Lincolnshire Care Services Directory 2018/19

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

www.halcyon-care.co.uk
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For further copies of this directory, call the Customer Service Centre on 01522 782155.

**Alternative formats**

This directory is available electronically at [www.carechoices.co.uk](http://www.carechoices.co.uk). There is also a Browsealoud option for those requiring the information in the spoken word.

Visit [www.lincolnshire.gov.uk/adultcare](http://www.lincolnshire.gov.uk/adultcare) for help and information.
Areas covered by this directory

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Visit www.carechoices.co.uk for further assistance with your search for care
Welcome from
Lincolnshire County Council

Exploring your care options, or the help available to keep your independence, can be daunting – even stressful.

This 2018/19 Care Services Directory includes clear and easy to understand information for you to consider when thinking about care choices for yourself, your family, or someone you care for.

Everyone deserves high quality, safe care, where they are treated respectfully and with dignity. Your care should be personal to you and your 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 so that new options available make them more appealing, and leave you with more control over the services you choose to meet your needs.

Nationally, social care continues to have its struggles, but we are managing well in Lincolnshire despite a tough economic climate, growing demographic of people needing care, and the challenges that come with delivering services in a rural environment. Any additional funding from government this year will be passed on to our care providers so they can continue to give good care to people at home. We’ll also be helping more people who are ready to leave hospital and need some extra support to regain their independence, through our reablement service.

There’s 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.

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

Lincolnshire
COUNTY COUNCIL
Working for a better future

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 & Community Wellbeing directorate. When the words ‘we’ and ‘us’ are used in the directory, it means 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/region/east-midlands/lincs

Adult Care’s online information service

Lincolnshire County Council’s online information and advice service, which you can view at www.lincolnshire.gov.uk/adultcare, enables you, your family, carers and friends to look at the options available to you.

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 options in your area

Looking for care in your area? Want to know the quality rating of providers you’re considering? The Care Choices website provides comprehensive details of providers as well as essential information.

Search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs. 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. Detailed information for each care provider includes the address, phone number and the latest CQC inspection report and rating (see page 8), indicating the quality of care.

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

CARE PROVIDERS

Would you like your business to be seen by thousands of relevant care seekers at their time of need?

Call Care Choices on 01223 206960 to promote your business here.

Visit www.carechoices.co.uk for further assistance with your search for care
Care you can Trust

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 quality, individualised residential, dementia or nursing care.

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

... 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 with agencies to make sure they are of good quality.

Lincolnshire County Council – Adult Care
Adult Care delivers and commissions care and support, and works in partnership with others to deliver services. We offer an assessment of your needs and, if you meet the eligibility criteria, can offer a range of care and support services to help you stay safe and well. See page 51 for more information.

We are committed to assuring the quality of our 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 our services 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 our 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

The Care Quality Commission
All care providers must be registered under a system which brings adult social care, independent healthcare and the NHS under a single set of essential standards of quality and safety. 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.

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

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
Lincolnshire East CCG
Tel: 01522 515308
Web: www.lincolnshireeastccg.nhs.uk

South West Lincolnshire CCG
Tel: 01476 406578
Web: www.southwestlincolnshireccg.nhs.uk

Lincolnshire West CCG
Tel: 01522 513355
Web: www.lincolnshirewestccg.nhs.uk

Lincolnshire Police
Lincolnshire Police investigates criminal offences in relation to care and support services. Its Public Protection Officers work closely with Adult Care’s Safeguarding Team to protect adults at risk of abuse.
Web: www.lincs.police.uk

Lincolnshire County Council – Trading Standards
Trading Standards ensures a fair, safe and equitable trading environment for residents and businesses in Lincolnshire. Appropriate action, in line with its enforcement policy, is considered for any breaches of criminal legislation or trading malpractice.
Tel: 01522 782341
Web: www.lincolnshire.gov.uk/tradingstandards

Lincolnshire Care Association (LinCA)
A Quality of Life and a Standard of Living
LinCA represents 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 aims to do 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 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 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.

LinCA is a member of the National Care Association Alliance, works with Skills for Care and a number of NHS bodies, and represents members with local authority and NHS commissioners and providers in the county. LinCA represents the independent sector on the Lincolnshire Sustainability and Transformation Partnership (STP) Programme, which is shaping the future of health and care services in the county.

LinCA has been part of regional and national lobbying of local MPs and Government ministers about social care funding and this has resulted in the Social Care Precept and additional Better Care Fund (BCF) investment. The Association 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. LinCA has supported the care sector with developing business strategy and business plans to enable care providers to meet contract management requirements.

LinCA is a member of the Lincolnshire Safeguarding
Adults Board (LSAB) and works with Lincolnshire County Council and the NHS to improve co-ordination of quality monitoring systems and arrangements and access to specialist support.

For further information regarding LinCA, its members 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

Web: www.linca.org.uk

LinCA Workforce Development
Delivering high quality training and development to the sector.

LinCA Workforce Development is the face for development needs for all care providers in Lincolnshire. Its initiative is to support care providers in Lincolnshire with quality and value-for-money workforce development.

With the help of care providers, and working in partnership with Lincolnshire County Council, NHS, Further Education and Higher Education colleges, LinCA Workforce Development determines the workforce development and training needs of the sector in Lincolnshire.

It delivers training and workshops on a number of important subjects. These include: The Care Certificate, Finding and Keeping the Best Workforce, Nutrition and Hydration, Developing Managers and Seniors, Mental Capacity Act Training, Moving and Handling Training, Basic Life Support, Safeguarding, Frailty and Autism Awareness.

For further information regarding LinCA Workforce Development and its initiatives, contact:
Mark Turton
Tel: 07484 011372
Email: markturton@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 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.

This support starts within 10 days of a referral, lasts up to 12 weeks, and is reviewed every two weeks.

Small aids and minor adaptations
To support independent living, Wellbeing Lincs provides small aids and adaptations to your home. There are dedicated staff that will deliver and install the equipment.
Wellbeing Response Service
Anyone living in Lincolnshire with Telecare equipment (see below) can apply to use the Wellbeing Response service. If the alarm is raised, a Wellbeing Responder can respond within 45 minutes, where your family or other nominated responders are unable to attend. The service runs 24/7, 365 days a year and costs £2.50 per week.

Resettlement Service
After a discharge from hospital, a Responder from the Resettlement Service will meet you in your home and settle you in.

Hospital and Care In-reach
Wellbeing Lincs works with hospitals in and around Lincolnshire to help staff identify and refer those who are eligible for Wellbeing Lincs services. Support begins in hospital to help you to return home.

Partnerships and Networks
Wellbeing Lincs works with statutory, voluntary, and community organisations to help people refer to the service. They connect people with services, groups, and activities to keep them socially connected.

Wellbeing Lincs also works with partners to raise awareness and develop training to support wellbeing and prevent ill-health.

Lincolnshire County Council sends referrals for those who are eligible to the Wellbeing Hub at East Lindsey District Council.

All referrals are made via Lincolnshire County Council's Customer Service Centre on 01522 782140. For more information, visit www.lincolnshire.gov.uk/wellbeingservice

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. 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 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.

Tell us what you think
Complete our short questionnaire www.carechoices.co.uk/reader-survey
Making life easier at home

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

Finding it difficult to get in and out of chairs? Try putting a block of foam in the chair 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 a chopping board with spikes. There are also long-handled pans, teapot tippers and lid grippers that could help. 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 repositioning your taps or buying a new tap that is easier for you to use.
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 grab rails, a half step to help you get in and out of the bath or shower seat to make washing easier. 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
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.

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.

Lincolnshire Integrated Community Equipment Service, Orchard House, Orchard Street, Lincoln LN1 1BA
Tel: 01522 553941 or 01522 554175
Email: ICES.LCC@lincolnshire.gov.uk
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 61)

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

Further information about preparing meals and food delivery can be found at 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, dressing, washing, 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 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 22.

Visit www.lincolnshire.gov.uk/adultcare for help and information
Our family caring for yours

Since 1983, our family have been running award winning nursing, residential and dementia care services which constantly exceed industry standards. Our philosophy is simple; Our residents and their families are at the heart of everything we do!

Our homes in Lincolnshire extend a warm welcome to all visitors. Feel free to get in touch by calling 0843 506 9452, email info@countrycourtcare.com or visit our website at www.countrycourtcare.com
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
36 Park Street, Lincoln LN1 1UQ
Tel: 01522 696000
Email: info@ageuklk.org.uk
Web: www.ageuk.org.uk/lincolnandkesteven

Providers, missing out on online referrals?
With over 1,000,000 page views annually, www.carechoices.co.uk can help you reach local care seekers.

Call us on 01223 207770
Putting you at the heart of our care service

Hales Home Care services work to enable people of all ages with learning disabilities, physical disabilities, challenging behaviours and poor health to reach their potential. We appreciate the importance of enabling people to live a social and active life, pursuing their goals and ambitions.

Our home care services involve personal carers that visit your home daily, spend time with you and accompany you to any social events, outdoor activities or appointments.

We are passionate about enhancing your life and promoting your independence, enthusiastically supporting you to reach your goals. Our care workers are professionally trained in care and are able to provide support for a variety of complex conditions and needs.

Our services include:
- Live-in Care
- Companionship
- Alzheimer’s, Parkinson’s & Dementia Care
- Diabetes Care
- End of Life

Give our friendly team a call on 01472 897577
E: grimsbycare@halesgroup.co.uk

If care matters to you, join Hales.

We are recruiting for Care Workers in your area NOW.

Call 01472 897577
or text ‘HALES GRIMSBY’ to 66777

www.halescare.co.uk
Homecare checklist

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<th>Agency 3</th>
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Fees per week
- £
- £
- £

Quality rating

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

About the agency

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

Staff

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

Accommodating your needs

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

Regulation

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

Notes

*See page 8.
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  
**LDA MH YA**

**ANGELS ON CALL, THE**  
Boston  
Tel: 07572 592471  
**OP D PD SI YA**

**CRG HOMECARE LINCOLNSHIRE**  
Boston  
Tel: 01205 400127  
**OP D PD LDA MH SI YA AD**

**FLO’S FRIENDS**  
Boston  
Tel: 07411 846692  
**OP D PD LDA YA**

**HEALTHY HOMECARE SERVICES LTD**  
Boston  
Tel: 07951 548684  
**OP D PD LDA MH YA**

**TOWN AND COUNTRY CARE**  
Boston  
Tel: 01205 354329  
**OP D PD SI YA**

**WALNUT CARE AT HOME**  
Boston  
Tel: 01205 280101  
**OP D PD LDA SI**

**Lincoln**

**AGE UK LINCOLN AND KESTEVEN**  
Lincoln  
Tel: 01522 696000  
**OP D PD MH SI YA**

**ALLIED HEALTHCARE**  
Lincoln  
Tel: 01522 753290  
**OP D PD LDA MH YA**

**AMBASSADOR HOMECARE LTD**  
Lincoln  
Tel: 01522 528455  
**OP D PD SI YA**

**ANNICARE LTD**  
Lincoln  
Tel: 01522 542387  
**OP D PD LDA MH SI YA AD**

**AUTISM CARE COMMUNITY SERVICES (LINCOLNSHIRE)**  
Lincoln  
Tel: 01526 322444  
**LDA**

**CLARRIOTS HOME CARE LTD**  
Manby  
Tel: 01507 328390  
**OP D PD SI**

**COMMUNITY SUPPORT SERVICES**  
Mablethorpe  
Tel: 01507 478482  
**LDA**

**COUNTY CARE INDEPENDENT LIVING LTD**  
Skegness  
Tel: 01754 611153  
**PD LDA MH SI YA**

**LIBERTAS**  
Louth  
Tel: 01507 206666  
**OP MH YA**

**RUSSELL GREEN CARE HOME**  
Woodhall Spa  
Tel: 01526 352879  
**OP D PD**

**East Lindsey**

**ALLWAYS CARE COMMUNITY SUPPORT AGENCY**  
Skegness  
Tel: 01754 612720  
**OP D PD LDA MH SI**

**BEECHES, THE**  
Louth  
Tel: 01507 603862  
**OP**

**CLARRIOTS HOME CARE LTD**  
Manby  
Tel: 01507 328390  
**OP D PD SI**

**BEECH HOUSE**  
Lincoln  
Tel: 01522 308824  
**OP D PD LDA MH SI YA AD**

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<tr>
<td>OP</td>
<td>MH</td>
<td>Older people (65+)</td>
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<tr>
<td>D</td>
<td>SI</td>
<td>Dementia</td>
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<td>PD</td>
<td>YA</td>
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<td>YA</td>
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<td>Younger adults</td>
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<tr>
<td>AD</td>
<td></td>
<td>People who misuse alcohol or drugs</td>
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Lincolnshire Care Association member – see page 9

