Fees per week
£
£
£

Quality rating*

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

About the agency

How long has the agency been operating? ☐ ☐ ☐

How long are staff allocated per visit? ☐ ☐ ☐

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

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

Staff

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

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

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

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

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

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

Accommodating your needs

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

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

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

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

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

Regulation

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

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

Can you lodge a complaint easily? ☐ ☐ ☐

Are complaints dealt with quickly? ☐ ☐ ☐

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

Notes

*See page 51.

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

We are a bespoke company providing a professional service to cater for people’s needs within the community.
All our staff are fully trained to a high standard and are DBS approved and medication trained.
We specialise in supporting all age groups, with varying abilities, for example people who use wheelchairs, stroke victims, the elderly and those with learning disabilities etc.
We work in different areas of Lincolnshire, including Sutton-on-Sea, Mablethorpe and surrounding areas.

OUR SERVICES INCLUDE:
• Shopping • Medication
• Cleaning • Cooking
• Theatre • Outings
• Church • Hobbies
• Companionship
• All social activities ...and many more

Debbie Pollard:
Tel: 01507 440941
Mob: 07702 727555

BLOSSOMING HEARTS
CARE AGENCY LTD

Blossoming Hearts is a family run Award Winning Care Agency in Grantham and surrounding area.
Our company offers a wide range of Services in the comfort of your own home ranging from 1 hour to 24 hours a day, seven days a week.
We offer Dementia, Personal, Palliative, Live-in care packages and companionship.
Please see our outstanding reviews on Homecare.co.uk

Tel: 01476 210224 | 07588 775845
Email: blossominghearts@outlook.com

BUTTERFLIES CARE & SUPPORT LTD

Friendly. Professional care within your own home.

We offer a flexible service 7 days a week.
We can support with:
Personal Care
Household tasks
Shopping
Social inclusion

BASED IN GAINSBOROUGH AND SURROUNDING VILLAGES
CQC REGISTERED

Mandi - 07538742693  Sally - 07538742694
Email: butterfliescareandsupport@hotmail.co.uk

Search for care
in your area

www.carechoices.co.uk

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

These listings are broken down into regions across Lincolnshire; however please note that agencies may provide support outside of the area they are listed in. Contact the providers for more information.

### Boston

<table>
<thead>
<tr>
<th>Service User Bands</th>
<th>Advert page</th>
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<tbody>
<tr>
<td>OP Older people (65+)</td>
<td>37</td>
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<tr>
<td>D Dementia</td>
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<tr>
<td>PD Physical disability</td>
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<tr>
<td>LDA Learning disability, autism</td>
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<tr>
<td>SI Sensory impairment</td>
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<tr>
<td>YA Younger adults</td>
<td></td>
</tr>
<tr>
<td>AD People who misuse alcohol or drugs</td>
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</tbody>
</table>

#### Advance Lincolnshire
- **Boston**
- **Tel:** 0333 012 4307
- **User Bands:** LDA MH YA

#### Angels on Call, The
- **Boston**
- **Tel:** 07572 592471
- **User Bands:** OP D PD SI YA

#### Careshaw Ltd
- **Skegness**
- **Tel:** 01754 768761
- **User Bands:** OP D YA

#### CRG Homecare Lincolnshire
- **Boston**
- **Tel:** 01205 400127
- **User Bands:** OP D PD LDA MH SI YA AD

#### Flo’s Friends
- **Boston**
- **Tel:** 07411 846692
- **User Bands:** OP D PD LDA YA

#### Healthy Homecare Services Ltd
- **Boston**
- **Tel:** 07951 548684
- **User Bands:** OP D PD LDA MH SI YA

#### Town and Country Care
- **Boston**
- **Tel:** 01205 354329
- **User Bands:** OP D PD SI YA

For information on home care and how it could help you, see page 20.

### East Lindsey

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</table>

#### Allways Care Community Support Agency
- **Skegness**
- **Tel:** 01754 612720
- **User Bands:** OP D PD LDA MH SI

#### Beeches, The
- **Louth**
- **Tel:** 01507 603862
- **User Bands:** OP

#### Clarriots Home Care Ltd
- **Manby**
- **Tel:** 01507 328390
- **User Bands:** OP D PD SI

#### Community Support Services
- **Mablethorpe**
- **Tel:** 01507 478482
- **User Bands:** Advert page 37 LDA

#### County Care Independent Living Ltd
- **Lincolnshire Office**
  - **Skegness**
  - **Tel:** 01754 611153
  - **User Bands:** PD LDA MH SI YA

#### Great Care Company
- **Lincolnshire North, The**
  - **Louth**
  - **Tel:** 01507 389589
  - **User Bands:** OP D PD MH SI YA

#### Libertas
- **Louth**
- **Tel:** 01507 206666
- **User Bands:** OP MH YA

#### Meadows Court Care Home
- **Skegness**
- **Tel:** 01754 872302
- **User Bands:** OP D PD MH YA

#### Orchard Care at Home
- **Mablethorpe**
- **Tel:** 01507 472203
- **User Bands:** OP D PD YA

#### Russell Green Care Home
- **Woodhall Spa**
- **Tel:** 01526 352879
- **User Bands:** OP D PD

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

Ambassador Homecare Ltd
Lincoln
Tel: 01522 528455

AMG Nursing and Care Services Lincoln Branch
Lincoln
Tel: 01522 535660

Annicare Ltd
Lincoln
Tel: 01522 542387

Autism Care Community Services (Lincolnshire)
Lincoln
Tel: 01526 322444

Beech House
Lincoln
Tel: 01522 308824

Bernadette House
Lincoln
Tel: 01522 521926

Bluebird Care Lincoln
Lincoln
Tel: 01522 538656

BSpoke Social Care
Lincoln
Tel: 07995 050154

Butterflies Care & Support Ltd
Lincoln
Tel: 07538 742693

Camli Care Ltd
Lincoln
Tel: 07387 710872

Care 4 U Services (Lincs) Ltd
Lincoln
Tel: 01522 704504

Cottage Residential Home, The
Lincoln
Tel: 01526 320887

Heart 2 Heart Staff Solutions
Lincoln
Tel: 01522 684422

Helping Hands Nurses Agency (HHNA Lincoln)
Lincoln
Tel: 07772 741217

HFHC Healthcare Ltd
Lincoln
Tel: 01522 716525

Housing and Support Solutions – Lincoln
Lincoln
Tel: 01522 683857

Kids Lincoln Office
Lincoln
Tel: 01522 542937

Laurels, The
Lincoln
Tel: 01522 532596

LJM – Homecare Lincoln
Lincoln
Tel: 01522 700400

Marrissa Care Ltd
Lincoln
Tel: 07594 978421

Meridian Health and Social Care – Lincoln
Lincoln
Tel: 01522 690777

Namron Care Provider Ltd
Lincoln
Tel: 01522 528820

Navigation Support & Care Services Ltd
Lincoln
Tel: 01522 539626

Presious Healthcare Ltd
Lincoln
Tel: 01522 262670

Service
Older people (65+)
Dementia
Physical disability
Learning disability, autism
Mental health
Sensory impairment
Younger adults
People who misuse alcohol or drugs

User Bands
MH
SI

Advertisers are highlighted

Lincolnshire Care Association member – see page 5

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

Advert page 62
Lincoln continued

Sagecare (Lincoln) ●
Lincoln
Tel: 01522 694927
OP D PD LDA MH SI YA

Sagecare (Olsen Court) ●
Lincoln
Tel: 01522 589856
OP D PD LDA MH SI YA

Sampson House ●
Lincoln
Tel: 01522 685072
Advert page 37
PD LDA SI YA

Sevacare – Lincoln ●
Lincoln
Tel: 01522 690777
OP D PD LDA MH SI YA AD

St Katherine’s Care Ltd ●
Lincoln
Tel: 01522 437949
OP D PD LDA MH SI YA

Swallow Lodge ●
Lincoln
Tel: 01522 300430
OP D PD LDA SI YA

Witham Valley Care Group – DCA
Lincoln
Tel: 01522 789776
LDA

York House
Lincoln
Tel: 01526 860378
OP D PD SI

North Kesteven

An Darach Care Lincolnshire
Swinderby
Tel: 07483 041443
LDA YA

Prestige Nursing Sleaford
Sleaford
Tel: 01529 414818
OP D PD LDA MH SI YA AD

Forget Me Not Home Care Ltd
Sleaford
Tel: 01529 240335
OP D PD SI YA

Summerfield Close, 2
Newark
Tel: 01400 281128
OP D PD MH YA AD

Hometcare Helpline
Sleaford
Tel: 01529 497001
OP D PD

Walnut Care at Home ●
Boston
Tel: 01205 280101
OP D PD LDA SI

South Holland

Action HomeCare
Long Sutton
Tel: 01406 365793
OP D MH

Aphoenix Care
Spalding
Tel: 0333 358 0221
OP D PD MH SI YA

Adderley Court Apartments
Spalding
Tel: 01227 454627
LDA YA

Atlas Care Services Ltd
Lincolnshire ●
Spalding
Tel: 01775 660189
OP D PD LDA MH SI YA

Allied Healthcare
Lincs Reablement
Spalding
Tel: 01775 723210
OP D PD LDA MH YA AD

Cedar House ●
Spalding
Tel: 01775 711375
PD LDA SI YA

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

Advertisers are highlighted

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<td>Learning disability, autism</td>
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<tr>
<td>MH</td>
<td>Mental health</td>
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<td>SI</td>
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</tr>
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<td>People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

Lincolnshire Care Association member – see page 5
Do you need care at home in Grantham?

If you need a little extra support at home, our carers can help. We are able to support with personal care, shopping, cleaning, and companionship and offer pop-in calls of as little as thirty minutes, through to live-in care. Care at home is the perfect choice if you want to stay in the comfort of your own home and you need extra support and the reassurance of carers to help you maintain your daily routine.

- We will put together a **care plan based around your needs**, with as much or as little support as required.
- Our **friendly carers** are trained and supported to exceptional standards.
- You are able to **keep your independence** and avoid the upheaval of moving into a care home.
- We provide support from our office nearby with a team of supervisors, who are on hand **24 hours a day**.

“For not knowing where to begin to look for the highest level of personal support for my mother we have found this and more from the outstanding care and guidance provided by Greenwood Homecare.”

For more information, or to arrange a free assessment, call 01476 849522, or email grantham@greenwoodhomecare.co.uk

30 High Street, Grantham, Lincolnshire, NG31 6PH

We cover Grantham, and all surrounding villages within 15 miles
## South Holland continued

<table>
<thead>
<tr>
<th>Service User Bands</th>
<th>Advert Page</th>
<th>Contact Information</th>
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<tr>
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<td>Spalding, Tel: 01775 630411 (OP D PD LDA MH SI YA)</td>
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<tr>
<td>Libertas HBRS</td>
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<td>Spalding, Tel: 01775 888340 (OP D PD LDA MH SI YA AD)</td>
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<tr>
<td>Lincolnshire Home Care Ltd</td>
<td></td>
<td>Spalding, Tel: 01775 722887 (OP D PD LDA YA)</td>
</tr>
<tr>
<td>Sharon Brinkman Care Services Ltd</td>
<td></td>
<td>Spalding, Tel: 07746 445519 (OP D PD MH YA)</td>
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<tr>
<td>TESS CIC</td>
<td></td>
<td>Spalding, Tel: 01406 259832 (OP LDA MH SI YA)</td>
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<tr>
<td>Welland &amp; Glen Home Care Ltd</td>
<td></td>
<td>Spalding, Tel: 07874 048375 (OP D PD SI)</td>
</tr>
<tr>
<td>Wellbeing Home Care – Southernwood House</td>
<td>34</td>
<td>Spalding, Tel: 01775 828280 (Advert page 34) (OP D PD YA)</td>
</tr>
</tbody>
</table>

Use our home care agency checklist on page 27 for ideas of useful questions to ask providers.

