Lincolnshire
Care Services Directory 2019/20
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

**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

**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

**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

**THE FOUNTAINS CARE CENTRE**
Church Lane, Tetney, Near Grimsby DN36 5JX
45 nursing and 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 and personal care beds, including people with dementia & physical disability
Tel: **01623 744412** MANSFIELD
E: oaklands@halcyoncare.co.uk

**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

**MANOR CARE CENTRE**
Fen Road, East Kirkby, Near Spilsby PE23 4DB
41 personal beds including people with mental health problems
Tel: **01790 763381** EAST KIRKBY
E: manor@halcyoncare.co.uk

**CLARENCE 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

**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
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For further copies of this directory, call the Customer Service Centre on 01522 782155.
Areas covered by this directory

This directory is divided into the geographical areas indicated on this map. Care providers within each area start on the following pages:

- **Boston**
  - Boston care homes
  - Boston care homes with nursing

- **East Lindsey**
  - Horncastle care homes
  - Horncastle care homes with nursing
  - Louth care homes
  - Louth care homes with nursing
  - Skegness care homes
  - Skegness care homes with nursing

- **Lincoln**
  - Lincoln care homes
  - Lincoln care homes with nursing

- **North Kesteven**
  - North Hykeham care homes
  - North Hykeham care homes with nursing
  - Sleaford care homes
  - Sleaford care homes with nursing

- **South Holland**
  - Spalding care homes
  - Spalding care homes with nursing

- **South Kesteven**
  - Grantham care homes
  - Grantham care homes with nursing
  - Stamford care homes
  - Stamford care homes with nursing

- **West Lindsey**
  - Gainsborough care homes
  - Gainsborough care homes with nursing
  - Market Rasen care homes
  - Market Rasen care homes with nursing

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Welcome from Lincolnshire County Council

Exploring the help available to keep your independence needn’t be daunting or stressful.

This 2019/20 Care Services Directory includes easy to understand information for you to consider when thinking about care choices for yourself, your family or someone you care for.

We all deserve high-quality and safe care, where we are treated respectfully and with dignity. Care should also be personal to our circumstances.

If you are caring for a family member, you should also be supported to help you in your caring role.

You should be empowered to make decisions about your own care and support.

Personalising services to meet your individual needs is important to us. We’ve made the direct payments process easier, with new options available to leave you with even more control over the services you choose to meet your needs.

Nationally, social care is under pressure, but we are managing well in Lincolnshire despite a tough economic climate, a growing demographic of people needing care and the challenges that come with delivering services in a rural environment.

We’ll continue to help more people who are ready to leave hospital and need some extra support to regain their independence, through our reablement service.

There’s also extra choice in the county for day services, with a mixture of council, third sector and private opportunities on offer.

We’ve been working on our own county council-run day services with the people who use them, to make sure we’re offering more of what you want, in modern environments and the community. A list of day care services and day centres begins on page 31.

In this publication you’ll find information on staying independent at home, support for carers, activities in the community, your options for housing and care homes and financing your care. You’ll also find information on what to do if you suspect someone is being abused or neglected.

I hope you find this directory useful in helping you make informed decisions on the choices available to you in Lincolnshire. Whether you can pay for your own care or not, Lincolnshire County Council can offer advice and information. Look for information in this directory, give us a call on 01522 782155 or visit www.lincolnshire.gov.uk

Councillor Mrs Patricia Bradwell OBE
Deputy Leader of Lincolnshire County Council, Executive Councillor for Adult Care and Health Services

Visit www.lincolnshire.gov.uk/adultcare for help and information
Introduction

How to use the Care Services Directory

The Care Services Directory has been compiled by Lincolnshire County Council’s Adult Care and Community Wellbeing directorate. When the words ‘we’ and ‘us’ are used in the directory, this refers to Adult Care.

The directory aims to give an overview of all aspects of adult care to anyone who is looking for support, advice or information about adult social care.

Thinking about the care or support that you or someone else in your life may need can be daunting. This directory provides the information and guidance you will need about adult social care and gives you details of other organisations that can help. Further information is available online at www.lincolnshire.gov.uk/adultcare or you can call us on 01522 782155.

You can view an electronic version of this directory at www.carechoices.co.uk/publication/lincolnshire-care-services-directory

Adult Care’s online information service

Lincolnshire County Council Adult Care’s online information and advice service has been developed with Lincolnshire NHS. The service is called Connect to Support Lincolnshire and can be accessed at lincolnshire.connecttosupport.org

Connect to Support Lincolnshire provides a range of options on how care, support, health and community services can be accessed. Alongside the website, the service offers support via a telephone, email and web chat function. Live operators are available Monday to Friday, 2.00pm to 7.00pm; and Saturdays, 10.00am to 2.00pm.

The site provides an online directory of providers and services, alongside information and advice pages.

Further information can be found on Lincolnshire County Council’s website at www.lincolnshire.gov.uk/adultcare

If you are a carer looking for support, or you have received a personal budget and want some help with the next steps, there are providers that can help you consider a range of options.

You can find out about the financial costs involved in paying for your care needs and how much we might contribute towards this.

We hope our online information service will be a valuable tool for you in making the best choices for your care needs.

You can also call our Customer Service Centre on 01522 782155 for assistance.

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
As a leading ‘not-for-profit’ provider of 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 15 homes across Lincolnshire. To find out more or to arrange an appointment, get in touch.

Call 0800 988 8133
visit osjct.co.uk
email enquiries@osjct.co.uk
or visit our facebook pages
Ensuring good quality services

Care and support for adults in Lincolnshire is delivered by public, private and voluntary sector organisations, and we work together with people and the services we commission to make sure they are of good quality.

**Lincolnshire County Council – Adult Care**
Adult Care assesses and commissions care and support, and works in partnership with others to deliver services. We are committed to assuring the quality of these services.

By quality we mean that a service should be safe and effective, and you should have a positive experience of that service. We expect our services to provide a positive experience of care to meet your personal aspirations. The service should be able to show it offers elements of all of the following areas:

You should feel able to say “the service treats me well because”:
- “I am treated with compassion, dignity and respect”
- “I am involved in decisions about my care”
- “I am offered a person-centred service that lets me keep control over my life”
- “I am supported to feel part of a community”

We expect the service to be safe. You should feel able to say “the service helps keep me safe because”:
- “I am protected from avoidable harm, but my choices are respected and I have the freedom to take risks”
- “I am supported to manage informed risks”
- “My human rights are respected”
- “The service meets regulatory standards”

We expect services to be effective. You should feel able to say “the service makes me feel better and allows me to be more independent because”:
- “I am supported to achieve personal outcomes”
- “I am supported to remain or become as independent as possible”
- “The service offers good value for money”

For more detailed information on how we assure the quality of care and support, visit [www.lincolnshire.gov.uk/adultcare](http://www.lincolnshire.gov.uk/adultcare)

The Care Quality Commission

The Care Quality Commission (CQC) monitors, inspects and regulates health and adult social care services to check that standards are being met. The service must be safe, effective, caring, responsive to people’s needs and well-led. The CQC publishes findings, including ratings, to help people choose care services.

If the CQC finds that a service isn’t meeting regulatory requirements, it takes action to make sure the service improves. When considering a care service, it is always a good idea to check its inspection report, which is kept on the Care Quality Commission’s website. You can also ask the care provider for a copy of its latest inspection report.

If you wish to make an enquiry or register a concern or complaint, you can phone the **CQC** on **03000 616161** or email **enquiries@cqc.org.uk**

The Care Quality Commission,
Citygate, Gallowgate,
Newcastle upon Tyne NE1 4PA
Web: [www.cqc.org.uk](http://www.cqc.org.uk)

Clinical commissioning groups

The clinical commissioning groups (CCGs) work together to improve the quality and delivery of NHS services for patients and to reduce health inequalities for people in the area.

**South Lincolnshire CCG**
Tel: **01522 573939**
Web: [www.southlincolnshireccg.nhs.uk](http://www.southlincolnshireccg.nhs.uk)
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

Grace Neal
Tel: 07384 511558
Email: graceneal@linca.org.uk

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

Living at home

There are many different forms of support that can enable you to remain in your home for as long as possible, including equipment and people who can come in to support you in your own home.

Lincolnshire Wellbeing Service

Wellbeing Lincs supports adults across Lincolnshire to live fulfilled, confident and independent lives.

Funded by Lincolnshire County Council, Wellbeing Lincs is delivered in partnership by Lincolnshire’s seven city, district and borough councils.

To be eligible for this service, you must be aged 18 or over, living in Lincolnshire or registered with a GP in Lincolnshire and must meet at least four of the following 13 eligibility criteria:

- you are aged over 65
- you are unable to manage your long-term health/medical condition
- you regularly visit the GP for the same medical condition or for non-medical reasons
- you have had unplanned hospitalisation or A&E attendance in the last 90 days
- you have accessed social care in the previous 12 months, including for: assessment, day care, homecare, reablement or residential care services
- your spouse/partner has died or you have divorced in the past 12 months
- you have had a fall in the past three months
- you are unable to manoeuvre around the home safely
- you lack social support and/or interaction with family, friends or carers or you feel isolated
- you feel stressed, depressed or anxious
- you are unable to sustain work, education, training or volunteering
- you are unable to manage money or are in considerable debt
• you have poor lifestyle management and behaviours which impact on your overall health and wellbeing

The expected outcomes are:
• improved ability to look after yourself, and increased independence
• enhanced access to support
• improved health and wellbeing
• ensuring you get the right care at the right time

Your outcomes may include: managing money; community participation; access to paid work, training, education and work-like opportunities; improved social contact; physical health, mental health and wellbeing; independence; staying safe; and substance misuse management.

Trusted Assessor
A Trusted Assessor will visit your home, usually within seven days of referral. Together, through a needs assessment, a support plan will be developed to help you to meet your needs. The Assessor will also address any urgent issues.

Generic support
The generic support available combines direct support and access to other agencies and services available to achieve your outcomes.

A guide to Telecare in Lincolnshire
Telecare is widely used throughout Lincolnshire to support people to live safely at home. Telecare has been developed from what was originally called a lifeline system, and now uses a range of wireless sensors that are placed around your home or that can be worn as a pendant or on the wrist.

You can press the pendant to immediately be connected to the 24-hour monitoring centre or the sensors will automatically call the monitoring centre if they detect a risk. A risk may be a fall, fire or if you haven’t taken essential medication. When the Telecare monitoring centre is alerted, trained advisers can talk to you. This service is available 24 hours a day, 365 days a year.

Telecare can help you remain independent and feel safer in your own home, knowing that help can be summoned quickly. This may be from a family member, friend or, if necessary, a member of the emergency services.

What if I don’t have family or friends who can respond?
Wellbeing Responders can visit you after an alarm has been raised to the monitoring centre.

Sometimes people do not have family or friends nearby or able to respond when a visit is needed. The Wellbeing Response teams visit as a family responder would visit, to check everything is alright.
provide reassurance and get any further help as required. The charge for this optional service is £2.50 per week.

You need to plan how the emergency services or Wellbeing Responders can gain access to your home in an emergency. The monitoring centre can securely record details of key holders, a key safe or pin code to your property. This information would only be given to the emergency services or Wellbeing Responder if an alert were to be raised from your property.

**Who can Telecare help?**
Telecare can help people who:

- are at risk of falls
- are vulnerable due to reduced mobility or a disability
- have a carer who may need support
- have memory issues, including dementia
- have long-term health conditions which affect their mental or physical health
- have a learning disability and want to be more independent
- are starting to leave their home at inappropriate times of the day
- have recently been discharged from hospital

**Daily wellbeing phone calls**
Daily and weekly wellbeing phone calls are used to check you are okay and remind you of medication, meals or drinks to help you stay well. People who have used this service say that it increases their confidence and wellbeing as they realise someone will check on them regularly and get help if they don’t respond. There will be a small charge for this call.

**How can I get Telecare?**
If you feel that Telecare could help you or your carer to achieve more independence, please talk to your practitioner or contact NRS Telecare directly on 0344 893 6962 or [www.nrstelecare.co.uk/lincolnshire](http://www.nrstelecare.co.uk/lincolnshire) Other providers of Telecare are also available. They can talk to you about the options available to you and associated costs of this type of equipment provision, usually charged at a fixed weekly rental fee.

The system will be installed and you will be shown how it works. It will be monitored and maintained for as long as you need it and it will be removed when you no longer need it so that it can be loaned to others. The system needs to be tested monthly so that you know everything is working as it should.

**How do I know what equipment is available?**
A catalogue of equipment is available at [www.nrstelecare.co.uk](http://www.nrstelecare.co.uk) or by calling NRS on 0344 893 6962. Other providers of Telecare are also available. You can also speak to your practitioner who will advise on what they recommend you having.

**Are there any charges for Telecare?**
There is a charge for Telecare services and this depends on which equipment is selected and how this is meeting particular needs.

NRS Telecare is our commissioned provider and there are others available throughout Lincolnshire. Costs for the different types of equipment available are on the NRS website, or you can call and they can give you the costs over the phone.

Equipment must not be damaged, left behind in an unoccupied property or passed onto others, as it is the property of Lincolnshire County Council. We will invoice for anything not returned in a usable condition so that we can continue to loan equipment to those who need it.
Assistive technology checklist

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

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

Suitability

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

Usability

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

Will it need to be installed by a professional? □
Can the retailer provide you with training in using the equipment? □

Reliability

Will it work if you have pets or live with other people, e.g. could someone else set off a sensor alarm by accident? □
Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase. □
Can you speak to someone who already uses it? □
Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this. □
Is it durable? If you might drop it, is it likely to break? □

Cost

Do you know how much it costs? □
Will you need to pay a monthly charge? □
Are there alternative solutions that might be free? □
Is there a cost associated with servicing the equipment? □

Notes

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Visit www.lincolnshire.gov.uk/adultcare for help and information
Finding it difficult to get in and out of chairs? Try putting a piece of hard board under the seat base. Alternatively, buy chair raisers, a higher chair or an electric riser chair. Also try taking regular gentle exercise.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

More information on staying independent and ideas to help you live at home can be found online at [www.carechoices.co.uk/helping-you-to-stay-independent/](http://www.carechoices.co.uk/helping-you-to-stay-independent/) There is also information on making larger adaptations to your home.
Integrated Community Equipment Service (ICES)

Lincolnshire’s ICES is a partnership between Lincolnshire County Council and the county’s four clinical commissioning group (CCG) partners. NRS Healthcare is commissioned to provide the community equipment service on behalf of this partnership.

The service offers a range of loan equipment to support the health and care needs of both adults and children living in Lincolnshire. It supports early discharge into the community from hospital and aims to avoid admission to begin with. Equipment helps people to remain as independent as possible and can assist carers with the safer delivery of care such as moving and handling.

A variety of community equipment is available through the service. Provided on a short- or long-term basis, equipment provided ranges from simple equipment such as hand rails, walking aids, bathing and toileting equipment to more complex items such as profiling beds, hoists, other transfer aids, and pressure relieving equipment.

The service provided by NRS also includes:
- delivery and installation of equipment
- maintenance of equipment in line with manufacturer’s guidelines and legal requirements
- collection of equipment that is no longer required
- in-depth cleaning of returned equipment before the item is made available for re-issue
- repair and refurbishment of equipment where viable

Referrals to ICES are made via health or social care professionals including district nurses, Occupational Therapists, physiotherapists, specialist nurses, social workers, the council’s community care workers and hospital nurses. They are responsible for assessing your needs and prescribing the equipment through ICES. They will determine the speed of delivery and length of loan of the equipment.

NRS technicians will unpack and remove any packaging and will set up or install other items such as handrails and profiling beds in the location specified by the health or social care professional. Information and training about how to use the equipment will be provided by the clinician that prescribed the equipment.

As this is a loan service, you will need to arrange the return of items that are no longer required. Please call NRS Healthcare on 0845 121 2031 to speak to someone who can help you with this.

Every effort is made to refurbish equipment to allow it to be recycled for re-issue to someone else. This reduces our costs and helps preserve our environment. Whilst every effort is made to collect items within five working days after the request is logged, priority is given to the delivery of equipment.

To speak with someone about your equipment needs, call Lincolnshire County Council’s Customer Service Centre on 01522 782155.

Occupational Therapy

Occupational Therapists can help you if you are having difficulties in your home. They will work with you to look at solutions, exploring equipment and considering adaptations to your home. These can help you lead a more productive, active and independent life at home and within your community.

An assessment of your needs will determine whether an Occupational Therapist will be the best person to help and what charges, if any, you can expect. They will visit you at home and can suggest adaptations that will improve your mobility and independence, for example, a ramp up to your front door if you use a wheelchair. They can also give you
advice about staying independent at home and help you to find equipment, for example shower seats, toilet seats and grab rails.

The Occupational Therapist will talk you through any new equipment, as well as helping you apply for funding for major adaptations.

A Disabled Facilities Grant (DFG) could be used to pay for major alterations to your home, such as installing a level-access shower or widening doorways. For more information on DFGs contact your local Lincolnshire district, borough or city council.

If the Occupational Therapist thinks that you can no longer manage in your present home, they can advise on different choices available to you, such as housing options.

Contact us to request an assessment of your needs and to see if you are eligible for services.
Tel: 01522 782155
Email: customer_services@lincolnshire.gov.uk

### Getting help in your home

You may need some more help to live independently in your home. Care and support providers can offer a range of different services, which may include:

- homecare, to help with personal care such as washing and dressing
- ready-made meals, usually supplied frozen to reheat for yourself
- day services, which are available in some care homes and community centres
- respite care, which may be a short stay in residential care or care provided in your own home to give you or your carer a break
- housing adaptations or equipment to make it easier for you to continue living in your own home
- supported housing or extra care housing, provided by your district or borough council and the independent sector (see page 60)

### Preparing meals

If you have difficulty preparing, cooking or eating meals, there are various solutions which could help you, including equipment and food delivery.

If you are unable to prepare and cook one hot meal a day, having your meals delivered could help make life easier.

You may need this service due to:

- a permanent situation such as sight loss or a physical or learning disability
- a temporary situation such as illness or recovering after a stay in hospital
- to help you maintain your independence and quality of life

Further information about preparing meals and food delivery can be found at [www.lincolnshire.gov.uk/adultcare](http://www.lincolnshire.gov.uk/adultcare)

### Homecare

Homecare is practical help with your personal care which can be provided in your own home. This is usually help with day-to-day personal tasks, which could include getting up, washing and dressing, going to bed or help with eating. Homecare agencies may also be able to help you to contact other organisations that can assist you with other needs which have been identified in your support plan, which may include laundry, shopping, household chores, preparing meals or collecting your pension.

If you have eligible care and support needs, we may be able to arrange for help in your home. The amount and type of support you receive each week depends on your needs and what you decide following your assessment.