Advertisers are highlighted
## Care and support providers continued

**BLUEBIRD CARE LINCOLN**  
Lincoln  
Tel: 01522 538656  
**OP D PD SI YA**

**BSPOKE SOCIAL CARE**  
Lincoln  
Tel: 07919 597073  
**OP D PD LDA MH YA**

**BUTTERFLIES CARE & SUPPORT LTD**  
Lincoln  
Tel: 07538 742693  
Advert below  
**OP PD LDA MH**

**CARE 4 U SERVICES (LINCS) LTD**  
Lincoln  
Tel: 01522 704504  
**OP D PD SI YA**

**COTTAGE RESIDENTIAL HOME, THE**  
Lincoln  
Tel: 01526 320887  
**OP D PD**

**FOSSE HEALTHCARE – LINCOLN**  
Lincoln  
Tel: 01522 412181  
**OP D PD LDA MH SI YA AD**

**HELPING HANDS NURSES AGENCY (HHNA LINCOLN)**  
Lincoln  
Tel: 07405 800182  
**OP D PD LDA MH SI YA AD**

**HOUSING AND SUPPORT SOLUTIONS – LINCOLN**  
Lincoln  
Tel: 01522 683857  
**LDA**

**LAURELS, THE**  
Lincoln  
Tel: 01522 532596  
**OP PD MH SI YA**

**LJM – HOMECARE LINCOLN**  
Lincoln  
Tel: 01522 700400  
**OP D PD YA**

**NAMRON CARE PROVIDER LTD**  
Lincoln  
Tel: 01522 528820  
**OP D LDA YA AD**

**NAVIGATION SUPPORT & CARE SERVICES LTD**  
Lincoln  
Tel: 01522 539626  
**OP D PD LDA MH YA**

**PRESIOUS HEALTHCARE LTD**  
Lincoln  
Tel: 01522 262670  
Advert below  
**OP D PD SI YA**

**PURELY CARE**  
Norwich  
Tel: 01603 407707  
**OP D PD LDA MH SI YA**

**SAGECARE (LINCOLN)**  
Lincoln  
Tel: 07779 663140  
**OP D PD LDA MH SI YA**

**SAGECARE (OLSEN COURT)**  
Lincoln  
Tel: 01522 589856  
**OP D PD LDA MH SI YA**

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**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

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

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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

Advertisers are highlighted

Visit [www.lincolnshire.gov.uk/adultcare](http://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
SAMPSON HOUSE  
Lincoln  
Tel: 01522 685072  
PD LDA SI YA

SEVACARE – LINCOLN  
Lincoln  
Tel: 01522 690777  
OP D PD LDA MH SI YA

ST KATHERINE’S CARE LTD  
Lincoln  
Tel: 01522 837207  
OP D PD LDA MH SI YA

SWALLOW LODGE  
Lincoln  
Tel: 01522 300430  
OP D PD LDA SI YA

WITHAM VALLEY CARE GROUP  
– DCA  
Lincoln  
Tel: 01522 789776  
LDA

YORK HOUSE  
Lincoln  
Tel: 01526 860378  
OP D PD SI

South Holland

ACTION HOMECARE  
Long Sutton  
Tel: 01406 365793  
OP D MH

ADDERLEY COURT APARTMENTS  
Spalding  
Tel: 01227 454627  
LDA YA

ALLIED HEALTHCARE  
Spalding  
Tel: 01775 723210  
OP D PD LDA MH YA AD

ATLAS CARE SERVICES LTD LINCOLNSHIRE  
Spalding  
Tel: 01775 660189  
OP D PD LDA MH SI YA

CEDAR HOUSE  
Spalding  
Tel: 01775 711375  
PD LDA SI YA

DIRECT PERSONNEL AGENCY LTD  
Spalding  
Tel: 01775 630411  
Advert page 24  
OP D PD LDA MH SI YA

HOME FROM HOME CARE SERVICES LTD  
Spalding  
Tel: 01406 363686  
OP PD LDA MH SI YA

North Kesteven

AN DARACH CARE  
Swinderby  
Tel: 01522 868279  
LDA YA

CRG HOME Care  
– SLEAFORD  
Sleaford  
Tel: 01205 400127  
OP D PD LDA MH SI YA AD

FORGET ME NOT HOME CARE LTD  
Sleaford  
Tel: 01529 240335  
OP D PD SI

HOMECARE HELPLINE  
Sleaford  
Tel: 01529 497001  
OP D PD

PRESTIGE NURSING SLEAFORD  
Sleaford  
Tel: 01529 414818  
OP D PD LDA MH SI YA AD

VOYAGE (DCA) (LINCS)  
Sleaford  
Tel: 01225 808423  
OP D PD LDA SI YA

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Lincolnshire Care Association member – see page 9

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

We offer support with:
> PERSONAL CARE
> NUTRITIONAL CARE
> PRACTICAL CARE
> SOCIAL CARE

---

Country Support Ltd

We are a bespoke company providing a professional service to cater for people’s needs within the community.

All our staff are fully trained to a high standard and are DBS approved and medication trained.

We specialise in supporting all age groups with varying abilities, for example people who use wheelchairs, stroke victims, the elderly and 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...

Debbie Pollard:
Tel: 01507 440941
Mob: 07702 727555

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Fenn’s Home Care

We are a family run business who have a trusted team of staff who are friendly and caring. All staff are trained to the highest standard.

**OUR SERVICES:**
- Personal Care
- Meal Preparation
- Cleaning
- Bed Making/Changing
- Shopping
- Companion Service
- Assistance to Appointments

Contact Tim or Michelle on:
T: 01400 250166 M: 07984195086
E: fennshomemanagement@gmail.com

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Blossoming Hearts Care Agency Ltd

Blossoming Hearts is a family run Award Winning Care Agency in Grantham and surrounding area.

Our company offers a wide range of Services in the comfort of your own home ranging from 1 hour to 24 hours a day, seven days a week.

We offer Dementia, Personal, Palliative, Live-in care packages and companionship.

Please see our outstanding reviews on Homecare.co.uk

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

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Helping Hands

Looking for care? 0808 274 2935
For more information www.helpinghands.co.uk
### Care and support providers continued

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<tr>
<td>OP</td>
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</tbody>
</table>

**LINCOLNSHIRE HOME CARE LTD**  
Spalding  
Tel: 01775 722887

**SHARON BRINKMAN CARE SERVICES LTD**  
Spalding  
Tel: 07746 445519

**SOUTHERNWOOD HOUSE**  
Spalding  
Tel: 01775 760563

**TESS CIC**  
Spalding  
Tel: 01406 259832

**WELLAND & GLEN HOME CARE LTD**  
Spalding  
Tel: 07874 048375

**South Kesteven**

**ANSAR PROJECTS**  
Grantham  
Tel: 07809 195902

**AUTUMN PARK BUSINESS CENTRE**  
Grantham  
Tel: 07957 113046

**BLOOMSBURY HOME CARE LTD BOURNE**  
Bourne  
Tel: 01778 218806

**BLOSSOMING HEARTS CARE AGENCY LTD**  
Grantham  
Tel: 01476 210224

**BLUEBIRD CARE (PETERBOROUGH & RUTLAND)**  
Stamford  
Tel: 01780 480881

**BLUEBIRD CARE SOUTH LINCOLNSHIRE**  
Grantham  
Tel: 01476 512371

**CHARISMA SERVICES**  
Grantham  
Tel: 07791 238742

**EVERGREEN CARE TRUST STAMFORDB**  
Stamford  
Tel: 01780 765900

**FENNS HOME MANAGEMENT & SUPPORT SERVICES**  
Grantham  
Tel: 01400 250166

**FOR YOU HEALTHCARE LTD**  
Peterborough  
Tel: 01778 219062

**GILDER CARE LTD**  
Grantham  
Tel: 01476 978077

**HELPING HAND**  
Grantham  
Tel: 01476 512394

**HERITAGE CARE LTD – EAST MIDLANDS DOMICILIARY CARE BRANCH**  
Grantham  
Tel: 01476 513564

**HERITAGE CARE LTD – LINCOLNSHIRE DOMICILIARY CARE BRANCH**  
Bourne  
Tel: 01778 424241

**HOME INSTEAD SENIOR CARE – BOURNE**  
Bourne  
Tel: 01778 243100

**LCMB THERAHEALTH HOMECARE**  
Bourne  
Tel: 01778 243110

**LILY MAE HOMECARE LTD**  
Peterborough  
Tel: 01778 218157

Visit [www.lincolnshire.gov.uk/adultcare](http://www.lincolnshire.gov.uk/adultcare) for help and information
Care and support providers continued

MEADOWS HOMECARE SERVICES
Grantham
Tel: 01476 561184  OP D PD SI YA

ROYAL MENCAP SOCIETY
– LINCOLNSHIRE DOMICILIARY CARE AGENCY
Bourne
Tel: 01778 423726

ROYAL MENCAP SOCIETY
– MARCH DOMICILIARY CARE AGENCY
Bourne
Tel: 01778 423726  OP LDA YA

SENSE – COMMUNITY AND SUPPORTED LIVING SERVICES (EAST)
Bourne
Tel: 01778 382244  OP D PD LDA MH SI YA AD

THERA EAST
Grantham
Tel: 0300 303 1253  OP LDA YA

THERA EAST ANGLIA
Grantham
Tel: 0300 303 1281  LDA

THERA EAST MIDLANDS
Grantham
Tel: 0300 303 1282  OP LDA YA

THERA NORTH
Grantham
Tel: 0300 303 1283  OP LDA YA

THERA SOUTH MIDLANDS
Grantham
Tel: 0300 303 1280  OP LDA SI YA

THERA SOUTH WEST
Grantham
Tel: 0300 303 1254  LDA

WRIGHT CARE AT HOME
Stamford
Tel: 01780 489227  OP D PD MH SI YA

West Lindsey
AMBER CARE (LINCOLNSHIRE) LTD
Market Rasen
Tel: 01673 308501  OP D PD LDA MH SI YA

CARE 4 U SERVICES (LINCS) LTD
– MARKET RASEN
Market Rasen
Tel: 01673 844104  OP D PD MH SI YA

CAREWATCH (LINCOLN)
Lincoln
Tel: 01522 544580  OP D PD LDA MH SI YA AD

FOCUSABILITY SUPPORT AND CARE SERVICES
Market Rasen
Tel: 01673 844423  OP D PD LDA MH SI YA

GROSVENOR HOUSE CARE HOME
Gainsborough
Tel: 01427 616950  OP D PD YA

SERENITY CARE COMPANY LTD, THE
– NORTH WARREN HOUSE
Gainsborough
Tel: 01427 612171  OP

See the checklist on page 21 for useful suggestions of questions to ask when looking at care and support providers.

FocusAbility Support and Care Services Ltd.
Support and Short Break Centre for people with Learning and Physical Disabilities
Our beautiful, four bedroomed bungalow has large gardens, with 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

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</table>

Lincolnshire Care Association member – see page 9

Advertisers are highlighted
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.
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 and support they receive is personalised to help them achieve their outcomes. Whilst the list below provides information on buildings-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

**MANOR GATE CARE HOME**
Boston Tel: 01205 366260

**RIDLINGTON DAY CENTRE**
Boston Tel: 01205 368449

**SCOTT HOUSE**
Boston Tel: 01522 782155

**SKIRBECK COURT (OSJCT)**
Boston Tel: 01205 361444

**WHITE GABLES CARE HOME**
Boston Tel: 01205 723874

### East Lindsey

**ALGITHA ROAD**
Skegness Tel: 01522 782155

**ASHTREE HOUSE**
Withern Tel: 01507 450373

**BRAMHALL RESIDENTIAL HOME**
Tattershall
Tel: 01526 342632

**CLOVERS DAY CENTRE**
Louth Tel: 07555 519367

**ERESBY HALL (OSJCT)**
Spilsby Tel: 01790 752495

**FOTHERBY HOUSE**
Louth Tel: 01507 607237

**LINKAGE COMMUNITY TRUST**
Grimsby Tel: 01790 752499

**MANOR CARE CENTRE**
East Kirkby
Tel: 01790 763381

**MEADOWS SANDS CARE HOME**
Skegness
Tel: 01754 762712

**NEWHAVEN RESIDENTIAL HOME**
Huttoft Tel: 01507 490294

**OLD HALL RESIDENTIAL CARE HOME, THE**
Halton Holgate Tel: 01790 753503

**OLD MAGISTRATES COURT**
Horncastle Tel: 01522 782155

**ORCHARD HOUSE CARE HOME**
Mablethorpe Tel: 01507 472203

**PHOENIX CARE CENTRE**
Chapel St Leonards Tel: 01754 872645

**SKEGNESS DAY CENTRE**
Skegness
Tel: 01754 766763

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● Lincolnshire Care Association member – see page 9