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## South Kesteven

<table>
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<tr>
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<tr>
<td>Ansar Projects</td>
<td></td>
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</tr>
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<td>Atlas Care Services Ltd Bourne</td>
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<td>Bourne, Tel: 01778 753000 (OP D PD LDA MH SI YA)</td>
</tr>
<tr>
<td>Autumn Park Business Centre</td>
<td></td>
<td>Grantham, Tel: 07957 113046 (OP D PD LDA MH SI YA AD)</td>
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<tr>
<td>Bloomsbury Home Care Ltd Bourne</td>
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<td>Bourne, Tel: 01778 218806 (OP D PD LDA MH SI YA AD)</td>
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<tr>
<td>Blossoming Hearts Care Agency Ltd</td>
<td>28</td>
<td>Grantham, Tel: 01476 210224 (OP D PD YA)</td>
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<tr>
<td>Bluebird Care (Peterborough &amp; Rutland)</td>
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<td>Stamford, Tel: 01780 480881 (OP D PD LDA SI YA)</td>
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<td>Bluebird Care South Lincolnshire</td>
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<td>Grantham, Tel: 01476 512371 (OP D PD LDA MH SI YA)</td>
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<td>Camden Society London, The</td>
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<td>Grantham, Tel: 0208 485 8177 (OP LDA YA)</td>
</tr>
<tr>
<td>Caring Companions</td>
<td></td>
<td>Grantham, Tel: 07452 976226 (OP D PD LDA MH SI YA AD)</td>
</tr>
<tr>
<td>Charisma Services</td>
<td></td>
<td>Grantham, Tel: 07791 238742 (OP D PD LDA MH SI YA)</td>
</tr>
<tr>
<td>Evergreen Care Trust Stamford</td>
<td></td>
<td>Stamford, Tel: 01780 765900 (OP D PD MH SI YA)</td>
</tr>
<tr>
<td>For You Healthcare Ltd</td>
<td></td>
<td>Peterborough, Tel: 01778 219062 (OP D PD LDA MH SI YA AD)</td>
</tr>
<tr>
<td>Fosse Healthcare – Grantham</td>
<td></td>
<td>Grantham, Tel: 01476 512394 (OP D PD LDA MH SI YA)</td>
</tr>
<tr>
<td>Gilder Care Ltd</td>
<td></td>
<td>Grantham, Tel: 01476 978077 (OP D PD)</td>
</tr>
<tr>
<td>Greenwood Homecare Grantham</td>
<td>32</td>
<td>Grantham, Tel: 01476 849522 (Advert page 32) (OP D PD LDA MH SI YA)</td>
</tr>
<tr>
<td>Helping Hand</td>
<td></td>
<td>Grantham, Tel: 01476 512394 (OP D PD LDA MH SI YA)</td>
</tr>
</tbody>
</table>

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
Wellbeing Care Group provides a host of Adult Care Services tailored and designed around your needs.

We offer flexible care packages in your own home to support you and meet your needs. We deliver services ranging from: personal care, cooking or preparing meals, domestic tasks and companionship.

For more information, please contact us:
01775 82 82 80 • info@wellbeinghomecare.co.uk
www.wellbeinghomecare.co.uk

my family our needs

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

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

www.myfamilyourneeds.co.uk

hello@myfamilyourneeds.co.uk • @WeAreMFON
South Kesteven continued

Heritage Care Ltd – Lincolnshire
Domiciliary Care Branch
Bourne
Tel: 01778 424241

Home Instead Senior Care – Bourne
Bourne
Tel: 01778 243100

LCMB Theraphile Homecare
Bourne
Tel: 01778 243110

Lily Mae Homecare Ltd
Peterborough
Tel: 01778 218157

Mencap – March Domiciliary Care Agency
Bourne
Tel: 01778 423726

Percurra Grantham & Newark
Grantham
Tel: 01476 859843

Royal Mencap Society – Lincolnshire
Domiciliary Care Agency
Bourne
Tel: 01778 423726

Sense – Community and Supported Living Services (East)
Peterborough
Tel: 01778 382244

Thera East
Grantham
Tel: 0300 303 1253

Thera East Anglia
Grantham
Tel: 0300 303 1281

Thera East Midlands
Grantham
Tel: 0300 303 1282

Thera North
Grantham
Tel: 0300 303 1283

Thera South Midlands
Grantham
Tel: 0300 303 1808

Thera South West
Grantham
Tel: 0300 303 1254

Wright Care at Home
Stamford
Tel: 01780 489227

West Lindsey

Amber Care (Lincolnshire) Ltd
Market Rasen
Tel: 01673 308501

FocusAbility Support and Care Services
Market Rasen
Tel: 01673 844423

Libertas Gainsborough
Gainsborough
Tel: 01427 700150

Lincs
Market Rasen
Tel: 01673 847140

Serenity House
Gainsborough
Tel: 07508 232276

Trent Nursing
Gainsborough
Tel: 0333 511 3155

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

Lincolnshire Care Association member – see page 5

Visit www.carechoices.co.uk for further assistance with your search for care 35
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 adults with a learning disability or mental health condition) 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 15).

For further information, please contact the Customer Service Centre on 01522 782155 or email customer_services@lincolnshire.gov.uk

Shared Lives

Shared Lives is a care service for adults with learning or physical disabilities and for older people. It is family-based care provided by individuals and families. Shared Lives carers are local people recruited and trained to make sure they have the right qualities to provide care and support.

Sheltered housing

Sheltered (or retirement) housing is provided by local authority housing departments and housing associations for older people who would like to remain independent but prefer the added security and reassurance of a scheme manager and an alarm call service. A scheme manager is either based at the site or visits regularly. Many sheltered housing schemes also have communal lounges, laundry facilities, lifts, door entry systems and specially adapted facilities.

Extra care housing

Extra care housing is similar to sheltered schemes, with self-contained accommodation together with some communal facilities. In an extra care scheme, instead of low-level support traditionally provided by wardens in sheltered schemes, higher levels of care and support are provided on site by a designated team of care workers, who can be available 24 hours a day.

Extra care allows you to retain your own tenancy and have care services delivered, ensuring that you can remain safely in your own self-contained accommodation. For information on extra care housing in your region, contact Adult Social Care.
Specialist services

Learning disability

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

The council aims to keep people independent in their own homes wherever possible, but if you need to move somewhere with care and support, you might like to consider a housing with care scheme, see page 36.

If your needs are such that you require support in a care home, this Directory contains a list of all care homes in Lincolnshire, starting on page 53.

Any learning disability providers are denoted with LDA.

For further information, please contact the Customer Service Centre on 01522 782155 or email customer_services@lincolnshire.gov.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 Lincolnshire to support you.

The Single Point of Access (SPA) service should be your first point of contact if you want confidential mental health advice or services. For more information, please contact:

SPA Contact Centre
Sycamore Unit, Beacon Lane, Grantham NG31 9DF
Tel: 0303 123 4000
Email: lincs.spa@nhs.net
Web: www.lpftr.nhs.uk

For more information, please contact:

Lincolnshire Partnership NHS Foundation Trust
Unit 9, The Point Lions Ways, Sleaford NG34 8GG
Tel: 01529 222245 • Email: lpn-tr.mcn@nhs.net

Managed Care Network

Lincolnshire’s Managed Care Network for mental health supports people who have prior experience of mental health problems, or who are experiencing problems for the first time. Network members work closely with one another to ensure that people affected by mental health problems can enjoy the best possible quality of life.

County-wide groups and organisations offer a range of activities including social and friendship groups, formal and informal learning, supported volunteering and community participation activities.

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

If you have a physical disability or a long-term illness, Adult Social Care 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

The sensory services team can provide information packs, advice and access to services as well as support from a network of national and local agencies for those who are blind or partially sighted or have a degree of sight loss.

The team offers a service to people with a significant sight loss in both eyes that is not correctable with surgery or glasses. If your sight loss is not as severe as this, the team can give you advice about appropriate support available from other organisations.

If you care for someone with a sensory need the sensory services team can carry out an assessment of your needs as a carer to help you to continue to support them. For more information or to make a referral, please contact:

**Lincolnshire Sensory Services**
Wellingore Hall, Hall Street, Wellingore, Lincoln LN5 0HX
Tel: 03333 202667 • Text: 07710 155104 • Email: contact@lincolnshiresensoryservices.org.uk
Web: www.lincolnshiresensoryservices.org.uk

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.

For all enquiries, contact **Total Voice Lincolnshire**.
Tel: 01522 706580
Email: TVL@voiceability.org
Web: www.totalvoicelincolnshire.org

Planning for end of life

Although the subject of dying is often painful to contemplate, planning for the end of life can be a good way to share your wishes and help your family to know what you would like.

Good planning for all your needs should mean that you can convey your wishes, including where you would like to die if you choose. You may wish to remain in your own home or care home in your last days and not be admitted to hospital.

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

The service should have an open approach to end of life care. It should initiate conversation with you and your family and work with your GP to ensure your needs and wishes are discussed and planned for. An end of life care plan should also be drawn up, as it is vital to establish your preferences and choices.
You could use the Preferred Priorities for Care (PPC) document to help with outlining your wishes. The PPC document is designed to help you prepare for the future and gives you an opportunity to think about, talk about and write down your preferences and priorities for care at the end of life.

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

It is worth asking care providers whether they are working towards The Gold Standards Framework. This can be used in various settings, for example hospitals, primary care and care homes, to improve the co-ordination and communication between different organisations involved in providing care for someone near the end of their life.

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

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

See page 80 for details of organisations that may be able to help you plan for the end of your life or your funeral.

Tell us what you think

✓ What have you found useful?

☐ What could we do better?

Share your feedback

Take our five minute survey

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

Our homes are more than care homes. They’re family homes. Friendly homes. Homes that provide tailored care, beautiful environments and choice in every meal or activity.

Places that celebrate the little things that mean everything – morning, noon and night.

Visit us anytime for friendly advice and to look around. You can also find helpful information at www.barchester.com
Care homes

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

The CQC inspects every care home and home care agency, publishing a report along with a rating. CQC quality ratings must be displayed at the operator’s premises and on its website. You can also find inspection reports and ratings for all services on the CQC’s website (www.cqc.org.uk).

Types of care home

Care homes (personal care only)
If you need someone to look after you 24 hours a day, but don’t need nursing care, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving. It is a good idea to have a needs assessment before you choose a care home to ensure it is the best way to meet your needs, see page 16 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 Care.

For help with finding care homes and care homes with nursing in your area, visit www.carechoices.co.uk

Activities in care homes

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

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

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

Ensure you speak to any potential providers about the activities they provide in their care home.

Visit www.carechoices.co.uk for further assistance with your search for care
Residential, Dementia and Nursing Care in Lincoln

**Eccleshare Court Care Home**
- Phone: 01522 695 458
- Email: ecclesharecourt@countrycourtcare.com
- Address: 1-39 Ashby Avenue, Lincoln, LN6 0ED

**Neale Court Care Home**
- Phone: 01522 682 201
- Email: nealecourt@countrycourtcare.com
- Address: Neale Road, North Hykeham, Lincoln, LN6 9UA

**Swanholme Court Care Home**
- Phone: 01522 689 400
- Email: swanholmecourt@countrycourtcare.com
- Address: 40-64 Ashby Avenue, Lincoln, LN6 0ED

**Ruckland Court Care Home**
- Phone: 01522 530 217
- Email: rucklandcourt@countrycourtcare.com
- Address: Ruckland Avenue, Ermine Estate, Lincoln, Lincolnshire, LN1 3TP

[www.countrycourtcare.com](http://www.countrycourtcare.com)
Care homes checklist

Home 1

Home 2

Home 3

Fees per week

Quality rating*

£

£

£

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

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

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

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

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

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

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

*See page 51.
Cherry Blossom Care Home & Day Centre

Our aim is to provide excellent, person-centred and compassionate care to every resident.