Homecare services are chargeable, but, if you have eligible needs, you will be offered a financial assessment to ensure you are not asked to contribute more than you can afford. Some people pay nothing. However, if you have more than £23,250 in savings (not including your home) you...
Search for care at www.carechoices.co.uk to find support in your area.

COUNTRY COURT CARE
Our family caring for yours

Residential & Dementia care in Lincoln

Eccleshare Court Care Home
(also offering nursing care)
1-39 Ashby Avenue, Lincoln, LN6 0ED
01522 695 458
ecclesharecourt@countrycourtcare.com

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

Neale Court Care Home
Neale Road, North Hykeham,
Lincoln, LN6 9UA
01522 682 201
nealecourt@countrycourtcare.com

Ruckland Court Care Home
Ruckland Avenue, Ermine Estate,
Lincoln, Lincolnshire, LN1 3TP
01522 530 217
rucklandcourt@countrycourtcare.com

www.countrycourtcare.com
will be asked to pay the full or maximum cost of your homecare services. Further information on paying for care can be found starting on page 56.

A list of Lincolnshire’s care and support providers starts on page 23.

**Help in your home with maintenance and gardening**

There is help available for maintaining property for homeowners who would like to continue to live independently and safely in their own homes.

**Lincolnshire Home Independence Agency**

Lincolnshire Home Independence Agency (LHIA) is an award-winning charity which helps older people and people with disabilities to live independently and safely in their own homes. The service helps to make sure that your home is in good repair, warm and secure. You may be finding it difficult to maintain your home, you may need an adaptation, or LHIA may be able to help improve security and undertake repairs.

If you can’t afford the cost of repairs and improvements, LHIA will help you to look at other options. These may include an insurance claim, a loan, a lifetime mortgage (often known as equity release), approaching a charity for help or a grant from the council or other organisation.

LHIA offers a handyperson scheme to tackle small jobs in the home for older people and those with a disability. They may be able to offer assistance with costs depending on individual circumstances. It is important to have trustworthy and reputable people working on your home. LHIA runs a trusted tradesman scheme, where every member is vetted to ensure they operate in a legal, honest and fair way. They share their information with the police and Lincolnshire Trading Standards.

**Lincolnshire Home Independence Agency**

Suite 3, Saracen House, Crusader Road, City Office Park, Tritton Road, Lincoln LN6 7AS
Tel: 01522 516300
Email: info@lincshia.org
Web: www.lincshia.org

**Gardening and handyman scheme (Lincoln area)**

If you are aged 50 or over and need help with gardening and home maintenance, Age UK Lincoln’s Handy Help Service may be able to help you. The service can give you information about local tradesmen, provide a minor repair service, for example, help with fitting door bells and safety devices, or replacing light bulbs and smoke alarm batteries. There is an hourly charge for this service.

**Age UK Lincoln and South Lincolnshire**

36 Park Street, Lincoln LN1 1UQ
Tel: 01522 696000 / 03455 564144
Email: info@ageuklsl.org.uk
Web: www.ageuk.org.uk/lincolnsouthlincolnshire

Looking at care from a different angle

We have teams in Spilsby, Skegness, Boston, Sleaford, Grantham and Horncastle

**DO YOU LIKE MAKING A DIFFERENCE?**

We are looking for STARS to join our expanding team of carers

Please call us for more details

Visit www.lincolnshire.gov.uk/adultcare for help and information
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

The Care Quality Commission has inspected our service and has rated it: GOOD, SAFE, EFFECTIVE, CARING, RESPONSIVE AND WELL LED

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

www.dpalincolnshire.co.uk
Home care agency checklist

Agency 1 ..............................................................................................................................................
Fees per week | Quality rating*
£ | £ | £

Agency 2 ..............................................................................................................................................

Agency 3 ..............................................................................................................................................

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

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

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

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

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

Notes
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*See page 8.

Visit www.lincolnshire.gov.uk/adultcare for help and information 21
Care and Live-in support in your own home

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.

"From 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

coverage areas:
Pop-in care calls: Grantham, Sleaford and all surrounding villages
Live-in care calls: Lincoln, Grantham, Sleaford, Boston, Spalding, Holbeach, Bourne, Stamford, Newark-on-Trent, and all surrounding villages.
Care and support 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

Advance Lincolnshire
Boston
Tel: 0333 012 4307

Angels on Call, The
Boston
Tel: 07572 592471

CRG Homecare Lincolnshire
Boston
Tel: 01205 400127

Flo’s Friends
Boston
Tel: 07411 846692

Healthy Homecare Services Ltd
Boston
Tel: 07951 548684

Town and Country Care
Boston
Tel: 01205 354329

County Care Independent Living Ltd
Lincolnshire Office
Skegness
Tel: 01754 611153

Great Care Company Lincolnshire North, The
Louth
Tel: 01507 389589

Libertas
Louth
Tel: 01507 206666

Meadows Court Care Home
Skegness
Tel: 01754 872302

Orchard Care at Home
Mablethorpe
Tel: 01507 472203

Russell Green Care Home
Woodhall Spa
Advert page 78
Tel: 01526 352879

Lincoln

Allways Care Community Support Agency
Skegness
Tel: 01754 612720

Beeches, The
Louth
Tel: 01507 603862

Clarriots Home Care Ltd
Manby
Tel: 01507 328390

Community Support Services
Mablethorpe
Tel: 01507 478482

Age UK Lincoln and Kesteven
Lincoln
Tel: 01522 696000

Allied Healthcare Lincoln
Lincoln
Tel: 01522 753290

Ambassador Homecare Ltd
Lincoln
Tel: 01522 528455

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

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
Lincolnshire Care Association member – see page 9

Advertisers are highlighted

Visit www.lincolnshire.gov.uk/adultcare for help and information
Do you need a helping hand?

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

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

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

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

HFHC HEALTHCARE

Do you need care in your own home?

We offer a full range of home care services

- Dementia Care
- Palliative Care
- Complex Care
- Mental Health Support
- Learning Disability Support

HFHC Healthcare is at the forefront of high quality care with family values at the centre of everything we do.

We tailor support packages to your specific needs by working alongside family members, healthcare and social care professionals to provide practical, physical and emotional support when you need it most.

Our staff are trained, caring and compassionate providing care and support of the highest quality.

We take referrals from the NHS and organisations including Marie Curie. We also provide staff to other organisations looking for trained and reliable staff:

- Nursing care & residential homes
- Specialist mental health services
- Learning disability support services

HFHC Healthcare is regulated by the Care Quality Commission (CQC)

If you or a family member could benefit from our specialist care services, please contact us to find out more

T: 01522 716 525
E: referrals@hfhchealthcare.com
www.hfhchealthcare.com

Presious Healthcare Ltd provides a variety of in-home and live-in home care services to younger and elderly individuals who require specialised care in and around Lincoln & surrounding villages.

Our aim is to help our service user remain independent by giving them the support they need to live comfortably in their own home.

Tel: 01522 262670
Email: presioushome2homecare@gmail.com
www.presioushome2homecare.co.uk

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

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<th>Company Name</th>
<th>Location</th>
<th>Tel. Number</th>
<th>Service Bands</th>
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<tr>
<td>Annicare Ltd</td>
<td>Lincoln</td>
<td>01522 542387</td>
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<td>Autism Care Community Services (Lincolnshire)</td>
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<td>01526 322444</td>
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<td>Lincoln</td>
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<td>Camli Care Ltd</td>
<td>Lincoln</td>
<td>07387 710872</td>
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<td>Care 4 U Services (Lincs) Ltd</td>
<td>Lincoln</td>
<td>01522 704504</td>
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<td>Cottage Residential Home, The</td>
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<td>01526 320887</td>
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<td>Heart 2 Heart Staff Solutions</td>
<td>Lincoln</td>
<td>01522 684422</td>
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<td>Helping Hands Nurses Agency (HHNA Lincoln)</td>
<td>Lincoln</td>
<td>07772 741217</td>
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<tr>
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<td>Lincoln</td>
<td>01522 716525</td>
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<td>Housing and Support Solutions – Lincoln</td>
<td>Lincoln</td>
<td>01522 683857</td>
<td>LDA</td>
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<tr>
<td>Kids Lincoln Office</td>
<td>Lincoln</td>
<td>01522 542937</td>
<td>YA</td>
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<tr>
<td>Laurels, The</td>
<td>Lincoln</td>
<td>01522 532596</td>
<td>OP PD MH SI YA</td>
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<tr>
<td>LJM – Homecare Lincoln</td>
<td>Lincoln</td>
<td>01522 700400</td>
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<td>Namron Care Provider Ltd</td>
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<td>01522 528820</td>
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<td>Lincoln</td>
<td>01522 539626</td>
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<td>Presious Healthcare Ltd</td>
<td>Lincoln</td>
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<td>Sampson House</td>
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<td>Sevacare – Lincoln</td>
<td>Lincoln</td>
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### Service User Bands
- **OP**: Older people (65+)
- **D**: Dementia
- **PD**: Physical disability
- **LDA**: Learning disability, autism
- **MH**: Mental health
- **SI**: Sensory impairment
- **YA**: Younger adults
- **AD**: People who misuse alcohol or drugs

- Lincolnshire Care Association member – see page 9

Visit [www.lincolnshire.gov.uk/adultcare](http://www.lincolnshire.gov.uk/adultcare) for help and information
Search for care at www.carechoices.co.uk to find support in your area.

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 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

For more information, please contact us:
01775 828 280 • info@wellbeinghomecare.co.uk
www.wellbeinghomecare.co.uk
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Visit [www.lincolnshire.gov.uk/adultcare](http://www.lincolnshire.gov.uk/adultcare) for help and information
Care and support providers continued

South Kesteven

**Ansar Projects**
Grantham  
Tel: 07809 195902  
**OP LDA YA**

**Autumn Park Business Centre**
Grantham  
Tel: 07957 113046  
**OP PD LDA MH SI YA AD**

**Blossoming Hearts Care Agency Ltd**
Grantham  
Tel: 01476 210224  
**Advert page 26 OP D PD YA**

**Bluebird Care (Peterborough & Rutland)**
Stamford  
Tel: 01780 480881  
**OP D PD LDA SI YA**

**Bluebird Care South Lincolnshire**
Grantham  
Tel: 01476 512371  
**OP D PD LDA MH SI YA**

**Charisma Services**
Grantham  
Tel: 07791 238742  
**OP D PD LDA MH SI YA**

**Caring Companions**
Grantham  
Tel: 07452 976226  
**Advert below OP D PD LDA SI YA AD**

**Evergreen Care Trust Stamford**
Stamford  
Tel: 01780 765900  
**OP D PD MH SI YA**

**Fenns Home Management & Support Services**
Grantham  
Tel: 01400 250166  
**OP D PD MH SI YA**

**For You Healthcare Ltd**
Peterborough  
Tel: 01778 219062  
**OP D PD LDA MH SI YA AD**

**Fosse Healthcare – Grantham**
Grantham  
Tel: 01479 589456  
**OP D PD LDA MH SI YA AD**

**Gilder Care Ltd**
Grantham  
Tel: 01476 978077  
**Advert below OP D PD**

**Greenwood Homecare Grantham**
Grantham  
Tel: 01476 849522  
**OP D PD LDA MH SI YA**

**Helping Hand**
Grantham  
Tel: 01476 512394  
**OP D PD LDA MH SI YA**

**Heritage Care Ltd – Lincolnshire Domiciliary Care Branch**
Bourne  
Tel: 01778 424241  
**OP PD LDA MH SI YA**

**Home Instead Senior Care – Bourne**
Bourne  
Tel: 01778 243100  
**OP D PD LDA MH SI YA**

**LCMB Therahealth Homecare**
Bourne  
Tel: 01778 243110  
**OP D PD YA**

---

**Caring Companions 4U Ltd**
Covering Grantham and surrounding areas  
Looking for professional, reliable support at home or in the community?

- Personal care
- Medication support
- Meal preparation
- Domestic tasks
- Social support
- Companionship
- Attending appointments

Our services are for adults and children and are personalised to each individual's needs.

07452 976226  
caring.companions2017@gmail.com

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**Gilder Care Limited**
Gilder Care is the multiple award winning agency of choice for those who need support to live in their own homes in Grantham and the surrounding villages.

At Gilder Care, we believe that individuality is everything. This is why, when you contact us, we will listen to your needs and tailor a package of care accordingly.

GILDER CARE - YOUR PEACE OF MIND IS OUR PRIORITY

Gilder Care Limited
8-9 Withambrook Park, Londonthorpe Road, Grantham, Lincs NG31 9ST
Email: info@gildercare.co.uk  
or telephone: 01476 978077

www.gildercare.co.uk
Care and support providers continued

Lily Mae Homecare Ltd
Peterborough
Tel: 01778 218157

Advert page 26

Meadows Homecare Services
Grantham
Tel: 01476 561184

Wright Care at Home
Stamford
Tel: 01780 489227

Wellbeing Care Services Ltd
Bourne
Tel: 01775 828280

Lincolnshire Care Association member – see page 9

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

Visit www.lincolnshire.gov.uk/adultcare for help and information

LDA

West Lindsey

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

Mencap
– March Domiciliary Care Agency
Bourne
Tel: 01778 423726

FocusAbility Support and Care Services
Market Rasen
Tel: 01673 844423

OP D PD LDA MH SI YA

FocusAbility Support and Care Services
Advert below

OP LDA YA

Meadows Homecare Services
Grantham
Tel: 01476 561184

Mencap
– March Domiciliary Care Agency
Bourne
Tel: 01778 423726

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

Grosvenor House Care Home
Gainsborough
Tel: 01427 616950

Thera East
Grantham
Tel: 0300 303 1253

OP D PD LDA MH SI YA AD

Grosvenor House Care Home
Gainsborough
Tel: 01427 616950

Thera East Anglia
Grantham
Tel: 0300 303 1281

OP LDA YA

Libertas Gainsborough
Gainsborough
Tel: 01427 700150

Thera East Midlands
Grantham
Tel: 0300 303 1282

OP LDA YA

Serenity Care Company Ltd, The
Gainsborough
Tel: 01427 612171

Trent Nursing
Gainsborough
Tel: 0333 511 3155

Support and Care Services Ltd.
Our beautiful, four bedroomed
bungalow has large gardens,
spacious lawns and a vegetable
patch. It is set on the outskirts of
Glentham overlooking open
countryside with a variety of wildlife
including: Llamas, deer, owls,
horses and a multitude of visiting birds.

www.focusability.co.uk  01673 844 423

Thera North
Grantham
Tel: 0300 303 1283

OP LDA YA

Thera South Midlands
Grantham
Tel: 0300 303 1808

OP LDA YA

Thera South West
Grantham
Tel: 0300 303 1254

OP LDA YA

Thera South Midlands
Grantham
Tel: 0300 303 1808

Thera South West
Grantham
Tel: 0300 303 1254

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www.focusability.co.uk  01673 844 423

FocusAbility Support and Care Services
Advert below

Grosvenor House Care Home
Gainsborough
Tel: 01427 616950

Libertas Gainsborough
Gainsborough
Tel: 01427 700150

Serenity Care Company Ltd, The
Gainsborough
Tel: 01427 612171

Trent Nursing
Gainsborough
Tel: 0333 511 3155

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www.focusability.co.uk  01673 844 423
Getting out and about

We know that life is not easy when you are at home all day, particularly if you need a little extra support. Getting out, taking part in leisure activities and socialising with friends can make all the difference.

Day opportunities and day care

Day opportunities

‘Day opportunities’ is the term we use for services and activities that focus on ordinary life opportunities and which give people with support needs, including people with complex high support needs, the chance to meet up with other people, to say what they want to do, to decide where they want to go, to try out new things in their community, and get support to do so. Day opportunities include some activities which are available in the evenings and at weekends.

Day care

‘Day care’ is the term we use for services that are available in a resource centre, community building or a residential home which may offer more support with personal care. Day care services have professional care staff who can support with things like going to the toilet and reminding people to take medication. The service may also be able to offer a hot meal and drinks during the day and a chance to socialise and take part in different activities.

Some services may be more specialised and can, for example, offer support to people with learning disabilities, dementia or other high-dependency needs. In all cases, good day services should provide a stimulating environment and opportunities to address individual needs, including physical or mental frailty.

Day opportunities and day care are often invaluable in helping people to maintain their independence for longer. They aim to help people improve their wellbeing, live healthier lifestyles and have a better quality of life. They can also help to give carers or family members a break from their caring role.

If you are paying for day opportunities or day care from your own money, you will be ‘self-funding’. In many cases, access to day services may be arranged privately by approaching the service provider directly. Some providers will tailor the support to meet your needs if you want to do something more suited to you personally.

You may be able to get help to pay for services from Adult Care if you are eligible and have unmet needs. You may be offered a personal budget for this. See page 52 for more information on personal budgets.

You can contact us to request an assessment of your needs and to see if you are eligible for services by phoning 01522 782155 or by emailing customer_services@lincolnshire.gov.uk

Please note that day opportunities and day care are chargeable services. You will be offered a financial assessment to ensure you are not asked to contribute more than you can afford. Some people pay nothing, however, if you have more than £23,250 in savings or capital (not including your home), you will be asked to pay the full cost of your day services. For more information on assessments, see page 51. For information on paying for care, see page 56.

There are different ways to pay for and access day opportunities and day care. The information adjacent explains how you can do this.
Day care services and day centres

We want people to have more choice and control about planning their own care and support so that the services they receive are personalised to help them achieve their outcomes. Whilst the list below provides information on building-based day care, you may prefer support to do things in your community.

Many people want to do different things in their week; this may include attending a centre providing day services, or it may be going out and about in the community, volunteering, college, training or sporting activities. It may be that some people just require practical support to help them to become more involved and use the amenities in their local community.

Support can include trained staff helping people learn how to use public transport by themselves, building independent living skills and enabling people to remain an active part of their community. We may be able to help you to develop such opportunities and tell you what alternatives may be available in your area.