Advertisers are highlighted
Day care services and day centres continued

SUMMERFIELD REST HOME
Sutton-on-Sea
Tel: 01507 441969
OP D PD MH SI AD

VIRGINIA HOUSE
Louth Tel: 01522 782155
LDA SI

WELLINGTON ROAD
Mablethorpe Tel: 01522 782155
LDA

WYNGATE RESIDENTIAL CARE HOME
Mablethorpe
Tel: 01507 477531
OP D PD MH SI YA AD

Lincoln

AGE UK LINCOLN •
Lincoln Tel: 01522 696000
OP D PD MH SI

ANCASTER DAY OPPORTUNITIES
Lincoln Tel: 01522 782155
PD LDA SI

BERNADETTE HOUSE •
Advert page 81
Lincoln Tel: 01522 521926
OP D PD MH SI

BOULTHAM PARK HOUSE (OSJCT) •
Advert page 7
Lincoln
Tel: 01522 681500
OP D PD MH SI

BRANTLEY MANOR CARE HOME •
Advert page 83
Lincoln
Tel: 01522 543866
OP D PD SI

ECCLESHARE COURT DAY CENTRE
Advert page 18
Lincoln
Tel: 0843 506 9452
OP D PD

ERMINE HOUSE (OSJCT) •
Advert page 7
Lincoln Tel: 01522 529093
OP

FOSSE HOUSE (OSJCT) •
Advert page 7
Lincoln Tel: 01522 524612
OP PD MH SI

HARTSHOLME HOUSE (OSJCT) •
Advert page 7
Lincoln Tel: 01522 683583
OP D PD MH SI

MONSON RETIREMENT HOME •
Lincoln Tel: 01522 520643
OP D PD LDA MH SI

NAVIGATION SUPPORT & CARE SERVICES LTD •
Lincoln
Tel: 01522 539626
OP D PD LDA MH SI YA AD

RUCKLAND COURT DAY CENTRE
Advert page 18
Lincoln Tel: 0843 506 9452
OP D PD

North Kesteven

ADULTS SUPPORTING ADULTS •
Sleaford Tel: 01529 416270
OP D PD LDA MH SI YA

COTTAGE RESIDENTIAL HOME, THE
Nocton Tel: 01526 320887
OP D PD MH SI AD

GREENACRES CARE HOME •
Heckington Tel: 01529 460935
OP D PD LDA MH SI

HEATH FARM
Scopwick Tel: 01526 322444
LDA

HOLMLEIGH CARE HOME
Navenby Tel: 01522 810298
OP

KIRK HOUSE
(HOME FROM HOME CARE) •
Dorrington Tel: 01526 833569
LDA

NORTH HYKEHAM DAY CENTRE
North Hykeham
Tel: 01522 689534
OP D PD LDA MH SI

NORTH ROAD
Sleaford Tel: 01522 782155
LDA

Service
User Bands
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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
Advertisers are highlighted

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

### South Holland

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<tr>
<th>Service Provider</th>
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<td>Spalding Tel: 01775 720305</td>
<td>OP PD LDA MH SI</td>
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<td><strong>CAPRICORN COTTAGE</strong></td>
<td>Holbeach Tel: 01406 425067</td>
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<td><strong>CHAPPELL CENTRE</strong></td>
<td>Spalding Tel: 01522 782155</td>
<td>PD LDA SI</td>
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<td><strong>FIELD HOUSE RESIDENTIAL CARE HOME</strong></td>
<td>Spalding Tel: 01406 423257</td>
<td>OP D MH</td>
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<tr>
<td><strong>KIMBERLEY CARE VILLAGE</strong></td>
<td>Spalding Tel: 01406 364309</td>
<td>OP D PD MH SI AD</td>
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<td><strong>PATCHETT LODGE (OSJCT)</strong></td>
<td>Holbeach Tel: 01406 422012</td>
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### South Kesteven

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<td><strong>AGE CONCERN DEEPINGS</strong></td>
<td>Deeping St James Tel: 01778 345558</td>
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<td><strong>BUTTERFIELD CENTRE, THE</strong></td>
<td>Bourne Tel: 01778 421422</td>
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<tr>
<td><strong>CAYTHORPE RESIDENTIAL HOME</strong></td>
<td>Caythorpe Tel: 01400 272552</td>
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### West Lindsey

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<tr>
<td><strong>DROVERS CALL CARE HOME</strong></td>
<td>Gainsborough Tel: 01427 678300</td>
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<tr>
<td><strong>FOXYB COURT (OSJCT)</strong></td>
<td>Gainsborough Tel: 01427 613376</td>
<td>Advert page 7 OP</td>
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<tr>
<td><strong>FOXYB HILL CARE CENTRE</strong></td>
<td>Gainsborough Tel: 01427 611231</td>
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### Day care services

**Age UK Spalding District**

Day Care in a purpose built modern building providing friendly, professional care to local elderly people.

- Spa Bath
- Hairdresser/Beautician
- Chiropodist
- Entertainment
- Trained Carers
- Daily Activities
- Transport
- Freshly cooked food

We care for frail elderly and dementia clients.

Age UK Spalding District

1 The Meadows, Spalding, Lincs PE11 1XR

Tel 01775 720305 • email lizwalmsley@ageukspalding.co.uk

or visit www.ageuk.org.uk/spaldingdistrict

Charity no. 1068857

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Visit www.carechoices.co.uk for further assistance with your search for care
Day care services and day centres continued

GREENACRES CARE HOME
Caistor Tel: 01472 851989

GROSVENOR HOUSE CARE HOME
Gainsborough
Tel: 01427 616950

HASTINGS, THE
Gainsborough Tel: 01522 782155

LAURELS, THE
Holton Cum Beckering
Tel: 01673 858680

LITTLE BROCKLESBY HOUSE
Great Limber Tel: 01469 561353

NORTH WARREN HOUSE
Gainsborough
Tel: 01427 612171

OLD HEALTH CLINIC
Market Rasen
Tel: 01522 782155

OLD RECTORY, THE
Saxilby Tel: 01522 702346

POPLARS, THE (OSJCT)
Market Rasen
Tel: 01673 843319

REDCOTE RESIDENTIAL HOME
Gainsborough
Tel: 01427 612171

WILLAN HOUSE
Stainfield Tel: 01526 398785

WISPINGTON HOUSE LTD
Saxilby Tel: 01522 703012

SEARCH FOR CARE IN YOUR AREA

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

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

www.carechoices.co.uk

www.carechoices.co.uk

Visit www.lincolnshire.gov.uk/adultcare for help and information
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 01522 550129.

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.

Public transport information
Tel: 0871 200 2233

Lincolnshire Transport Helpline
Tel: 01522 550129

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

Living with dementia

Support for people living with dementia
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.
A Memory Assessment Service: diagnosis and early intervention
A Memory Assessment Service comprises specialist staff skilled in the assessment, early support, intervention and treatment of people experiencing dementia, including:

- consultant psychiatrists
- mental health nurses
- Occupational Therapists
- psychologists
- social workers
- dedicated support workers

The Memory Team work together to provide specialist assessments to determine whether dementia is present in cases where other common causes have been excluded by the GP.

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 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.

Support for dementia carers
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 having a carers’ assessment and a Carers’ Emergency Response Plan. The Lincolnshire Carers Service can help you identify appropriate support and can supply you with a Dementia Carers’ Handbook.

Lincolnshire Partnership NHS Foundation Trust offers cognitive stimulation therapy, aimed at those in the early stages of dementia. This also offers a parallel course for family carers.

Alzheimer’s Society Lincolnshire provides information, advice and support to people with dementia, their families and family carers through its dedicated Dementia Family Support Service. It runs a number of Dementia Cafés across the county, more details of which are on page 37. These provide a relaxed and welcoming opportunity to meet other people, share experiences and obtain information and advice.

Alzheimer’s Society also runs Singing for the Brain groups (details on page 37) 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.

The Dementia Cafés, Singing for the Brain and Carers’ Support and activity groups offer valuable opportunities for social contact and to build new networks of support and friendship.

Alzheimer’s Society’s Side by Side service 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:
North Saracen House, Crusader Road, Lincoln LN6 7AS
Tel: 01522 692681
Email: lincoln@alzheimers.org.uk (for general enquiries)
or LincolnshireDFSS@alzheimers.org.uk (for the Dementia Family Support Service)
Web: www.alzheimers.org.uk
Dedicated support for families living with dementia

**Dementia Support South Lincs**
Dementia Support South Lincs supports around 200 families in South Lincolnshire, helping to improve the quality of life of people living with dementia and their carers and reduce the sense of social isolation associated with the condition.

Services include one-to-one advice and information, emotional support from a memory health care worker, and peer support at monthly meetings where members can share experiences or take part in an activity. They also have a very active group of younger people with dementia, who enjoy getting together every month for a pub lunch.

**Details of the main groups are on page 37.**
For more information, contact Kate Marshall on **07867 635611** or email k.marshall18@btinternet.com
Web: [www.dementiasupportsouthlincs.co.uk](http://www.dementiasupportsouthlincs.co.uk)

**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.

Details of the main groups are on page 37.
For more information, contact Kate Marshall on **07867 635611** or email k.marshall18@btinternet.com
Web: [www.dementiasupportsouthlincs.co.uk](http://www.dementiasupportsouthlincs.co.uk)

**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 patient.experience@ulh.nhs.uk or call **01476 464560**.

**Dementia Family Support Service**
The Dementia Family Support Service (DFSS) is provided by Alzheimer’s Society and funded by Lincolnshire County Council to help people with a dementia diagnosis, their families and carers. The service is available countywide and delivered by a specialist team of Family Support Workers.

Family Support Workers provide a wide range of information and advice on various topics including how to live well with the condition and live independently at home for as long as possible. They can also help to navigate local support networks to find the right support for people with dementia, their families and carers.
Anyone with a dementia diagnosis can use the DFSS. The service is also available to family members and carers. The DFSS aims to work closely with GPs and clinics to make sure good support is offered to people as soon as they need it following a diagnosis. The DFSS has also extended its scope to include people in the acute hospitals at Lincoln, Boston, and Grantham and to Lincolnshire patients in Peterborough City Hospital. This will involve DFSS staff working with hospital teams to help support patients with dementia and their families during a hospital stay, offering specialist knowledge to assist the process of discharge planning.

The service has also been extended to people in the main Lincolnshire hospitals. People can contact the DFSS directly or may be referred by a health or social care professional.

For more information or to make a referral, contact Alzheimer’s Society’s Lincolnshire office:
Tel: 01522 692681
Email: LincolnshireDFSS@alzheimers.org.uk

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 Alzheimer’s Carers’ Group**
Boston Body Hub, Unit 2, 20 Wide Bargate, Boston PE21 6RF
Tel: Hugh MacKay on 01205 351254
Email: mackay.06@btinternet.com

**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 Lincoln on 01522 692681
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

**East Lindsey**

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

**Horncastle Memory Music**
Horncastle Community Centre, Manor House Street, Horncastle LN9 5HF
Tel: 01522 829013
Email: memorymusic13@gmail.com

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

**Humbug Club Louth**
Elizabeth Court, Church Street, Louth LN11 9BP
Tel: 07824 757433
Email: jo1776@live.co.uk

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

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

Visit www.lincolnshire.gov.uk/adultcare for help and information
Recollections Dementia Café
Coastal Centre,
Victoria Road,
Mablethorpe LN12 2AQ
Tel: 07917 394641
Email: Elizabeth.atkin@mvtk.org

Skegness Dementia Café
Run by Alzheimer’s Society
St Paul’s Church Hall, (Mustard Seeds Café),
Beresford Avenue,
Skegness PE25 3HY
Tel: 01522 692681
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 692681
Email: lincoln@alzheimers.org.uk
Web: www.alzheimers.org.uk

Lincoln

Lincoln Dementia Café
Run by Alzheimer’s Society
Bracebridge Community Centre,
Maple Street,
Lincoln LN5 8QT
Tel: 01522 692681
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 692681
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 692681
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 Lincoln on 01522 692681
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 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

Spalding Age UK Day Care
1 The Meadows,
Spalding PE11 1XR
Tel: 01775 720305
Web: www.ageuk.org.uk/spaldingdistrict
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 635611
Email: k.marshall18@btinternet.com
Web: [www.dementiasupportsouthlincs.co.uk](http://www.dementiasupportsouthlincs.co.uk)

**Deepings Sports and Social Club**
Outgang Road,
Market Deeping PE6 8LQ
Tel: 01778 426756 or Kate Marshall on 07867 635611
Email: k.marshall18@btinternet.com
Web: [www.dementiasupportsouthlincs.co.uk](http://www.dementiasupportsouthlincs.co.uk)

**Grantham Dementia Café**
Run by Alzheimer's Society
Grantham Alive Church,
Castlegate,
Grantham NG31 6TA
Tel: 01522 692681
Email: lincoln@alzheimers.org.uk
Web: [www.alzheimers.org.uk](http://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 635611
Email: k.marshall18@btinternet.com
Web: [www.dementiasupportsouthlincs.co.uk](http://www.dementiasupportsouthlincs.co.uk)

West Lindsey

**Assist Dementia Support Group**
Cherry Willingham, Reepham and Fiskerton
Tel: 01522 370164
Email: contact@assistlincs.org.uk
Web: [www.assistlincs.org.uk](http://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 692681
Email: lincoln@alzheimers.org.uk
Web: [www.alzheimers.org.uk](http://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

**Peggy’s Place**
Run by Admiral Nursing
Trinity Arts Centre,
Trinity Street,
Gainsborough DN21 2AL
Tel: Tilly Brock on 01652 648335

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**Lincolnshire’s FIRST care home to offer the Tovertafel Magic Table**

We are the first to invest in **NEW Dementia Care technology** and can connect older people in the late stage of their dementia journey with each other and with their surroundings, while stimulating movement. Our interactive activities breaks through apathy by stimulating both physical and cognitive activity and encouraging social interaction.