Cherry Blossom Care Home provides luxury residential care for individuals or couples, specialist dementia care, and nursing care and Day Centre. It features a level of comfort and care that surpasses expectations for care homes.

We are able to provide respite care and short breaks for those looking for convalescence following hospitalisation or an illness.

Quality of life is paramount. To ensure this, we’ve brought together an expert team, luxurious facilities and first-class care. All care staff are QCF (NVQ) trained.

Activities, private gardens, events, luxurious rooms, and beautifully appointed interiors bring a touch of luxury.

- 24 Hour Care
- Meals
- Hotel and Laundry Services
- Activities
- Hairdresser
- Chiropody
- Ground floor garden terraces
- State-of-the-art nurse call system
- Specialist baths & ensuite wet rooms
- Fees are all inclusive – assessment prior to admission
- Wifi throughout the premises
- Library
- Overhoist Tracking
- Bistro

Call to book your respite or convalescence care with us
Tel: 01733 797 879 • Email: sharon@alysiacaring.co.uk
Warwick Road, Walton, Peterborough PE4 6DE
www.alysiacaring.co.uk
Residential dementia care checklist

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

Home 1
Home 2
Home 3

<table>
<thead>
<tr>
<th>Fees per week</th>
<th>Quality rating*</th>
</tr>
</thead>
<tbody>
<tr>
<td>£</td>
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<tr>
<td>£</td>
<td></td>
</tr>
<tr>
<td>£</td>
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</tr>
</tbody>
</table>

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 51.

Visit www.carechoices.co.uk for further assistance with your search for care
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 50 and 39 respectively.

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

Within the home, much is down to the attitude and skills of the manager and the staff. Do they provide an environment that enables a person with dementia to exercise choice and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home? Further questions to consider are included in the residential dementia care checklist on page 45.

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.

Paying for care

When a local authority provides or arranges your 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 48.

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 48 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.

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

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 49 for suggested contacts.

Twelve-week property disregard

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

Deferred Payment Agreements

After the twelve-week property disregard period, you may be offered a Deferred Payment Agreement. This allows you to delay selling your former home during your lifetime.

Any fees paid by the council will be charged against the value of your home and must be repaid once the house is sold or from your estate. Interest is payable throughout the period of the loan and there is also a one-off fee to join the scheme which covers all legal and administrative costs for the lifetime of the loan.

The council may limit the amount of the loan, depending on the equity in your property.

NHS Nursing Care Contribution

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care, you may be entitled to a non-means-tested Registered Nursing Care Contribution (sometimes referred to as Funded Nursing Care) towards the cost of your nursing care. This is paid directly to the home.

Third party payments

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

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

Before anyone agrees to pay your top-up, they should be aware that the amount may increase, usually once a year, and they need to be confident that they can sustain the payments for as long as they are required. They will need to sign a contract with the council to confirm that they are able to do this. If the additional payments stop being paid for any reason, then you should seek help and advice from your council. You may have to move to a cheaper home within the local authority’s funding levels.

If you are already resident in a care home, and no top-up was required at the time you became a
resident, the home may seek to introduce one at a later date, which would need to be agreed first with the local authority.

This may happen if a change to your arrangements is made at your request or with your agreement, for example you move to a nicer room.

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

## Seeking financial advice

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

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

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

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

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

### 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.moneyadviseservice.org.uk](http://www.moneyadviseservice.org.uk)

## Important information

### Finding care in your area

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

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

The website includes detailed information for each care provider, including the address, phone number and the service’s latest CQC inspection report and rating (see page 51), 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.

A ‘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 solicitors in your area.

Comments, compliments and complaints

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

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

If you are concerned about the care that you, a friend or a relative are receiving, it makes sense to speak to the manager of the service about your concerns before you take any further action. The problem may be resolved quite easily once they are made aware of it. However, if you need to make a formal complaint, you should initially contact the registered owners of the service. They have a duty to respond to any complaints made. Visit www.lincolnshire.gov.uk/comments-feedback/make-complaint 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 51 for more information about the CQC).

If your local authority has arranged and funded a place for you in a care home or has contributed to a home care service, another option is to complain to your social worker/care manager or the department’s designated complaints manager.

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). 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

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 Lincolnshire and in other regions, visit www.carechoices.co.uk with details of your requirements.

Protecting vulnerable adults

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

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

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

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

**Who might be causing the abuse?**

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

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

If you think someone is being abused, contact the Customer Service Centre on 01522 782155, Monday to Friday, 8.00am to 6.00pm.

Outside of this time, you can contact the Emergency Duty team on 01522 782333. Your concerns will be taken seriously and will receive prompt attention, advice and support.

If the abuse is also a crime such as assault, racial harassment, rape or theft you should involve the police to prevent someone else from being abused. If the police are involved, Adult Social Care will work with them to support you.

If you are worried about contacting the police you can contact Adult Social Care on 01522 782155 to talk things over first. If immediate action is needed dial 999.

You can also:

- contact the Care Quality Commission (CQC) on **03000 616161** if the vulnerable adult is living in a registered care home, care home with nursing or receiving home care services; or
- let a public service professional, such as a social worker, community nurse, GP, probation officer or district nurse know your concerns. They have responsibilities under the county’s adult protection procedure and can advise you about what to do next.

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

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

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

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

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

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

Home care providers can be found beginning on page 29.

Search for care in your area

www.carechoices.co.uk

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

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests
Large single en-suite rooms which can be decorated and customised to suit you

Respite, Nursing and Residential care

Stroke Rehabilitation care

Stoma care

Specialist Palliative care services including syringe drivers, nasal gastric tubes & peg feeding

We are an award winning care home at the Lincolnshire Care Awards 2018

Providing quality, person centered care with dignity and respect

Our residents are at the heart of what we do, working together to provide a happy, safe environment, to enjoy life whilst receiving the support you require.

Wyberton West Road,
Boston,
Lincolnshire PE21 7JU
t: 01205 353271
e: enquiries@meadowedge.co.uk
w: www.meadowsedge.co.uk

Providing a family-like environment where residents can feel safe, comfortable and cared about
Boston care homes

Ashridge
14 Tower Road, Boston PE21 9AD
Tel: 01205 366922

Frampton House Residential Care Home
West End Road, Frampton, Boston PE20 1BT
Tel: 01205 724216

Gardens Residential Home, The
88 Sleaford Road, Boston PE21 8EY
Tel: 01205 359797

Haven, The
White House Lane, Boston PE21 0BE
Tel: 01205 345005

Manor Gate Care Home
190 Causeway, Wyberton, Boston PE21 7BS
Tel: 01205 366260

Minstrels Residential Home, The
Main Road, Wrangle, Boston PE22 9AJ
Tel: 01205 870910


Ralphland Care Home
Ralphs Lane, Frampton West,
Boston PE20 1QU
Tel: 01205 722332

Skirbeck Court (OSJCT)
55a Spilsby Road, Boston PE21 9NU
Tel: 01205 361444

Vauxhall Court Care Home
Vauxhall House, Freiston Road,
Boston PE21 0JW
Tel: 01205 354911

Willoughby Grange Care Home
Willoughby Road, Boston PE21 9EG
Tel: 01205 357836

Woodlands Court Care Home
Boston Road, Kirton,
Boston PE20 1DS
Tel: 01205 723355

Boston care homes with nursing

Elmwood House Nursing Home
88 Sleaford Road, Boston PE21 8EY
Tel: 01205 369235

Georgians (Boston) Ltd, The
50 Wide Bargate, Boston PE21 6RY
Tel: 01205 364111

Hunters Creek Care Home with Nursing
130–134 London Road,
Boston PE21 7HB
Tel: 01205 358034

Meadows Edge Care Home Ltd
Wyberton West Road, Wyberton,
Boston PE21 7JU
Tel: 01205 353271

Westfield Nursing Home
34 Sleaford Road,
Boston PE21 8EU
Tel: 01205 365835

White Gables Care Home
21 Willington Road, Kirton,
Boston PE20 1EP
Tel: 01205 723874

Willoughby Grange Care Home
Willoughby Road, Boston PE21 9EG
Tel: 01205 357836

Woodlands Court Care Home
Boston Road, Kirton, Boston PE20 1DS
Tel: 01205 723355

Service
Older people (65+)
Dementia
Physical disability
Learning disability, autism
Mental health
Sensory impairment
Younger adults
People who misuse alcohol or drugs
Lincolnshire Care Association member – see page 5
Advertisers are highlighted

Visit www.carechoices.co.uk for further assistance with your search for care
Bramhall Residential Home is a beautiful 38 bedded home which is in peaceful surroundings with picturesque gardens.

Bramhall has been run by the owner’s The Mercer Family since 1998. The Mercer’s pride themselves on having a fully established well run home, with long standing staff, whose priority is the care for their residents.

We have light and spacious rooms with profiling beds where most have their own en-suite facilities for privacy, they have patio doors opening onto a landscaped garden with seating areas.

We offer nutritious and well balanced home cooked meals, with a daily choice of menu.

We also provide activities for our residents 7 days a week, with dedicated staff members.

Bramhall promotes a home from home environment, where our residents are classed as our extended family.

We pride ourselves on offering the following:

- Specialists in Dementia Care with a dedicated wing
- Promoters of rehabilitation
- Day Care
- Respite Care
- Short breaks
- Convalescence
- A Quality of life
- CCTV in communal areas for the safety and security of our Residents

Welcome to visit anytime. No appointment needed.

For enquiries call 01526 342632 or email manager@mercercare.co.uk
1 Butt Lane | Tattershall | Lincolnshire | LN4 4NL

www.mercercare.co.uk
East Lindsey

Horncastle care homes

**Bramhall**
1 Butt Lane, Tattershall, Lincoln LN4 4NL
Tel: 01526 342632 Advert page 56

**Clarence House and The Granary**
53 West Street, Horncastle LN9 5JE
Tel: 01507 524466

**Eastwood Lodge**
Stanhope Avenue, Woodhall Spa, Lincoln LN10 6SP
Tel: 01507 352188

**Grove Residential Care Home, The**
Main Street, West Ashby, Horncastle LN9 5PT
Tel: 01507 522507

**Heatherlea House Residential Care Home**
109 Tor-O-Moor Road, Woodhall Spa LN10 6SD
Tel: 01526 353394

**Netherlands**
Spilsby Road, Horncastle LN9 6AL
Tel: 01507 522009

**Old Rectory, The**
Main Road, Stickney, Near Boston PE22 8AY
Tel: 01205 480885

**Russell Green Care Home**
11 Stanhope Avenue, Woodhall Spa LN10 6SP
Tel: 01526 352879

**Toray Pines Care Home**
School Lane, Coningsby LN4 4SJ
Tel: 01526 344361

**Westerley Residential Care Home for the Elderly**
Westerley, The Broadway, Woodhall Spa LN10 6SQ
Tel: 01526 352231

Horncastle care homes with nursing

**South Wold Nursing Home**
South Road, Tetford, Horncastle LN9 6QB
Tel: 01507 533393

**Tanglewood Care Home**
36 Louth Road, Horncastle LN9 5EN
Tel: 01507 527265

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

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

Lincolnshire Care Association member – see page 5

Advertisers are highlighted
Louth care homes

Alderson House
Saltfleet Road, Theddlethorpe, Mablethorpe LN12 1PH
Tel: 01507 338584
MH YA

Ashtree House
Church Lane, Withern, Alford LN13 0NG
Tel: 01507 450373 Advert below OP D

Beech Lodge – Mablethorpe
Stanley Avenue, Mablethorpe LN12 1DP
Tel: 01507 479781 Advert page 37 LDA