### Boston

**Ashridge**
Boston Tel: 01205 366922
LDA SI

**Manor Gate Care Home**
Boston Tel: 01205 366260
OP D PD MH

**Ridlington Day Centre, The**
Boston Tel: 01205 368449
OP D PD LDA MH SI YA

**Scott House**
Boston Tel: 01205 357236
PD LDA

**Skirbeck Court (OSJCT)**
Boston Tel: 01205 361444
Advert page 7
OP D PD SI

**White Gables Care Home**
Boston Tel: 01205 723874
OP D PD SI

### East Lindsey

**Algitha Road, 40**
Skegness Tel: 01754 765206
PD LDA SI

**Ashtree House**
Withern Tel: 01507 450373
Advert page 78
OP D

**Bramhall Residential Home**
Tattershall
Tel: 01526 342632
OP D PD MH SI

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

**Eresby Hall (OSJCT)**
Spilsby Tel: 01790 752495
Advert page 7
OP D PD MH

**Fotherby House**
Louth Tel: 01507 607237
OP D PD SI

**Linkage Adult Skills – Grimsby**
Grimsby Tel: 01790 755059
Advert page 41
D PD LDA MH SI

**Linkage Adult Skills – Scremby**
Spilsby Tel: 01754 890521
Advert page 41
D PD LDA MH SI

**Linkage Adult Skills – Toynton**
Spilsby Tel: 01790 755059
Advert page 41
D PD LDA MH SI YA

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

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

**Meadows Sands Care Home**
Skegness
Tel: 01754 762712
OP D PD MH SI

**Newhaven Residential Home**
Huttoft Tel: 01507 490294
OP

**Orby Opportunity Centre**
Spilsby Tel: 01754 811387
LDA

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

<table>
<thead>
<tr>
<th>Service User Bands</th>
<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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<tr>
<td></td>
<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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Lincolnshire Care Association member – see page 9

Advertisers are highlighted

Visit www.lincolnshire.gov.uk/adultcare for help and information
Day care services and day centres continued

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<tr>
<th>Service</th>
<th>User Bands</th>
<th>Description</th>
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<td>OP</td>
<td>Old people (65+)</td>
<td>Chapel St Leonards Tel: 01754 872645</td>
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<td>Pippin Place (Orchard House Care Home Ltd)</td>
<td>OP, PD, MH, YA</td>
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<td>Mablethorpe Tel: 01507 472203</td>
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<td>Sense Centre – Louth</td>
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<td>Skegness Day Centre</td>
<td>OP, PD, LDA, SI, YA</td>
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<td>Sutton-on-Sea Tel: 01507 441969</td>
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<td>Sutton Lodge</td>
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<td>Sutton-on-Sea Tel: 01507 477531</td>
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<tr>
<td>Virginia House</td>
<td>OP, LDA</td>
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<td>Louth Tel: 01522 550908</td>
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<td>Wellington Road, 78</td>
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<td>Mablethorpe Tel: 01507 478577</td>
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<td>Wong Day Service, The</td>
<td>OP, PD, LDA, YA</td>
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<td>Horncastle Tel: 01507 527047</td>
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<td>Wyngate Residential Care Home</td>
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Lincoln

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<td>Aspire Day Service</td>
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<td>People who misuse alcohol or drugs</td>
<td>Lincoln Tel: 01522 705170</td>
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<td>Bargate Centre (Navigation Support and Care Services Ltd)</td>
<td>OP, PD, LDA, MH, SI</td>
<td>Alzheimer’s</td>
<td>Lincoln Tel: 01522 539626</td>
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<td>Bernadette House</td>
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<td>Boultham Park House (OSJCT)</td>
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<td>Brantley Manor Care Home</td>
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<td>Lincoln Tel: 07904 563794</td>
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<td>Carlton Centre (Navigation Support and Care Services Ltd)</td>
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<td>Carlton Lodge</td>
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<td>Creativity@Tess (TESS CIC)</td>
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<td>Ecclesheare Court</td>
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<td>Ermine House (OSJCT)</td>
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<td>OP, PD</td>
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<td>Linkage Adult Skills – Lincoln Checkpoint</td>
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<td>181 Adult Day Activities Centre (Bspoke Social Care)</td>
<td>OP, PD, LDA, MH</td>
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<td>Age UK Lincoln and South Lincolnshire</td>
<td>OP, PD, MH</td>
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<td>Ancaster Day Centre</td>
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<td>Lincoln Tel: 01522 870600</td>
</tr>
</tbody>
</table>

Advertisers are highlighted

Search for care at www.carechoices.co.uk to find support in your area
## Day care services and day centres continued

### South Holland

**Capricorn Day Centre**  
Holbeach  
Tel: 01406 230733

**Chappell Centre**  
Spalding  
Tel: 01522 555891

**Field House Residential Care Home**  
Spalding  
Tel: 01406 423257

### North Kesteven

**Adults Supporting Adults**  
Sleaford  
Tel: 01529 416270

**Ashfield Lodge**  
Sleaford  
Tel: 01529 307330

**Cottage Residential Home, The**  
Nocton  
Tel: 01526 320887

**Glenholme Holdingham Grange**  
Sleaford  
Tel: 01529 406000

**Greenacres Care Home**  
Heckington  
Tel: 01529 460935

**Holmleigh Care Home**  
Navenby  
Tel: 01522 810298

**Kirk House (Home from Home Care)**  
Dorrington  
Tel: 01526 833569

**North Hykeham Day Centre**  
North Hykeham  
Tel: 01522 689534

**North Road Day Opportunities**  
Sleaford  
Tel: 01529 300754

**Oaks, The**  
Scopwick  
Tel: 01526 321312

**Ruckland Court Day Centre**  
Lincoln  
Tel: 01522 530217

**Swallow Lodge**  
Lincoln  
Tel: 01522 300430

### North Lincolnshire

**Monson Retirement Home**  
Lincoln  
Tel: 01522 520643

**Ruckland Court Day Centre**  
Advert page 18  
Lincoln  
Tel: 01522 530217

**South Holland**  
Capricorn Day Centre  
Holbeach  
Tel: 01406 230733

**Chappell Centre**  
Spalding  
Tel: 01522 555891

**Field House Residential Care Home**  
Spalding  
Tel: 01406 423257

### Lincolnshire Care Association member – see page 9

**Advertisers are highlighted**

Visit [www.lincolnshire.gov.uk/adultcare](http://www.lincolnshire.gov.uk/adultcare) for help and information
Day care services and day centres continued

**South Kesteven**

**Age Concern Deepings**
Deeping St James Tel: 01778 345558  
**OP**

**Butterfield Centre, The**
Bourne  
Tel: 01778 421422  
**OP D PD LDA MH SI YA**

**Caythorpe Residential Home**
Caythorpe Tel: 01400 272552  
**OP D PD MH SI**

**Community Café & Garden Project (TESS CIC), The**
Grantham Tel: 01406 259832  
**PD LDA MH**

**Cree Centre (Grantham & District Mencap)**
Grantham Tel: 01476 566050  
**LDA**

**Digby Court (OSJCT)**
Bourne Tel: 01778 420203  
**OP D PD LDA MH SI**

**Five Bells Residential Care Home**
Folkingham Tel: 01529 497412  
**OP D LDA MH**

**Forget-Me-Not Day Centre**
Grantham Tel: 01476 594533  
**OP D PD MH**

**Gregory House (OSJCT)**
Grantham Tel: 01476 562192  
**Advert page 7**  
**OP D PD SI**

**Qu’apelle Residential Care Home**
Bourne Tel: 01778 422932  
**OP D PD LDA MH SI YA**

**Rose Lodge**
Market Deeping Tel: 0843 506 9452  
**Advert page 18**  
**OP D PD SI**

**Sense Centre – Bourne**
Bourne Tel: 01778 422132  
**PD LDA SI**

**Spriteleys (Adults Supporting Adults)**
Grantham Tel: 01529 416270  
**OP D**

**St John’s 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  
**LDA**

**Whitefriars (OSJCT)**
Advert page 7  
Stamford Tel: 01780 765434  
**OP D PD SI**

**Willows Care Home, The**
Rippingale Tel: 01778 440773  
**OP D PD SI**

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**West Lindsey**

**Drovers Call Care Home**
Gainsborough Tel: 01427 678300  
**OP D PD LDA MH SI YA AD**

**FocusAbility – Glentham**
Glentham  
Tel: 01673 844423  
**OP PD LDA MH SI**

**FocusAbility – Market Rasen**
Market Rasen  
Tel: 01674 844423  
**OP PD LDA MH SI**

**Foxby Court (OSJCT)**
Gainsborough Tel: 01427 613376  
**Advert page 7**  
**OP**

**Foxby Hill Care Centre**
Gainsborough Tel: 01427 611231  
**OP D PD MH YA AD**

**Greenacres Care Home**
Caistor Tel: 01472 851989  
**OP D PD SI**

**Grosvenor House Day Care**
Gainsborough Tel: 01427 616950  
**OP D PD MH SI YA**

**Hastings Day Centre**
Gainsborough Tel: 01427 615325  
**PD LDA**

**Laurels, The**
Holton-cum-Beckering  
Tel: 01673 858680  
**OP D PD MH SI**

**Little Brocklesby House**
Great Limber Tel: 01469 560784  
**OP D MH SI AD**

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<td>OP</td>
<td>MH</td>
<td>Older people (65+)</td>
<td>Lincolnshire Care Association member – see page 9</td>
</tr>
<tr>
<td>D</td>
<td>SI</td>
<td>Dementia</td>
<td>Advertisers are highlighted</td>
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<tr>
<td>PD</td>
<td>SI</td>
<td>Physical disability</td>
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<td>LDA</td>
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<td>Learning disability, autism</td>
<td></td>
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<tr>
<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>
<td></td>
</tr>
</tbody>
</table>
Day care services and day centres continued

North Warren House
Gainsborough
Tel: 01427 612171

Old Health Clinic Day Centre
Market Rasen
Tel: 01673 846016

Old Rectory, The
Saxilby Tel: 01522 702346

Poplars, The (OSJCT)
Market Rasen Tel: 01673 843319

Redcote Residential Home
Gainsborough
Tel: 01427 615700

Rock Foundation
Caistor Tel: 01472 859075

Willan House
Stainfield Tel: 01526 398785

Wispington House LTD
Saxilby Tel: 01522 703012

Transport

Other support available to get out and about and access community services includes:

Transport services
There is a wide range of public transport to choose from across the county. To find out more, visit www.lincsbus.info or telephone 0345 456 4474.

If you do not have access to a regular bus service or are finding it difficult to use traditional public transport due to a disability or mobility issue, the CallConnect bus service or community transport schemes can offer a number of different ways to help you get to local amenities. The Lincolnshire Transport Helpline team can provide information on all available transport options, and discuss the best transport solution for the journey you need to make.

If CallConnect is the best solution for you, the team will complete the free registration and explain how you can book journeys with the service. If not, you will be given public transport information or the contact details for your nearest voluntary car scheme and information about any costs involved.

Lincolnshire Transport Helpline
Tel: 0345 456 4474

CallConnect
Tel: 0345 234 3344

Lincoln Dial-a-Ride
Tel: 01522 544983

Blue Badge scheme
The aim of the Blue Badge scheme is to help disabled people who have severe mobility issues to access goods, services and other facilities by allowing them to park close to their destination. The scheme provides a national range of on-street parking concessions for Blue Badge holders who are travelling either as a driver or passenger.

Blue Badge
Tel: 01522 782232
Email: DisabledCarParking@lincolnshire.gov.uk

Public transport information
Tel: 0871 200 2233
Living with dementia

Support for people living with dementia, their carers and families

Throughout the UK, an estimated 850,000 people are living with dementia and the challenge continues to confront increasing numbers of people as our population ages. Most people with dementia are over 65 years of age, but dementia can affect younger people too.

Dementia affects everyone differently and can cause a wide range of symptoms. These can include issues with memory, thinking, concentration and language. People may become confused or struggle with how they perceive things. Dementia can also cause changes in mood or emotions and affect how someone behaves.

As GPs are usually the first point of contact for people with memory issues, they are working to increase the number of people getting a formal diagnosis. The GP may refer you to a Memory Assessment Service to help make a diagnosis of dementia.

Following a diagnosis of dementia, your GP may refer you to a specialist such as a Consultant in Old Age Psychiatry, a Community Psychiatric Nurse or an Occupational Therapist specialising in dementia care.

Memory Assessment and Management Service (MAMS)
The MAMS teams provide specialist assessment, diagnosis and early interventions for people with suspected, and/or mild to moderate dementia.

If dementia is diagnosed, the Memory Team will provide appropriate early intervention, which may include advice and signposting to appropriate services.

The assessments provided build upon the tests and history started by the GP. Where required, additional investigations are requested such as head scans or further blood tests to support the process of diagnosis and inform the type of care and information required.

Following assessment, if dementia is not confirmed, the Memory Team will then either signpost you on to other appropriate services or discharge you back to the GP. The GP will be informed of the findings to ensure continuity of care and signposting to appropriate support networks and organisations for post-diagnosis support.

The Dementia Support Service
The Dementia Support Service helps people with dementia, their families and carers. It is available countywide and is delivered by a specialist team of Dementia Support Workers. The service is funded by Lincolnshire County Council and is currently provided by Alzheimer’s Society.

Dementia Support Workers provide a wide range of information and advice on various topics including how to live well with dementia and live independently at home for as long as possible. They can also help to navigate local support networks, social care and health to find the right support for people with dementia, their families and carers.

For more information about the service or to make a referral, visit [www.lincolnshire.gov.uk/adult-care/health/memory-problems-and-dementia/dementia-family-support-service/132156.article](http://www.lincolnshire.gov.uk/adult-care/health/memory-problems-and-dementia/dementia-family-support-service/132156.article) or call 01522 782155.

Alzheimer’s Society
Alzheimer’s Society runs Singing for the Brain groups (details on page 38) which, as well as being beneficial for the person with dementia, are highly enjoyable as something for family members caring for a person with dementia and friends to do together.

Alzheimer’s Society also runs a Side by Side service that helps people with dementia to keep doing the things they love, with the support of a volunteer. The Society has also developed a pioneering service at Pilgrim Hospital in Boston, where dedicated staff based in the hospital offer information, advice, and support for people with dementia and their
families, carers and friends. This helps improve the experience of admission and the stay in hospital and also assists with discharge.

You can contact Alzheimer’s Society at:
Saracen House, City Office Park, Tritton Road,
Lincoln LN6 7AS
Tel: 01522 437069
Email: lincoln@alzheimers.org.uk (for general enquiries)
Web: www.alzheimers.org.uk

The Lincolnshire Carers Service
If you are caring for someone with dementia you also need to make sure you look after yourself. A good first point of contact is the Lincolnshire Carers Service – see page 44 for more information about a Carers’ Emergency Response Plan and having a carers’ assessment. The Lincolnshire Carers Service can help you identify appropriate support and can supply you with a Dementia Carers’ Handbook.

Age Care Advice – Dementia Companion Service
This is a small independent company run by a qualified social worker that can provide a care co-ordinator or companion to support individuals and families with dementia. This can help ensure that care is appropriate, safe and adapted as care needs change. It can help family carers who need to take a break or a holiday by monitoring the care of the person with dementia, providing peace of mind.

The service offers much more besides, including assistance with attending health appointments, help with stays in hospital, and being a contact for the Carers’ Emergency Response Plan and Lifeline Alarm Service. Charges apply.

For more information, email agecareadvice@gmail.com or call 07772 992732 or 01476 552137.

All About Me – planning ahead for going into hospital or care
All About Me is an easy to use planning tool, designed to be used by families and friends to plan ahead for hospital admissions or going into a care setting.

First created by United Lincolnshire Hospitals NHS Trust (ULHT), All About Me is a detailed document containing key information about a person’s routine, interests and preferences. It helps health and social care staff provide attentive and personalised care, based on a sound understanding of the person’s needs, communication, likes and dislikes.

The document covers:
• any medication the person is taking or they are allergic to
• any support they may need with eating and drinking
• any mobility aids they require or issues that may affect their movement
• their normal sleeping routine
• anything that might make them nervous, angry or sad or things that calm them down
• any interests, hobbies or things that are important to that person

Physical copies are available from any Patient Advice Liaison Service (PALS) office at a Lincolnshire NHS Hospital.

For more information about the All About Me document, email pals@ulh.nhs.uk or call 01476 464861.
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.

**Boston**

**Boston Caring Companions Carers Support Group**  
The Pallants, Main Road, Wrangle,  
Boston PE20 1JT  
Tel: Alan Taylor on 01205 871465  
Email: alanandaudrey@fsmail.net

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

**Memory Lane Dementia Day Service**  
Run by Boston Mayflower  
Mayfields Extra Care Scheme,  
Broadfield Lane,  
Boston PE21 8DY  
Tel: 01205 360300  
Email: memorylane@bostonmayflower.org.uk

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**East Lindsey**

**Alford Dementia Support Group**  
Alford War Memorial Hall, Chauntry Road,  
Alford LN13 9HW  
Tel: 01507 463262 ext. 226

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

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

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**Lincoln**

**Lincoln Dementia Café**  
Run by Alzheimer’s Society  
Bracebridge Community Centre, Maple Street,  
Lincoln 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,  
Lincoln LN6 7RB  
Tel: 01522 437069  
Email: lincoln@alzheimers.org.uk  
Web: www.alzheimers.org.uk

**Mablethorpe Singing Group**  
Orchard House Care Centre, Grosvenor Road,  
Mablethorpe LN12 1EL  
Tel: Linda West on 01507 472203

**Recollections Dementia Café**  
Run by Magna Vitae Trust  
Coastal Centre, Victoria Road, Mablethorpe LN12 2AQ  
Tel: 07917 394641  
Email: Elizabeth.atkin@mvt.org

**Skegness Dementia Café**  
Run by Alzheimer’s Society  
St Paul’s Church Hall, (Mustard Seeds Café),  
Beresford Avenue, Skegness PE25 3HY  
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, Spilsby PE23 5HT  
Tel: 01790 752495

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

**North Hykeham Dementia Friendly Swimming**
Run by Alzheimer’s Society
North Kesteven Sports Centre, Moor Lane,
North Hykeham LN6 9AX
Tel: 01522 437069
Email: lincoln@alzheimers.org.uk
Web: www.alzheimers.org.uk

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

**Sleaford Dementia Support**
St Denys Church Rooms, Market Place,
Sleaford NG34 7SH
Email: sleafordds@gmail.com

South Kesteven

**Bourne Dementia Support South Lincs**
Room 34, Wake House,
41 North Street,
Bourne PE10 9AE
Tel: 01778 426756 or Kate Marshall on 07867 355611
Email: k.marshall18@btinternet.com
Web: www.dementiasupportsouthlincs.co.uk

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

**Grantham Dementia Café**
Run by Alzheimer’s Society
Grantham Alive Church, Castlegate,
Grantham NG31 6TA
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,
Grantham NG31 6LH
Tel: 01476 585756

**Stamford Dementia Support South Lincs**
Run by Dementia Support South Lincs
Tel: 01778 426756 or Kate Marshall on 07867 355611
Email: k.marshall18@btinternet.com
Web: www.dementiasupportsouthlincs.co.uk

South Holland

**Crowland and District 55+ Carers’ Group**
The Methodist Church, Reform Street,
Crowland PE6 0AN
Tel: 01733 210326
Email: maragaret_taylor15@btinternet.com

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

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

**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

West Lindsey

**Assist Dementia Support Group**
Cherry Willingham, Reepham and Fiskerton
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,
Gainsborough 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,
Gainsborough 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,
Gainsborough DN21 1QR
Tel: 01427 613376

Nettleham Buddies Dementia Café
Tel: 01522 751812 • Email: dawkins-net@talk21.com

Disabilities, sensory impairments, autism and mental health

Specialist help for people with sensory impairments

Lincolnshire Sensory Services
Lincolnshire Sensory Services provides specialist support across Lincolnshire for people who are visually impaired, deaf, hard of hearing or have dual sensory loss. The service is delivered by Action on Hearing Loss, on behalf of Lincolnshire County Council.