**Based in Skegness our services also include:**
- Elderly care, day care, dementia care and emergency respite
- Sea view rooms available, relaxing and tranquil atmosphere
- Discreet call buttons offering 24 hour assistance
- Wet room facilities including bath, mood lighting and sound

Visit [www.lincolnshire.gov.uk/adultcare](http://www.lincolnshire.gov.uk/adultcare) for help and information
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 on behalf of Lincolnshire County Council by Action on Hearing Loss.

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

Bloomsbury Home Care provides support for young adults and elderly people living with moderate and complex care needs including:
- people with dementia
- people with learning difficulties or mental health problems; and
- people with physical disabilities

The quality care we offer is delivered in your own home so you can remain independent for longer in the place you feel most comfortable. We offer:
- personal care; assistance with washing, dressing and medication
- domestic assistance; help with cleaning, shopping and cooking
- social care; such as outings and companionship

Our care and support plans are tailored to suit your individual needs to help you to have the best possible quality of life while retaining dignity and respect.

We strongly believe, if the staff are taken care of, they will take care of the client. For this reason, we ensure our staff are fully supported and receive thorough training.

For more information or to arrange a free consultation call 01778 218806.
www.bloomsburyhomecare.com
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 share certain difficulties around social communication, social interaction and social imagination. 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_service@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@laafs.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.
Email: paactsupport@hotmail.co.uk

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 NG23 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 222223
Email: mcn@lpft.nhs.uk
Web: www.lpft.nhs.uk/MCN
Community Partnerships Teams, Lincolnshire Partnership NHS Foundation Trust, Unit 8, 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 or there is a crisis 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

Visit www.lincolnshire.gov.uk/adultcare for help and information
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 Carer’s 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 friend 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
   • providing care to other persons for whom the carer provides care
   • maintaining a habitable home environment in the carer’s home

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 to help ease the burden of household maintenance such as a washing machine or dishwasher
• equipment such as a tablet or laptop for household carers to maintain social contact with family and friends
• a course to help get back into employment
• 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.

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 host and look 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 adventure are examples of this. Supported stays in hotels are also becoming a popular option in some areas

**How do I access a short break?**
You can organise and pay for a short break yourself, by using the information provided in this guide, on [www.lincolnshire.gov.uk](http://www.lincolnshire.gov.uk), or by calling the Customer Service Centre on [01522 782224](tel:01522782224) for more information and advice.

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

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**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
Having someone to speak on your behalf, help you secure your rights and represent your interests is often known as independent advocacy. Advocacy
can help safeguard people who are vulnerable by speaking up for them. It empowers 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. Advocacy is completely independent from organisations that provide social care services.

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 that do not qualify for a statutory advocate).

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 • Text: 07860 018887 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 you wish to complain about the care or treatment you have received from the NHS. This free, independent and confidential advocacy service, which is open to anyone who needs help to make a complaint, is provided in Lincolnshire by POhWER.

Tel: 0300 200 0084
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)**

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 listens to people’s concerns, suggestions or queries and helps to sort out concerns or problems quickly. It provides information about local services, and aims to use the patient experience to help shape and improve local health services.

Telephone the PALS services at:
Lincoln County Hospital on 01522 707071
Grantham and District Hospital on 01476 464861
Boston Pilgrim Hospital on 01205 446243
Email: pals@ulh.nhs.uk

Write to: Patient Experience Team, Grantham and District Hospital, 101 Manthorpe Road, Grantham NG31 8DG

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.
Tel: 01522 782060

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.

Tel: 0300 061 0614
Web: www.lgo.org.uk

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.

Tel: 01205 820892
Email: info@healthwatchlincolnshire.co.uk
Web: www.healthwatchlincolnshire.co.uk
Twitter: @healthwatchlinc
Facebook: www.facebook.com/healthwatchlincolnshire
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 in to 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
- buying a bus or train pass
- other community-based activities instead of a day service

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.

The choice and control that a direct payment enables is an attractive option for many people. However, some people may be unsure whether they want or could manage a direct payment. In these cases, the council can provide you with a mixed package of care.

A mixed package of care may consist of a smaller direct payment, with some care and support arranged by the council or a provider. This allows people to try out direct payments, before deciding whether to receive their entire personal budget as a direct payment.

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 511 611
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.

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**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 your care and support.

If you have capital and savings of less than £14,250, you may be asked to contribute part of your income 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 2019 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>£483</td>
</tr>
<tr>
<td>Older people high dependency</td>
<td>£531</td>
</tr>
<tr>
<td>Older people nursing</td>
<td>£531</td>
</tr>
<tr>
<td>Mental health residential</td>
<td>£503</td>
</tr>
<tr>
<td>Mental health nursing</td>
<td>£531</td>
</tr>
<tr>
<td>Physical disability residential/nursing</td>
<td>£623</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>£599-£686</td>
</tr>
<tr>
<td>Medium for substantial needs</td>
<td>£686-£773</td>
</tr>
<tr>
<td>Very intensive, high levels of care, very complex needs</td>
<td>£859-£945</td>
</tr>
<tr>
<td>One-to-one hourly rate</td>
<td>£10.71</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 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 ‘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.
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.

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 12 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.

Fee to join the scheme which covers legal and administrative costs for the lifetime of the loan. There will also be legal disbursement costs.

Lincolnshire County Council may limit the amount of the loan, depending on the equity in your property.

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.

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 £158.16 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 Lincolnshire County Council the difference between its rate and the amount the home charges. This additional payment is called a ‘top-up’ or ‘third party payment’.

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

Before anyone agrees to pay your top-up, they should be aware that the amount may increase, usually once a year, and they need to be confident that they can sustain the payments for as long as they are required. They will need to sign a contract with 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’s 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
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.

This section describes the housing options available to you and the different levels of care you may need if you decide to move in to a residential environment.

**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** – Mayflower Housing
  Tel: 01205 318500 or 0300 365 5000
- **Brick Kiln Place, Grantham** – LACE Housing
  Tel: 01476 516358
- **Elizabeth Court, Louth** – Waterloo Housing
  Tel: 01507 354004 or 0800 435 016
- **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: 0345 140 2020
- **Worth Court, Bourne** – LACE Housing
  Tel: 01778 423138
- **Barratt Court, Skegness** – Waterloo Housing
  Tel: 01754 899500 or 0800 435 016

**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.

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**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](http://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.

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**Priory Court**

**ENHANCING LIFE, EXCELling IN CARE**

**Residential, Nursing 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 the Priory Court Home Manager on 01780 766130

Priory Court Care Home | Priory Road | Stamford | PE9 2EU | [www.averyhealthcare.co.uk](http://www.averyhealthcare.co.uk)

See our lovely home life at [facebook.com/PrioryCourtHome](http://facebook.com/PrioryCourtHome)
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 £158.16 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 help you find a home that meets your requirements. Listings of care homes with nursing begin on page 75. Figures mentioned here may change over the life of this directory.

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 (November 2012 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.

From October 1st 2018, the National Framework for NHS Continuing Healthcare and NHS-funded Nursing Care October 2018 (Revised) will be implemented. The revised document is intended to provide more clarity on the NHS Continuing Healthcare process and takes into account the Care Act 2014. The eligibility criteria for NHS Continuing Healthcare will not change.

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.
Wellbeing Care Group provides a host of adult care services tailored and designed around your needs.

Residential, Respite and Day Care
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.

End Of Life Care
With the support of our compassionate carers and the end of life facilities, we offer expertise, empathy, emotional support and companionship to the resident and their families. To find out more about arranging dignified end of life care for your loved one, please call our homes directly.

We also provide Home Care
A flexible care package in your own home to meet your needs, offering personal care, such as washing and dressing, cooking or preparing meals and companionship are some of the services available.

Wellbeing Home Care
t. 01775 828820
www.wellbeinghomecare.co.uk

Southernwood House
20 Matmore Gate, Spalding, Lincolnshire PE11 2PN
e. mail@southernwoodhouse.co.uk
t. 01775 760 563

Chevington House
36 North Road, Bourne, Lincolnshire PE10 9AS
e. mail@chevingtonhouse.co.uk
t. 01778 421 821

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

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

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

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

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

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

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

*See page 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

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<th>Fees per week</th>
<th>Quality rating*</th>
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We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 65. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists)

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

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

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

*See page 8.

## 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? [ ] [ ] [ ]
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, SW16 9BY
Tel: 0808 808 8141 or 0208 835 9280
Email: enquiries@elderabuse.org.uk
Web: www.elderabuse.org.uk

Addaction
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

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
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 Care Advice
An independent social worker-led company specialising in the care and support of individuals and families living with dementia.
Tel: 01572 756666, 01476 552137 or 07772 992732
Email: agecareadvice@gmail.com
Web: www.agecareadvice.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 Boston & South Holland
William Garfitt House, 116 High Street,
Boston PE21 8TG
Tel: 01205 364161
Email: admin@ageukbsh.org.uk
Web: www.ageuk.org.uk/bostonandsouthholland

Age UK Lincoln and Kesteven
36 Park Street, Lincoln LN1 1UQ
Tel: 01522 696000
Email: info@ageuklk.org.uk
Web: www.ageuk.org.uk/lincolnandkesteven

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

Age UK Spalding District
1 The Meadows, Spalding PE11 1XR
Tel: 01775 720305
Web: www.ageuk.org.uk/spaldingdistrict

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

Association of Charitable Organisations
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

Visit www.carechoices.co.uk for further assistance with your search for care.
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.
Unity House, 22 Tollemache Road (South), Grantham NG31 7UH • Tel: 0345 054 7171
Email: adminlincs@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.com

Carers Trust
32-36 Loman Street, London SE1 0EH
Tel: 0300 772 9600 • Email: info@carers.org
Web: www.carers.org

Carers UK
The voice of carers.
Tel: 0808 808 7777 (Monday to Friday, 10.00am to 4.00pm)
Email: info@carersuk.org
Web: www.carersuk.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.
Second Floor, 356 Holloway Road, London N7 6PA
Tel: 0207 697 4160 • Email: info@dementiauk.org
Web: www.dementiauk.org

District, borough and city councils
Boston Borough Council
Tel: 01205 314200

City of Lincoln Council
Tel: 01522 881188

East Lindsey District Council
Tel: 01507 601111

North Kesteven District Council
Tel: 01529 414155

South Holland District Council
Tel: 01775 761161

South Kesteven District Council
Tel: 01476 406080

West Lindsey District Council
Tel: 01427 676676

Elderly Accommodation Counsel (EAC)
Helping older people make informed choices about meeting their housing and care needs.
89 Albert Embankment, London SE1 7TP
Tel: 0207 820 3755
Email: info@firststopadvice.org.uk
Web: www.eac.org.uk

Friends of the Elderly
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
Helpline: 0808 800 2244 • 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

Visit www.lincolnshire.gov.uk/adultcare for help and information
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 • Web: www.llbs.co.uk

Lincolnshire Autistic Society
An information hub for anyone looking for information and support about Autism.
21 Mill Lane, Donington, Spalding PE11 4TL
Web: www.lincolnshireautisticsociety.org.uk

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

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

Lincolnshire Independent Living
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)
Orchard House, Orchard Street, Lincoln LN1 1BA
Tel: 01522 553959 or 01522 554175
Email: ICES.LCC@lincolnshire.gov.uk

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

Lincs2Advice
Free advice on money, benefits, health, education, work, legal and care in Lincolnshire.
5 Mill House, Carre Street, Sleaford NG34 7TW
Tel: 0300 303 8789
Web: www.lincs2advice.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

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

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

Mencap
Royal Mencap Society, 6 Cyrus Way,
Peterborough PE7 8HP
Tel: 0808 808 1111
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 Branch
Tel: 01205 724550
Email: bostonsholland@mssociety.org.uk

Lincoln and District Branch
Tel: 01522 838220
Email: Sarahjanebarnett@hotmail.com

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

National 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

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

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

Lincoln County Hospital
Located near Main Reception
Tel: 01522 707071

Pilgrim Hospital
Located in Main Reception
Tel: 01205 446243

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

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
Web: www.penderelstrust.org.uk

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

Visit www.lincolnshire.gov.uk/adultcare for help and information
SEARCH FOR CARE IN YOUR AREA

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

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

www.carechoices.co.uk
The Relatives and Residents Association
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: 0207 359 8148
Email: info@relres.org
Web: www.relres.org

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
Web: www.rethink.org

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

Samaritans
Available 24-hours a day to provide confidential emotional support for people who are experiencing feelings of distress, despair or suicidal thoughts.
17 Hungate, Lincoln LN1 1ES
Tel: 01522 528282
Email: jo@samaritans.org
Web: www.samaritans.org

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

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.
19-23 Featherstone Street, London EC1Y 8SL
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
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.
Stroke Association House, 240 City Road,
London EC1V 2PR • Tel: 0303 303 3100
Textphone: 18001 0303 3033 100
Email: info@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.
Orchard House, Orchard Street, Lincoln LN1 1BA
Tel: 01522 782140
Web: www.lincolnshire.gov.uk/wellbeingservice

Visit www.lincolnshire.gov.uk/adultcare for help and information
Meadows Edge aims to develop individualised care plans to meet the needs of each of our clients. The purpose of our care plans is to help clients maintain their physical and mental well being, with a view to encouraging their own independence.