Beeches, The
28 South Street, Louth LN11 9J T
Tel: 01507 603862 OP

Boulevard House
1 The Boulevard, Mablethorpe LN12 2AD
Tel: 01507 473228 LDA YA

Chimneys Care Home, The
1 Station Road, Alford LN13 9HY
Tel: 01507 462789 OP

Doulton Court Care Home
Alford Road, Sutton-on-Sea LN12 2HF
Tel: 01507 441026 OP D PD YA

Fir Close
2 Westgate, Louth LN11 9YH
Tel: 01507 603882 OP D

Fotherby House
Louth Road, Fotherby, Louth LN11 0UG
Tel: 01507 607237 OP

Gables, The
Willoughby Road, Cumberworth, Alford LN13 9LF
Tel: 01507 714189 OP D LDA SI YA

Link House
Main Road, Withern LN13 0NB
Tel: 01507 450403 LDA

Livingstone Court
Stanley Avenue, Mablethorpe LN12 1DP
Tel: 01507 479333 Advert page 37 LDA

Madeira House
129-131 High Holme Road, Louth LN11 0HD
Tel: 01507 607452 OP D PD SI

Newhaven Residential Home
Mumby Road, Huttoft, Alford LN13 9RF
Tel: 01507 490294 OP LDA YA

Oak Lodge
Stanley Avenue, Mablethorpe LN12 1DP
Tel: 01507 479782 Advert page 37 LDA

Orchard House Care Home
Grosvenor Road, Mablethorpe LN12 1EL
Tel: 01507 472203 OP D PD YA

Riverside
Ramsgate Road, Louth LN11 0NJ
Tel: 01507 608311 Advert page 37 LDA

Rowans, The
266 Eastgate, Louth LN11 8DJ
Tel: 01507 608081 PD LDA YA

Miramar Nursing Home
Nursing and Residential Care for Adults 30+ years
Mental Health & Learning Disabilities • Alcohol related
dementia • Frontal Lobe Dementia • Vascular Dementia •
Early Onset Dementia • Personality Disorders •
Behavioural Disorders • Challenging Behaviours
A person centred approach to care, incorporating
the whole persons’ needs, wants and aspirations.
01507 442 484
20 Trusthorpe Road, Sutton On Sea, LN12 2LT

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

**Sandpiper Care Home**
16 South Street,
Alford LN13 9AQ
Tel: 01507 462112
Advert outside back cover
OP D PD MH SI YA

**Scott’s View at South Farm**
Huttoft Road, Sutton-on-Sea, Mablethorpe LN12 2RU
Tel: 01507 443746
OP LDA YA

**Seaton House**
153 Eastgate, Louth LN11 9AJ
Tel: 01507 611071 Advert page 37
LDA

**Sense – 25 Old Mill Park**
Louth LN11 ONY
Tel: 01507 608052
OP LDA SI YA

**Sense – 54 Monks Dyke Road**
Louth LN11 9AN
Tel: 01507 609332
PD LDA SI

**Sense – 56 Monks Dyke Road**
Louth LN11 9AN
Tel: 01507 610877
LDA SI

**Summerfield Rest Home**
10–12 Park Road East, Sutton-on-Sea, Mablethorpe LN12 2NL
Tel: 01507 441969
OP D

**Swallowdale**
5 Bilsby Road,
Alford LN13 9EW
Tel: 01507 463833 Advert page 37
LDA

**Sycamores, The**
45 South Street,
Alford LN13 9AN
Tel: 01507 463225 Advert page 37
LDA

**Victoria House Residential Home**
31 Station Road, Alford LN13 9JB
Tel: 01507 463292
OP D PD

**Waverley**
164 High Street, Mablethorpe LN12 1EJ
Tel: 01507 473071
OP LDA

**Willoughby House**
Willoughby Road, Sutton-on-Sea LN12 2NF
Tel: 01507 442555
LDA YA

**Wyngate Residential Care Home**
Alford Road, Mablethorpe LN12 1PX
Tel: 01507 477531
OP D PD

For information on different types of care home, see page 41.

Louth care homes with nursing

**Apex Care Centre**
Ruskin Road, Mablethorpe LN12 1BP
Tel: 01507 478856
OP D PD

**Doulton Court Care Home**
Alford Road, Sutton-on-Sea LN12 2HF
Tel: 01507 441026
OP D PD YA

**Elms Care Home, The**
Elm Drive, Louth LN11 0DE
Tel: 01507 350100
OP D PD SI

**Fountains Care Centre, The**
Church Lane, Tetney,
Grimsby DN36 5JX
Tel: 01472 210456 Advert inside front cover
OP D PD

**Miramar Nursing Home**
20 Trusthorpe Road, Sutton-on-Sea,
Mablethorpe LN12 2LT
Tel: 01507 442484 Advert page 58
D LDA MH

**Orchard House Care Home**
Grosvenor Road, Mablethorpe LN12 1EL
Tel: 01507 472203
OP D PD YA

**Stewton House**
28 Stewton Lane, Louth LN11 8RZ
Tel: 01507 602961
OP

**Wolds Care Centre, The**
North Holme Road, Louth LN11 0JF
Tel: 01507 602360
OP D PD MH SI YA

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

Advertisers are highlighted

Lincolnshire Care Association member – see page 5

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

59
## Skegness care homes

### Ashby Court
- 1-6 Ashby Road, Spilsby PE23 5DR
- Tel: 01790 753432
- LDA YA

### Aspen Lodge Care Home
- Yarborough Road, Skegness PE25 2NX
- Tel: 01754 610320
- OP D PD MH YA

### Bumblebee Lodge
- 6 Hundleby Road, Hundleby, Spilsby PE23 5LP
- Tel: 01754 811002
- LDA YA

### Byron House
- 104 Drummond Road, Seacroft, Skegness PE25 3EH
- Tel: 01754 768909
- MH YA

### Desboro House
- Toynton All Saints, Spilsby PE23 5AE
- Tel: 01790 753049 Advert page 37
- LDA

### Dunsford
- 24a Partney Road, Spilsby PE23 5EH
- Tel: 01790 753106 Advert page 37
- LDA

### Eresby Hall (OSJCT)
- Ancaster Avenue, Spilsby PE23 5HT
- Tel: 01790 752495 Advert page 7
- OP D

### Keal View
- Toynton All Saints, Spilsby PE23 5AE
- Tel: 01790 754926 Advert page 37
- PD LDA YA

### Manor Care Centre
- Fen Road, East Kirby, Spilsby PE23 4DB
- Tel: 01754 763381 Advert inside front cover
- OP D MH

### Meadows Court Care Home
- West End, Hogsthorpe, Skegness PE24 5PA
- Tel: 01754 872302
- OP D PD MH YA

### Meadows Sands Care Home
- 98 South Parade, Skegness PE25 3HR
- Tel: 01754 762712
- OP D

### Melody Lodge
- West Keal Hall, Hall Lane, West Keal, Spilsby PE23 4BJ
- Tel: 01790 752700
- LDA

### Noss Mayo Residential Home
- 2 High Street, Burgh Le Marsh, Skegness PE24 5DY
- Tel: 01754 810729
- OP D

### Old Hall Residential Care Home, The
- Northorpe Road, Halton Holegate, Spilsby PE23 5NZ
- Tel: 01790 753503
- OP D PD

### Orby House
- Gunby Road, Orby PE23 5SW
- Tel: 01754 811002
- LDA YA

### Palms, The
- 147 Drummond Road, Skegness PE25 3BT
- Tel: 01754 768067 Advert page 37
- PD LDA MH

### Phoenix Care Centre
- Ancaster Avenue, Chapel St Leonards, Skegness PE24 5SN
- Tel: 01754 872645
- OP D

### Rayleigh House
- 17 Derby Avenue, Skegness PE25 3DH
- Tel: 01754 764382
- OP D

### Rosslyn
- 41 Algitha Road, Skegness PE25 2AJ
- Tel: 01754 767106 Advert page 37
- LDA YA

### Sandbeck House Residential Home
- 77-81 Sandbeck House, Skegness PE25 3JX
- Tel: 01754 766585
- OP D

### Scremby Grange
- Scremby, Near Spilsby PE23 5RW
- Tel: 01754 890521 Advert page 37
- LDA

### Seathorne Court Residential Home
- Winthorpe Avenue, Winthorpe, Skegness PE25 1RW
- Tel: 01754 765225
- OP

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<thead>
<tr>
<th>Service</th>
<th>OP</th>
<th>Older people (65+)</th>
<th>D</th>
<th>Dementia</th>
<th>PD</th>
<th>Physical disability</th>
<th>LDA</th>
<th>Learning disability, autism</th>
<th>YA</th>
<th>Younger adults</th>
<th>AD</th>
<th>People who misuse alcohol or drugs</th>
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</table>

Lincolnshire Care Association member – see page 5

Advertisers are highlighted
Search for care in your area

www.carechoices.co.uk

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

CareChoices

Visit www.carechoices.co.uk for further assistance with your search for care
Stones Place, Lincoln
Residential care
MHA is a charity with over 75 years’ experience providing quality care and supporting families.

Situated in beautiful woodlands, we offer:
• Personalised care in a safe environment
• En suite bedrooms and home cooked food
• A dedicated chaplain
• Large gardens, a hair salon and lots of activities

Call or visit us online to arrange a visit
01522 684325  www.mha.org.uk/stonesplace

Brantley Manor

Brantley Manor lies just two miles south of one of England’s most historic cathedral cities, Lincoln. The property is close to local amenities and is surrounded by mature trees and hedges.

• Daycare
• Respite Care
• Older person needs met
• Staff qualified and experienced in Alzheimer’s/Dementia
• Attractively decorated rooms
• 24 hour call systems
• Wheelchair Access
• Fresh, varied menu for all diets
• Group activities
• Highly qualified & friendly staff

Address: Brantley Manor Care Home, Brant Road, Lincoln, Lincolnshire, LN5 8RX
Telephone: 01522 543866  Web: www.pearlcare.co.uk  Email: brantleymanor@pearlcare.co.uk

Tell us what you think
😊 What have you found useful?
😊 What could we do better?

Share your feedback – take our five minute survey
www.carechoices.co.uk/reader-survey
## Lincoln care homes

<table>
<thead>
<tr>
<th>Service User Bands</th>
<th>Lincoln care homes</th>
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<tbody>
<tr>
<td>OP PD YA</td>
<td>Ashley Court ● Boundary Street, Lincoln LN5 8PQ Tel: 01472 256440</td>
</tr>
<tr>
<td></td>
<td>Bernadette House ● The Old Vicarage, South Park, Lincoln LN5 8EW Tel: 01522 521926 <strong>Advert page 62</strong> OP D PD SI YA</td>
</tr>
<tr>
<td></td>
<td>Boultham Park House (OSJCT) ● Rookery Lane, Lincoln LN6 7PH Tel: 01522 681500 <strong>Advert page 7</strong> OP D</td>
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<tr>
<td></td>
<td>Brantley Manor Care Home ● Brant Road, Lincoln LN5 8RX Tel: 01522 543866 <strong>Advert page 62</strong> OP D</td>
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<tr>
<td></td>
<td>Canwick Court Care Centre ● 78 South Park, Lincoln LN5 8ES Tel: 01522 544595 OP D</td>
</tr>
<tr>
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<td>Ermine House (OSJCT) ● Laughton Way, Ermine Estate, Lincoln LN2 2EX Tel: 01522 529093 <strong>Advert page 7</strong> OP</td>
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<tr>
<td></td>
<td>Hartsholme House (OSJCT) ● Ashby Avenue, Lincoln LN6 0ED Tel: 01522 683583 <strong>Advert page 7</strong> OP D</td>
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<tr>
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<td>Laurels, The Sheridan Close, Lincoln LN2 4JX Tel: 01522 532596</td>
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<td>Lindum Park House Care Home ● 1-2 Lindum Road, Lincoln LN2 1NN Tel: 01522 545099 OP LDA MH YA</td>
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<td>Monson Retirement Home ● 9-11 Monson Street, Lincoln LN5 7RZ Tel: 01522 520643 OP D</td>
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<tr>
<td></td>
<td>Redcote House Residential Care Home Redcote Drive, Lincoln LN6 7HQ Tel: 01522 500796</td>
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<tr>
<th>OP Older people (65+)</th>
<th>D Dementia</th>
<th>PD Physical disability</th>
<th>LDA Learning disability, autism</th>
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<td>MH Mental health</td>
<td>SI Sensory impairment</td>
<td>YA Younger adults</td>
<td>AD People who misuse alcohol or drugs</td>
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</tbody>
</table>

*Lincolnshire Care Association member – see page 5

Advertisers are highlighted
Roman Wharf Nursing Home and
St Luke's Nursing Home

For your care and comfort

A care home should feel like home, a place where everyone is cared for and made to feel comfortable. Our homes offer just that; we provide person-centred care while promoting the dignity, independence and privacy of our residents in a safe and comfortable environment.