Lincolnshire Sensory Services understands the practical and emotional challenges that people with sensory loss face. They work to promote independence, accessibility and wellbeing for people of all ages.

Services available include:

- registration of sight, hearing and dual sensory loss
- information and guidance on living with sensory loss
- equipment to help maintain safety and independence
- mobility training such as long cane skills and routes for safe and independent travel
- daily living skills training
- social development and mobility for children with sensory impairments
- signposting and referral to other services, organisations and groups for longer-term support
- community drop-ins offering hearing aid re-tubing and battery replacement

For more information or to make a referral, please contact:
Tel: 03333 202667
Text: 07710 155104
Email: contact@lincolnshiresensoryservices.org.uk
Web: www.lincolnshiresensoryservices.org.uk
Lincolnshire Sensory Services, Wellingore Hall, Hall Street, Wellingore, Lincoln LN5 0HX
Specialist help for people with learning disabilities

The needs of people with a learning disability, their families and informal carers are met in a variety of ways.

Any support or services you may be eligible for will depend on the outcome of your Adult Care assessment, described on page 51.

Support could include:

• professional support from Lincolnshire County Council’s Community Learning Disability Teams

• help to live in your home, including personal care or support to access your local community

• day opportunities, which could be a building-based service or individual support to assist you to access community based activities, including leisure, work and education

• a short break to give your informal carers a break from their caring role. This could take place in a residential setting, a shared lives placement, in your own home or away from home with support

• a shared lives placement, where you can stay for a short break or on a long-term basis in a shared lives carer’s home

• community supported living – if you are eligible for adult care services, you can have a personal budget to live more independently within the community

• residential care if your needs cannot be safely met with a community based support package

• advocacy, information and advice

• specialist therapy services – our Community Learning Disability Teams work in partnership with health colleagues who deliver a wide range of specialist learning disability therapy services through the Lincolnshire Partnership NHS Foundation Trust (LPFT) community teams

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

Autism services

Autism is a lifelong condition. It is a spectrum disorder, which means that everyone who has autism experiences it differently and is affected in different ways. All autistic people are likely to share certain difficulties around social communication, social interaction and restrictive or repetitive patterns of behaviour. However, they will often experience very individual sensory difficulties. These can include over/under-sensitivity to sounds, touch, tastes, smells, light or colours.

Many autistic people may never come to the attention of services because they have learned strategies to overcome any difficulties and are able to live independent lives. However, autistic people are more likely to experience higher levels of stress and an increased likelihood of mental health issues. Some autistic people may also have learning disabilities or other conditions.

Any support or services you may be eligible for
will depend on the outcome of your Adult Care assessment. This will establish if you have any eligible care and support needs. A formal diagnosis of autism will not necessarily indicate your eligibility to receive services.

Support that may be available can include:

• advocacy
• information and advice
• help to live in your home and support to access your local community
• day opportunities
• respite care
• community supported living or residential care
• specialist therapy services

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

Local autism support groups
There are opportunities for autistic people and their families to share experiences, information and advice with other people and to join in with activities in their local community.

CANadda
A Community Adult Network support group for adults with an autism spectrum disorder, dyslexia, dyspraxia and attention-deficit hyperactivity disorder.
Queens Park Community Hub, South Park, Lincoln LN5 8EW
Tel: 01522 716899
Email: canadda@canadda.org.uk
Web: www.canadda.org.uk

Circles of Support
A free service available for all people with a diagnosis of autism or learning disabilities. It provides a person-focused support network to help people achieve their personal goals in life.
Emma Rogers, Project Manager
Tel: 07857 625792
Email: rogers1emma@sky.com

Family Focus Lincolnshire
An independent community organisation offering a SHARE (support, help, advice, respite, encouragement) support group and guidance service for the families of children and adults who are autistic.
Tel: 07930 194175
Web: www.familyfocuslincolnshire.org.uk

GAIN (Grantham Autistic Information Network)
Supports families with children and adults on the autistic spectrum in Grantham and the surrounding area.
Belton Lane Children and Community Centre, off Princess Drive, Grantham NG31 9PP
Tel: 01476 855070
Email: mailus@gain-grantham.co.uk
Web: www.gain-grantham.co.uk

LAAFS (Louth Area Autism Family Support)
A support group dedicated to offering help, information, care and support to parents and carers of children and young people who have been diagnosed with autistic spectrum disorder.
Trinity Centre, Eastfield Road, Louth LN11 8DJ
Email: contact@lafs.org • Web: www.laafs.org

PAACT (Parents and Autistic Children Together)
A support group based in Lincoln and Gainsborough for families with autistic children and young people, aiming to help people access advice, support and activities in the local area.
Tel: 01522 581915
Email: paactsupport@hotmail.co.uk
Web: www.paactsupport.com

Sharing Minds
A support group for parents of children with additional, special and complex needs including learning difficulties.
Sunset House, Main Road, Friskney, Boston PE22 8QS
Tel: 01754 820821
Email: emmaslack22@yahoo.co.uk
Help for people with mental health needs

Mental health issues range from reactions to normal life events, such as bereavement, relationship breakdowns and depression, to more complex conditions such as schizophrenia.

The Single Point of Access (SPA) service is a first point of contact for people wishing to access mental health services in Lincolnshire. The Single Point of Access contact centre is staffed by fully qualified and skilled healthcare professionals 24 hours a day. The team provides advice and guidance through a triage process, where the urgency of care is assessed.

For more information, please contact:
Tel: 0303 123 4000
Email: lincs.spa@nhs.net
Web: www.lpft.nhs.uk
Single Point of Access Contact Centre, Sycamore Unit, Beacon Lane, Grantham NG31 9DF

Managed Care Network
Lincolnshire’s Managed Care Network for mental health aims to help people who have already experienced mental health issues, or who are having their first experience of mental illness.

The network is funded by the Mental Health Promotion Fund which was established by Lincolnshire County Council and is managed by Lincolnshire Partnership NHS Foundation Trust (LPFT).

Members of the network have close links with each other to help people prevent, manage and recover from mental illness, so that they can enjoy the best possible quality of life.

Groups and organisations across the county provide a variety of activities including social and friendship groups, formal and informal learning, supported volunteering and community participation activities.

For more information and a full list of the Managed Care Network groups, visit www.lpft.nhs.uk/MCN

For more information, please contact:
Tel: 01529 222245 • Email: mcn@lpft.nhs.uk
Web: www.lpft.nhs.uk/MCN
Community Partnerships Teams, Lincolnshire Partnership NHS Foundation Trust, Unit 9, The Point, Lions Way, Sleaford NG34 8GG

The Lincolnshire Carers Service: support for family carers

Who is a carer?

Do you look after a relative or friend who due to frailty, physical or mental illness, addiction or disability cannot manage without your support? If so, you are a ‘carer’ and you may want to talk to someone about your caring role and any support needs you may have. Many people see their caring role as part of their family relationship and do not see themselves as a ‘carer’ until they reach crisis point, missing out on the information and advice that is available.

What support is available for carers in Lincolnshire?

For many people, caring is a rewarding and positive experience, but for others, caring without the right help and support can feel overwhelming. Caring can trigger feelings of loneliness and frustration and many people often find their physical and emotional health, work or finances are affected, particularly as their caring role continues. Carers do an amazing job, and have the right to be supported.

You do not have to wait until you are struggling before you ask for support. The earlier you get help, the more difference it can make.
You can contact the Lincolnshire Carers Service to talk to someone about your caring role. We will listen to you and support you. We aim to help you improve your health and wellbeing and get the balance right in your life again. We can help with:

- recognising and valuing the role that you have
- opportunities to talk in detail about the caring role and how you feel
- tailored information and advice, including about other useful services, for you and the person you are looking after
- identifying who else might help you in your caring role, and if necessary, assistance with practical support
- supporting your conversations with people and services such as GPs, social care and hospitals so that you are listened to, included and involved
- managing a hospital stay
- practical training to help with caring
- advice and support for carers in the workplace
- eligibility for benefits and financial support
- opportunities to access support groups and activities so you can meet others in a similar situation
- regular contact by telephone, Carers FIRST website, monthly e-bulletins and What’s On guides

support with creating a Carers’ Emergency Response Plan, which provides detailed instructions for others to follow in an emergency situation

support to access a break or help around the home. Depending on eligibility, this may be funded through a carer’s personal budget

How do I contact the Lincolnshire Carers Service?
The Lincolnshire Carers Service is delivered in partnership by Lincolnshire County Council’s Customer Service Centre and Carers FIRST.

The Customer Service Centre is the first point of contact for all referrals and general enquiries regarding support for carers, and provides a telephone based support service for carers. Contact them on 01522 782224 from 8.00am to 6.00pm, Monday to Friday (except on public holidays) or CarersService@lincolnshire.gov.uk

In an emergency, out of these hours, phone the Emergency Duty team on 01522 782333. Carers may contact the service directly, and any professional may refer a carer.

Carers FIRST provides a wide range of support for carers in the community. Visit www.lincolnshire.gov.uk/carers or www.carersfirst.org.uk

What are the benefits of a carers’ assessment?
A carers’ assessment is the opportunity for you to talk to someone about the impact that caring has on your life. We can talk to you over the telephone, or meet you in a community venue or in your home.

The assessment looks at how caring affects your physical, mental and emotional wellbeing and whether you are able and willing to carry on caring. It’s a chance to focus on you, your strengths and your needs.

Following the assessment, we make a plan together with you to support you. We also let you know whether you are entitled to a carers’ personal budget. We use the national eligibility criteria for carers (Care Act 2014) to help us make this decision (see adjacent).

You don’t have to meet the national eligibility criteria to access the wide range of support from the Lincolnshire Carers Service.

Anyone who provides or intends to provide care for an adult can request a carers’ assessment by contacting the Lincolnshire Carers Service.

Parent carers also have the right to a statutory carers’ assessment. If you feel that what you do to look after your relative or child has changed or increased, you can ask for a new assessment.
Carers’ National Eligibility Criteria (Care Act, 2014)

A carer meets the eligibility threshold if all three criteria are met:

1. A carer’s need for support arises because they are providing necessary care to an adult. As such, if the carer is providing care and support for needs which the adult is capable of meeting themselves, the carer may not be providing necessary care.

2. As a result of the caring responsibilities, the carer’s physical or mental health is either deteriorating or is at risk of deteriorating, or the carer is unable to achieve any of the following outcomes:
   • carrying out any caring responsibilities the carer has for a child

3. As a consequence, there is, or there is likely to be, a significant impact on the carer’s wellbeing.

What is a carers’ personal budget?

A carers’ personal budget is a flexible way to meet your assessed eligible needs. It is an amount of money that can be tailored to your unique circumstances as needed. It can help pay for a short break, services or equipment. A carers’ personal budget should give you a break and/or ease the burden and impact of caring, as well as generally improving your health, wellbeing and quality of life.

A personal budget may be given as a direct payment. The payment covers a 12-month period, after which your needs will be reviewed.

How can I use a carers’ personal budget?
The personal budget can be used in many different ways to meet your eligible support needs. Examples from other carers include:

• gardening and cleaning services to ease the burden of household maintenance

• travel expenses to help maintain family and social connections, preventing social isolation and loneliness

• equipment such as a tablet or laptop for household carers to maintain social contact with family and friends

• providing care to other persons for whom the carer provides care

• maintaining a habitable home environment in the carer’s home

• managing and maintaining nutrition

• developing and maintaining family or other personal relationships

• engaging in work, training, education or volunteering

• making use of necessary facilities or services in the local community, including recreational facilities or services

• engaging in recreational activities

• short breaks such as sitting services so that carers can take a regular break

• leisure and recreational activities so that carers can recharge their batteries, be part of local community life and improve their health and wellbeing

The personal budget cannot be spent on illegal activities, debts and bills, gambling, alcohol or drugs.

A record of how the money has been spent must be kept.

Visit www.lincolnshire.gov.uk/adultcare for help and information
Breaks from caring

Being a carer can be a rewarding and positive experience but without breaks from your caring role it can also be tiring and overwhelming. Breaks are essential to a carer’s quality of life and personal wellbeing.

How breaks can help

Breaks can help carers to:

• focus on other parts of their life
• look after their own health needs
• connect with family, friends and the community
• restore balance to their life
• rest and recuperate

Breaks can also be beneficial to the person they care for to:

• enjoy new experiences and activities
• have a change of scene or routine
• connect with different people

What kind of short breaks can be organised?
The best short break is the one that works for you and your situation. Family and friends may be willing and able to offer some occasional or even regular help if asked. Service options, which usually involve a cost, include:

A regular break of a few hours a week could be:

• domestic help at home with tasks such as gardening or laundry, allowing you time to access other activities or to rest without worrying about these things not getting done
• a befriending scheme, which may offer the person you care for company, and you some time to yourself
• replacement care such as a sitting service, so the person being cared for can stay in their own home, allowing you some regular time outside the home. The shared lives scheme can be a good option that many families value
• support to get out and about, and do things that the person enjoys, either separately or together

• daytime support away from the home such as community groups, activities, a personal assistant and day centres

Overnight stays, weekend short breaks and longer holidays could be:

• homecare arranged for a longer temporary period, or increased in frequency of visits, enabling the person to stay in the familiarity and comfort of their own home
• a personal assistant to provide longer-term care, enabling the adult to stay in their own home while you go on holiday
• a free break, provided and funded by a charity, for you to recharge your batteries
• a family-based short break, where a family hosts and looks after the person you care for in their own home for a period
• respite care in a care home or care home with nursing, booked in advance for a week or two, allowing you to plan a holiday
• a supported holiday, where you can go away with the person you care for, but additional care support or inclusive activities are tailored specifically to your needs, so you can relax and enjoy yourselves together. Revitalise or dementia adventures are examples of this. Supported stays in hotels are also becoming a popular option

How do I access a short break?

You can organise and pay for a short break yourself, by using the information provided in this directory, on www.lincolnshire.gov.uk or by calling the Customer Service Centre on 01522 782224 for more information and advice.

You can also access a short break, and find out whether you are eligible for funding through a social care needs assessment for the person you care for, or through a carers’ assessment for yourself.
Lincolnshire Young Carers Service

A young carer can be a member of any family, from any background and in any situation. The Lincolnshire Young Carers service helps and supports children and young people up to the age of 18 who are helping to care for someone at home.

You may be supporting a parent, brother, sister, grandparent or any other relative:

- with a physical disability
- with a mental health condition
- with a learning disability
- who misuses alcohol or drugs
- with a sensory impairment, such as hearing or sight loss
- with a life-limiting condition
- with any other long-term illness or condition

The Young Carers Service understands that you may be facing challenges at home, at school or college, in your work or in your social life.

It offers a comprehensive service which includes someone who will assess your needs, help you to find good information and make sure you get the right support. There may also be the chance to join groups and activities with other young carers.

Anyone can refer to the service, including:

- you
- a member of your family
- a teacher
- a school nurse
- a social worker
- any other professional

You can contact the Lincolnshire Young Carers Service by phoning 01522 553275, emailing youngcarers@lincolnshire.gov.uk or at Lincolnshire Young Carers, 1st Floor Business Support Office, Municipal Building, West Street, Boston PE21 8QR

Keeping people safe

**Adult safeguarding – what it is and why it matters**

‘Safeguarding’ means protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop the risks and experience of abuse or neglect, whilst making sure that the person’s wellbeing is promoted, including having regard to their views, wishes, feelings and beliefs in deciding on any action.

We will always promote your wellbeing in our safeguarding arrangements. Professionals in Lincolnshire will work with you to establish what being safe means to you and how that can be best achieved. We want to make safeguarding personal to you.

The six key principles which underpin all our adult safeguarding work are:

1. **Empowerment** – people being supported and encouraged to make their own decisions and informed consent.

   ‘I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.’

2. **Prevention** – it is better to take action before harm occurs.

   ‘I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.’

3. **Proportionality** – the least intrusive response appropriate to the risk presented.

   ‘I am sure that the professionals will work in my
interests as I see them and they will only get involved as much as needed.’

4. Protection – support and representation for those in greatest need.
   ‘I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent I want.’

5. Partnership – local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
   ‘I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.’

6. Accountability – accountability and transparency in delivering safeguarding.
   ‘I understand the role of everyone involved in my life and so do they.’

What are abuse and neglect?
There are various ways that people can be harmed. A person can be harmed once or multiple times and the abuse can affect one or more people. Abuse can be long-term in the context of an ongoing family relationship, such as domestic violence or persistent psychological abuse, or opportunistic abuse where money or jewellery has been left lying around.

How can we help you?
As professionals, we can help you think about your life and what you want to do to help you to be safer.

We use the six objectives that we have been given by legislation to help us guide your and our thinking about the risks in your life and what you want to do about them. We may do this with or without professional partners (if they can assist you), and the scope and nature of our involvement will be determined by the needs and risks that are presented.

We will work in partnership with you and help you decide about taking any actions in your life.

The six objectives of an enquiry into abuse or neglect are to:

- establish the facts
- ascertain your views and wishes and the outcome you want. In Lincolnshire, we have also included the word outcome here, as we want to talk to you about the outcome that you want to achieve from the outset. This is so that we know what it is that you want to ‘come out’ of our conversations with you. We can then together:
  - assess the need for protection, support and redress and how they might be met
  - protect you from abuse and neglect in accordance with your wishes
  - make decisions as to what follow-up action should be taken with regard to you or the organisation responsible for the abuse or neglect
  - enable you to achieve resolution and recovery

Who should I contact?
The Customer Service Centre is the first point of contact for any member of the public concerned about any issue regarding the safeguarding of adults. The Customer Service Centre will contact the local Safeguarding team as appropriate.

You can contact the Customer Service Centre on 01522 782155, 8.00am to 6.00pm weekdays. Outside of this time, you can contact the Emergency Duty team on 01522 782333, 5.00pm to 8.45am Monday to Thursday and from 4.45pm on Fridays through to 8.45am on Mondays with a 24-hour service on Bank Holidays.

You should contact the police on 101 for anything that is not an emergency or dial 999 if you think that someone is in immediate danger.
Making your voice count

If you feel something is not right or you are unhappy and need further support and advice, there are many ways to get your voice heard.