We provide homely surroundings and encourage clients to bring in their own possessions for their added comfort and happiness.

We have no restrictions on visiting times as we fully understand that this is our clients’ home.

Meadows Edge makes efforts to encourage the family and friends to participate in the social activities provided for the clients.

Meadows Edge gives the opportunity to have the freedom of choice and freedom of expression within safe practice to all clients staying with us for either short or long term care.

Wyberton West Road, Boston, Lincolnshire PE21 7JU

t: 01205 353271
e: enquiries@meadowsedge.co.uk

www.meadowsedge.co.uk
## Boston

### Boston care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Tel</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ASHRIDGE</strong></td>
<td>14 Tower Road, Boston PE21 9AD</td>
<td>01205 366922</td>
<td>OP LDA YA</td>
</tr>
<tr>
<td><strong>FRAMPTON HOUSE RESIDENTIAL CARE HOME</strong></td>
<td>West End Road, Frampton, Boston PE20 1BT</td>
<td>01205 724216</td>
<td>OP D</td>
</tr>
<tr>
<td><strong>GARDENS RESIDENTIAL HOME, THE</strong></td>
<td>88 Seaford Road, Boston PE21 8EY</td>
<td>01205 369235</td>
<td>OP D</td>
</tr>
<tr>
<td><strong>MANOR GATE CARE HOME</strong></td>
<td>190 Causeway, Wyberton, Boston PE21 7BS</td>
<td>01205 366260</td>
<td>OP D</td>
</tr>
<tr>
<td><strong>MINSTRELS RESIDENTIAL HOME, THE</strong></td>
<td>Main Road, Wrangle, Boston PE22 9AJ</td>
<td>01205 870910</td>
<td>OP D</td>
</tr>
<tr>
<td><strong>RALPHLAND CARE HOME</strong></td>
<td>Ralphs Lane, Frampton West, Boston PE20 1QU</td>
<td>01205 722332</td>
<td>OP D PD MH SI YA</td>
</tr>
<tr>
<td><strong>SKIRBECK COURT (OSJCT)</strong></td>
<td>55a Spilsby Road, Boston PE21 9NU</td>
<td>01205 361444</td>
<td>OP D</td>
</tr>
<tr>
<td><strong>VAUXHALL COURT CARE HOME</strong></td>
<td>Vauxhall House, Freiston Road, Boston PE21 QJW</td>
<td>01205 354911</td>
<td>OP D</td>
</tr>
<tr>
<td><strong>WILLOWBY GRANGE CARE HOME</strong></td>
<td>Willoughby Road, Boston PE21 9EG</td>
<td>01205 357836</td>
<td>OP D</td>
</tr>
<tr>
<td><strong>WOODLANDS COURT CARE HOME</strong></td>
<td>Boston Road, Kirton, Boston PE20 1DS</td>
<td>01205 723355</td>
<td>OP D</td>
</tr>
</tbody>
</table>

### Boston care homes with nursing

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Tel</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ELMWOOD HOUSE NURSING HOME</strong></td>
<td>88 Seaford Road, Boston PE21 8EY</td>
<td>01205 369235</td>
<td>OP D</td>
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<tr>
<td><strong>GEORGIANS (BOSTON) LTD, THE</strong></td>
<td>50 Wide Bargate, Boston PE21 6RY</td>
<td>01205 364111</td>
<td>OP D PD MH SI</td>
</tr>
<tr>
<td><strong>HUNTERS CREEK CARE HOME WITH NURSING</strong></td>
<td>130 London Road, Boston PE21 7HB</td>
<td>01205 358034</td>
<td>Advert inside back cover OP D PD YA</td>
</tr>
<tr>
<td><strong>MEADOWS EDGE CARE HOME LTD</strong></td>
<td>Wyberton West Road, Wyberton, Boston PE21 7JU</td>
<td>01205 353271</td>
<td>Advert page 74 OP D</td>
</tr>
<tr>
<td><strong>ST JOHN’S NURSING HOME</strong></td>
<td>White House Lane, Boston PE21 OBE</td>
<td>01205 366059</td>
<td>OP D</td>
</tr>
<tr>
<td><strong>WESTFIELD NURSING HOME</strong></td>
<td>34 Seaford Road, Boston PE21 8EU</td>
<td>0843 506 9452</td>
<td>Advert page 18 OP D LDA</td>
</tr>
<tr>
<td><strong>WHITE GABLES CARE HOME</strong></td>
<td>21 Willington Road, Kirton, Boston PE20 1EP</td>
<td>01205 723874</td>
<td>OP D PD SI</td>
</tr>
<tr>
<td><strong>WILLOWBY GRANGE CARE HOME</strong></td>
<td>Willoughby Road, Boston PE21 9EG</td>
<td>01205 357836</td>
<td>OP D</td>
</tr>
<tr>
<td><strong>WOODLANDS COURT CARE HOME</strong></td>
<td>Boston Road, Kirton, Boston PE20 1DS</td>
<td>01205 723355</td>
<td>OP D</td>
</tr>
</tbody>
</table>

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Visit [www.lincolnshire.gov.uk/adultcare](http://www.lincolnshire.gov.uk/adultcare) for help and information
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.
- 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.

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

Welcome to visit anytime. No appointment needed.
For enquiries call 01526 342632 or email Manager@mercercare.co.uk
1 Butt Lane | Tattershall | Lincolnshire | LN4 4NL
www.mercercare.co.uk
Horncastle care homes with nursing

SOUTH WOLD NURSING HOME ●
South Road, Tetford,
Horncastle LN9 6QB
Tel: 01507 533393
Service User Bands
OP Older people (65+)
D Dementia
MH Mental health
SI Sensory impairment
LDA Learning disability, autism
OP D PD YA

TANGLEWOOD CARE HOME WITH NURSING ●
36 Louth Road,
Horncastle LN9 5EN
Tel: 01507 527265
Service User Bands
OP Older people (65+)
D Dementia
PD Physical disability
LDA Learning disability, autism
OP D PD YA

SOUTH WOLD NURSING HOME ●
School Lane,
Coningsby LN4 4SJ
Tel: 01526 344361
Service User Bands
OP Older people (65+)
D Dementia
PD Physical disability
LDA Learning disability, autism
OP D PD YA

See the checklist on page 65 for useful suggestions of questions to ask when looking at care homes.

Louth care homes

ALDERSON HOUSE
Saltfleet Road, Theddlethorpe,
Mablethorpe LN12 1PH
Tel: 01507 338584
MH YA

ASHTREE HOUSE ●
Church Lane, Withern, Alford LN13 0NG
Tel: 01507 450373 Advert below
OP D

BEECH LODGE – MABLETHERPE
Stanley Avenue, Mablethorpe LN12 1DP
Tel: 01507 479781
LDA

BEECHES, THE
28 South Street, Louth LN11 9JT
Tel: 01507 603862
OP

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

CHIMNEYS CARE HOME, THE
1 Station Road, Alford LN13 9HY
Tel: 01507 462789
OP

DOULTON COURT CARE HOME
Alford Road,
Sutton-on-Sea LN12 2HF
Tel: 01507 441026
OP D PD

FIR CLOSE
2 Westgate, Louth LN11 9YH
Tel: 01507 603882
OP

FOTHERBY HOUSE ●
Louth Road, Fotherby, Louth LN11 0UG
Tel: 01507 607237
OP

GABLES, THE
Willoughby Road, Cumberworth, Alford LN13 9LF
Tel: 01507 490661
OP D LDA SI YA

LINK HOUSE
Main Road, Withern LN13 0NB
Tel: 01507 450403
LDA YA

LIVINGSTONE COURT
Stanley Avenue, Mablethorpe LN12 1DP
Tel: 01507 479333
LDA

MADEIRA HOUSE
129–131 High Holme Road, Louth LN11 0HD
Tel: 01507 607452
OP D PD SI

NEWHAVEN RESIDENTIAL HOME ●
Mumby Road, Huttoft, Alford LN13 9RF
Tel: 01507 490294
OP LDA

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.

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

Advertisers are highlighted

Visit www.lincolnshire.gov.uk/adultcare for help and information
Louth care homes continued

OAK LODGE
Stanley Avenue, Mablethorpe LN12 1DP
Tel: 01507 479782

RIVERSIDE
Ramsgate Road, Louth LN11 0NJ
Tel: 01507 608311

ROWANS, THE
266 Eastgate, Louth LN11 8DJ
Tel: 01507 608081

SCOTT’S VIEW AT SOUTH FARM
Huttoft Road, Sutton-on-Sea,
Mablethorpe LN12 2RU
Tel: 01507 443746

SEATON HOUSE
153 Eastgate, Louth LN11 9AJ
Tel: 01507 61071

SENSE – 25 OLD MILL PARK
Louth LN11 0NY
Tel: 01507 608052

SENSE – 54 MONKS DYKE ROAD
Louth LN11 9AN
Tel: 01507 609332

SENSE – 56 MONKS DYKE ROAD
Louth LN11 9AN
Tel: 01507 610877

SUMMERFIELD REST HOME
10-12 Park Road East, Sutton-on-Sea,
Mablethorpe LN12 2NL
Tel: 01507 441969

SWALLOWDALE
5 Bilsby Road, Alford LN13 9EW
Tel: 01507 463833

SYCAMORES, THE
45 South Street, Alford LN13 9AN
Tel: 01507 463225

VICTORIA HOUSE RESIDENTIAL HOME
31 Station Road,
Alford LN13 9JB
Tel: 01507 463292

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

ELMS CARE HOME, THE
Elm Drive, Louth LN11 0DE
Tel: 01507 350100

FOUNTAINS CARE CENTRE, THE
Church Lane, Tetney, Grimsby DN36 5JX
Tel: 01472 210456 Advert inside front cover

MIRAMAR NURSING HOME
20 Trusthorpe Road, Sutton-on-Sea,
Mablethorpe LN12 2LT
Tel: 01507 442484

ORCHARD HOUSE CARE HOME
Grosvenor Road, Mablethorpe LN12 1EL
Tel: 01507 472203

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

Advertisers are highlighted

Visit www.carechoices.co.uk for further assistance with your search for care
## Louth care homes with nursing continued

<table>
<thead>
<tr>
<th>Care Home Name</th>
<th>Address</th>
<th>Telephone Number</th>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SANDPIPER CARE HOME</strong></td>
<td>South Street, Alford LN13 9AQ</td>
<td>01507 462112</td>
<td>OP D PD</td>
<td></td>
</tr>
<tr>
<td><strong>STEWTON HOUSE</strong></td>
<td>28 Stewton Lane, Louth LN11 8RZ</td>
<td>01507 602961</td>
<td>OP</td>
<td></td>
</tr>
<tr>
<td><strong>SUTTON LODGE RESIDENTIAL CARE HOME</strong></td>
<td>Station Road, Sutton-on-Sea, Mablethorpe LN12 2HR</td>
<td>01507 441905</td>
<td>OP PD YA</td>
<td></td>
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<tr>
<td><strong>WOLDS CARE CENTRE, THE</strong></td>
<td>North Holme Road, Louth LN11 0JF</td>
<td>01507 603869</td>
<td>OP D PD MH SI YA</td>
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</tr>
</tbody>
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### Skegness care homes