We promote freedom of choice. Residents are free to spend time doing what they enjoy most, whether it’s taking part in the daily activities programme or by relaxing in the home’s shared areas including lounges, dining rooms or outdoor spaces. Residents are encouraged to personalise their bedrooms, as they would at home. Our varied menu of highly nutritious meals caters for the individual preferences and dietary needs of the residents.

We offer
Nursing Care, Residential Care, Respite Care, Dementia Care, Palliative Care

To discuss how we can help support you or your loved one at one of our homes, please get in touch with us using the contact details provided below. We look forward to hearing from you.

Roman Wharf Nursing Home
1 Roman Wharf, Lincoln, LN1 1SR
01522 524 808
info@romanwharf{nursinghome.co.uk
www.romanwharf{nursinghome.co.uk

St Luke’s Nursing Home
35 Main Street, Scothern, Lincoln, LN2 2UJ
01673 862 264
info@stlukes{nursinghome.co.uk
www.stlukes{nursinghome.co.uk
## Lincoln care homes with nursing

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Tel</th>
<th>User Bands</th>
<th>Advert</th>
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<tbody>
<tr>
<td>Altham Court Care Home</td>
<td>Altham Terrace, Lincoln LN6 7SP</td>
<td>01522 511373</td>
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<tr>
<td>Bunkers Hill Care Home</td>
<td>1 Ross Close, off Carlton Boulevard, Lincoln LN2 4WQ</td>
<td>01522 575139</td>
<td>OP D PD MH YA</td>
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</tr>
<tr>
<td>Cathedral Care Centre</td>
<td>23 Nettleham Road, Lincoln LN2 1RQ</td>
<td>01522 526715</td>
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<tr>
<td>Cherry Tree Lodge Nursing Home</td>
<td>133 Macaulay Drive, Lincoln LN2 4ET</td>
<td>01522 545580</td>
<td>LDA YA</td>
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</tr>
<tr>
<td>Cloverleaf Care Home with Nursing</td>
<td>Long Leys Road, Lincoln LN1 1EW</td>
<td>01522 440510</td>
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<td>OP D PD MH SI YA</td>
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<tr>
<td>Eastholme Care Home</td>
<td>74-75 South Park, Lincoln LN5 8ES</td>
<td>01522 521956</td>
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<tr>
<td>Eccleshare Court</td>
<td>1-39 Ashby Avenue, Lincoln LN6 0ED</td>
<td>01522 695458</td>
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<td>Advert page 42</td>
</tr>
<tr>
<td>Grosvenor Hall Care Home</td>
<td>Newark Road, Lincoln LN5 8QJ</td>
<td>01522 528870</td>
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<tr>
<td>Homer Lodge Care Centre</td>
<td>23-26 Monson Street, Lincoln LN5 7RZ</td>
<td>01522 530108</td>
<td>Advert inside front cover</td>
<td>OP</td>
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<tr>
<td>Roman Wharf Nursing Home</td>
<td>1 Roman Wharf, Lincoln LN1 1SR</td>
<td>01522 524808</td>
<td>OP D PD MH SI YA</td>
<td>Advert page 64</td>
</tr>
<tr>
<td>St Luke’s Nursing Home</td>
<td>35 Main Street, Scotthern, Lincoln LN2 2UJ</td>
<td>01673 862264</td>
<td>OP D PD MH SI YA</td>
<td>Advert page 64</td>
</tr>
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</table>

If you are considering a care home with nursing, see the checklist on page 43.

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### North Kesteven

#### North Hykeham care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
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<th>User Bands</th>
<th>Advert</th>
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</thead>
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<tr>
<td>An Caladh House</td>
<td>4 Church Hill, Washingborough, Lincoln LN4 1EH</td>
<td>01522 790110</td>
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</tr>
<tr>
<td>An Darach House</td>
<td>22 School Lane, North Scarle LN6 9EY</td>
<td>01522 778851</td>
<td>LDA YA</td>
<td></td>
</tr>
<tr>
<td>Beckfield House Residential Home</td>
<td>Station Road, Heighington, Lincoln LN4 1QJ</td>
<td>01522 790314</td>
<td>OP D</td>
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<tr>
<td>Broughton House and College</td>
<td>12 High Street, Brant Broughton, Lincoln LN5 0SL</td>
<td>01400 272929</td>
<td>OP LDA YA</td>
<td></td>
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<tr>
<td>Canwick House Care Home</td>
<td>Hall Drive, Canwick, Lincoln LN4 2RG</td>
<td>01522 522275</td>
<td>OP D PD MH SI</td>
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<tr>
<td>Cottage Residential Home, The</td>
<td>Nocton Hall, Nocton, Lincoln LN4 2BA</td>
<td>01526 320887</td>
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<tr>
<td>Grove Care Centre, The</td>
<td>14 Church Road, Skellingthorpe, Lincoln LN6 5UW</td>
<td>01522 500710</td>
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<tr>
<td>Haven Care Home, The</td>
<td>19 Lincoln Road, Metheringham, Lincoln LN4 3EF</td>
<td>01526 322051</td>
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Service bands: **OP** Older people (65+)  **D** Dementia  **PD** Physical disability  **LDA** Learning disability, autism  **MH** Mental health  **SI** Sensory impairment  **YA** Younger adults  **AD** People who misuse alcohol or drugs

Advertisers are highlighted

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

---

Lincolnshire Care Association member – see page 5
### North Hykeham care homes continued

<table>
<thead>
<tr>
<th>Care Home Name</th>
<th>Address</th>
<th>Telephone Number</th>
<th>Additional Information</th>
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<tbody>
<tr>
<td><strong>Heathcotes The Gables</strong></td>
<td>546 Newark Road, North Hykeham, Lincoln LN6 9NG</td>
<td>01522 697162</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td><strong>PD LDA MH SI YA</strong></td>
</tr>
<tr>
<td><strong>Holmleigh Care Home</strong></td>
<td>Lincoln Road, Navenby, Lincoln LN5 0LA</td>
<td>01522 810298</td>
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<tr>
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<td><strong>OP</strong></td>
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<tr>
<td><strong>Neale Court</strong></td>
<td>Neale Road, North Hykeham, Lincoln LN6 9UA</td>
<td>01522 682201</td>
<td>Advert page 42</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>OP D</strong></td>
</tr>
<tr>
<td><strong>Tigh Coilean</strong></td>
<td>5 Thorpe Lane, South Hykeham, Lincoln LN6 9NW</td>
<td>01522 690525</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td><strong>LDA YA</strong></td>
</tr>
<tr>
<td><strong>Welbourn Manor Care Centre</strong></td>
<td>High Street, Welbourn, Lincoln LN5 0NH</td>
<td>01400 272221</td>
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</tr>
<tr>
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<td><strong>OP PD D LDA SI</strong></td>
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### North Hykeham care homes with nursing

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<th>Care Home Name</th>
<th>Address</th>
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<th>Additional Information</th>
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<tr>
<td><strong>Bassingham Care Centre</strong></td>
<td>2 Lincoln Road, Bassingham, Lincoln LN5 9HE</td>
<td>01522 788215</td>
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<td><strong>OP D PD MH YA</strong></td>
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<tr>
<td><strong>Beckside (OSJCT)</strong></td>
<td>Middle Street, North Hykeham, Lincoln LN6 9QX</td>
<td>01522 693461</td>
<td><strong>Advert page 7</strong></td>
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<tr>
<td><strong>Chesterfield House</strong></td>
<td>411 Newark Road, North Hykeham, Lincoln LN6 9SP</td>
<td>01522 692607</td>
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<td><strong>LDA YA</strong></td>
</tr>
<tr>
<td><strong>Courtlands Lodge</strong></td>
<td>25 Langley Road, North Hykeham, Lincoln LN6 9RX</td>
<td>01522 693800</td>
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<td></td>
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<td><strong>MH</strong></td>
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<tr>
<td><strong>St Paul's Care Home</strong></td>
<td>High Street, Waddington, Lincoln LN5 9RF</td>
<td>01522 721764</td>
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<tr>
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<tr>
<td><strong>Welbourn Hall Nursing Home</strong></td>
<td>Hall Lane, Welbourn, Lincoln LN5 0NN</td>
<td>01400 272771</td>
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<tr>
<td></td>
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<td><strong>OP D</strong></td>
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<tr>
<td><strong>White Gables</strong></td>
<td>Lincoln Road, Skellingthorpe, Lincoln LN6 5SA</td>
<td>01522 693790</td>
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<td></td>
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<td></td>
<td><strong>OP D</strong></td>
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<tr>
<td><strong>Woodview</strong></td>
<td>127 Lincoln Road, Branston, Lincoln LN4 1NT</td>
<td>01522 790604</td>
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<tr>
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<td></td>
<td><strong>OP D YA</strong></td>
</tr>
</tbody>
</table>

See page 46 for more information on paying for care homes in Lincolnshire.

---

**WELCOME TO BASSINGHAM CARE CENTRE...**

Now owned by My Care, we provide long and short-term support for a wide range of physical and mental health needs. Situated in a well-serviced village within beautiful grounds is a choice of homely but welcoming accommodation in our bungalows, community hall and victorian rectory. Registered Nurses are on site constantly.

Family and friends are welcomed as an essential part of the care home's life.

We know that the decision to seek help for yourself or your loved ones is not easy. Sometimes the paperwork and the funding systems seem complex. We can provide professional support and advice to make this process easier for you.