**Independent advocacy**

**Social care and mental health advocacy**

Independent advocacy means having someone to speak on your behalf, help you secure your rights and represent your interests. Advocates are completely independent from organisations that provide social care services. They empower people with physical or learning disabilities, older people, those with mental health issues and carers to make informed choices and decisions about their own health and social care.

Independent advocacy services in Lincolnshire are provided by Total Voice Lincolnshire. This is a partnership of organisations which includes Voiceability (providing advocacy for adult users of social care and mental health services), Barnardo’s (advocacy for children and young people) and Age UK Lincoln (advocacy for older people in the community or in residential services).

Some of the services Total Voice Lincolnshire provides have certain qualifying criteria. If you feel you might want the support of an advocate, the first step is to contact Total Voice for an informal chat.

If the service can help, an advocate will talk to you about your concerns, help you explore your options and choices and assist you to find the right information and advice. If it is appropriate, and with your agreement, your advocate will support you to express your views and opinions at care meetings, during an assessment and at other times when you want to be heard.

For all enquiries, contact **Total Voice Lincolnshire**
Tel: 01522 706580
Email: TVL@voiceability.org
Web: www.totalvoicelincolnshire.org
Unit 6, Allenby Business Village, Crofton Road, Lincoln LN3 4NL

**NHS Complaints Advocacy**

NHS Complaints Advocacy is available if you need help to express your concerns and make a complaint about the care or treatment you have received from the NHS. This free, independent and confidential advocacy service is provided in Lincolnshire by POhWER.

Tel: 0300 456 2370 • Minicom: 0300 456 2364
Text: send the word ‘pohwer’ with your name and number to 81025
Email: pohwer@pohwer.net
Web: www.pohwer.net
Skype: pohwer.advocacy
Fax: 0300 456 2365
Write to: POhWER, PO Box 14043, Birmingham B6 9BL

**Lincolnshire NHS Patient Advice and Liaison Service (PALS)**

The Patient Advice and Liaison Service (PALS) is a confidential service that helps patients, their families and carers to find answers to questions or concerns regarding the care or treatment received from NHS Trusts in Lincolnshire.

PALS provides confidential advice and support, helping you to sort out any concerns you may have about the care provided by the NHS and guiding you through the different services available.

**Patient Advice and Liaison Service**

Lincolnshire Community Health Services NHS Trust, Beech House, Witham Park, Waterside South, Lincoln LN5 7JH (For satnav use LN5 7JN)
Tel: 0300 123 9553
PALS is available Monday to Friday, 8.00am to 4.00pm (except public holidays).
Making a comment or complaint about care services

At Lincolnshire County Council, we aim to give people an excellent level of customer service. As a public authority, we want to make sure that people are always satisfied with our services and ensure that we provide professional services to meet people’s needs. To help make this happen, we want to hear from you. Your comments are vital in helping to bring about real improvements in our services.

It is always best to raise a concern directly with the manager of the service concerned. This way, issues can be resolved at an early stage.

If the care you receive is arranged or funded through Lincolnshire County Council and you are not satisfied with the response you receive from the care provider, you can speak to your practitioner or raise your concern with us.

If the care you are receiving is regulated, for example in a care home or where personal care is provided at home, this will be subject to standards set by the Care Quality Commission.

If you are unhappy with the outcome of your complaint to Adult Care, or if you pay for your care yourself, you can contact the Local Government and Social Care Ombudsman.

Healthwatch Lincolnshire

Healthwatch is your independent consumer champion for health and social care in Lincolnshire, putting you at the heart of health and social care services.

Its role is to give local people a voice to influence and challenge how health and social care services are provided locally. It does this by listening to and talking with residents from all parts of the community and by holding service providers to account. It is here to make sure your views are heard by the key decision makers.

Healthwatch Lincolnshire can help you to get the best out of health and care services by:

- providing you with information about your local services and how you can access the help you need
- listening to your views about what is and isn’t working well
- signposting you when you need to make a complaint about care
- working with the organisations that pay for your health or care services and making sure they are aware of the concerns and issues raised by local people
- following up any concerns or issues raised by residents to ensure they are responded to and working to ensure they have an impact on how services are run
- influencing the way services are set up and commissioned

Healthwatch has legal powers to look into specific areas of concern and, as a result, to make recommendations on how services can be improved.

Where appropriate, they will be able to alert healthcare providers and regulators to concerns that have been raised about specific services, health or care matters.
Accessing care and support

There are various services available to help you if you need some extra support to manage day-to-day. They can prevent you from going into hospital, or offer extra care and support after you have been discharged. Your needs and wishes are most important throughout the process.

Assessment and eligibility for care services

Assessment
Assessment is the process of gathering and sharing information to build an understanding of your situation. The assessment is really important to understand your own strengths, what you can do for yourself, what help and support there is around you as well as where you have difficulties. The assessment also helps us to understand what outcomes you want to achieve. The process should be beneficial to you and it is important that you are as fully involved as possible.

The assessment may happen face-to-face where you live, in a hospital or in the place you are staying. Some assessments take place over the phone. Alternatively, you may wish to undertake your own assessment with the support of other people. In these cases, we will still ensure the assessment is accurate and appropriate and may still need to involve other relevant people to understand your situation.

The assessment will show all the needs we have identified and enable us to determine which of your needs are eligible for care and support. We will always ensure you have a copy of your completed assessment, which will include a statement of your eligible needs.

How quickly will this happen?
If your situation is very urgent, you are in a crisis or you are at serious risk of harm, we will aim to see you within 24-hours. If your carer is finding it very difficult to cope, we will try to see you within seven days. In any other case we will see you within a timescale that is appropriate to your circumstances.

What about confidentiality?
We respect your privacy at all times. Any information you give us will be treated as confidential and will only be shared with other agencies involved in your care with your permission. In exceptional circumstances, and where the law says we must show it to someone else, we may need to share your information without getting your permission first.

Will I be able to get help?
After the assessment, we will identify and agree your needs with you and discuss the help and support available to meet them, according to the seriousness of your situation. We will also look at your financial situation and determine whether we can make a contribution to the cost of your care. See page 56 for further information about paying for care.

If you are eligible for help from us, we will aim to arrange this within seven days of the assessment being carried out. If you are not eligible for help, we will give you information and advice about services that are available to help you to continue to live independently and to maintain your quality of life.

Eligibility
The Care Act (2014) introduced a ‘national eligibility threshold’. This means that every authority uses clear and consistent national criteria to assess people for care and support. The steps to deciding eligibility are:

Step 1 – We need to ensure that your needs result from you having a physical or mental impairment or illness. If your needs don’t stem from illness or impairment, you will not be eligible for support.

Step 2 – Where your needs do stem from illness or impairment, we consider whether they prevent you from achieving any of the ten ‘eligibility outcomes’ (listed overleaf).
To meet the eligibility threshold, you must be unable to achieve two or more of these outcomes. ‘Unable to achieve’ can mean that you are totally unable to achieve it, that you are unable to achieve it without assistance, or that you are able to achieve it but with significant difficulty, pain or distress.

The outcomes are:

• managing and maintaining nutrition
• maintaining personal hygiene
• managing toilet needs
• being appropriately clothed
• being able to make use of the home safely
• maintaining a habitable home environment
• developing and maintaining family or other personal relationships
• accessing and engaging in work, training, education or volunteering
• making use of necessary facilities or services in the local community, including public transport and recreational facilities
• carrying out any caring responsibilities the adult has for a child

Step 3 – Where you are unable to achieve two or more of these outcomes, we must make a judgement about whether there is significant impact on your wellbeing as a result. Together, we will explore the impact your needs have on your wellbeing.

If you meet the eligibility threshold, we will state which of your needs are eligible for Adult Care support and which are not. If we believe any of your identified needs do not significantly impact on your wellbeing, we will record these as ineligible needs. If we believe any of your identified needs do impact significantly, we will record these as eligible needs.

Ask your assessor if you would like more details about the national eligibility threshold.

What if I don’t agree with the eligibility determination?
If you are not happy with the outcome of the assessment, you can ask us to look at your situation again with you. If you are still not happy, you can get in touch with us to make a comment, suggestion or complaint (see page 50).

Personal budgets

What is a personal budget?
A personal budget is made up of the amount it would cost to meet your eligible support needs. Depending on an assessment of your finances, this can be paid directly to you as a direct payment (see page 53), so that you can arrange your own care and support, or we can arrange your care and support for you or you can have a combination of these two options.

A personal budget gives you the independence to choose and control the support that is best for you.

How do I get a personal budget?
You can have a personal budget if you have an assessment which identifies that you have eligible needs that require care and support. The assessment process will help to gather and share information to build an understanding of your situation. The assessment will be completed with you to help us understand:
• your strengths
• what you can do for yourself
• what support you have around you
• where you have difficulties
• the outcomes you want to achieve

The assessment process is explained in more detail on page 51.
You will need to have a financial assessment to determine whether you will have to contribute to the cost of your care and how much this will be. For more information on paying for your care, see page 56.

**Will I manage my personal budget?**
If it is agreed that you need a personal budget, you will be contacted to advise you of the amount of personal budget you have and, if appropriate, what your contribution will be. We will help you put a care and support plan together which meets your needs and supports you to achieve your goals.

We can arrange support for you, or you can have support from a third party to do this or you can arrange your support using a direct payment with as much or as little help as you wish.

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**Direct payments**

If you are eligible for support after a social care assessment (see page 51), you will receive a personal budget. You can choose to have your personal budget as a direct payment instead of asking us to arrange services for you.

Depending on the amount of money involved, this may be paid as a one-off sum or an ongoing payment (e.g. monthly for support costs). It is paid directly to you or your representative to give more flexibility over how your care and support is arranged and provided. This allows you to meet your assessed eligible needs and to achieve your agreed outcomes.

A prepaid card account will be set up by Lincolnshire County Council for ongoing direct payments, unless it has been agreed that you will set up your own separate bank account.

Direct payments are voluntary, and you need to request or agree to have one. People often have the most choice and control over how their care and support needs are met if they receive their budget as a direct payment.

If you choose a direct payment, we will ensure you get the information and help you need to take a direct payment and make the most of your personal budget. Alternatively, if you choose not to have a direct payment, we can arrange support services for you. If you decide to have a direct payment, you can change your mind about this at any time.

**What can direct payments be used for?**
Direct payments need to be used lawfully; however, they can be used flexibly and creatively to meet your eligible unmet needs and achieve your outcomes.

You spend the money in ways that best meet your needs and achieve your desired outcomes. You are in control as long as you spend the money in line with your assessed needs. From time to time, we will check with you to make sure everything is going well and that your personal budget is supporting you to live your life in the way that you wish.

You can use the money to employ somebody yourself, for example, a personal assistant, or choose the service of an agency/organisation to provide the support. If you choose to employ a personal assistant or use a care agency that is not commissioned by Lincolnshire County Council, you become their direct employer. Therefore, direct payments may enable more control, choice and flexibility over how you plan your support to fit with your life and better meet your needs.

There are several activities that may have been identified in your support plan for which you might use a direct payment:

- personal care such as washing, showering, dressing and help with toileting
- support with daily activities, including getting out and about to do shopping, meeting friends and family or taking up an activity
- short breaks or respite care
- support for your carer to help them continue in their caring role
- other community-based activities instead of a day service

Visit [www.lincolnshire.gov.uk/adultcare](http://www.lincolnshire.gov.uk/adultcare) for help and information
There are some things that direct payments cannot be spent on, for instance:

- services that should be provided by the NHS
- to fund personal daily living costs, debt repayment, investments, gambling or for any illegal purpose
- any personal contributions resulting from a financial assessment, such as your financial contribution towards your care and support
- employing a spouse, partner or other close relative, if that person lives in the same household as the direct payment recipient (however this may be agreed by Lincolnshire County Council in exceptional circumstances if it can be satisfied that it is necessary to meet the person’s needs, or if the person needing care is a child and it is necessary to promote the child’s welfare). A spouse, partner or other close relative living in the same household can, however, provide management and/or administrative support for the direct payment. The details and amounts will be agreed and recorded in your care and support plan
- making cash payments – payments to care or service providers should be made by card payment, bank transfer, standing order or direct debit, unless an alternative is agreed in your care and support plan

Most direct payments are made to meet regular ongoing support needs, but they can also be made as a single payment, for example, to purchase a short break.

If you aren’t able to, or don’t want to manage your own finances, it’s possible for another person to manage the direct payments on your behalf.

Managing a direct payment for someone else
If you want a direct payment, but do not wish to manage it yourself, a ‘nominated person’ can receive the direct payment and manage it on your behalf.

If a person lacks capacity, an ‘authorised person’ can request a direct payment and manage it on their behalf; this will usually be a carer, family member or friend.

An ‘authorised person’ receiving a direct payment on behalf of someone else who lacks capacity must:

- act in the best interests of the person who lacks capacity
- make sure that the person has as much input as possible into decisions that affect them
- let us know as soon as possible if it seems that the person might be regaining the mental capacity to make their own decisions

Penderels Trust is commissioned by Lincolnshire County Council to support adults and children who receive a direct payment in the county. They can discuss the levels of support and the services that their team offers. This may range from solely information and advice on becoming an employer through to their personal assistant finder, Good Employer Workshops, recruitment, payroll or, in some instances, managed accounts.

Tel: 02476 511611
Email: enquiries@penderelstrust.org.uk
Web: www.penderelstrust.org.uk

If you would like to find out about managing direct payments for someone you care for, please contact the Customer Service Centre on 01522 782155 or customer_services@lincolnshire.gov.uk
Care and support in prison

If someone is in a prison, or approved premises such as a bail hostel and is having difficulty carrying out aspects of their daily living, they may be eligible for care and support. Adult Care has a duty to assess the needs of any prisoners residing in Lincolnshire’s prisons and approved premises if they appear to have care and support needs, in the same way that we assess the needs of people in the community. Where their assessment identifies eligible care and support needs, Adult Care may arrange for care and support and/or equipment to be provided to meet those needs.

Transitional Care

Transitional Care is designed to prevent your needs from escalating, reduce the impact of your needs and delay your need for ongoing care and support.

It is designed to promote faster recovery from illness, prevent unnecessary acute hospital admission and premature admission to long-term residential care, support timely discharge from hospital and maximise independent living.

Transitional Care teams will work with you to look at alternative solutions and ways in which we can enable you to remain in your own home.

Lincolnshire health and care staff work within the Home First principles:

**Home** – We will support people to remain in their own homes wherever possible and, if they are not at home, we will strive to ensure they return home as swiftly as possible.

**Outcomes** – We will work with people to understand what is important to them and support them to achieve the outcomes they identify.

**Empower** – We will recognise that people are individuals, not patients or conditions. Our role is to support people to be stronger, more confident and in control of their own lives.

**Innovative** – We will not match people to services, but will build on the permission we have to develop and utilise new ways of supporting people to meet their goals.

**Risk** – We will be positive in our identification of risks and support people to make their own choices about how and where they wish to live.

**Strengths** – We will recognise that everyone we work with has strengths and assets. We will support people to identify these assets and work with them to utilise them in the best possible way.

Urgent Care

Urgent Care is provided for people who experience a health need which requires urgent clinical attention, but not hospital admission.

Urgent Care is available at Urgent Care Centres and, when appropriate, in your own home, allowing you to live safely in your home and providing peace of mind for your family. You can access Urgent Care without an appointment at Urgent Care Centres; call 111 and someone will advise you of your nearest service.

If you have a short-term health crisis which can be safely managed at home, a referral for a home visit can be made by your GP or via the East Midlands Ambulance Service (EMAS).

The Urgent Care practitioner will assess your situation, stabilise your condition and get you comfortable so you can recover in your own home. They will ensure you have the necessary support and treatment in place and make any referrals as necessary. This means that you don’t have to have an unnecessary trip to hospital.
Home-based reablement service

The reablement service provides short-term, intensive support to you in your own home. It is about giving you the opportunity and confidence to relearn and regain some of the skills you may have lost because of poor health, disability, a period in hospital or problems at home.

Reablement is very much a personalised service. The kind of support given is tailored to your individual needs and focuses as much on your emotional and social needs as on your medical and physical needs. The home-based reablement service will support you to regain the ability to perform your usual activities such as cooking a meal, washing and getting about so that you can do things for yourself again.

The following are examples of activities that the service might help and support you with:

- personal care
- preparing meals
- shopping
- teaching you, and practising exercises
- ensuring a safe home environment
- finding practical solutions to support your independence
- working closely with other professionals such as Occupational Therapists
- promoting community activity and social integration
- supporting you in your own home
- keeping and improving your independence and safety in areas of daily life
- improving your quality of life
- reducing the need for ongoing care and support

How does the reablement service work?

Following a referral to the service, a member of the reablement team will visit you to discuss your needs. Together, you will agree what goals you are working to achieve. These goals will then be written down in a reablement care plan. Reablement support will take place in your own home.

The reablement service will arrange for your care to be delivered by the reablement support workers. They will review your progress towards your goals, oversee your care and agree the right time for discharge from the service. The team will keep in regular contact throughout your reablement journey.

What happens when your reablement ends?

At the end of the agreed reablement period, the reablement service will assess your ongoing needs. If you still need continued support, they will discuss this with you and, if appropriate, refer you for an assessment.

Paying for care and legal issues

When we arrange services for you, you may be asked to contribute towards the cost of care at home or in a care home, depending on your personal circumstances.

Financial assessment

To determine whether you will need to contribute towards the cost of your support, we will conduct a financial assessment. This will look at your capital, savings and income. Most people 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 home.

If you choose not to have a financial assessment, you will be responsible for paying the full cost of
If you have capital and savings of less than £14,250, you may be asked to contribute part of your income towards your care costs and Lincolnshire County Council 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 Lincolnshire County Council and you may be able to get some support with funding your care, see page 58.

If you are funding your own care in a care home or care home with nursing, contact our Customer Service Centre on 01522 782155 when you have £30,000 in capital and savings. This allows for a referral to the appropriate team to take place as it can take several weeks for the process to be completed. See below for more on running out of money. Figures mentioned here may change during the lifetime of this directory.

If you are eligible for support from us and you are moving into a care home or care home with nursing, you will be given a choice of homes that charge the amount we would usually pay for someone with your needs. If the home you choose charges a fee in excess of the funding limit, you will need to find someone else to meet the additional amount. This is often referred to as a ‘third party payment’ or ‘top-up’ (explained further on page 59).

**Our contribution to your care costs**
The following rates are the maximum we will pay to a provider if we are supporting you in a care home or care home with nursing and are contributing towards the cost of your care.

The rates shown will be reviewed in April 2020 and include a person’s assessed contribution as well as our contribution.