<table>
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<tr>
<th>Care Home Name</th>
<th>Address</th>
<th>Telephone Number</th>
<th>Service</th>
<th>User Bands</th>
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<tbody>
<tr>
<td><strong>ASHBY COURT</strong></td>
<td>1-6 Ashby Road, Spilsby PE23 5DR</td>
<td>01790 753432</td>
<td>LDA Y A</td>
<td></td>
</tr>
<tr>
<td><strong>ASPEN LODGE CARE HOME</strong></td>
<td>Yarborough Road, Skegness PE25 2NX</td>
<td>01754 610320</td>
<td>OP D PD MH YA</td>
<td></td>
</tr>
<tr>
<td><strong>BYRON HOUSE</strong></td>
<td>104 Drummond Road, Seacroft, Skegness PE25 3E H</td>
<td>01754 768909</td>
<td>LDA</td>
<td></td>
</tr>
<tr>
<td><strong>DESBORO HOUSE</strong></td>
<td>Toytont All Saints, Spilsby PE23 5AE</td>
<td>01790 753049</td>
<td>LDA</td>
<td></td>
</tr>
<tr>
<td><strong>DUNSFORD</strong></td>
<td>24a Partney Road, Spilsby PE23 5EH</td>
<td>01790 753106</td>
<td>LDA</td>
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</tr>
<tr>
<td><strong>ERESBY HALL (OSJCT)</strong></td>
<td>Ancaster Avenue, Spilsby PE23 5HT</td>
<td>01790 752495</td>
<td>LDA D</td>
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</tr>
<tr>
<td><strong>KEAL VIEW</strong></td>
<td>Toytont All Saints, Spilsby PE23 5AE</td>
<td>01790 754926</td>
<td>PD LDA YA</td>
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</tr>
<tr>
<td><strong>MANOR CARE CENTRE</strong></td>
<td>Fen Road, East Kirkby, Spilsby PE23 4DB</td>
<td>01790 763381</td>
<td>Advert inside front cover</td>
<td>OP D MH</td>
</tr>
<tr>
<td><strong>MEADOWS COURT CARE HOME</strong></td>
<td>West End, Hogsthorpe, Skegness PE24 5PA</td>
<td>01754 872302</td>
<td>OP D MH</td>
<td></td>
</tr>
<tr>
<td><strong>MEADOWS SANDS CARE HOME</strong></td>
<td>98 South Parade, Skegness PE25 3HR</td>
<td>01754 762712</td>
<td>Advert page 39</td>
<td>OP D</td>
</tr>
<tr>
<td><strong>MELODY LODGE</strong></td>
<td>West Keal Hall, Hall Lane, West Keal, Spilsby PE23 4BJ</td>
<td>01790 752700</td>
<td>LDA</td>
<td></td>
</tr>
<tr>
<td><strong>NOSS MAYO RESIDENTIAL HOME</strong></td>
<td>2 High Street, Burgh Le Marsh, Skegness PE24 5DY</td>
<td>01754 810729</td>
<td>OP D</td>
<td></td>
</tr>
<tr>
<td><strong>OLD HALL RESIDENTIAL CARE HOME, THE</strong></td>
<td>Northorpe Road, Halton Holecate, Spilsby PE23 5NZ</td>
<td>01790 753503</td>
<td>OP D PD</td>
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<tr>
<td><strong>ORBY HOUSE</strong></td>
<td>Gunby Road, Orby PE23 5SW</td>
<td>01754 811002</td>
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<tr>
<td><strong>PALMS, THE</strong></td>
<td>147 Drummond Road, Skegness PE25 3BT</td>
<td>01754 768067</td>
<td>LDA</td>
<td></td>
</tr>
<tr>
<td><strong>PHOENIX CARE CENTRE</strong></td>
<td>Ancaster Avenue, Chapel St Leonards, Skegness PE24 5SN</td>
<td>01754 872645</td>
<td>OP D</td>
<td></td>
</tr>
<tr>
<td><strong>RAYLEIGH HOUSE</strong></td>
<td>17 Derby Avenue, Skegness PE25 3DH</td>
<td>01754 764382</td>
<td>OP D</td>
<td></td>
</tr>
</tbody>
</table>

**Service** | **User Bands** | **Key**
---|---|---
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
Skegness care homes continued

ROSSLYN
41 Algitha Road, Skegness PE25 2AJ
Tel: 01754 767106

SANDBECK HOUSE RESIDENTIAL HOME
77-81 Sandbeck House, Skegness PE25 3JX
Tel: 01754 766585

SCREMBY GRANGE
Scremby, Near Spilsby PE23 5RW
Tel: 01754 890521

SEATHORNE COURT RESIDENTIAL HOME
Winthorpe Avenue, Winthorpe, Skegness PE25 1RW
Tel: 01754 765225

SPENCERS LODGE
Toytont All Saints, Spilsby PE23 5AE
Tel: 01790 752499

ST ANDREWS DRIVE
87 St Andrews Drive, Skegness PE25 1DL
Tel: 01754 898858

SYNE HILLS CARE HOME LTD
Syne Avenue, Skegness PE25 3DJ
Tel: 01754 764329

VALE VIEW
Toytont All Saints, Spilsby PE23 5AE
Tel: 01790 755504

WAINFLEET CARE HOME
Rumbold Lane, Wainfleet, Skegness PE24 4DS
Tel: 01754 881849

WELHAM HOUSE
Hundleby Road, Spilsby PE25 1LP
Tel: 01790 752989

WESTCOTES RESIDENTIAL CARE HOME
70 South Parade, Skegness PE25 3HP
Tel: 01754 610616

WOODSIDE CARE HOME
Lincoln Road, Skegness PE25 2EA
Tel: 01754 768109

Skegness care homes with nursing

ASPEN LODGE CARE HOME
Yarborough Road, Skegness PE25 2NX
Tel: 01754 610320

SEACROFT COURT NURSING HOME
Seacroft Esplanade, Skegness PE25 3BE
Tel: 01754 610372

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

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

Lincolnshire Care Association member – see page 9
Adverters are highlighted
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 Advert below

**BOULTHAM PARK HOUSE (OSJCT)**
Rookery Lane, Lincoln LN6 7PH
Tel: 01522 681500 Advert page 7

**BRANTLEY MANOR CARE HOME**
Brant Road, Lincoln LN5 8RX
Tel: 01522 543866 Advert page 80

**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 Advert page 7

**FOSSE HOUSE (OSJCT)**
Hykeham Road, Lincoln LN6 8AA
Tel: 01522 524612 Advert page 7

**HARTSHOLME HOUSE (OSJCT)**
Ashby Avenue, Lincoln LN6 0ED
Tel: 01522 683583 Advert page 7

**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

**RUCKLAND COURT**
1 Ruckland Court, Ruckland Avenue,
Lincoln LN1 3TP
Tel: 0843 506 9452 Advert page 18

**SCORER STREET, 122**
Lincoln LN5 7SX
Tel: 01522 804167

**ST CLAIRE’S NURSING HOME**
Birchwood Avenue, Doddington Park,
Lincoln LN6 0QT
Tel: 01522 684945

**STONES PLACE**
Skellingthorpe Road, Lincoln LN6 0PA
Tel: 01522 684325

**BERNADETTE HOUSE**
The Old Vicarage, South Park,
Lincoln LN5 8EW
Tel: 01522 521926

---

Bernadette House is an award winning care home situated within picturesque grounds. The home provides dementia care, residential care, respite care and day care for older people within a relaxed and homely environment. Friendly and experienced carers focus on individual needs and an extensive programme of activities is available for residents to enjoy.

---

Visit www.lincolnshire.gov.uk/adultcare for help and information
**Lincoln care homes continued**

**SWALLOW LODGE**
Fen Lane, North Hykeham, Lincoln LN6 8UZ  
Tel: 01522 300430  
[OP D PD LDA SI YA]

**SWANHOLME COURT**
Eccleshare Court, Ashby Avenue, Lincoln LN6 0ED  
Tel: 0843 506 9452  
[Advert page 18] [OP D]

**TAMAR HOUSE**
5 Riseholme Road, Lincoln LN1 3SN  
Tel: 01522 524093  
[LDA YA]

**For information on different types of care homes, see page 62.**

---

**Lincoln care homes with nursing**

**ALTHAM COURT CARE HOME**
Altham Terrace, Lincoln LN6 7SP  
Tel: 01522 511373  
[OP PD]

**BUNKERS HILL CARE HOME**
1 Ross Close, off Carlton Boulevard, Lincoln LN2 4WQ  
Tel: 01522 575139  
[OP D PD MH YA]

**CATHEDRAL NURSING HOME**
23 Nettleham Road, Lincoln LN2 1RQ  
Tel: 01522 526715  
[OP D YA]

**CHERRY TREE LODGE NURSING HOME**
133 Macaulay Drive, Lincoln LN2 4ET  
Tel: 01522 545580  
[LDA YA]

**EASTHOLME CARE HOME**
74-75 South Park, Lincoln LN5 8ES  
Tel: 01522 521956  
[OP D PD]

**ECCLESHARE COURT**
Ashby Avenue, Lincoln LN6 0ED  
Tel: 0843 506 9452  
[Advert page 18] [OP D]

**GREETWELL HOUSE NURSING HOME**
70 Greetwell Close, Lincoln LN2 4BA  
Tel: 01522 521830  
[OP PD YA]

**GROSVENOR HALL CARE HOME**
Newark Road, Lincoln LN5 8QJ  
Tel: 01522 528870  
[OP D PD]

**HARVEST HOUSE NURSING HOME**
126 Carholme Road, Lincoln LN1 1SP  
Tel: 01522 513202  
[OP D]

**HOMER LODGE CARE CENTRE**
23-26 Monson Street, Lincoln LN5 7RZ  
Tel: 01522 530108  
[Advert inside front cover] [OP]

**ROMAN WHARF NURSING HOME**
1 Roman Wharf, Lincoln LN1 1SN  
Tel: 01522 524808  
[OP D PD SI YA]

---

<table>
<thead>
<tr>
<th>Service</th>
<th>OP Older people (65+)</th>
<th>D Dementia</th>
<th>PD Physical disability</th>
<th>LDA Learning disability, autism</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Bands</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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</table>

Lincolnshire Care Association member – see page 9  
Advertisers are highlighted
## North Hykeham care homes

<table>
<thead>
<tr>
<th>Care Home Name</th>
<th>Address</th>
<th>Telephone</th>
<th>Service User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AN CALADH HOUSE</strong></td>
<td>4 Church Hill, Washingborough, Lincoln LN4 1EH</td>
<td>01522 790110</td>
<td>LDA YA</td>
</tr>
<tr>
<td><strong>AN DARACH HOUSE</strong></td>
<td>22 School Lane, North Scarle LN6 9EY</td>
<td>01522 778851</td>
<td>LDA YA</td>
</tr>
<tr>
<td><strong>BECKFIELD HOUSE RESIDENTIAL HOME</strong></td>
<td>Station Road, Heighamton, Lincoln LN4 1QJ</td>
<td>01522 790314</td>
<td>OP</td>
</tr>
<tr>
<td><strong>BROUGHTON HOUSE AND COLLEGE</strong></td>
<td>12 High Street, Brant Broughton, Lincoln LN5 0SL</td>
<td>01400 272929</td>
<td>LDA</td>
</tr>
<tr>
<td><strong>CANWICK HOUSE CARE HOME</strong></td>
<td>Hall Drive, Canwick, Lincoln LN4 2RG</td>
<td>01522 522275</td>
<td>OP D PD MH SI</td>
</tr>
<tr>
<td><strong>COTTAGE RESIDENTIAL HOME, THE</strong></td>
<td>Nocton Hall, Nocton, Lincoln LN4 2BA</td>
<td>01526 320887</td>
<td>OP D PD</td>
</tr>
<tr>
<td><strong>GROVE CARE CENTRE, THE</strong></td>
<td>14 Church Road, Skellingthorpe, Lincoln LN6 5UW</td>
<td>01522 500710</td>
<td>OP D PD</td>
</tr>
<tr>
<td><strong>HAVEN CARE HOME, THE</strong></td>
<td>19 Lincoln Road, Metheringham, Lincoln LN4 3EF</td>
<td>01526 322051</td>
<td>OP</td>
</tr>
<tr>
<td><strong>HOLMLEIGH CARE HOME</strong></td>
<td>Lincoln Road, Navenby, Lincoln LN5 0LA</td>
<td>01522 810298</td>
<td>LDA</td>
</tr>
<tr>
<td><strong>NEALE COURT</strong></td>
<td>Neale Road, North Hykeham, Lincoln LN6 9UA</td>
<td>0843 506 9452</td>
<td>Advert page 18</td>
</tr>
<tr>
<td><strong>ST MICHAELS</strong></td>
<td>High Street, Waddington, Lincoln LN5 9RF</td>
<td>01522 723292</td>
<td>OP</td>
</tr>
<tr>
<td><strong>TIGH COILEAN</strong></td>
<td>5 Thorpe Lane, South Hykeham, Lincoln LN6 9NW</td>
<td>01522 690525</td>
<td>LDA YA</td>
</tr>
<tr>
<td><strong>WELBOURN MANOR CARE CENTRE</strong></td>
<td>High Street, Welbourn, Lincoln LN5 0NH</td>
<td>01400 272221</td>
<td>OP D LDA</td>
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</table>

## North Hykeham care homes with nursing

<table>
<thead>
<tr>
<th>Care Home Name</th>
<th>Address</th>
<th>Telephone</th>
<th>Service User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BASSINGHAM CARE CENTRE</strong></td>
<td>2 Lincoln Road, Bassingham, Lincoln LN5 9HE</td>
<td>01522 788215</td>
<td>Advert below</td>
</tr>
<tr>
<td><strong>BECKSIDE (OSJCT)</strong></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.