---

**Service** | **User Bands** | **Advertisers are highlighted**
---|---|---
Older people (65+) | Mental health | Lincolnshire Care Association member – see page 5
Dementia | Sensory impairment | Advert page 7
Physical disability | Younger adults | Search for care at www.carechoices.co.uk to find support in your area
Learning disability, autism | People who misuse alcohol or drugs |
Sleaford care homes

Ashdene Care Home ●
89 Eastgate, Sleaford NG34 7EE
Tel: 01529 304872
OP D YA

Barn, The
Heath Farm, Heath Road, Ashby de la Launde, Lincoln LN4 3JD
Tel: 01526 322444

Byards Keep
Greyleyes, Sleaford NG34 8XT
Tel: 01529 488931
LDA YA

Cherry Tree Lodge ●
34 Station Road, Ruskington, Sleaford NG34 9DA
Tel: 01526 830803
LDA

Chestnuts Retirement Home ●
Station Road, Ruskington, Sleaford NG34 9DE
Tel: 01526 832174

Cottage, The
Heath Farm, Heath Road, Ashby de la Launde, Lincoln LN4 3JD
Tel: 01526 322444

Croft, The
Heath Farm, Heath Road, Ashby de la Launde, Lincoln LN4 3JD
Tel: 01526 322444

Farmhouse, The
Heath Farm, Heath Road, Ashby de la Launde, Lincoln LN4 3JD
Tel: 01526 322444

Five Bells Residential Care Home ●
28 Market Place, Folkingham, Sleaford NG34 0SF
Tel: 01529 497412
OP D PD

Greenacres Care Home ●
71 Cameron Street, Heckington, Sleaford NG34 9RP
Tel: 01529 460935
OP D PD MH

Holt, The
Heath Farm, Heath Road, Ashby de la Launde, Lincoln LN4 3JD
Tel: 01526 322444
OP LDA YA

Kirk House ●
2 Lincoln Road, Dorrington, Lincoln LN4 3PT
Tel: 01526 833569
LDA

Orchard Lodge ●
Kirk House, 2 Lincoln Road, Dorrington, Lincoln LN4 3PT
Tel: 01526 830805
LDA YA

Paddocks, The
Heath Farm, Heath Road, Ashby de la Launde, Lincoln LN4 3JD
Tel: 01526 322444
LDA

Reeds, The ●
2 Lincoln Road, Dorrington, Lincoln LN4 3PT
Tel: 01526 833612
PD LDA SI YA

Roxholm Hall Care Centre ●
Roxholm, Sleaford NG34 8ND
Tel: 01526 832128
OP D MH

Suiillean House
77 Sleaford Road, Heckington, Sleaford NG34 9QP
Tel: 01529 461066
LDA YA

Village Farm
Newark Road, Norton Disney, Lincoln LN6 9JS
Tel: 01522 789776
LDA YA

York House
15 Waterside, Billinghay, Lincoln LN4 4BU
Tel: 01526 860378
OP D PD SI

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

**Ashfield Lodge**
Ashfield Road, Sleaford NG34 7DZ
Tel: 01529 307330

**Blair House**
Skirthead Road, Billinghay, Lincoln LN4 4AY
Tel: 01526 860432

**Glenholme Holdingham Grange**
Whittle Road, Holdingham, Sleaford NG34 8YU
Tel: 01529 406000

**Martin Hall Nursing Home**
High Street, Martin, Lincoln LN4 3QY
Tel: 01526 378251

**Oakdene Care Home**
4 Eastgate, Sleaford NG34 7DJ
Tel: 01529 415253

**St Andrew’s Nursing and Care Home**
Main Street, Ewerby, Sleaford NG34 9PL
Tel: 01529 460286

South Holland

Spalding care homes

**Abbeygate Rest Home**
North Street, Crowland PE6 0EG
Tel: 01733 211429

**Abbeygate Retirement Home**
High Street, Moulton, Spalding PE12 6QB
Tel: 01406 373343

**Anton House – Care Home Learning Disabilities**
11 Windmill Close, Holbeach, Spalding PE12 7NX
Tel: 01406 426809

**Bancroft Residential Home Ltd, The**
50 Market Street, Long Sutton, Spalding PE12 9DF
Tel: 01406 362734

**Bank House Care Home**
Gosberton Bank, Gosberton, Spalding PE11 4PB
Tel: 01775 840297

**Bay Lodge**
36 Fen Road, Holbeach PE12 8QA
Tel: 01406 424197

**Brun Lea Care**
21 Surfleet Road, Pinchbeck, Spalding PE11 3XY
Tel: 01775 680576

**Bungalow Retirement Home**
156 Park Road, Spalding PE11 1QZ
Tel: 01775 724995

**Capricorn Cottage**
88 Eastgate, Fleet, Holbeach, Spalding PE12 8ND
Tel: 01406 425067

**Cedar House**
Off Pinchbeck Road, Spalding PE11 1QF
Tel: 01775 711375

**Field House**
Fleet Hargate, near Holbeach, Spalding PE12 8LL
Tel: 01406 423257

**Genesis Residential Home**
2 Station Street, Donington, Spalding PE11 4UQ
Tel: 01775 820431

**Kimberley Care Village**
23 London Road, Long Sutton, Spalding PE12 9EA
Tel: 01406 364309

**Mayfield Residential Home**
Fleet Street, Holbeach, Spalding PE12 7AG
Tel: 01406 423645  Advert page 69

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<tbody>
<tr>
<td>OP</td>
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Lincolnshire Care Association member – see page 5

Advertisers are highlighted

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

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### Spalding care homes continued

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<tbody>
<tr>
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<td>D</td>
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<tr>
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<td>Learning disability, autism</td>
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<td>Sensory impairment</td>
</tr>
<tr>
<td>YA</td>
<td>Younger adults</td>
</tr>
<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

#### Nene Lodge Retirement Home
224 Bridge Road, Sutton Bridge, Spalding PE12 9SG  
Tel: 01406 351000

#### Nutten Stoven Residential Home
81 Boston Road, Holbeach PE12 8AA  
Tel: 01406 424941

#### Patchett Lodge (OSJCT)
Stukeley Road, Holbeach PE12 7LJ  
Tel: 01406 422012  
Advert page 7

#### Sense – 18 Water Gate
Quadring, Spalding PE11 4PY  
Tel: 01775 821957

#### Sense – 21a & 21b Johnson Avenue
Spalding PE11 2QE  
Tel: 01775 767472

#### Southernwood House
20 Matmore Gate, Spalding PE11 2PN  
Tel: 01775 760563

#### Southfield House (OSJCT)
Woolram Wygate, Spalding PE11 1PS  
Tel: 01775 724612  
Advert page 7

#### St John’s Care Home
66 Hawthorn Bank, Spalding PE11 1JQ  
Tel: 01775 710567  
Advert page 42

#### Stonehaven
117 Main Road, Quadring, Spalding PE11 4PJ  
Tel: 01775 820885

### Spalding care homes with nursing

<table>
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<th>Service</th>
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<td>Sensory impairment</td>
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<td>YA</td>
<td>Younger adults</td>
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<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

#### Ashwood Nursing Home – Spalding
43 Spalding Common, Spalding PE11 3AU  
Tel: 01775 732223  
Advert page 42

#### Beech Lodge Nursing Home
Frogs Abbey Gate, Holbeach, Spalding PE12 8QJ  
Tel: 01406 423396  
Advert page 42

#### Cedar Falls Care Home with Nursing
Little London, Spalding PE11 2UA  
Tel: 01775 713233  
Advert outside back cover

#### Gosberton House Care Home
11 Westhorpe Road, Gosberton, Spalding PE11 4EW  
Tel: 01775 840581

#### Holbeach and East Elloe Hospital Trust
Boston Road North, Holbeach, Spalding PE12 8AQ  
Tel: 01406 422283

#### Hovenden – Care Home with Nursing Physical Disabilities
Lowgate, Fleet, Spalding PE12 8LP  
Tel: 01406 423037

---

Are you looking for a special care home for your loved one?  
Give them the gift of a happy and secure life at Mayfield  
- Registered for Elderly and Dementia Care  
- Award Winning High Specification Building  
- Convenient Town Centre Location

MAYFIELD RESIDENTIAL HOME  
Fleet Street, Holbeach Centre  
Call our manager Jan on: 01406 423645 or email:  
enquiries@mayfield-residential.co.uk  
www.mayfield-residential.co.uk

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

#### Grantham care homes

**Apple Trees Care & Reablement Centre (OSJCT)**
Arlington Gardens, Grantham NG31 7GQ
Tel: 01476 542700  Advert page 7  OP D PD MH SI

**Avery Lodge**
37 Beacon Lane, Grantham NG31 9DN
Tel: 01476 590674  OP D PD

**Ayrshire House**
24-26 Main Road, Long Bennington, Newark NG23 5EH
Tel: 01400 281971  OP LDA YA

**Belvoir House Care Home**
Brownlow Street, Grantham NG31 8BE
Tel: 01476 565454  OP D

**Birchwood Retirement Home**
6-8 Dudley Road, Grantham NG31 9AA
Tel: 01476 562042  OP D PD

**Castlegate House Residential Home**
49 Castlegate, Grantham NG31 6SN
Tel: 01476 560800  OP D

**Caythorpe Residential Home**
77 High Street, Caythorpe, Grantham NG32 3DP
Tel: 01400 272552  OP D

**Fairview Farm**
Gloucester Road, Grantham NG31 8RJ
Tel: 01476 567600  LDA

**Gregory House (OSJCT)**
Welby Gardens, Grantham NG31 8BN
Tel: 01476 562192  Advert page 7  OP

**Harrow Street**
18 Harrow Street, Grantham NG31 6HF
Tel: 01476 574429  OP PD LDA SI YA

**Maple Leaf Lodge Care Home**
37 Beacon Lane, Grantham NG31 9DN
Tel: 01476 452 825  Advert page 40  OP D PD

**Millfield House**
13 Back Lane, Colsterworth, Grantham NG33 5NJ
Tel: 01476 860270  LDA SI YA

**Old Hall, The**
1 High Street, Billingborough, Sleaford NG34 0QA
Tel: 01529 240335  OP

See the checklist on page 43 for useful suggestions of questions to ask when looking at care homes.

#### Grantham care homes with nursing

**Harrowby Lodge Nursing Home**
4 Harrowby Lane, Grantham NG31 9HX
Tel: 01476 568505  OP D PD YA

**Kings Court Nursing Home**
Church Street, Grantham NG31 6RR
Tel: 01476 576928  OP D PD MH SI YA

**Newton House**
148 Barrowby Road, Grantham NG31 8AF
Tel: 01476 452 380  Advert page 40  OP D PD MH YA

**Red Court Care Community**
12 St Edmunds Court, Grantham NG31 8SA
Tel: 01476 576811  OP D PD YA

#### Service and User Bands

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

- **User Bands**
  - Advertisers are highlighted

Lincolnshire Care Association member – see page 5

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

Braceborough Hall Retirement Home ●
Church Lane, Braceborough, Stamford PE9 4NT
Tel: 01778 560649  OP

Chevington House ●
36 North Road, Bourne PE10 9AS
Tel: 01778 421821  OP

Digby Court (OSJCT) ●
Christopher’s Lane, Bourne PE10 9AZ
Tel: 01778 422035 Advert page 7  OP PD

Laurels, The
45 High Street, Market Deeping,
Peterborough PE6 8ED
Tel: 01778 344414  OP D PD

Phoenix, The ●
St. Helens Avenue,
Lincoln LN6 7RA
Advert page 37  PD LDA MH SI YA

Qu’Appelle Care Home
Harrington Street, Bourne PE10 9HA
Tel: 01778 422932  OP D PD SI

Rose Lodge & Holland House Care Home ●
35a Church Street, Market Deeping,
Peterborough PE6 8AN
Tel: 01778 344454 Advert page 42  OP D PD

Sense – 25 Horsegate
Deeping St James, Peterborough PE6 8EN
Tel: 01778 347037  LDA SI

Sense – 32a Broadgate Lane
Deeping St James, Peterborough PE6 8NW
Tel: 01778 380522  OP LDA SI YA

Sense – 36 Bramley Road
36 Bramley Road, Market Deeping,
Peterborough PE6 8JG
Tel: 0300 330 9256  LDA SI YA

Sense – Manor Court
72 Church Street, Market Deeping PE6 8AL
Tel: 01778 343617  LDA SI

Sense – The Manor House
72 Church Street, Market Deeping PE6 8AL
Tel: 01778 343768  LDA SI

Tallington Lodge Care Home ●
Main Road, Tallington,
Stamford PE9 4RP
Tel: 01780 740314 Advert page 42  OP D PD SI

Towngate East, 20
Market Deeping,
Peterborough PE6 8DR
Tel: 01778 342091  OP D PD LDA MH SI YA

Whitefriars (OSJCT) ●
St Georges Avenue, Stamford PE9 1UN
Tel: 01780 765434 Advert page 7  OP D

Willows, The
74 Station Street, Rippingale,
Bourne PE10 0SX
Tel: 01778 440773  OP D

Yew Tree Residential Care Home ●
60 Main Road, Dowsby, Bourne PE10 0TL
Tel: 01778 440247  OP D

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

Lincolnshire Care Association member – see page 5

Visit www.carechoices.co.uk for further assistance with your search for care
Priory Court Care Home

KEEPING YOUR LOVED ONE SAFE AND WELL

Residential, Dementia and Respite Care

Priory Court is a safe and well-managed quality care home. The best in care is provided in safe surroundings and is a welcoming home-from-home for both residential residents and those living with dementia.