<table>
<thead>
<tr>
<th>Category of care</th>
<th>New placements (per week)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Older people residential</td>
<td>£502</td>
</tr>
<tr>
<td>Older people high dependency</td>
<td>£552</td>
</tr>
<tr>
<td>Older people nursing</td>
<td>£553</td>
</tr>
<tr>
<td>Mental health residential</td>
<td>£522</td>
</tr>
<tr>
<td>Mental health nursing</td>
<td>£552</td>
</tr>
<tr>
<td>Physical disability residential/nursing</td>
<td>£647</td>
</tr>
</tbody>
</table>

The learning disabilities contribution to care costs has now been replaced by a series of rates designed to reflect the variable demands of service users with learning disabilities and the size of their home.

<table>
<thead>
<tr>
<th>Category of learning disability</th>
<th>New placements (per week)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moderate for appreciable needs</td>
<td>£619-£663</td>
</tr>
<tr>
<td>Medium for substantial needs</td>
<td>£711-£755</td>
</tr>
<tr>
<td>Very intensive, high levels of care, very complex needs</td>
<td>£893-£937</td>
</tr>
<tr>
<td>One-to-one hourly rate</td>
<td>£11.29</td>
</tr>
</tbody>
</table>

**Running out of money**

If your capital and savings are likely to reduce to £23,250 through payment of care fees, you must let us know well in advance. We suggest contact is made with the Customer Service Centre (see page 68) when your capital and savings have reached £30,000. We will undertake an assessment of your circumstances before deciding if we will make a contribution.
If you become eligible for support with funding your care, and the home you are living in charges more than our fee levels, you must find someone to help pay the difference. This is known as a ‘top-up’ or ‘third party payment’; see page 59 for more information. If funds for a top-up are not available, you will need to find accommodation which can meet your needs at our fee level.

Understanding your rights before moving into care is essential. There are several financial products and specialist companies that may be able to help.

It is important to seek independent financial and legal advice before committing yourself to anything. See page 59 for more information and a list of useful contacts.

Non-means-tested support

Some support may be available to you without Lincolnshire County Council needing to look into your finances.

Benefits

Attendance Allowance, Disability Living Allowance, and Personal Independence Payments are non-means-tested and 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 Disability Living Allowance or 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).

Disability Living Allowance is not available to new claimants as it is being replaced with Personal Independence Payments. Contact the Customer Service Centre if you’re not sure what you should claim.

NHS Continuing Healthcare

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

Self-funding your care

Paying for care can be an expensive and long-term commitment, so we strongly recommend 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 59 for more information.

Deferred Payment Agreements

After the twelve-week property disregard period, you may be entitled to join the Deferred Payment Scheme. 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 legal and administrative costs for the lifetime of the loan. There will also be legal disbursement costs.

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, you may be entitled to a twelve-week property disregard. This means that Lincolnshire County Council may share the cost of the first 12 weeks if it is agreed that care is needed.

Lincolnshire County 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 (currently £165.56 per week for the standard rate). This is paid directly to the home.

Third party payments

If you are eligible for support, you will be offered a choice of homes that meet the council’s funding rates.

If you decide to live in a more expensive home and someone can make an additional payment for you, they will have to pay the home the difference between the council’s 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 Lincolnshire County 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 Lincolnshire County Council. You may have to move to a cheaper home within the council’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 Lincolnshire County Council. This may happen if a change to your arrangements is made at your request or with your agreement.

It is important to note that Lincolnshire County Council has 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.

More information about third party payments can be found in the funding information pack at www.lincolnshire.gov.uk/adultcare

Seeking financial advice

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

Everyone is encouraged to seek unbiased, expert advice from independent financial advisers to help work out how to pay for long-term care. Independent financial advisers are regulated by the Financial Conduct Authority (FCA) and must take shared responsibility for the suitability of any product they recommend. Unlike advisers who are tied to particular providers, specialist care-fees advisers can offer advice on products from across the whole market.

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

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

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

Citizens Advice
Web: www.citizensadvice.org.uk

Money Advice Service
Tel: 0800 138 7777
Web: www.moneyadviceservice.org.uk
How solicitors can help

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

LPAs allow you to appoint someone you trust to make decisions on your behalf for when you are unable to do so yourself. An LPA for Welfare can only make decisions about your personal welfare, which includes your healthcare and giving consent to medical treatment. An LPA for Property and Finance can only make decisions about your property and financial affairs. An LPA is only valid once registered with the Office of the Public Guardian.

The Court of Protection can issue orders directing the management of your property and financial affairs if you are incapable of managing your own affairs and you do not have an LPA.

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

Solicitors for the Elderly

Solicitors for the Elderly (SFE) is an independent, national organisation of lawyers who provide specialist legal advice for older and vulnerable people, their families and carers.

Email: admin@sfe.legal
Web: www.sfe.legal
NB: Please be aware, the SFE administration team are not qualified to give legal advice but can help to locate a solicitor who may be able to help you.

Care home contracts for self-funding residents

If you are self-funding your care and have a contract with your care provider, it is important to speak to solicitors with experience in this field. Any contract should explain:

- the cost of care
- what services are included in the price and how often this is reviewed
- what complaints procedure is in place
- what your rights are and the obligations of the care provider under the contract
- the procedure for cancelling a contract
- the administering of medication

Care homes and housing options

You may feel that you have exhausted all the options to remain living at home and that it is time to look at moving into more purpose-built accommodation with support provided.

Extra care

Extra care housing supports you to live independently for as long as possible. Extra care provides a secure environment, with care services available 24 hours a day. Each apartment has a kitchen, bathroom, up to two bedrooms and a living room. Extra care housing developments provide communal facilities such as restaurants, hair salons, and areas for regular social activities.
Although there are variations from scheme to scheme, there is the opportunity to rent, part purchase or fully own an apartment. Whichever of these options you choose; your apartment will be your home. Should you currently benefit from financial help paying your rent or receiving support, this will still be available subject to your circumstances.

In Lincolnshire, there are extra care schemes in Louth, Lincoln, Bourne, Sleaford, Grantham, Boston, Skegness and Sutton-on-Sea. The schemes are managed by registered social landlords and we are working with developers to increase the number of schemes.

Extra care housing provides peace of mind that someone is always on hand to help if required and is something we are seeking to increase the availability of throughout Lincolnshire.

Extra care is a chargeable service. If you are eligible, you will be offered a financial assessment to ensure you are not asked to contribute more than you can afford. For more information, see page 56.

Extra care housing schemes

- Mayfields, Boston – Lincolnshire Housing Partnership
  Tel: 0345 604 1472
- Brick Kiln Place, Grantham – LACE Housing
  Tel: 01476 516358
- Elizabeth Court, Louth – Waterloo Housing
  Tel: 0345 600 6055
- Eslaforde Gardens, Sleaford – North Kesteven District Council
  Tel: 01529 414155
- Olsen Court, Lincoln – LACE Housing
  Tel: 01522 522458
- Reverend Bill Baker Court, Sutton on Sea – Anchor Housing
  Tel: 0808 102 6404
- Worth Court, Bourne – LACE Housing
  Tel: 01778 423138
- Barratt Court, Skegness – Waterloo Housing
  Tel: 0345 600 6055

Sheltered housing and retirement housing

Sheltered or retirement housing is suitable if you like living independently but want the reassurance of knowing that assistance is on hand if there is an emergency, or if you expect to be away from home for long periods and want to know that your home is safe. Often called retirement housing, there are many types of sheltered housing schemes, available to rent or buy. Schemes usually consist of between 15 and 40 dwellings, which may be bed-sit rooms, self-contained flats, bungalows or luxury apartments.

Some schemes are simply housing designed to meet the needs of older people. The majority of schemes have a scheme manager or warden and a community alarm service. There are often communal facilities such as a lounge, laundry, guest flat and garden. Meals are not normally provided, but a few schemes include a restaurant and may arrange hot meals. Sheltered housing is offered by independent housing and care organisations throughout the county.

Sheltered or retirement housing that is available to buy is usually built by a private developer. Make sure you only buy from a builder who is registered with an accredited body, such as the National House Building Council. Before buying any retirement housing, make sure you find out about running costs, such as service charge, ground rent, Council Tax and utility bills.

Sheltered housing is also available to rent from local councils or housing associations (social housing). Some charitable organisations also offer sheltered housing. Residents must apply to their local district, borough, or city council or housing association for a place in sheltered housing accommodation.

Properties are generally allocated to those who need it most through a system called ‘choice-based lettings’, so applicants will have their needs assessed against a list of criteria. Different councils and housing associations have their own eligibility criteria.
Care homes

All care providers in the country must be registered with the Care Quality Commission (CQC), which will inspect and rate them for quality and safety. These reports and quality ratings are available from the care home or the CQC website at www.cqc.org.uk

Care homes offering personal care only
These are commonly referred to as ‘residential care homes’. If you are reasonably active but would like greater security and care, subject to a needs assessment, a care home only offering personal care may be the option you choose.

Personal care includes support with bathing, feeding, dressing, and help with mobility. Listings of care homes in Lincolnshire begin on page 75.

Care homes with nursing
These used to be known as ‘nursing homes’. 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 Adult Care to assess the care you may need. This visit might be in your own home or in hospital if you have been ill. You will be fully involved in planning your care needs. It is important that you get your nursing assessment done before you go into the home. You can contact the nurse case management teams for your area through the clinical commissioning group that your GP belongs to.

The cost of the nursing care part of your fees is paid by the NHS directly to the home. This is called NHS-Funded Nursing Care and the amount is set nationally. Currently, this is a flat rate of £165.56 per week.

Personal care is not paid for by the NHS and must be paid for by you if your capital/savings exceed £23,250. See page 56 for further information about paying for care and page 51 for an explanation about being assessed for care services.

If a care home providing nursing care is the best solution for you, we will give you information to

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Priory Court

ENHANCING LIFE, EXCELling IN CARE

Residential, Nursing, Dementia and Respite Care

Priory Court provides the very best in care, with a rating of “Good in all Categories” from the Care Quality Commission (CQC).

- Light and spacious en-suite bedrooms, some opening onto landscaped gardens
- Nutritious and balanced menus designed for a healthier lifestyle
- Relaxing salon providing hair, beauty and barber services
- Attractive views towards St. Leonard’s Priory
- Daily Well-being Programme packed with activities, events and outings

Call 01780 766130 or Search ‘Priory Court’ online

Priory Court Care Home | Priory Rd | Stamford | PE9 2EU | www.averyhealthcare.co.uk
Choosing a care home

Moving to a care home is a major step. Support options are developing all the time and it is important to be sure that you have explored all the options available to help you to remain in your own home. Contact the Customer Service Centre on 01522 782155 or visit www.lincolnshire.gov.uk/adultcare.

Once you are sure that a care home really is the right option, you might want to consider visiting your choice of home more than once, perhaps at different times of the day, and reading the Care Quality Commission reports. Copies of the inspection reports are available at www.cqc.org.uk or by telephoning 03000 616161. You will also need to find out about the cost of living at the home.

There may be additional costs which are greater than the amount the council is able to pay if we are contributing towards the cost of your care. See page 56 for further information about paying for care and page 59 for an explanation of third party payments.

NHS Continuing Healthcare

NHS Continuing Healthcare, also known as ‘NHS Continuing Care’ or ‘fully funded NHS care’, is a package of care that can be provided in a variety of settings outside of hospital and is arranged and funded solely by the NHS. It is awarded when a person has been assessed as having a primary health need.

The National Framework for Continuing Healthcare and NHS-funded Nursing Care (October 2018 Revised) sets out the eligibility criteria and the assessment process for accessing NHS Continuing Healthcare funding. Following a multi-professional assessment of your needs, the clinical commissioning group that your GP is registered with will decide whether or not you are eligible for NHS Continuing Healthcare. Decisions on how and where services will be provided are made with you. Services are not means-tested and are free to the person.

Reviews

As your needs can change, regular reviews will be undertaken which may result in changes to the provision and funding of your care. You can also request a review of your care needs if you feel they have changed.

For more information please go to www.lincolnshirewestccg.nhs.uk/your-health-local-services/continuing-healthcare-chc.
“Looking after your future wellbeing”

Wellbeing Care Group offer residential care in two exquisite locations in Lincolnshire. We take pride in ensuring that each of our homes really is a “home” to the residents that live within them.

Your wellbeing is paramount, our range of facilities are designed to give you independence and security with our dedicated carer support. A short term stay can be a well-deserved break, a chance to meet new people, or simply a change of scenery whilst in a supported caring environment.

For more information, please contact us:
mail@wellbeingresidential.co.uk • www.wellbeingresidential.co.uk

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

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

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

<table>
<thead>
<tr>
<th>Staff</th>
<th>Personal preferences</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the minimum number of staff that are available at any time?</td>
<td>Is the home too hot/cold? Can you control the heating in your room?</td>
</tr>
<tr>
<td>Are staff respectful, friendly and polite?</td>
<td>Is the décor to your tastes?</td>
</tr>
<tr>
<td>Do staff have formal training?</td>
<td>Are there restricted visiting hours?</td>
</tr>
<tr>
<td>Are the staff engaging with residents?</td>
<td>Is there somewhere you can go to be alone?</td>
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</tbody>
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<thead>
<tr>
<th>Activities</th>
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<tbody>
<tr>
<td>Can you get involved in activities you enjoy?</td>
<td>Does the home feel welcoming?</td>
</tr>
<tr>
<td>Is there an activities co-ordinator?</td>
<td></td>
</tr>
<tr>
<td>Does the home organise any outings?</td>
<td></td>
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<tr>
<td>Are residents escorted to appointments?</td>
<td></td>
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<tr>
<td>Do the residents seem entertained?</td>
<td></td>
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<tr>
<td>Does the home have a varied activities schedule?</td>
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</table>

<table>
<thead>
<tr>
<th>Life in the home</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Is the home adapted to suit your needs?</td>
<td></td>
</tr>
<tr>
<td>Can you bring your own furniture?</td>
<td></td>
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<tr>
<td>Are there enough plug sockets in the rooms?</td>
<td></td>
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<tr>
<td>Are there restrictions on going out?</td>
<td></td>
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<tr>
<td>Is there public transport nearby?</td>
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<tr>
<td>Does the home provide any transport?</td>
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<tr>
<td>Can you make/receive calls privately?</td>
<td></td>
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<tr>
<td>Can you decide when to get up and go to bed?</td>
<td></td>
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<tr>
<td>Does the home allow pets?</td>
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<tr>
<td>Does the home use Digital Care Planning accessible to families?</td>
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<table>
<thead>
<tr>
<th>Catering</th>
<th></th>
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<tbody>
<tr>
<td>Can the home cater for any dietary requirements you may have?</td>
<td></td>
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<tr>
<td>Does the menu change regularly?</td>
<td></td>
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<tr>
<td>Can you eat when you like, even at night?</td>
<td></td>
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<tr>
<td>Can you have food in your room?</td>
<td></td>
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<tr>
<td>Is there a choice of food at mealtimes?</td>
<td></td>
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<tr>
<td>Is alcohol available/allowed if you want it?</td>
<td></td>
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<tr>
<td>Can visitors join you for meals?</td>
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<table>
<thead>
<tr>
<th>Fees</th>
<th></th>
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<tbody>
<tr>
<td>Do your fees cover all of the services and activities?</td>
<td></td>
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<tr>
<td>Are fees likely to change regularly?</td>
<td></td>
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<tr>
<td>Is the notice period for cancellation of the contract reasonable?</td>
<td></td>
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<tr>
<td>Could you have a trial period?</td>
<td></td>
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<tr>
<td>Can you keep your room if you go into hospital?</td>
<td></td>
</tr>
<tr>
<td>Can you handle your own money?</td>
<td></td>
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</tbody>
</table>

*See page 8.
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

Why not have a trial stay with us as a temporary client to see if a care home is the right choice for you?

Call to book your respite or convalescence care with us
Tel: 01733 510 141 • 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 65. You can download and print this checklist at www.carechoices.co.uk/checklists

Home 1
Home 2
Home 3

Fees per week
£
£
£

Quality rating

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 8.
**Useful contacts**

**Action on Elder Abuse (AEA)**
Works to protect, and prevent the abuse of, vulnerable older adults.
Action on Elder Abuse, PO Box 60001, Streatham SW16 9BY
Tel: 0808 808 8141 or 0208 835 9280
Email: enquiries@elderabuse.org.uk
Web: www.elderabuse.org.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: agecareadvice@gmail.com
Web: www.agecareadvice.co.uk

**Addaction Lincolnshire – Lincoln hub**
One of the UK’s leading mental health, drug and alcohol charities.
26-30 Newland, Lincoln LN1 1XG
Tel: 0800 304 7021
Web: www.addaction.org.uk

**Addaction Lincolnshire – Grantham hub**
71 High Street, Grantham NG31 6NR
Tel: 0800 304 7021
Web: www.addaction.org.uk

**Addaction Lincolnshire – Boston hub**
70-74 Wide Bargate, Boston PE21 6RY
Tel: 0800 304 7021
Web: www.addaction.org.uk

**Adult Care**
For all enquiries and referrals relating to Adult Care, contact our Customer Service Centre 8.00am to 6.00pm weekdays.
Tel: 01522 782155
Email: customer_services@lincolnshire.gov.uk
Web: 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: info@asaorg.co.uk
Web: www.asaorg.co.uk

**Age UK**
The country’s largest charity dedicated to helping everyone make the most of later life.
Tel: 0800 055 6112
Web: www.ageuk.org.uk

**Age UK Lincoln and South Lincolnshire**
36 Park Street,
Lincoln LN1 1UQ
Tel: 01522 696000
Email: info@ageuklsl.org.uk
Web: www.ageuk.org.uk/lincolnsouthlincolnshire

**Age UK Lindsay**
The Old School House, Manor House Street,
Horncastle LN9 5HF
Tel: 01507 524242
Email: info@ageuklindsey.co.uk
Web: www.ageuk.org.uk/lindsey

**Al-Anon Family Groups**
Worried about someone’s drinking? Help and hope for families and friends of alcoholics.
Helpline: 0800 008 6811 (10.00am – 10.00pm)
Email: enquiries@al-anon.org.uk
Web: www.al-anonuk.org.uk

**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

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68 Search for care at www.carechoices.co.uk to find support in your area
Association of Charitable Organisations (ACO)
A national umbrella body for benevolent charities.
2nd Floor, Acorn House, 314-320 Grays Inn Road, London WC1X 8DP
Tel: 0207 255 4480 • Email: info@aco.uk.net
Web: www.aco.uk.net

British Institute of Learning Difficulties (BILD)
Committed to improving the quality of life for people with a learning disability.
Birmingham Research Park, 97 Vincent Drive, Edgbaston, Birmingham B15 2SQ
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.
44 Moorfields, London EC2Y 9AL
Tel: 0344 871 1111
Email: contactus@redcross.org.uk
Web: www.redcross.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, working in partnership with Lincolnshire Community Health Services and the local community.
Rowan Way, Boston PE21 9DH
Tel: 01205 311222
Email: enquiries@butterflyhospice.org.uk
Web: www.butterflyhospice.org.uk