Visit [www.lincolnshire.gov.uk/adultcare](http://www.lincolnshire.gov.uk/adultcare) for help and information.
North Hykeham care homes with nursing continued

CHESTERFIELD HOUSE
411 Newark Road, North Hykeham,
Lincoln LN6 9SP
Tel: 01522 692607

COURTLANDS LODGE
25 Langley Road, North Hykeham, Lincoln LN6 9RX
Tel: 01522 693800

ST PAUL’S CARE HOME
High Street, Waddington, Lincoln LN5 9RF
Tel: 01522 721764

WELBOURN HALL NURSING HOME
Hall Lane, Welbourn, Lincoln LN5 0NN
Tel: 01400 272771

WHITE GABLES
Lincoln Road, Skellingthorpe,
Lincoln LN6 5SA
Tel: 01522 693790

WOODVIEW
127 Lincoln Road, Branston, Lincoln LN4 1NT
Tel: 01522 790604

Sleaford care homes

ASHDENE CARE HOME
89 Eastgate, Sleaford NG34 7EE
Tel: 01529 304872

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

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

FIVE BELLS RESIDENTIAL CARE HOME
28 Market Place, Folkingham,
Sleaford NG34 0SF
Tel: 01529 497412

BYARDS KEEP
Greylees, Sleaford NG34 8XT
Tel: 01529 488931

GREENACRES CARE HOME
71 Cameron Street, Heckington,
Sleaford NG34 9RP
Tel: 01529 460935

CHERRY TREE LODGE
34 Station Road, Ruskington, Sleaford NG34 9DA
Tel: 01526 830803

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

CHESTNUTS RETIREMENT HOME
Station Road, Ruskington, Sleaford NG34 9DE
Tel: 01526 832174

KIRK HOUSE
2 Lincoln Road, Dorrington,
Lincoln LN4 3PT
Tel: 01526 833569

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

ORCHARD LODGE
Kirk House, 2 Lincoln Road, Dorrington,
Lincoln LN4 3PT
Tel: 01526 833569

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

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

Lincolnshire Care Association member – see page 9

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

### PADDOCKS, THE ●
Heath Farm, Heath Road, Ashby de la Launde, Lincoln LN4 3JD
Tel: 01526 322444

### REEDS, THE
2 Lincoln Road, Dorrington, Lincoln LN4 3PT
Tel: 01479 676724

### ROXHOLM HALL CARE CENTRE
Roxholm, Sleaford NG34 8ND
Tel: 01526 832128

### SUILLEAN HOUSE
77 Sleaford Road, Heckington, Sleaford NG34 9QP
Tel: 01529 461066

### VILLAGE FARM
Newark Road, Norton Disney, Lincoln LN6 9JS
Tel: 01522 789776

### 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

### BLAIR HOUSE
Skirth Road, Billinghay, Lincoln LN4 4AY
Tel: 01526 860432

### MARTIN HALL NURSING HOME ●
High Street, Martin, Lincoln LN4 3QY
Tel: 01526 378251

### OAKDENE CARE HOME ●
4 Eastgate, Sleaford NG34 7DJ
Tel: 01529 415253

### ST ANDREW’S NURSING AND CARE HOME
Main Street, Ewerby, Sleaford NG34 9PL
Tel: 01529 460286

---

**SEARCH FOR CARE IN YOUR AREA**

With so many providers to choose from, where do you start?
- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests

www.carechoices.co.uk

---

**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

Advertisers are highlighted

Visit www.lincolnshire.gov.uk/adultcare for help and information
### Spalding care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Tel</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABBEYGATE REST HOME</td>
<td>North Street, Crowland PE6 0EG</td>
<td>01733 211429</td>
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<tr>
<td>ABBEYGATE RETIREMENT HOME</td>
<td>High Street, Moulton, Spalding PE12 6QB</td>
<td>01406 373343</td>
</tr>
<tr>
<td>ANTON HOUSE – CARE HOME LEARNING DISABILITIES</td>
<td>11 Windmill Close, Holbeach, Spalding PE12 7NX</td>
<td>01406 426809</td>
</tr>
<tr>
<td>BANCROFT RESIDENTIAL HOME LTD, THE</td>
<td>50 Market Street, Long Sutton, Spalding PE12 9DF</td>
<td>01406 362734</td>
</tr>
<tr>
<td>BANK HOUSE CARE HOME</td>
<td>Gosberton Bank, Gosberton, Spalding PE11 4PB</td>
<td>01775 840297</td>
</tr>
<tr>
<td>BAY LODGE</td>
<td>36 Fen Road, Holbeach PE12 8QA</td>
<td>01406 424197</td>
</tr>
<tr>
<td>BRUN LEA CARE</td>
<td>21 Surfleet Road, Pinchbeck, Spalding PE11 3XY</td>
<td>01775 680576</td>
</tr>
<tr>
<td>BUNGALOW RETIREMENT HOME, THE</td>
<td>156 Park Road, Spalding PE11 1QZ</td>
<td>01775 724995</td>
</tr>
<tr>
<td>CAPRICORN COTTAGE</td>
<td>88 Eastgate, Fleet, Holbeach, Spalding PE12 8ND</td>
<td>01406 425067</td>
</tr>
<tr>
<td>CEDAR HOUSE</td>
<td>Off Pinchbeck Road, Spalding PE11 1QF</td>
<td>01775 711375</td>
</tr>
<tr>
<td>FIELD HOUSE</td>
<td>Fleet Hargate, near Holbeach, Spalding PE12 8LL</td>
<td>01406 423257</td>
</tr>
<tr>
<td>GENESIS RESIDENTIAL HOME</td>
<td>2 Station Street, Donington, Spalding PE11 4UQ</td>
<td>01775 820431</td>
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<tr>
<td>MAYFIELD RESIDENTIAL HOME</td>
<td>Fleet Street, Holbeach, Spalding PE12 7AG</td>
<td>01406 423645</td>
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<tr>
<td>NENE LODGE RETIREMENT HOME</td>
<td>224 Bridge Road, Sutton Bridge, Spalding PE12 9SG</td>
<td>01406 351000</td>
</tr>
<tr>
<td>NUTTEN STOVEN RESIDENTIAL HOME</td>
<td>81 Boston Road, Holbeach PE12 8AA</td>
<td>01406 424941</td>
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<tr>
<td>PATCHETT LODGE (OSJCT)</td>
<td>Stukeley Road, Holbeach PE12 7LJ</td>
<td>01406 422012</td>
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<tr>
<td>SENSE – 18 WATER GATE</td>
<td>Quadring, Spalding PE11 4PY</td>
<td>01775 821957</td>
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<tr>
<td>SENSE – 21A &amp; 21B JOHNSON AVENUE</td>
<td>Spalding PE11 2QE</td>
<td>01775 767472</td>
</tr>
<tr>
<td>SENSE – 38 CHURCH STREET</td>
<td>Pinchbeck, Spalding PE11 3UB</td>
<td>01775 711103</td>
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**Service**
- Older people (65+)
- Dementia
- Physical disability
- Learning disability, autism
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**User Bands**
- OP
- PD
- LDA
- SI
- YA
- AD

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<th>Advert page 7</th>
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</table>

- Advertisers are highlighted

Lincolnshire Care Association member – see page 9

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

SOUTHERNWOOD HOUSE
20 Matmore Gate, Spalding PE11 2PN
Tel: 01775 760563 Advert page 64 OP PD YA

SOUTHFIELD HOUSE (OSJCT)
Woolram Wygate, Spalding PE11 1PS
Tel: 01775 724612 Advert page 7 OP D

ST JOHN’S CARE HOME
66 Hawthorn Bank, Spalding PE11 1JQ
Tel: 0843 506 9452 Advert page 18 OP D

STONEHAVEN
117 Main Road, Quadring, Spalding PE11 4PJ
Tel: 01775 820885 OP D

Spalding care homes with nursing

ASHWOOD NURSING HOME – SPALDING
43 Spalding Common, Spalding PE11 3AU
Tel: 0843 506 9452 Advert page 18 OP PD

BEECH LODGE NURSING HOME
Frogs Abbey Gate, Holbeach, Spalding PE12 8QJ
Tel: 0843 506 9452 Advert page 18 OP D

CEDAR FALLS CARE HOME
Little London Road, Spalding PE11 2UA Advert inside back cover OP D PD YA

GOSBERTON HOUSE CARE HOME WITH NURSING
11 Westhorpe Road, Gosberton, Spalding PE11 4EW
Tel: 01775 840581 Advert below OP PD YA

HOLBEACH AND EAST ELLOE HOSPITAL TRUST
Boston Road North, Holbeach, Spalding PE12 8AQ
Tel: 01406 422283 OP PD

KIMBERLEY CARE VILLAGE
23 London Road, Long Sutton, Spalding PE12 9EA
Tel: 01406 364309 OP D

HOVENDEN – CARE HOME WITH NURSING
PHYSICAL DISABILITIES
Lowgate, Fleet, Spalding PE12 8LP
Tel: 01406 423037 OP PD YA

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

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

Service User Bands
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LDA Learning disability, autism

Lincolnshire Care Association member – see page 9

Advertisers are highlighted

Visit www.lincolnshire.gov.uk/adultcare for help and information
Orchard Care Homes in Your Area

Rooms available for long or short term stays

Grimsby Grange and Manor Residential & Dementia Care Home
Second Avenue, Grimsby, N.E. Lincolnshire DN33 1NU
Tel: 01472 276 566

Cambridge Park Care Home
Peterhouse Road, Grimsby, N.E. Lincolnshire, DN34 5UX
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
Grantham care homes

APPLE TREES CARE & REABLEMENT CENTRE (OSJCT) ●
Arlington Gardens, Grantham NG31 7GQ
Tel: 01476 542700  Advert page 7  OP D PD MH SI

AYER LODGE ●
37 Beacon Lane, Grantham NG31 9DN
Tel: 01476 590674  OP D PD

AYRSHIRE HOUSE ●
24–26 Main Road, Long Bennington, Newark NG23 5EH
Tel: 01400 281971

BIRCHWOOD RETIREMENT HOME
6–8 Dudley Road, Grantham NG31 9AA
Tel: 01476 562042  OP D PD

CASTLEGATE HOUSE RESIDENTIAL HOME
49 Castlegate, Grantham NG31 6SN
Tel: 01476 560800

CAYTHORPE RESIDENTIAL HOME
77 High Street, Caythorpe, Grantham NG32 3DP
Tel: 01400 272552

FAIRVIEW FARM ●
Gloucester Road, Grantham NG31 8RJ
Tel: 01476 567600  LDA

GREGORY HOUSE (OSJCT) ●
Welby Gardens, Grantham NG31 8BN
Tel: 01476 562192  Advert page 7  OP

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

MILLFIELD HOUSE
13 Back Lane, Colsterworth, Grantham NG33 5NJ
Tel: 01476 860270  LDA SI YA

OLD HALL, THE ●
1 High Street, Billingborough, Sleaford NG34 0QA
Tel: 01529 240335

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

See the checklist on page 65 for useful suggestions of questions to ask when looking at care homes.
We understand finding the right care home can be a daunting decision, that’s why our friendly teams are on hand to offer advice and guidance at a time to suit you.

Our homes offer a range of care services whilst supporting independence and maintaining individual interests. With varied activities programmes and freshly prepared home-cooked meals, we pride ourselves on making everyone feel at home.