Our diligent approach to care you can be confident in is underpinned by stringent hygiene regimes and other protocols including social distancing.

• Light and spacious en-suite bedrooms
• Secure and sunny private landscaped gardens
• Nutritious and balanced menus designed for a healthier lifestyle
• Comprehensive Well-being Programme and activities to support an active and healthy lifestyle

Call 01780 650750 or Search ‘Priory Court Care’ online

See page 46 for more information on paying for care homes in Lincolnshire.

See the checklist on page 43 for questions to ask when looking at care homes.

Orchard Care Homes in Your Area

Rooms available for long or short term stays

Grimsby Manor & Grange Residential and Dementia Care Home
Second Avenue, Grimsby, N. E. Lincolnshire, DN33 1NU
Telephone: 01472 752 110

Eaton Court Residential and Nursing Care Home
Eaton Court (off Augusta Street), Grimsby, N. E. Lincolnshire, DN33 4UD
Telephone: 01472 341 846

For more information call 01423 859 859
or visit www.orchardcarehomes.com
www.facebook.com/orchardcarehome

Orchard at the heart of the community

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

Abbey Court Care Home
Falcon Way, Bourne,
Peterborough PE10 0GT
Tel: 01778 391390

Priory Court
Priory Road,
Stamford PE9 2EU
Tel: 01780 650750 Advert page 72 OP D PD SI YA

Braeburn Lodge
Braeburn Road, Deeping St James,
Peterborough PE6 8GP
Tel: 01778 752 527 Advert page 40 OP D PD SI YA

Red House Care Home ●
11 Emlyns Street,
Stamford PE9 1OP
Tel: 01778 380756

Cedars, The ●
Church Walk, South Street,
Bourne PE10 9UQ
Tel: 01778 752 591 Advert page 40 OP D PD

Wood Grange
Westminster Lane, West Road,
Bourne PE10 9TU
Tel: 01778 752 570 Advert page 40 OP D PD MH YA

West Lindsey

Gainsborough care homes

Chestnut House
62 High Street, Marton DN21 5AW
Tel: 01427 718272 MH YA

Foxby Court (OSJCT) ●
Middlefield Lane,
Gainsborough DN21 1QR
Tel: 01427 613376 Advert page 7 OP

Foxby Hill Care Home
Foxby Hill, Gainsborough DN21 1PN
Tel: 01427 611231 D PD MH YA

Kingsway Clayton House Residential Care Home
9-11 Lea Road, Gainsborough DN21 1LW
Tel: 01427 613730 OP LDA

Manor, The
The Green, Scotter, Gainsborough DN21 3UD
Tel: 01724 764884 OP D MH

Old Rectory, The ●
Sturton Road, Saxilby, Lincoln LN1 2PG
Tel: 01522 702346 OP D

Redcote Residential House ●
23 Gainsborough Road, Lea,
Gainsborough DN21 5HR
Tel: 01427 615700

Serenity House
North Warren Road, Gainsborough DN21 2TU
Tel: 07508 232276

St Oggs
14 Front Street, Morton,
Gainsborough DN21 3AA
Tel: 01427 617173 MH YA

Tigh Bruadair
Summer Hill, Gainsborough DN21 1HQ
Tel: 01427 611541 LDA YA

Wispington House Ltd ●
41 Mill Lane, Saxilby, Lincoln LN1 2QD
Tel: 01522 703012 OP D PD

For information on different types of care home, see page 41.

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

Lincolnshire Care Association member – see page 5

Advertisers are highlighted

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

Blyton Court ●
3 Laughton Road, Blyton, Gainsborough DN21 3LG
Tel: 01427 628791

Drovers Call ●
186 Lea Road, Gainsborough DN21 1AN
Tel: 01427 678300

Elliot House ●
Crooked Billet Street, Morton, Gainsborough DN21 3AH
Tel: 01427 617545

Ferndene Care Home ●
Parksprings Road, Gainsborough DN21 1NY
Tel: 0115 984 4839

Gables Manor ●
Ingleby, Saxilby, Lincoln LN1 2PQ
Tel: 01522 704250

Grosvenor House Care Home ●
19 Back Street, East Stockwith, Gainsborough DN21 3DL
Tel: 01427 616950

Holly Tree Lodge Care Home ●
3 Eastgate, Scotton, Gainsborough DN21 3QR
Tel: 01724 762537

Howson Care Centre ●
Marton Road, Willingham-by-Stow, Gainsborough DN21 5JU
Tel: 01427 788283

Laughton Croft Care Home with Nursing ●
Gainsborough Road, Scotter Common, Gainsborough DN21 3JF
Tel: 01724 762678

Middlefield House Nursing Home
Middlefield Lane, Gainsborough DN21 1TY
Tel: 01427 615577

Morton Manor
Dog & Duck lane, Morton, Gainsborough DN21 3BB
Tel: 01427 612796

Market Rasen care homes

Blythe House
Lincoln Road, Faldingworth LN8 3SF
Tel: 01522 885911

Brambles ●
53 Station Road, Bardney, Lincoln LN3 5UD
Tel: 01526 398010

Cottage Specialist Residential Service, The
31 Norbeck Lane, Welton, Lincoln LN2 3JP
Tel: 01673 862000

Glebe House
7 South Dale, Caistor, Market Rasen LN7 6LS
Tel: 01472 852282

Glengarriff House
8 King Street, Market Rasen LN8 3BB
Tel: 01673 844091

Greenacres Care Home
17-19 Grimsby Road, Caistor, Market Rasen LN7 6QY
Tel: 01472 851989

Hawthorns, The ●
53 Station Road, Bardney, Lincoln LN3 5UD
Tel: 01526 398633

Hollies, The ●
The Hawthorns, 53 Station Road, Bardney, Lincoln LN3 5UD
Tel: 01526 398633

Laurels Nursing Home, The
Lincoln Road, Holton-cum-Beckering, Market Rasen LN8 5NG
Tel: 01673 858680

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<th>PD</th>
<th>Physical disability</th>
<th>LDA</th>
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<th>YA</th>
<th>Younger adults</th>
<th>AD</th>
<th>People who misuse alcohol or drugs</th>
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<td>SI</td>
<td>Sensory impairment</td>
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● Lincolnshire Care Association member – see page 5

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

74
Little Brocklesby House
51 High Street, Limber,
Grimsby DN37 8JL
Tel: 01469 561353

Middlegate Lodge
Horncastle Road, Caistor,
Market Rasen LN7 6JG
Tel: 01472 852282

Oaks, The
51 Station Road, Bardney,
Lincoln LN3 5UD
Tel: 01749 676724

Old Hall, The
Chapel Road, Fiskerton LN3 4HD
Tel: 01522 595395

Poplars, The (OSJCT)
Chapman Street,
Market Rasen LN8 3DS
Tel: 01673 843319 Advert page 7

Saxilby House
9-15 Highfield Road, Saxilby LN1 2QP
Tel: 01522 704025

Waterloo House
Walesby Road, Market Rasen LN8 3EX
Tel: 01673 842343

Willan House
Stainfield, Wragby, Market Rasen LN8 5JL
Tel: 01526 398785 Advert below

Healthlinc Apartments
Cliff Road, Welton, Lincoln LN2 3JN
Tel: 01673 861775

Hill House Care Home
Sand Lane, Osgodby, Market Rasen LN8 3TE
Tel: 01673 843407

Nettleton Manor Nursing Home
Moortown Road, Nettleton,
Market Rasen LN7 6HX
Tel: 01472 851230 Advert below

Tennyson Wharf
Park Lane, Burton Waters,
Lincoln LN1 2ZD
Tel: 01522 844 151 Advert page 40

Willow Court
Croft Lane, Cherry Willingham,
Lincoln LN3 4JW
Tel: 01526 595391

Willan House is a small family run care home with accomplished caring staff providing long or short term placements, Day care and Respite Care (subject to availability)
Experienced in care of the elderly and those with dementia.
Easy access from Fiskerton, Bardney, Cherry Willingham, Langworth and Wragby.

Nettleton Manor Nursing Home is one of the best care homes in Lincolnshire providing care to residential and nursing clients over the age of 18. We are a specialist service for people living with dementia. We have remained 100% COVID-19 free throughout the Coronavirus Pandemic.

We offer 24-hour nursing & residential care, provided by a team of highly qualified Registered Nurses, Care Assistants and support staff. We pride ourselves in being a specialist provider in dementia care and offer holistic services, as well as access to healthcare services to ensure that our service users are able to live a fulfilling and rewarding life. With our dedicated activities team, there is always a variety of things going on.

Nettleton Manor Care Home: Moortown Road, Nettleton, Market Rasen LN7 6HX
TelephoneNumber: 01472 851 230 • Mobile: 07780 685075 • Email: nettletonmanor@gmail.com
Useful local contacts

**Adult Care**
For all enquiries and referrals relating to Adult Social Care, contact the Customer Service Centre.
Tel: **01522 782155** (Monday to Friday, 8.00am to 6.00pm).
Email: customer_services@lincolnshire.gov.uk
Web: [www.lincolnshire.gov.uk/adultcare](http://www.lincolnshire.gov.uk/adultcare)

In an emergency, outside of these hours, call the Emergency Duty team.
Tel: **01522 782333**

**Adults Supporting Adults (ASA)**
Charitable organisation offering a range of community-based services, including daytime provision, respite and extended-stay visits to learn new skills.
Railton House, Sleaford Business Park, Sleaford NG34 7EQ
Tel: **01529 416270**
Email: enquiries@asaorg.co.uk
Web: [www.asaorg.co.uk](http://www.asaorg.co.uk)

**Age Care Advice**
An independent social worker-led company specialising in the care and support of individuals and families living with dementia.
Tel: **01476 552137** or **07772 992732**
Email: Simon.jessop@nhs.net
Web: [www.agecareadvice.co.uk](http://www.agecareadvice.co.uk)

**Age UK**
The country’s largest charity dedicated to helping everyone make the most of later life.

**Alzheimer’s Society Lincolnshire**
Alzheimer’s Society is an organisation which works to improve the quality of life of people affected by dementia in England, Wales and Northern Ireland. Lincolnshire Alzheimer’s Society holds various support groups and services across the county.
Saracen House, City Office Park, Tritton Road, Lincoln LN6 7AS
Tel: **01522 437069**
Email: lincoln@alzheimers.org.uk
Web: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

**The Butterfly Hospice Trust**
Provides palliative care to anyone over the age of 18 in the Boston area with a progressive life-limiting illness. The Hospice provides palliative care and holistic support to patients and their families.
Rowan Way, Boston PE21 9DH
Tel: **01205 311222**
Email: enquiries@butterflyhospice.org.uk
Web: [www.butterflyhospice.org.uk](http://www.butterflyhospice.org.uk)

**Connect to Support Lincolnshire**
An online, telephone, email and live chat information and signposting service.
Tel: **0300 303 8789**
Email: Lincs2Advice@ageuklsl.org.uk
Web: [https://lincolnshire.connecttosupport.org](http://https://lincolnshire.connecttosupport.org)