Carers Trust
A major charity for, with and about carers.
32-36 Loman Street, London SE1 0EH
Tel: 0300 772 9600 • Email: info@carers.org
Web: www.carers.org

Carers UK
The UK’s national membership charity for carers.
20 Great Dover Street, London SE1 4LX
Tel: 0808 808 7777 (Mondays and Tuesdays, 10.00am to 4.00pm)
Email: info@carersuk.org
Web: www.carersuk.org

Connect to Support Lincolnshire
An online, telephone, email and live chat information and signposting service.
Tel: 03000 303 8789
Email: Lincs2Advice@ageuklsl.org.uk
Web: https://lincolnshire.connecttosupport.org

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.
7th Floor, One Aldgate, London EC3N 1RE
Tel: 0800 888 6678 • Email: info@dementiauk.org
Web: www.dementiauk.org

District, borough and city councils
Boston Borough Council
Tel: 01205 314200 • Web: www.mybostonuk.com

City of Lincoln Council
Tel: 01522 881188 • Web: www.lincoln.gov.uk

East Lindsey District Council
Tel: 01507 601111 • Web: www.e-lindsey.gov.uk

North Kesteven District Council
Tel: 01529 414155 • Web: www.n-kesteven.gov.uk

South Holland District Council
Tel: 01476 406080
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

Elderly Accommodation Counsel (EAC)
Helping older people make informed choices about meeting their housing and care needs. Includes FirstStop Advice service and HousingCare.org
3rd Floor, 89 Albert Embankment, London SE1 7TP
Tel: 0800 377 7070
Email: info@firststopcareadvice.org
Web: www.eac.org.uk or www.firststopcareadvice.org.uk or www.housingcare.org
Friends of the Elderly (FOTE)
A charity that supports older people who have a range of practical needs.
40-42 Ebury Street,
London SW1W 0LZ
Tel: 0207 730 8263
Email: enquiries@fote.org.uk
Web: www.fote.org.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

Independent Age
A charity helping older people to live more fulfilling lives through the ‘ABC’ of advice, befriending and campaigning.
18 Avonmore Road,
London W14 8RR
Advice Line: 0800 319 6789
Tel: 0207 605 4200
Email: charity@independentage.org
Web: www.independentage.org

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

Lincolnshire Home Independence Agency (LHIA)
A local, independent charity that operates countywide to deliver support, home improvements, repairs and adaptations to elderly or disabled adults and the parents and carers of disabled children to enable vulnerable people to live independently.
Suite 3, Saracen House, Crusader Road,
City Office Park, Tritton Road, Lincoln LN6 7AS
Tel: 01522 516300
Email: info@linchshia.org
Web: www.linchshia.org

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, Branston, Lincoln LN4 1NN
Tel: 07749 982114
Email: admin@lincolnshireindependentliving.co.uk
Web: www.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

Search for care at www.carechoices.co.uk to find support in your area
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.
Tel: 0808 808 0000
Web: www.macmillan.org.uk

Lincoln
The Macmillan Cancer Information and Support Centre, Lincoln County Hospital,
Greetwell Road,
Lincoln LN2 5QY
Tel: 01522 573799
Email: macmillan.infosupport@ulh.nhs.uk
Web: www.ulh.nhs.uk/services/macmillan

Grantham
The Macmillan Cancer Information and Support Centre, Outpatients Department,
Grantham and District Hospital,
101 Manthorpe Road,
Grantham NG31 8DG
Tel: 01476 464978
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,
Boston PE21 9QS
Tel: 01205 446392
Email: macmillan.infosupport@ulh.nhs.uk
Web: www.ulh.nhs.uk/services/macmillan

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

MS Society
The UK’s leading MS charity. Since 1953, they’ve been providing information and support, funding research and fighting for change.
MS National Centre (MSNC),
372 Edgware Road,
London NW2 6ND
Helpline: 0808 800 8000
Tel: 0208 438 0700
Email: helpline@mssociety.org.uk
Web: www.mssociety.org.uk

Boston and South Holland Group
Tel: 01205 723279
Email: bostonsholland@mssociety.org.uk

Lincoln and District Group
Tel: 01522 882262

My Family, Our Needs
The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.
Tel: 01223 207770
Web: www.myfamilyourneeds.co.uk

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

www.myfamilyourneeds.co.uk

hello@myfamilyourneeds.co.uk • @WeAreMFON

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

Visit www.lincolnshire.gov.uk/adultcare for help and information
National Activity Providers Association (NAPA)
Promotes the importance of activities for older people.
1st Floor, Unit 1, Fairview Industrial Estate, Raans Road, Amersham HP6 6JY
Tel: 0207 078 9375
Email: info@napa-activities.co.uk
Web: www.napa-activities.com

The Relatives and Residents Association (R&RA)
Exists for older people needing or living in residential care and their families and friends.
1 The Ivories, 6-18 Northampton Street, London N1 2HY
Tel: 020 7359 8136
Email: info@relres.org
Web: www.relres.org

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

Rethink Carers
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

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

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

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

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

Pilgrim Hospital
Located in Main Reception.
Tel: 01205 446243

Shine Network
Award-winning network of people and organisations involved in mental health.
Queens Park Community Hub, South Park,
Lincoln LN5 8EW
Tel: 07969 872804
Email: info@lincsshine.co.uk
Web: www.lincsshine.co.uk

Parkinson’s Society
Parkinson’s UK, 215 Vauxhall Bridge Road,
London SW1V 1EJ
Tel: 0808 800 0303
Textphone: 18001 0808 800 0303
Email: hello@parkinsons.org.uk
Web: www.parkinsons.org.uk

The Silver Line
The only national free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.
Tel: 0800 470 8090
Email: info@thesilverline.org.uk
Web: www.thesilverline.org.uk

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@pendereltrust.org.uk
Web: www.pendereltrust.org.uk

Registered Nursing Home Association (RNHA)
Campaigns for high standards in nursing homecare.
Derek Whittaker House, 50 Tunnel Lane,
Kings Norton, Birmingham B30 3JN
Tel: 0121 451 1088 • Freephone: 0800 074 0194
Email: info@rnha.co.uk
Web: www.rnha.co.uk

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

 Shin Network
Award-winning network of people and organisations involved in mental health.
Queens Park Community Hub, South Park,
Lincoln LN5 8EW
Tel: 07969 872804
Email: info@lincsshine.co.uk
Web: www.lincsshine.co.uk

The Silver Line
The only national free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.
Tel: 0800 470 8090
Email: info@thesilverline.org.uk
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

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.
In-Patient Unit, 36 Nettleham Road, Lincoln LN2 1RE
Tel: 01522 511566
Email: enquiries@stbarnabashospice.co.uk
Web: www.stbarnabashospice.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 3033 100
Email: helpline@stroke.org.uk
Web: www.stroke.org.uk

Total Voice Lincolnshire
Unit 6, Allenby Business Village, Crofton Road, Lincoln LN3 4NL
Tel: 01522 706580 • Textphone: 07860 018887
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

For information on paying for care and legal issues, see page 56.

Tell us what you think

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

Share your feedback
Take our five minute survey
Meadows Edge Care Home
established over 30 years

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 winning the Best Care Team award 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.meadowedge.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

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 Advert page 7

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 London Road, Boston PE21 7HB
Tel: 01205 358034 Advert inside back cover

Meadows Edge Care Home Ltd
Wyberton West Road, Wyberton, Boston PE21 7JU
Tel: 01205 353271 Advert page 74

St John’s Nursing Home
White House Lane, Boston PE21 OBE
Tel: 01205 366059

Westfield Nursing Home
34 Sleaford Road, Boston PE21 8EU
Tel: 01205 365835 Advert page 18

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 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 9

Adverters are highlighted

Visit www.lincolnshire.gov.uk/adultcare for help and information
An independent, well established family run home since 1998

Bramhall is a family run residential home of 21 years. We pride ourselves in the delivery of person centred care and support; with a dementia wing that is homely, comforting and a safe environment, that is supervised 24 hours, 7 days a week by our fully trained staff including our activity Co-ordinator encouraging wellbeing.

Bramhall Residential Home offers a variety of facilities to directly meet the needs of our residents, including our:

**Hair salon and foot care specialist room:** For those who require the service or just a little pampering or even a shampoo and set.

**Dining areas:** Catering for all special diets with fresh food made on site by our two highly trained chefs.

**Day care room:** Providing a range of entertainments from arts and craft to film days and tea dances.

**Quiet areas:** should the general day to day running seem busy, we have quiet areas for puzzles and avid book readers.

**Dementia Garden:** currently in the making with colourful plants and potted bedding area and sensory patch.

Welcome to visit anytime. No appointment needed.
For enquiries call **01526 342632** or email **manager@mercercare.co.uk**

1 Butt Lane I Tattershall I Lincolnshire I LN4 4NL

www.mercercare.co.uk
East Lindsey

Horncastle care homes

Bramhall •
1 Butt Lane, Tattershall, Lincoln LN4 4NL
Tel: 01526 342632 Advert page 76 OP D

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

Eastwood Lodge •
Stanhope Avenue, Woodhall Spa LN10 6SP
Tel: 01526 352188 OP D

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

Heatherlea House Residential Care Home
109 Tor-O-Moor Road,
Woodhall Spa LN10 6SD
Tel: 01526 353394 Advert page 78 OP D YA

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

Horncastle care homes with nursing

South Wold Nursing Home •
South Road, Tetford, Horncastle LN9 6QB
Tel: 01507 533393 OP D

Tanglewood Care Home with Nursing •
36 Louth Road, Horncastle LN9 5EN Advert inside back cover OP D PD YA

Louth care homes

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

Ashtree House •
Church Lane, Withern, Alford LN13 ONG
Tel: 01507 450373 Advert page 78 OP D

Beech Lodge – Mablethorpe •
Stanley Avenue, Mablethorpe LN12 1DP
Tel: 01507 479781 Advert page 41 LDA

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

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

Advertisers are highlighted

Lincolnshire Care Association member – see page 9

Visit www.lincolnshire.gov.uk/adultcare for help and information
Ashtree House provides a homely environment in which the elderly with varying forms of dementia are cared for and enabled to maximize their capacity to enjoy life. We offer permanent, respite and day care within a homely, family orientated environment where the quality of care is reflected in the happiness of our residents.

Ashtree House
Church Lane, Withern, Alford, Lincs LN13 0NG
T: 01507 450 373
E: enquiries@ashtree-house.co.uk
Website: www.ashtree-house.co.uk

We offer permanent, respite and day care within a homely, family orientated environment where the quality of care is reflected in the happiness of our residents.

Ashtree House provides a homely environment in which the elderly with varying forms of dementia are cared for and enabled to maximize their capacity to enjoy life.

We offer permanent, respite and day care within a homely, family orientated environment where the quality of care is reflected in the happiness of our residents.

We offer permanent, respite and day care within a homely, family orientated environment where the quality of care is reflected in the happiness of our residents.

Bhandal Care Group is passionate about delivering personalised care to every resident and establish a trusting relationship with you and your family. With over 16 years experience, we aim to create a new sense of happiness in your life.

What we can offer:
- Long or short term stay
- Dementia care
- Social care
- Daily Activities
- Weekly Hairdressing
- Entertainment
- Respite
- Fresh home cooked food
- Day Care
- Homecare
- Support for Palliative care
- Nursing Care

BHANDAL CARE GROUP / HOMECARE – Unit 3/4
Trentside Business Village, Farndon Road, Newark NG24 4XB
(t) 01636 701117 (e) info@bhandalcaregroup.co.uk
To find out more visit (w) www.bhandalcaregroup.co.uk

Tell us what you think

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Take our five minute survey

What have you found useful?
What could we do better?
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<tr>
<td>Boulevard House</td>
<td>1 The Boulevard, Mablethorpe LN12 2AD</td>
<td>10507 473228</td>
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<td>Chimneys Care Home, The</td>
<td>1 Station Road, Alford LN13 9HY</td>
<td>10507 462789</td>
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<td>Doulton Court Care Home</td>
<td>Alford Road, Sutton-on-Sea LN12 2HF</td>
<td>10507 441026</td>
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<td>Fir Close</td>
<td>2 Westgate, Louth LN11 9YH</td>
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<td>10507 607237</td>
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<td>Gables, The</td>
<td>Willoughby Road, Cumberworth, Alford LN13 9LF</td>
<td>10507 714189</td>
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<td>Link House</td>
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<td>Livingstone Court</td>
<td>Stanley Avenue, Mablethorpe LN12 1DP</td>
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<td>Madeira House</td>
<td>129-131 High Holme Road, Louth LN11 0HD</td>
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<td>Newhaven Residential Home</td>
<td>Mumby Road, Huttoft, Alford LN13 9RF</td>
<td>10507 490294</td>
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<td>Oak Lodge</td>
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<td>Riverside</td>
<td>Ramsgate Road, Louth LN11 0NJ</td>
<td>10507 608311</td>
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<td>Rowans, The</td>
<td>266 Eastgate, Louth LN11 8DJ</td>
<td>10507 608081</td>
<td>PD LDA YA</td>
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<td>Sandpiper Care Home</td>
<td>South Street, Alford LN13 9AQ</td>
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<td>Scott’s View at South Farm</td>
<td>Huttoft Road, Sutton-on-Sea, Mablethorpe LN12 2RU</td>
<td>10507 443746</td>
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<td>Seaton House</td>
<td>153 Eastgate, Louth LN11 9AJ</td>
<td>10507 611071</td>
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<td>Sense – 25 Old Mill Park</td>
<td>Louth LN11 0NY</td>
<td>10507 608052</td>
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<td>Sense – 54 Monks Dyke Road</td>
<td>Louth LN11 9AN</td>
<td>10507 609332</td>
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<tr>
<td>Sense – 56 Monks Dyke Road</td>
<td>Louth LN11 9AN</td>
<td>10507 610877</td>
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<tr>
<td>Summerfield Rest Home</td>
<td>10-12 Park Road East, Sutton-on-Sea, Mablethorpe LN12 2NL</td>
<td>10507 441969</td>
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<tr>
<td>Sutton Lodge Residential Care Home</td>
<td>Station Road, Sutton-on-Sea, Mablethorpe LN12 2HR</td>
<td>10507 441905</td>
<td>OP PD YA</td>
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<td>Swallowdale</td>
<td>5 Bilsby Road, Alford LN13 9EW</td>
<td>10507 463833</td>
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<tr>
<td>Sycamores, The</td>
<td>45 South Street, Alford LN13 9AN</td>
<td>10507 463225</td>
<td>Advert page 41</td>
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</tbody>
</table>

Visit www.lincolnshire.gov.uk/adultcare for help and information
The Wolds Care Centre provides accommodation for 66 people within four small units offering single room accommodation all with en suite facilities, a cafe, cinema, individual spaces, themed rooms and wide corridors, affording privacy, dignity, choice and respect.

The services we provide take into account the wide and varied needs of our clients. These range from providing a high quality, nutritionally balanced menu and a safe, comfortable environment, to specialist clinical, dementia and social care. In between, is an array of services, including those which cater for the needs of family and relatives.

During the warmer weather, some activities take place in the garden where clients can enjoy the fresh air and sunshine, or simply choose to sit and watch or listen to the birds in the Aviary, the choice is theirs. Clients are also taken on trips to the local shops.

In addition to the weekly schedule we have outside entertainers, a selection of animals from a local country park, a weekly visit from Angus the Pat Dog & reminiscence sessions. On top of this, children from two local junior schools and nurseries attend the home fortnightly to interact with our clients, who very much look forward to meeting up with their new found friends. The home also adopts a pen pal scheme around the world and correspondence is displayed in the home.

We ensure that there is complete transparency in our relationship with family and relatives with regard to any aspect of our service, particularly in areas such as clinical care and finance.

For more information, contact us:
www.bluebrickhealthcare.com
01507 602360 (The Wolds Care Centre)
01472 811000 (Head Office)
Louth care homes continued

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

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

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

Wyngate Residential Care Home
Alford Road, Mablethorpe LN12 1PX
Tel: 01507 477531

Louth care homes with nursing

Apex Care Centre ●
Ruskin Road, Mablethorpe LN12 1BP
Tel: 01507 478856

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

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

Dementia
Physical disability
Learning disability, autism
People who misuse alcohol or drugs

LDA
YA
MH
SI

Visit www.lincolnshire.gov.uk/adultcare for help and information
Manor Care Centre
Fen Road, East Kirkby, Spilsby PE23 4DB
Tel: 01790 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 41** **LDA**

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 41** **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 41** **LDA**

Seahorner Court Residential Home
Winthorpe Avenue, Winthorpe, Skegness PE25 1RW
Tel: 01754 765225 **OP**

Spencers Lodge
Toynton All Saints, Spilsby PE23 5AE
Tel: 01790 752499 **Advert page 41** **LDA**

Syne Hills Care Home Ltd
Syne Avenue, Skegness PE25 3Dj
Tel: 01754 764329 **OP D LDA**

Vale View
Toynton All Saints, Spilsby PE23 5AE
Tel: 01790 755504 **Advert page 41** **LDA YA**

Wainfleet Care Home
Rumbold Lane, Wainfleet, Skegness PE24 4DS
Tel: 01754 881849 **Advert inside front cover** **OP D PD MH YA**

Welham House
Hundleby Road, Spilsby PE23 5LP
Tel: 01790 752989 **LDA YA**

Westcotes Residential Care Home
70 South Parade, Skegness PE25 3HP
Tel: 01754 610616 **OP**

Woodside Care Home
Lincoln Road, Skegness PE25 2EA
Tel: 01754 768109 **OP D PD**

Skegness care homes with nursing

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

Seacroft Court Nursing Home
Seacroft Esplanade, Skegness PE25 3BE
Tel: 01754 610372 **OP D**
**Lincoln care homes**

**Ashley Court**
1 Ashley Court, Boundary Street, Lincoln LN5 8PQ
Tel: 01522 539247

**Bernadette House**
The Old Vicarage, South Park, Lincoln LN5 8EW
Tel: 01522 521926

**Boultham Park House (OSJCT)**
Rookery Lane, Lincoln LN6 7PH
Tel: 01522 681500

**Brantley Manor Care Home**
Brant Road, Lincoln LN5 8RX
Tel: 01522 543866

**Canwick Court Care Centre**
78 South Park, Lincoln LN5 8ES
Tel: 01522 544595

**Ermine House (OSJCT)**
Laughton Way, Ermine Estate, Lincoln LN2 2EX
Tel: 01522 529093

**Fosse House (OSJCT)**
Hykeham Road, Lincoln LN6 8AA
Tel: 01522 524612

**Hartsholme House (OSJCT)**
Ashby Avenue, Lincoln LN6 0ED
Tel: 01522 683583

**Laurels, The**
Sheridan Close, Lincoln LN2 4JX
Tel: 01522 532596

**Lindum Park House Care Home**
1-2 Lindum Road, Lincoln LN2 1NN
Tel: 01522 545099

**Monson Retirement Home**
9-11 Monson Street, Lincoln LN5 7RZ
Tel: 01522 520643

**Redcote House Residential Care Home**
Redcote Drive, Lincoln LN6 7HQ
Tel: 01522 500796

**Ridgeway Care Centre**
2-6 The Avenue, Lincoln LN1 1PB
Tel: 01522 530552

---

**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

---

**Bernadette House**
The Old Vicarage, South Park, Lincoln LN5 8EW

We are an award-winning care home situated in picturesque grounds in the Cathedral City of Lincoln. Our dedicated team provides specialist dementia, residential, respite and day care within a warm and homely environment.