If you need urgent care or just some help and advice, our friendly teams are always here when you need them. For more information visit our website www.barchester.com

**Braeburn Lodge Care Home**
Braeburn Road, Deeping St James, PE6 8GP
Call: 01778 752 527

**Tennyson Wharf Care Home**
Park Lane, Burton Waters, LN1 2ZD
Call: 01522 844 151

**Newton House Care Home**
148 Barrowby Road, Grantham, NG31 8AF
Call: 01476 452 380

**Wood Grange Care Home**
Westminster Lane, Bourne, PE10 9TU
Call: 01778 752 570
Stamford care homes

**BRACEBOROUGH HALL RETIREMENT HOME ●**
Church Lane, Braceborough, Stamford PE9 4NT
Tel: 01778 560649

**CHEVINGTON HOUSE ●**
36 North Road, Bourne PE10 9AS
Tel: 01778 421821 Advert page 64

**DIGBY COURT (OSJCT) ●**
Christopher’s Lane, Bourne PE10 9AZ
Tel: 01778 422035 Advert page 7

**LAURELS, THE ●**
45 High Street, Market Deeping, Peterborough PE6 8ED
Tel: 01778 344414

**QU’APPELLE CARE HOME**
Harrington Street, Bourne PE10 9HA
Tel: 01778 422932

**ROSE LODGE AND HOLLAND HOUSE CARE HOME**
35a Church Street, Market Deeping, Peterborough PE6 8AN
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 – 92 BLACK PRINCE AVENUE**
Market Deeping, Peterborough PE6 8LU
Tel: 01778 344215

**SENSE – MANOR COURT**
72 Church Street, Market Deeping PE6 8AL
Tel: 01778 343617

**SENSE – THE MANOR HOUSE**
72 Church Street, Market Deeping PE6 8AL
Tel: 01778 343768

**TALLINGTON CARE HOME**
Main Road, Tallington, Stamford PE9 4RP
Tel: 0843 506 9452 Advert page 18

**TALLINGTON LODGE CARE HOME**
Main Road, Tallington, Stamford PE9 4RP
Tel: 0843 506 9452 Advert page 18

**TOWNGATE EAST, 20**
Market Deeping, Peterborough PE6 8DR
Tel: 01778 342091

**WHITEFRIARS (OSJCT) ●**
St. Georges Avenue, Stamford PE9 1UN
Tel: 01780 765434 Advert page 7

**WILLOWS, THE**
74 Station Street, Rippingale, Bourne PE10 0SX
Tel: 01778 440247

**YEW TREE RESIDENTIAL CARE HOME ●**
60 Main Road, Dowsby, Bourne PE10 0TL
Tel: 01778 440247

Stamford care homes with nursing

**ABBECOURT CARE HOME**
Falcon Way, Bourne, Peterborough PE10 0GT
Tel: 01778 391390

**BRAEBURN LODGE**
Braeburn Road, Deeping St James, Peterborough PE6 8GP
Tel: 01778 752527 Advert page 90

**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

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Service User Bands | OP Older people (65+) | D Dementia | PD Physical disability | LDA Learning disability, autism | MA Mental health | SI Sensory impairment | YA Younger adults | AD People who misuse alcohol or drugs
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Visit [www.lincolnshire.gov.uk/adultcare](http://www.lincolnshire.gov.uk/adultcare) for help and information
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www.carechoices.co.uk
### Gainsborough care homes

**CHESTNUT HOUSE**
62 High Street, Marton DN21 5AW
Tel: 01427 718272
MH YA

**FOXBY COURT (OSJCT)**
Middlefield Lane, Gainsborough DN21 1QR
Tel: 01427 613376 Advert page 7

**FOXBY HILL CARE HOME**
Foxby Hill, Gainsborough DN21 1PN
Tel: 01427 611231 OP D PD MH YA

**GROSVENOR HOUSE CARE HOME**
19 Back Street, East Stockwith, Gainsborough DN21 3DL
Tel: 01427 616950 OP D PD YA

**KINGSWAY CLAYTON HOUSE RESIDENTIAL CARE HOME**
9-11 Lea Road, Gainsborough DN21 1LW
Tel: 01427 613730 OP D PD MH

**MANOR, THE**
The Green, Scotter, Gainsborough DN21 3UD
Tel: 01724 764884 OP D MH

**NORTH WARREN HOUSE**
North Warren Road, Gainsborough DN21 2TU
Tel: 01427 612171 OP

**OLD RECTORY, THE**
Sturton Road, Saxilby, Lincoln LN1 2PG
Tel: 01522 702346 OP D

**REDCOTE RESIDENTIAL HOME**
23 Gainsborough Road, Lea, Gainsborough DN21 5HR
Tel: 01427 615700 OP

**ST OGGS**
14 Front Street, Morton, Gainsborough DN21 3AA
Tel: 01427 617173 MH YA

**TIGH BRUADAIR**
Summer Hill, Gainsborough DN21 1HQ
Tel: 01427 611541 LDA YA

**WISPINGTON HOUSE LTD**
41 Mill Lane, Saxilby, Lincoln LN1 2QD
Tel: 01522 703012 OP D PD

### Gainsborough care homes with nursing

**BLYTON COURT**
3 Laughton Road, Blyton, Gainsborough DN21 3LG
Tel: 01427 628791 PD MH YA

**DROVERS CALL**
186 Lea Road, Gainsborough DN21 1AN
Tel: 01427 678300 OP D PD

**ELIOT HOUSE**
Crooked Billet Street, Morton, Gainsborough DN21 3AH
Tel: 01427 617545 OP D PD MH

See the checklist on page 65 for useful questions to ask when looking at care homes.

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</tr>
<tr>
<td>YA</td>
<td>Younger adults</td>
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Lincolnshire Care Association member – see page 9

Advertisers are highlighted
Holly Tree Lodge is situated within the heart of the picturesque village of Scotton which is within easy reach of both Scunthorpe and Gainsborough. It is a two storey detached property that stands within its own gardens and has views of the countryside. The Home is able to offer packages ranging from one day respite to long term care and continuing care. At Holly Tree Lodge, we care for people with nursing needs and also for people with social care needs especially those related to memory loss and dementia.

The Home is well furnished to create a comfortable and homely atmosphere that offers a safe and secure environment. The accommodation is spacious and appropriate. The living area has been adapted to reduce the risks associated with the needs of the residents.

Four lounge areas and two large dining rooms provide bright and welcoming communal areas for residents and visitors. There has been a recent addition of secure WiFi throughout all areas of the Home which is freely available. There are safe and accessible gardens with both secluded areas providing privacy and larger areas for groups in which to enjoy time together.

The approach of the staff within the Home ensures that the person is cared for in an individualised way, promoting freedom of choice. There is a dedicated activities person providing group as well as individual activities for the residents.

All people within the Home have comprehensive support plans that are person-centred to meet their individual needs and include individual choices and social inclusion. The support plans are regularly reviewed by the management team and staff. This ensures that the person’s requirements and wishes are taken into account within daily activities.

We welcome telephone enquiries at any time and also invite you to call in at the Home to have a look around.

No appointment is necessary, though if you specifically wish to speak to our Manager Anne, please call beforehand to ensure she is on duty when you intend to visit.
Gainsborough care homes with nursing continued

FERNDENE CARE HOME
Parksprings Road, Gainsborough DN21 1NY
Tel: 01427 810700

GABLES MANOR
Ingleby, Saxilby, Lincoln LN1 2PQ
Tel: 01522 704250

GROSVENOR HOUSE CARE HOME
19 Back Street, East Stockwith, Gainsborough DN21 3DL
Tel: 01427 619650

HOLLY TREE LODGE CARE HOME
3 Eastgate, Scotton, Gainsborough DN21 3QR
Tel: 01724 762537 Advert page 94

HOWSON CARE CENTRE
Marton Road, Willingham-by-Stow, Gainsborough DN21 5JU
Tel: 01427 788283

LAUGHTON CROFT CARE HOME WITH NURSING
Gainsborough Road, Scotter Common, Gainsborough DN21 3JF
Tel: 01724 762678

MANOR NURSING HOME, THE
Dog & Duck Lane, Morton, Gainsborough DN21 3BB
Tel: 01427 612796

MIDDLEFIELD HOUSE NURSING HOME
Middlefield Lane, Gainsborough DN21 1TY
Tel: 01427 615577

Market Rasen care homes

BLYTHE HOUSE
Lincoln Road, Faldingworth LN8 3SF
Tel: 01522 868279

BRAMBLES
53 Station Road, Bardney, Lincoln LN3 5UD
Tel: 01526 399868

COTTAGE SPECIALIST RESIDENTIAL SERVICE, THE
31 Norbeck Lane, Welton, Lincoln LN2 3JP
Tel: 01673 862000

GLEBE HOUSE
7 South Dale, Caistor, Market Rasen LN7 6LS
Tel: 01472 852282

GREENACRES CARE HOME
17-19 Grimsby Road, Caistor, Market Rasen LN7 6QY
Tel: 01472 851989

HAWTHORN'S, THE
53 Station Road, Bardney, Lincoln LN3 5UD
Tel: 01526 399868

HOLLIES, THE
The Hawthorns, 53 Station Road, Bardney, Lincoln LN3 5UD
Tel: 07817 946026

LITTLE BROCKLESBY HOUSE
51 High Street, Limber, Grimsby DN37 8JL
Tel: 01469 561353

MIDDLEGATE LODGE
Horncastle Road, Caistor, Market Rasen LN7 6JG
Tel: 01472 852282

OAKS, THE
51 Station Road, Bardney, Lincoln LN3 5UD
Tel: 01749 676724

OLD HALL, THE
Chapel Road, Fiskerton LN3 4HD
Tel: 01522 595395

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

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<td>Younger adults</td>
</tr>
<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
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Advert page 94

Visit www.lincolnshire.gov.uk/adultcare for help and information
For a choice of elderly care options in Lincoln

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 Lincoln could be something for you to think about. And, you don't need to be a Bupa customer to stay with us.

To find out more, call our Elderly Care Support Line seven days a week on 01522 719 536

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For elderly care. For Living

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%.

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.

Nettleton Manor Care Home: Moortown Road, Nettleton, Market Rasen LN7 6HX
Telephone: 01472 851 230 • Fax: 01472 852 015 • Mobile: 07780 685075
Email: nettletonmanor@gmail.com

Tell us what you think

Complete our short questionnaire

www.carechoices.co.uk/reader-survey
SAXILBY HOUSE ● 9-15 Highfield Road, Saxilby LN1 2QP  
Tel: 01522 704025  
D PD MH

WILLAN HOUSE ● Stainfield, Wragby, Market Rasen LN8 5JL  
Tel: 01526 398785  
OP D

WATERLOO HOUSE ● Walesby Road, Market Rasen LN8 3EX  
Tel: 01673 842343 Advert below  
OP D MH

For information on different types of care homes, see page 62.

Market Rasen care homes continued

MARKET RASEN CARE HOMES WITH NURSING

GLENGARRIFF HOUSE NURSING HOME  
8 King Street, Market Rasen LN8 3BB  
Tel: 01673 844091  
LDA YA

HEALTHLINC APARTMENTS ●  
Cliff Road, Welton, Lincoln LN2 3JN  
Tel: 01673 862000  
OP PD LDA MH SI YA

HILL HOUSE CARE HOME  
Sand Lane, Osgodby,  
Market Rasen LN8 3TE  
Tel: 01673 843407  
OP PD LDA MH YA

LAURELS NURSING HOME, THE  
Lincoln Road, Holton-cum-Beckering,  
Market Rasen LN8 5NG  
Tel: 01673 858680  
OP D

NETTLETON MANOR NURSING HOME  
Moortown Road, Nettleton,  
Market Rasen LN7 6HX  
Tel: 01472 851230 Advert page 96  
OP D PD

WATERLOO HOUSE

Our residents don’t live in our workplace, we work in their home.

Waterloo House is set in the heart of the Lincolnshire Wolds and is registered for 35 residents with old age and Dementia. We are supported by a fantastic, dedicated long standing team, and together we strive to provide high quality individual care for all our residents ensuring that they enjoy their stay with us.

We prepare fresh, locally sourced produce in our kitchen every day. We offer a varied daily choice and will also provide for special dietary needs. We will happily meet any special requests that you might have.

We receive lots of positive feedback about the care that we provide, the friendliness of the staff, the home’s cleanliness and the warm feeling that residents and visitors experience. See our latest report by logging on to www.cqc.org.uk.

Walesby Road, Market Rasen, Lincolnshire LN8 3EX  
Tel: 01673 842343  
Email: waterloocarehome@gmail.com  
www.waterloohousecarehome.co.uk

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

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ISBN 978-1-911437-95-6
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Published by: Care Choices Limited, Valley Court, Lower Road, Croydon, Nr Royston, Hertfordshire SG8 0HF. Tel: 01223 207770.
Publisher: Robert Chamberlain. Director of Sales: David Werthmann.
Head of Editorial: Emma Morriss. Editor: Angharad Jenkins. Content Editor: Emma Cooper.
Senior Sales Executives: Mark Dalton, Elaine Green, Mustafa Kanuni, Shannon Walford. Sales Executive: Claire Cornish.
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Further information

Contact Adult Care on 01522 782155 from 8am to 6pm, Monday to Friday (except public holidays).

In an emergency (out of these hours) phone the Emergency Duty Team on 01522 782333.