**District, borough and city councils**

<table>
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<tr>
<th>Council</th>
<th>Tel</th>
<th>Web</th>
</tr>
</thead>
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<tr>
<td><strong>Boston Borough Council</strong></td>
<td><strong>01205 314200</strong></td>
<td><a href="http://www.mybostonuk.com">www.mybostonuk.com</a></td>
</tr>
<tr>
<td><strong>City of Lincoln Council</strong></td>
<td><strong>01522 881188</strong></td>
<td><a href="http://www.lincoln.gov.uk">www.lincoln.gov.uk</a></td>
</tr>
<tr>
<td><strong>East Lindsey District Council</strong></td>
<td><strong>01507 601111</strong></td>
<td><a href="http://www.e-lindsey.gov.uk">www.e-lindsey.gov.uk</a></td>
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<tr>
<td><strong>North Kesteven District Council</strong></td>
<td><strong>01529 414155</strong></td>
<td><a href="http://www.n-kesteven.gov.uk">www.n-kesteven.gov.uk</a></td>
</tr>
</tbody>
</table>

**Lincoln and South Lincolnshire**
36 Park Street LN1 1UQ
Tel: **01522 696000** or **03455 564144**
Email: info@ageuklsl.org.uk
Web: [www.ageuk.org.uk/lincolnsouthlincolnshire](http://www.ageuk.org.uk/lincolnsouthlincolnshire)

**Lincoln and South Lindsey**
The Old School House, Manor House Street, Horncastle LN9 5HF
Tel: **01507 524242**
Email: info@ageuklindsey.co.uk
Web: [www.ageuk.org.uk/lindsey](http://www.ageuk.org.uk/lindsey)
South Holland District Council  
Tel: 01775 761161  
Web: www.sholland.gov.uk

South Kesteven District Council  
Tel: 01476 406080  
Web: www.southkesteven.gov.uk

West Lindsey District Council  
Tel: 01427 676676  
Web: www.west-lindsey.gov.uk

Headway Lincolnshire  
The UK’s leading brain injury charity.  
The Len Medlock Centre, St George’s Road,  
Boston PE21 8YB  
Tel: 07546 592526  
Email: info@headwaylincolnshire.org.uk  
Web: www.headwaylincolnshire.org.uk

Healthwatch Lincolnshire  
Unit 12, 1-2 North End, Swineshead,  
Boston PE20 3LR  
Tel: 01205 820892  
Email: info@healthwatchlincolnshire.co.uk  
Web: www.healthwatchlincolnshire.co.uk

Lincoln and Lindsey Blind Society  
Enhances the quality of life of blind, partially sighted  
and visually impaired people whatever their age or  
circumstances in life.  
Bradbury House, Ramsgate, Louth LN11 0NB  
Tel: 01507 605604 • Email: info@llbs.co.uk  
Web: www.llbs.co.uk

Lincolnshire Autistic Society  
A hub for anyone looking for information and  
support about Autism.  
Lincolnshire Chamber of Commerce, Commerce  
House, Carlton Boulevard, Lincoln LN2 4WJ  
Web: www.lincolnshireautisticsociety.org.uk

Lincolnshire Care Association (LinCA)  
Representing the interests of providers of care and  
support within the independent and voluntary sector.  
Greetwell Place, 2 Lime Kiln Way, Greetwell,  
Lincoln LN2 4US  
Tel: 01522 581073  
Email: susannalovelock@linca.org.uk  
Web: www.linca.org.uk

Lincolnshire Carers Service  
For all referrals and general enquiries regarding  
support for carers, contact Lincolnshire County  
Council Carers Support Service from 8.00am  
to 6.00pm, Monday to Friday (except on public  
holidays).  
Tel: 01522 782224  
Email: carersservice@lincolnshire.gov.uk  
Web: www.lincolnshire.gov.uk/support-carers/lincolnshire-carers-service

In an emergency, outside of these hours, call the  
Emergency Duty team.  
Tel: 01522 782333

Lincolnshire Independent Living (LIL)  
Assisting disabled people and those associated with  
all matters relating to advice across benefits and  
services which may improve a user’s life.  
20 Abel Smith Gardens, Branstorn, Lincoln LN4 1NN  
Tel: 07749 982114  
Email: admin@lincolnshireindependentliving.co.uk  
Web: http://lincolnshireindependentliving.org.uk

Lincolnshire Integrated Community Equipment  
Service (ICES)  
Providing equipment to use in the home, to help you  
remain as independent as possible.  
Tel: 01522 782155  
Web: www.lincolnshire.gov.uk/help-live-home/home-equipment

Lincolnshire Sensory Services  
Wellingore Hall, Hall Street, Wellingore,  
Lincoln LN5 0HX  
Tel: 0333 320 2667 • Text: 07710 155104  
Email: contact@lincolnshiresensoryservices.org.uk  
Web: www.lincolnshiresensoryservices.org.uk

Macmillan  
Improves the lives of people affected by cancer.  
Provides practical, medical, emotional and financial  
support and pushes for better cancer care.  
Email: macmillan.infosupport@ulh.nhs.uk  
Web: www.ulh.nhs.uk/services/macmillan

Boston  
The Macmillan Cancer Information and Support  
Centre, Pilgrim Hospital, Sibsey Road PE21 9QS  
Tel: 01205 446392
Grantham
The Macmillan Cancer Information and Support Centre, Outpatients Department, Grantham and District Hospital, 101 Manthorpe Road NG31 8DG
Tel: 01476 464978

Lincoln
The Macmillan Cancer Information and Support Centre, Lincoln County Hospital, Greetwell Road LN2 5QY
Tel: 01522 573799

Mencap
Royal Mencap Society, 6 Cyrus Way, Peterborough PE7 8HP
Tel: 0808 808 1111 or 01733 873700
Email: helpline@mencap.org.uk
Web: www.mencap.org.uk

Multiple Sclerosis Society
The UK’s leading MS charity. Since 1953, it has been providing information and support, funding research and fighting for change.
Web: www.mssociety.org.uk

Boston and South Holland
Tel: 01775 725106
Email: bostonsholland@mssociety.org.uk

Lincoln and District
Tel: 01522 882262

Patient and Advice Liaison Service (PALS)
Email: pals@ulh.nhs.uk
Text: 07815 707746
Web: www.ulh.nhs.uk/patients/patient-experience/pals

Grantham and District Hospital
Located adjacent to Ward 6.
Tel: 01476 464861

Lincoln County Hospital
Located near Main Reception.
Tel: 01522 707071

Pilgrim Hospital
Located in Main Reception.
Tel: 01205 446243

Penderels Lincolnshire
Aims to assist people with all aspects of independent living.
Haverholme Priory Offices, Haverholme Park, Haverholme, Ewerby, Sleaford NG34 9PF
Tel: 01526 833803
Email: lincolnshire@penderelstrust.org.uk
Web: www.penderelstrust.org.uk/lincolnshire.php

Royal National Institute of Blind People (RNIB) – Peterborough office
Supporting people with sight loss.
Midgate House, Midgate PE1 1TN
Tel: 0303 123 9999
Email: helpline@rnib.org.uk
Web: www.rnib.org.uk

Shine Lincolnshire
Award-winning network of people and organisations involved in mental health.
c/o Pelican Trust, 20-22 Crofton Road, Lincoln LN3 4NL
Tel: 07969 872804
Email: info@lincshine.co.uk
Web: www.lincshine.co.uk

South Lincolnshire Blind Society (SLBS)
A major provider of services for blind and partially sighted people and their carers, who live in the districts of North Kesteven, South Kesteven, Boston Borough and South Holland.
14 Finkin Street, Grantham NG31 6QZ
Tel: 01476 592775
Email: slbs@blind-society.org.uk
Web: www.blind-society.org.uk

St Barnabas Hospices
Provides specialist palliative and end of life care so that everyone can access and receive the support they need to live well and ease the process of dying.
Inpatient Unit, 36 Nettleham Road, Lincoln LN2 1RE
Tel: 01522 511566
Email: enquiries@stbarnabashospice.co.uk
Web: www.stbarnabashospice.co.uk

Total Voice Lincolnshire
Tel: 01522 706580
Email: TVL@voiceability.org
Web: www.totalvoicelincolnshire.org
The Wellbeing Service
Designed to promote confidence in living independently.
Tel: 01522 782140
Web: www.lincolnshire.gov.uk/wellbeingservice

We Are With You
One of the UK’s leading mental health, drug and alcohol charities.
Web: www.wearewithyou.org.uk

Boston
70-74 Wide Bargate PE21 6RY
Tel: 01205 319920

Grantham
71 High Street NG31 6NR
Tel: 01476 512950

Lincoln
The New Avenue, 26-30 Newland LN1 1XG
Tel: 01522 305518

Useful national contacts

Action on Elder Abuse (Hourglass)
Works to protect, and prevent the abuse of, vulnerable older adults.
Helpline: 0808 808 8141
Web: 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
Support line: 0333 150 3456
Monday to Wednesday, 9.00am to 8.00pm; Thursday and Friday, 9.00am to 5.00pm; and Saturday and Sunday, 10.00am to 4.00pm.
Web: www.alzheimers.org.uk

Association of Charitable Organisations (ACO)
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

British Red Cross
The British Red Cross provides a wide range of services including first aid, emergency response, mobility aids, finding missing family, preparing for disasters, refugee support, and support at home.
Tel: 0344 871 1111
Email: contactus@redcross.org.uk
Web: www.redcross.org.uk

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

Carers Trust
Works to improve support, services and recognition for anyone who is caring, unpaid, for a family member or friend.
Tel: 0300 772 9600 • Email: info@carers.org
Web: www.carers.org

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

Visit www.carechoices.co.uk for further assistance with your search for care.
Carers UK
The voice of carers.
Tel: 0808 808 7777
Email: info@carersuk.org
Web: www.carersuk.org

Citizens Advice
Practical, reliable, up-to-date information on a wide range of topics.
Tel: 0344 411 444
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 237 548
Email: info@dementiaadventure.co.uk
Web: www.dementiaadventure.co.uk

Dementia UK
A national charity committed to improving quality of life for all people affected by dementia. Provides mental health nurses specialising in dementia care, called Admiral Nurses.
Tel: 0800 888 6678
Email: info@dementiauk.org
Web: www.dementiauk.org

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

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

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
Tel: 0121 711 1343
Email: info@nafd.org.uk
Web: www.nafd.org.uk

National Society of Allied and Independent Funeral Directors
Tel: 0345 230 6777 • Email: info@saif.org.uk
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.

Parkinson’s Society
Tel: 0808 800 0303
Textphone: 18001 0808 800 0303
Email: hello@parkinsons.org.uk
Web: www.parkinsons.org.uk

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

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

Rethink Mental Illness
Support for families living with mental ill health. Carers’ support services. Supported living for people with mental ill health.
Tel: 0300 500 0927 • Email: info@rethink.org
Web: www.rethink.org

Samaritans
Available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress, despair or suicidal thoughts.
Tel: 116 123 • Email: jo@samaritans.org
Web: www.samaritans.org

SANE
Advice on mental health issues.
Email: support@sane.org.uk
Web: www.sane.org.uk

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

Society of Later Life Advisers (SOLLA)
Helping people and their families find trusted accredited financial advisers who understand financial needs in later life.
Tel: 0333 202 0454
Email: admin@societyoflaterlifeadvisers.co.uk
Web: www.societyoflaterlifeadvisers.co.uk

Stroke Association
Provides practical advice, essential information and emotional support for stroke survivors, carers and families.
Tel: 0303 303 3100
Textphone: 18001 0303 303 3100
Email: helpline@stroke.org.uk
Web: www.stroke.org.uk

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

Veterans’ Gateway
The first point of contact for Armed Forces personnel, veterans and their families seeking information about employability, finances, personal relationships, befriending and more.
Tel: 0808 802 1212 • Web: veteransgateway.org.uk

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

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