Friendly and experienced carers focus on individual needs, while our varied activity programme helps residents stay active, connected and entertained, every day.

Call today on 01522 521926 to book your tour of Bernadette House
admin@bernadettehouse.co.uk  www.bernadettehouse.co.uk

---

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 9

---

Visit www.lincolnshire.gov.uk/adultcare for help and information
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@romanwharfnursinghome.co.uk
www.romanwharfnursinghome.co.uk

St Luke’s Nursing Home
35 Main Street, Scothern, Lincoln, LN2 2UJ
01673 862 264
info@stlukesnursinghome.co.uk
www.stlukesnursinghome.co.uk
Lincoln care homes continued

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<tr>
<td>OP</td>
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<td>Dementia</td>
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### Lincoln care homes with nursing

<table>
<thead>
<tr>
<th>Altham Court Care Home</th>
<th>1-39 Ashby Avenue, Lincoln LN6 OED</th>
<th>OP D</th>
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<tr>
<td>Tel: 01522 695458</td>
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<thead>
<tr>
<th>Bunkers Hill Care Home</th>
<th>1 Ross Close, off Carlton Boulevard, Lincoln LN2 4WQ</th>
<th>OP D PD MH YA</th>
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<td>Tel: 01522 575139</td>
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<tr>
<th>Cathedral Nursing Home</th>
<th>23 Nettleham Road, Lincoln LN2 1RQ</th>
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<th>Cherry Tree Lodge Nursing Home</th>
<th>133 Macaulay Drive, Lincoln LN2 4ET</th>
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<th>Cloverleaf Care Home with Nursing</th>
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<tr>
<td>Tel: 01522 524808</td>
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<th>St Luke’s Nursing Home</th>
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<tr>
<td>Tel: 01673 862264</td>
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<th>Tamar House</th>
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<tr>
<th>Tigh Allene</th>
<th>2a Church Hill, Washingborough, Lincoln LN4 1EH</th>
<th>LDA</th>
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<tr>
<td>Tel: 01522 797947</td>
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<th>West Dean Care Home</th>
<th>77-79 Yarborough Road, Lincoln LN1 1HS</th>
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<td>Tel: 01522 568248</td>
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### Lincoln care homes

<table>
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<th>Scorer Street, 122</th>
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<td>Tel: 01522 300430</td>
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### Advertiser pages

- Advert page 18: Swanholme Court
- Advert page 84: Roman Wharf Nursing Home
## North Kesteven

### North Hykeham care homes

<table>
<thead>
<tr>
<th>Care Home Name</th>
<th>Address</th>
<th>Telephone</th>
<th>Details</th>
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<tr>
<td>An Caladh House</td>
<td>4 Church Hill, Washingborough, Lincoln LN4 1EH</td>
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<tr>
<td>An Darach House</td>
<td>22 School Lane, North Scarle LN6 9EY</td>
<td>01522 778851</td>
<td>LDA YA</td>
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<tr>
<td>Beckfield House Residential Home</td>
<td>Station Road, Heighington, Lincoln LN4 1QJ</td>
<td>01522 790314</td>
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<tr>
<td>Broughton House and College</td>
<td>12 High Street, Brant Broughton, Lincoln LN5 OSL</td>
<td>01400 272929</td>
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<tr>
<td>Canwick House Care Home</td>
<td>Hall Drive, Canwick, Lincoln LN4 2RG</td>
<td>01522 522275</td>
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<tr>
<td>Cottage Residential Home, The</td>
<td>Nocton Hall, Nocton, Lincoln LN4 2BA</td>
<td>01526 320887</td>
<td>Advert page 78</td>
</tr>
<tr>
<td>Groove 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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<tr>
<td>Heathcotes The Gables</td>
<td>546 Newark Road, North Hykeham, Lincoln LN6 9NG</td>
<td>01522 697162</td>
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<td>Holmleigh Care Home</td>
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<td>Neale Court</td>
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<td>01522 682201</td>
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<td>St Michaels</td>
<td>High Street, Waddington, Lincoln LN5 9RF</td>
<td>01522 723292</td>
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<tr>
<td>Tigh Coilean</td>
<td>5 Thorpe Lane, South Hykeham, Lincoln LN6 9NW</td>
<td>01522 690525</td>
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<tr>
<td>Welbourn Manor Care Centre</td>
<td>High Street, Welbourn, Lincoln LN5 0NH</td>
<td>01400 272221</td>
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### North Hykeham care homes with nursing

<table>
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<tr>
<th>Care Home Name</th>
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<tr>
<td>Bassingham Care Centre</td>
<td>2 Lincoln Road, Bassingham, Lincoln LN5 9HE</td>
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<tr>
<td>Beckside (OSJCT)</td>
<td>Middle Street, North Hykeham, Lincoln LN6 9QX</td>
<td>01522 693461</td>
<td>Advert page 7</td>
</tr>
</tbody>
</table>

### 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.

Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area
North Hykeham care homes with nursing continued

Chesterfield House
411 Newark Road, North Hykeham, Lincoln LN6 9SP
Tel: 01522 692607  LDA YA

Courtlands Lodge ●
25 Langley Road, North Hykeham, Lincoln LN6 9RX
Tel: 01522 693800  MH

St Paul’s Care Home ●
High Street, Waddington, Lincoln LN5 9RF
Tel: 01522 721764  Advert page 78  OP D PD MH SI

Welbourn Hall Nursing Home ●
Hall Lane, Welbourn, Lincoln LN5 0NN
Tel: 01400 272771  OP D

White Gables
Lincoln Road, Skellingthorpe, Lincoln LN6 5SA
Tel: 01522 693790  OP D

Woodview
127 Lincoln Road, Branston, Lincoln LN4 1NT
Tel: 01522 790604  OP D YA

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  LDA

Byards Keep
Greylees, 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  OP

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

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

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

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  LDA

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

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

Lincolnshire Care Association member – see page 9

Visit www.lincolnshire.gov.uk/adultcare for help and information

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Sleaford care homes continued

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

**Suilean House**
77 Sleaford Road, Heckington, Sleaford NG34 9QP
Tel: 01529 461066

**Reeds, The**
2 Lincoln Road, Dorrington, Lincoln LN4 3PT
Tel: 01526 833612

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

**Roxholm Hall Care Centre**
Roxholm, Sleaford NG34 8ND
Tel: 01526 832128

**York House**
15 Waterside, Billinghay, Lincoln LN4 4BU
Tel: 01526 860378

---

**Sleaford care homes with nursing**

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

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

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

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

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

**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

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

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

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

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

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

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**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
- LDA Lincolnshire Care Association member – see page 9

Advertisers are highlighted
Spalding care homes continued

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

Bungalow Retirement Home, The
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 below

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 Advert page 64

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 18

Stonehaven
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www.mayfield-residential.co.uk

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Residential, Convalescent, Palliative and Terminal Care
01775 840581

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Daycare from Monday to Friday, 10 am to 3 pm. Bathing facilities also available.

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admin@gosbertonhouse.co.uk • www.gosbertonhouse.co.uk

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

● Lincolshire Care Association member – see page 9

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Tel: 01472 276 716

Eaton Court Care Home
Augusta Street, Grimsby, N.E. Lincolnshire, DN34 4UD
Tel: 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
# Spalding care homes with nursing

<table>
<thead>
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<th>Care Home</th>
<th>Address</th>
<th>Telephone</th>
<th>Service Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ashwood Nursing Home – Spalding</strong></td>
<td>43 Spalding Common, Spalding PE11 3AU</td>
<td>01775 723223</td>
<td>OP PD</td>
</tr>
<tr>
<td><strong>Beech Lodge Nursing Home</strong></td>
<td>Frogs Abbey Gate, Holbeach, Spalding PE12 8QJ</td>
<td>01406 423396</td>
<td>OP D</td>
</tr>
<tr>
<td><strong>Cedar Falls Care Home with Nursing</strong></td>
<td>Little London Road, Spalding PE11 2UA</td>
<td>01775 713233</td>
<td>OP D PD YA</td>
</tr>
<tr>
<td><strong>Gosberton House Care Home</strong></td>
<td>11 Westhorpe Road, Gosberton, Spalding PE11 4EW</td>
<td>01775 840581</td>
<td>OP PD YA</td>
</tr>
<tr>
<td><strong>Holbeach and East Elloe Hospital Trust</strong></td>
<td>Boston Road North, Holbeach, Spalding PE12 8AQ</td>
<td>01406 422283</td>
<td>OP PD YA</td>
</tr>
<tr>
<td><strong>Hovenden – Care Home with Nursing Physical Disabilities</strong></td>
<td>Lowgate, Fleet, Spalding PE12 8LP</td>
<td>01406 423037</td>
<td>OP PD YA</td>
</tr>
</tbody>
</table>

## South Kesteven

### Grantham care homes

<table>
<thead>
<tr>
<th>Care Home</th>
<th>Address</th>
<th>Telephone</th>
<th>Service Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Apple Trees Care &amp; Reablement Centre (OSJCT)</strong></td>
<td>Arlington Gardens, Grantham NG31 7GQ</td>
<td>01476 542700</td>
<td>OP D PD MH SI</td>
</tr>
<tr>
<td><strong>Avery Lodge</strong></td>
<td>37 Beacon Lane, Grantham NG31 9DN</td>
<td>01476 590674</td>
<td>OP D PD</td>
</tr>
<tr>
<td><strong>Ayrshire House</strong></td>
<td>24-26 Main Road, Long Bennington, Newark NG23 5EH</td>
<td>01400 281971</td>
<td>LDA</td>
</tr>
<tr>
<td><strong>Belvoir House Care Home</strong></td>
<td>Brownlow Street, Grantham NG31 8BE</td>
<td>01476 565454</td>
<td>OP D</td>
</tr>
<tr>
<td><strong>Birchwood Retirement Home</strong></td>
<td>6-8 Dudley Road, Grantham NG31 9AA</td>
<td>01476 562042</td>
<td>OP D PD</td>
</tr>
<tr>
<td><strong>Castlegate House Residential Home</strong></td>
<td>49 Castlegate, Grantham NG31 6SN</td>
<td>01476 560800</td>
<td>OP D</td>
</tr>
<tr>
<td><strong>Caythorpe Residential Home</strong></td>
<td>77 High Street, Caythorpe, Grantham NG32 3DP</td>
<td>01400 272552</td>
<td>OP D</td>
</tr>
<tr>
<td><strong>Fairview Farm</strong></td>
<td>Gloucester Road, Grantham NG31 8RJ</td>
<td>01476 567600</td>
<td>LDA</td>
</tr>
<tr>
<td><strong>Gregory House (OSJCT)</strong></td>
<td>Welby Gardens, Grantham NG31 8BN</td>
<td>01476 562192</td>
<td>OP</td>
</tr>
<tr>
<td><strong>Harrow Street</strong></td>
<td>18 Harrow Street, Grantham NG31 6HF</td>
<td>01476 574429</td>
<td>OP PD LDA SI YA</td>
</tr>
<tr>
<td><strong>Millfield House</strong></td>
<td>13 Back Lane, Colsterworth, Grantham NG33 5NJ</td>
<td>01476 860270</td>
<td>LDA SI YA</td>
</tr>
<tr>
<td><strong>Old Hall, The</strong></td>
<td>1 High Street, Billingborough, Sleaford NG34 0QA</td>
<td>01529 240335</td>
<td>OP</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service User Bands</th>
<th>OP Older people (65+)</th>
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<th>AD People who misuse alcohol or drugs</th>
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<tr>
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<td>[Advertisers are highlighted]</td>
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Visit [www.lincolnshire.gov.uk/adultcare](http://www.lincolnshire.gov.uk/adultcare) for help and information
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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.

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**Stamford care homes**

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**Chevington House**
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Tel: 01778 421821 [Advert page 64]

**Digby Court (OSJCT)**
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Tel: 01778 422035 [Advert page 7]

**Laurels, The**
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Tel: 01778 344414

**Phoenix, The**
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Tel: 01472 372306 [Advert page 41]

**Qu’Appelle Care Home**
Harrington Street, Bourne PE10 9HA
Tel: 01778 422932

**Rose Lodge Care Home**
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Tel: 0843 506 9452 [Advert page 18]

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

**Sense – 32a Broadgate Lane**
Deeping St James, Peterborough PE6 8NW
Tel: 01778 380522

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

**Sense – Manor Court**
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Tel: 01778 343617

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

**Tallington Lodge Care Home**
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**Towngate East, 20**
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**Whitefriars (OSJCT)**
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Tel: 01780 765434 [Advert page 7]

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

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

---

**Service User Bands**
- **OP** Older people (65+)
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Lincolnshire Care Association member – see page 9

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Visit [www.lincolnshire.gov.uk/adultcare](http://www.lincolnshire.gov.uk/adultcare) for help and information
Stamford care homes with nursing

**Abbey Court Care Home**
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Tel: 01778 391390

**Braeburn Lodge**
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Tel: 01778 752527 Advert page 92

**Cedars, The**
Church Walk, South Street, Bourne PE10 9UQ
Tel: 01778 421555

**Priory Court**
Priory Road, Stamford PE9 2EU
Tel: 01780 766130 Advert page 62

**Red House, The**
11 Emylys Street, Stamford PE9 1QP
Tel: 01778 380756 Advert page 18

**Wood Grange**
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Tel: 01778 752570 Advert page 92

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is set in its own extensive grounds situated in the rural village of Lound. The home is registered to accommodate **30 residents**, providing nursing or non-nursing care, including palliative care and supporting those living with dementia.

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Tel: 01777 818082

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Castlegate House Rest Home, 49 Castlegate, Grantham, Lincolnshire, NG31 6SN
Tel: 01476 560800

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Tel: 01427 617545

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---

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

**User Bands**
- MH Mental health
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- YA Younger adults
- AD People who misuse alcohol or drugs

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Tel: 01522 701683

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

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

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

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

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

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

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

Serenity Care Company Ltd, The
North Warren Road,
Gainsborough DN21 2TU
Tel: 01427 612171

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

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

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

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

Eliot House
Crooked Billet Street, Morton,
Gainsborough DN21 3AH
Tel: 01427 617545 Advert page 94

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

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

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

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Visit www.lincolnshire.gov.uk/adultcare for help and information
Your local Bupa care homes in Scunthorpe.

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

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01724 897 986
Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday. Closed Sunday and bank holidays. We may record or monitor our calls.

Baytree Court

Baytree Court is a 34 bed registered care facility, providing residential care for people over the age of 65 and for those with dementia related conditions. The home is conveniently located close to Scunthorpe town centre and enjoys easy access to the M18, M180, M181 and the local bus station.

Baytree Court is a friendly, welcoming home with a beautifully appointed lounge, and it’s own designated tea room where residents can enjoy home cooked meals and afternoon tea with family and friends. All of the bedrooms have bright and spacious single bed accommodation with en-suite facilities for privacy and convenience. The home also benefits from its very own bar which is enjoyed all year round to celebrate large seasonal events, a tune or two from the piano, and becomes a relaxing area to enjoy a Sunday afternoon after a fish and chip supper.

We encourage residents and visiting families and friends to be fully involved in the day-to-day life of the home especially our activities, which include outings to places of local interest, local community events, exercise sessions and tea dances to name a few. Residents have the freedom to choose what to do and when. There is plenty going on and our weekly activity program gives everyone the option to choose what they would like to take part in.

We would love to show you around the home. So if you would like a tour, or wish to discuss any aspect of elderly care, please call us to make an appointment.

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manager@baytree court-carehome.co.uk
www.holmes-care.co.uk
Baytree Court Care Home, Normanby Road, Scunthorpe, Lincolnshire DN15 6AR

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

**Holly Tree Lodge Care Home**
3 Eastgate, Scotton, Gainsborough DN21 3QR
Tel: 01724 762537  
**OP D PD LDA**

**Manor Nursing Home, The**
Dog & Duck Lane, Morton,
Gainsborough DN21 3BB
Tel: 01427 612796  
**OP D MH**

**Howson Care Centre**
Marton Road, Willingham-by-Stow,
Gainsborough DN21 5JU
Tel: 01427 788283  
**OP D LDA MH YA**

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

**Laughton Croft Care Home with Nursing**
Gainsborough Road, Scotter Common,
Gainsborough DN21 3JF
Tel: 01724 762678  
**OP D PD MH SI YA AD**

For information on different types of care homes, see page 62.

---

Market Rasen care homes

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

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

**Brambles**
53 Station Road, Bardney, Lincoln LN3 5UD
Tel: 01526 399868  
**LDA YA**

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

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

**Middlegate Lodge**
Horncastle Road, Caistor,
Market Rasen LN7 6JG
Tel: 01472 852282  
**LDA MH YA AD**

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

**Oaks, The**
51 Station Road, Bardney,
Lincoln LN3 5UD
Tel: 01749 676724  
**PD LDA SI YA**

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

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

**Hawthorns, The**
53 Station Road, Bardney, Lincoln LN3 5UD
Tel: 01526 399868  
**LDA**

**Saxilby House**
9-15 Highfield Road, Saxilby LN1 2QP
Tel: 01522 704025  
**D PD MH**

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

Service User Bands  
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Advertisers are highlighted

Lincolnshire Care Association member – see page 9

Visit www.lincolnshire.gov.uk/adultcare for help and information
Willan House
Stainfield, Wragby, Market Rasen LN8 5JL
Tel: 01526 398785 Advert below

Willow Court
Croft Lane, Cherry Willingham, Lincoln LN3 4JW
Tel: 01522 595391

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

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

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

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 is one of the best care homes in Lincolnshire and is registered for residential and nursing clients, and people living with dementia. NHS Lincolnshire Care Home Assessment Awarded the home an excellent score of 87%.

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)

NHS Lincolnshire Care Home Assessment Awarded the home an excellent score of 87%.

“Our residents don’t live in our workplace, we work in their home.”

We offer 24 hour nursing 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, or quiet spaces are available if that is what you would prefer.

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